



Employment Service Organization Inventory

STATEWIDE & DRS REGIONAL BACKGROUND STATISTICS

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October 2007

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8004 Franklin Farms Drive
Richmond, Virginia, 23229

EMPLOYMENT SERVICE ORGANIZATIONS INVENTORY
DRS STATE and REGIONAL STATISTICS
October 2007

I. EXECUTIVE SUMMARY

Every three years, the Virginia Department of Rehabilitation Services compiles statistical data on the number of consumers served and employment services provided to consumers from the DRS vended Employment Service Organizations (ESOs). The present survey will compare five DRS regional areas of the State. The ESO Survey was sent out electronically to all ESO executive directors on October 31, 2006. The last survey was returned on February 22nd. Two Employment Service Organizations with large Supported Employment programs did not participate in the survey process which negatively skews some of the results. Sections marked with an asterisk (*) may have been negatively impacted.

CONSUMER PROFILE BY GENDER AND ETHNICITY

White males and females made up over fifty-nine percent (59%) of the consumers served by ESOs, down one percentage point from 2003. Black males and females made up over thirty-seven percent (37%) of the consumers served by ESOs, down one percentage point from 2003. The Hispanic males and females remained at two percent (2%) as compared with 2003 statistical data. All other groups remained about the same percentage.

CONSUMER PROFILE BY AGE

Just over seventy-four percent (74%) of consumers fell within the age range of 22 to 49 as compared with seventy-five percent (75%) in 2003. The 50 and older population stayed at just over fifteen percent (15%) when compared with the 2003 data. The 18 to 21 age range increased by approximately two percent when compared with 2003 data. No ESOs reported working with consumers in the 14 to 17 age range.

ENROLLMENT BY PRIMARY DISABILITIES

Mental health consumers now rank as the second largest disability category behind individuals with mental retardation. Consumers with learning disabilities are the third largest disability category served by ESOs.

EMPLOYMENT CATEGORIES

The employment categories varied and some were quite unusual as shown by the other jobs performed by consumers. Food Service (21%), Material Handling (16%), Retail (14%), and Janitorial (14%) made up sixty-five percent of the total jobs performed by consumers. Other jobs include security guard, optical technician, car transporter, elevator operator, and dispatcher to just mention a few.

CONSUMER EMPLOYMENT*

FY 2003 had approximately 11,744 consumers receiving services from DRS vended ESOs. FY 2006, ESOs had approximately 11,212 consumers receiving services for a decrease of four percent. The number of consumers working in integrated facilities increased by four percent from FY 2003 to FY 2006. The number of consumers working in non-integrated facility settings decreased by four percent in FY 2006.

CAPACITY

Eighty-nine percent (63 ESOs) of the seventy DRS ESOs responding to the survey indicated that they were not at full capacity. Some of the issues preventing full capacity include lack of referrals, availability of long term follow along funding, lack of work contracts, client transportation, and lack of Medicaid Waiver slots.

TRANSPORTATION

Independent and Public Transportation for FY 2006 combined make up over fifty percent of transportation used by consumers. Specialized Transportation increased by three percent from FY 2003 to FY 2006. Transportation provided by the ESOs stayed relatively the same.

JOB COACH DATA*

Approximately three hundred job coaches provided individual supported employment services statewide in FY 2006. Approximately one hundred and fifty-six job coaches provided enclave and mobile work crew services statewide in FY 2006. Job coaches with less than three years of employment made up forty-two percent of job coaches statewide in FY 2006 with thirty-six percent of job coaches having five or more years of employment. Forty-five percent of the job coaches had a Bachelor's Degree and thirty-six percent had just a high school diploma. The remainder had either an Associate's Degree or graduate degree. Twenty-five job coaches provide sign language services during Individual SE Services. Ten job coaches provide sign language services for Enclave and Mobile Work Crew Services. Thirty job coaches provided bilingual language services for Individual SE Services during FY 2006. The average salary range for job coaches statewide that provide Individual SE Services was \$21,778 to \$43,000. The average salary range for job coaches statewide that provide Enclave and Mobile Work Crew Services was \$20,269 to \$32,637.

EMPLOYMENT SERVICE ORGANIZATIONS INVENTORY DRS REGIONAL STATISTICS FOR 2007

STATEWIDE & DRS REGIONAL BACKGROUND STATISTICS

I. INTRODUCTION

Every three years, the Virginia Department of Rehabilitation Services compiles statistical data on the number of consumers served and employment services provided to consumers from the seventy-three DRS vended Employment Service Organizations. The present survey will compare statistical data over five DRS regional areas of the State. The ESO Survey was sent out electronically to all ESO executive directors on October 31, 2006. The last survey was submitted on February 22nd. Three Employment Service Organizations did not participate in the survey process.

Employment Service Organizations were asked to indicate what timeframe they collected their outcome measurement data. The three timeframes most commonly used are from January through December, July through June (State Fiscal Year), and September through October (Federal Fiscal Year). By allowing the organizations to respond to one of the three options, this ensured that the most recent data for one full year was obtained from all of the Employment Service Organizations. Fifty-three percent reported their outcome measurement data from January 1st to December 31st. Forty-six percent reported their outcome measurement data based on the State Fiscal Year which runs from July 1st through June 30th. Only one percent follows the Federal Fiscal Year which runs from October 1st through September 30th.

EMPLOYMENT REPORTING PERIODS

Employment Service Organizations were asked to indicate what timeframe they collected their outcome measurement data. The three timeframes most commonly used are from January through December, July through June (State Fiscal Year), and September through October (Federal Fiscal Year). By allowing the organizations to respond to one of the three options, this ensured that the most recent data for one full year was obtained from all of the employment service organizations. The table below shows how the seventy Employment Service Organizations responded to this question*.

January 1, 2005 – December 31, 2005-37 ESOs

July 1, 2004 – June 30, 2005-32 ESOs

October 1, 2004 – September 30, 2005-1 ESOs

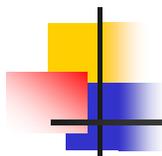
*(Three Employment Service Organizations did not complete the survey)

II. CONSUMER PROFILE

GENDER AND ETHNICITY

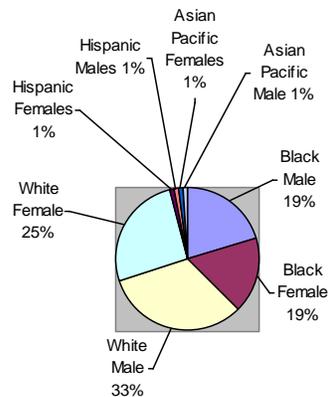
White males and females made up over fifty-nine percent of the consumers served by Employment Service Organizations. The Northern Region had the highest percentage of White consumers at thirty percent with the Southwest Region having the lowest percentage at just over fifteen percent. Black males and females made up over thirty-seven percent of the consumers served by Employment Service Organizations. The Eastern Region-Tidewater had the highest percentage of Black consumers at thirty-six percent with the Southwest Region having the lowest percentage at just over three percent. The Hispanic males and females remained at two percent as compared with 2003 statistical data. Of services to Hispanic, the Northern Region had the highest percentage at seventy-two percent with the Southwest Region having no Hispanic consumers served by Employment Service Organizations.

STATEWIDE AVERAGE

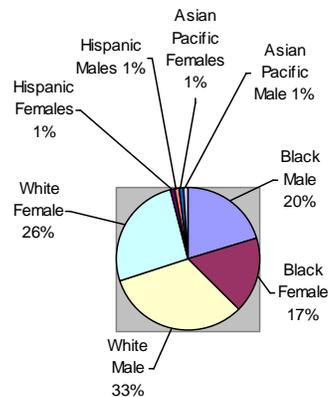


Gender and Ethnicity

■ FY 2003 Gender and Ethnicity



■ FY 2006 Gender and Ethnicity



REGIONAL AVERAGE

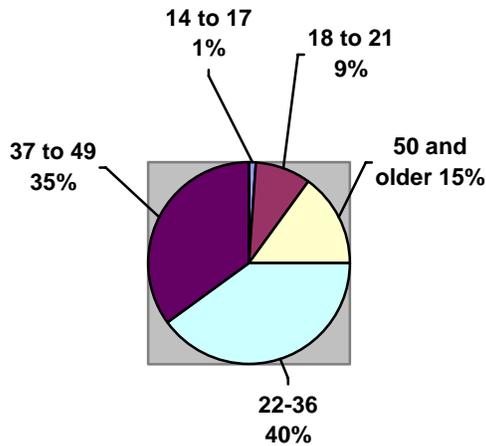
	Southwest Region	Southwest Region %	Northern Region	Northern Region %	Eastern Region	Eastern Region %	Eastern Region Tidewater	Eastern Region-Tidewater %	Blue Ridge Region	Blue Ridge Region %
Total Population	1,122	10.01%	3,009	27%	2,164	19%	2,755	25%	2,162	19%
RACE										
Black Male	70	3.08%	360	15.83%	595	26%	832	37%	417	18%
Black Female	59	3.10%	331	17.38%	481	25.25%	663	35%	371	19%
Black	129	3.09%	691	16.54%	1076	26%	1495	36%	788	19%
White Male	509	14.10%	1080	30%	614	17%	644	18%	762	21%
White Female	481	16.53%	876	30.11%	442	15%	515	18%	595	20%
White	990	15.19%	1956	30%	1056	16%	1159	18%	1357	21%
American I M		0.00%	7	44%	3	19%	3	19%	3	19%
American I F		0.00%	6	67%	2	22%	1	11%	0	0%
American I		0.00%	13	52%	5	20%	4	16%	3	12%
Asian Male	3	2.17%	104	75%	8	6%	19	14%	4	3%
Asian F		0.00%	70	65%	4	4%	33	31%	1	1%
Asian	3	1.22%	174	71%	12	5%	52	21%	5	2%
Hispanic M		0.00%	92	75%	7	5.69%	21	17%	3	2%
Hispanic F		0.00%	83	69%	8	7%	24	20%	6	5%
Hispanic		0.00%	175	72%	15	6%	45	18%	9	4%

AGE BACKGROUND

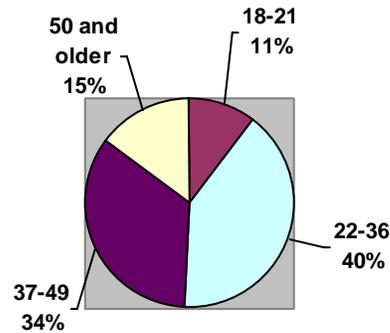
Just over seventy-four percent of consumers fell within the age range of 22 to 49 as compared with seventy-five percent in 2003. The Northern Region having the highest percentage at sixty-one percent with the Southwest Region having the lowest percentage at just over seventeen. The 50 and older population stayed at just over fifteen percent when compared with the 2003 data. The Northern Region having the highest percentage at thirty percent with the Southwest Region has the lowest percentage at just over thirteen percent. The 18 to 21 age range increased by approximately two percent when compared with 2003 data. The Blue Ridge Region having the highest percentage at thirty-four percent with the Northern Region having the lowest percentage at eleven percent.

STATEWIDE AVERAGE

2003 Consumer Age



2006 Consumer Age



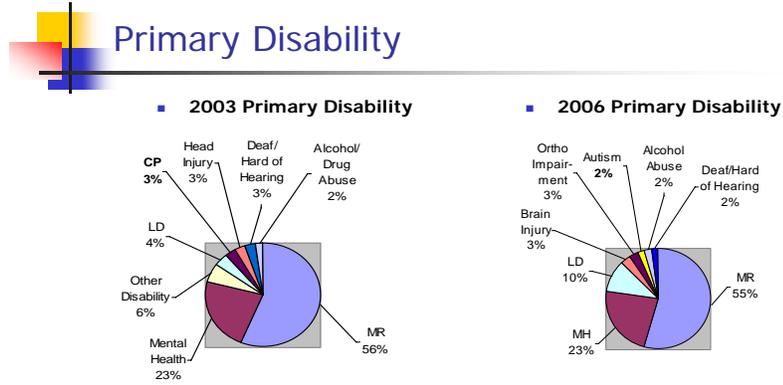
REGIONAL AVERAGE

Age Range	Southwest Region %	Northern Region%	Eastern Region%	Eastern Region-Tidewater %	Blue Ridge Region %
14 -17					
18 - 21	11.15%	11%	20%	24%	34%
22 - 36	7.22%	32%	22%	25%	13%
37 - 49	10.30%	29%	20%	25%	16%
50 - over	13.74%	30%	18%	20%	18%

PRIMARY DISABILITY

Employment Service Organizations over the years have collect disability data for strategic planning purposes. This is data is important when determining the need to expand employment services in a particular locality with an underserved population. Many facility-based programs were founded by concern parents of young adults with similar disabilities needing structured employment environments. In earlier years, mental retardation and the blind/visually impaired were the largest disability categories receiving the most notice as well as funding. The picture today shows the expansion of employment services for mental health consumers now ranking as the second largest disability category behind mental retardation. Through better diagnostic testing, consumers that were considered to be mentally retarded are now being diagnosed as having a learning disability. Consumers with learning disabilities are the third largest disability category served by Employment Service Organizations.

STATEWIDE AVERAGE



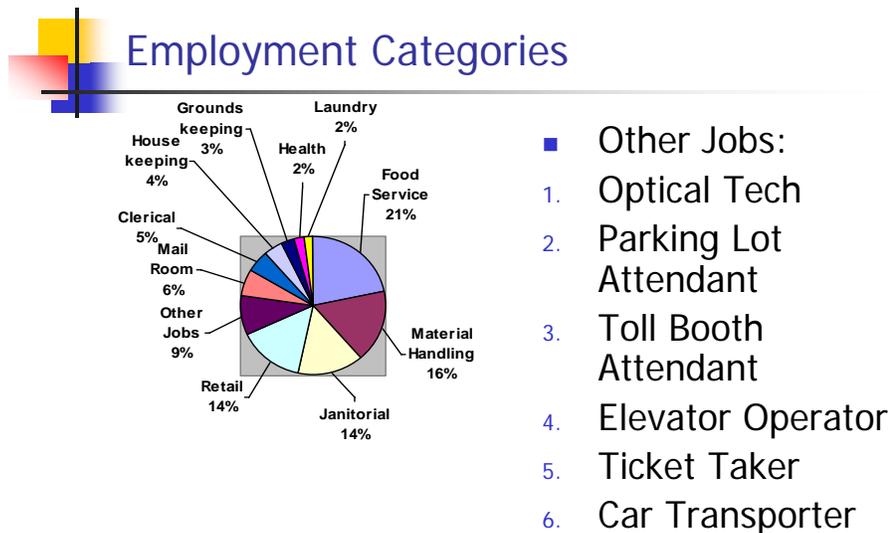
REGIONAL AVERAGE

Disability	Southwest Region %	Northern Region%	Eastern Region%	Eastern Region-Tidewater %	Blue Ridge Region %
Alcohol	8.57%	9%	15%	42%	25%
Autism	7.81%	23%	26.56%	25%	18%
Blind	4.73%	31%	20%	22%	23%
Cardio	5.56%	61.11%	0%	11%	22%
CP	5.35%	24%	31%	17%	23%
DHH	2.27%	22%	28%	27%	21%
Diabetes	0.00%	3%	23%	39%	35%
BI	0.35%	24%	36%	23%	16%
LD	5.06%	27%	19%	29%	21%
MI	11.60%	36%	19%	20%	17%
MR	11.26%	26%	20%	26%	16%
Neuro	4.03%	52%	15%	10%	23%
Ortho	13.44%	39%	20%	13%	15%
Speech	0.00%	0%	67%	0%	19%
Spinal Cord	0.00%	30%	35%	0%	35%
Other	8.51%	16%	11%	14%	34%

EMPLOYMENT CATEGORIES

The employment categories varied and some were quite unusual as shown by the other jobs performed by consumers. Food Service (21%), Material Handling (16%), Retail (14%), and Janitorial (14%) made up sixty-five percent of the total jobs performed by consumers. Other jobs include security guard, optical technician, car transporter, elevator operator, and dispatcher to just mention a few. The table below shows the percentage of jobs performed by consumers in each region of the State.

STATEWIDE AVERAGE



REGIONAL AVERAGE

	Southwest Region %	Northern Region%	Eastern Region%	Eastern Region-Tidewater %	Blue Ridge Region %
Clerical	6.10%	41%	31%	18%	4%
Food Ser	3.08%	21%	28%	38%	10%
Health	11.43%	10%	19%	28%	32%
Groundskping	7.07%	26.63%	26%	25%	15%
Housekeeping	1.35%	28%	41%	18%	11%
Janitorial	4.55%	26%	28%	33%	8%
Laundry	0.00%	11%	25%	61%	3%
Mail room	0.00%	69%	8%	19%	5%
Material Handling	2.01%	10%	18%	53%	16%
Professional	0.72%	64%	22%	12%	1%
Retail	4.12%	24%	28%	27%	16%
Trades	0.00%	17%	67%	13%	2%
Other jobs	0.57%	50%	18%	14%	18%

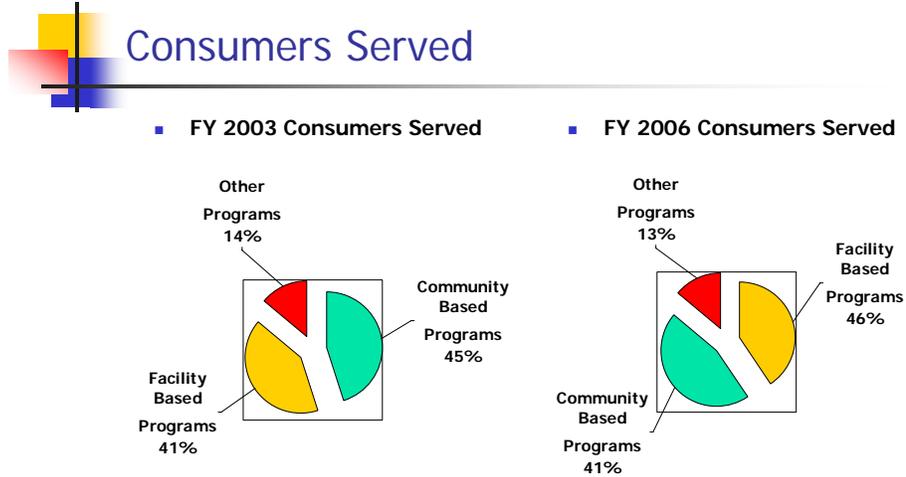
The Eastern Region-Tidewater had the largest percentage of food service workers at thirty-eight percent with the Southwest Region the lowest at three percent. The Eastern Region-Tidewater had the largest percentage of material handling workers at fifty-three percent with the Southwest Region the lowest at two percent. The Eastern Region-Tidewater had the largest percentage of janitorial workers at thirty-three percent with the Southwest Region the lowest at five percent. The Eastern Region had the largest percentage of retail workers at twenty-eight percent with the Southwest Region the lowest at four percent.

III. ESO PROFILE

CONSUMERS SERVED

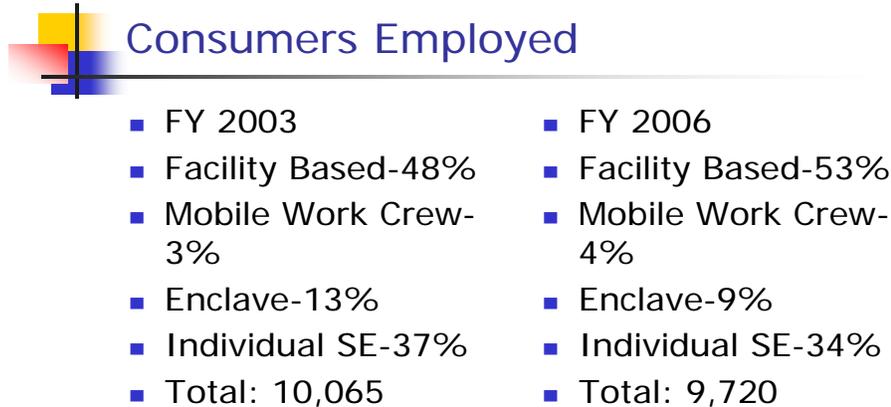
FY 2003 had approximately 11,744 consumers receiving services from DRS vended Employment Service Organizations as compared with FY 2006 that had 11,212 receiving services. Contributing to the decrease in the number of consumers served in FY 2006 was the missing statistical data from two large Supported Employment Programs.

STATEWIDE AVERAGE



Other programs would include Day Health & Rehabilitation, Job Centers, Etc.

The table below provides a comparison of employment programs for the three year periods.



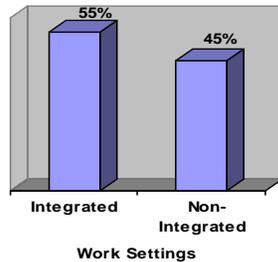
Combined Facility Based and Community Based Employment decreased three percent from 10,065 consumers in FY 2003 to 9,720 consumers in FY 2006. Contributing to the decrease in the number of consumers employed in FY 2006 is the missing statistical data from two large Supported Employment Programs.

REGIONAL AVERAGES

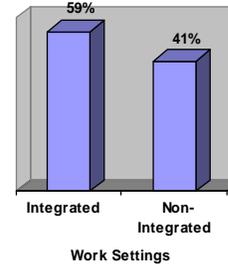
Facility Based	Southwest Region %	Northern Region %	Eastern Region %	Eastern-Tidewater Region %	Blue Ridge Region %
Employed Yr	19.46%	24%	7%	24%	26%
Facility Integration					
W Non	21.79%	21%	9%	24%	24%
Segregated Consumers	10.32%	28%	7%	32%	23%
Com Based					
Mobil	9.22%	35%	14%	22%	20%
Enclaves	11.76%	56%	16%	7%	9%
Individual	6.02%	25%	25%	32%	12%
#crews/enclave	20	185	34	24	31

Facility-Based Integrated Employment Setting

Consumers Working on FY 2003 Facility Contracts



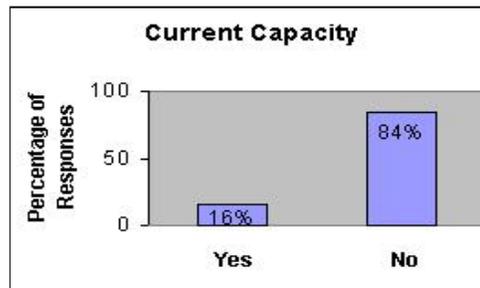
Consumers Working on FY 2006 Facility Contracts



The number of consumers working on facility contracts in integrated work settings increased by four percent from FY 2003 to FY 2006. The number of consumers working on facility contracts in non-integrated work settings decreased by four percent.

Eighty-four percent of the seventy-seven DRS vended employment service organizations indicated that they were not at full capacity in FY 2003.

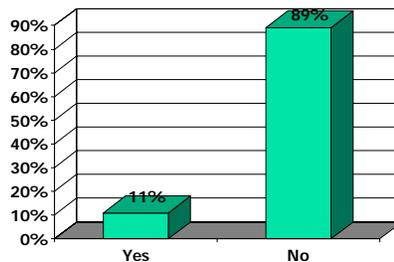
Current Capacity-FY 2003



Eighty-nine percent of the seventy DRS vended Employment Service Organizations responding to the survey indicated that they were not at full capacity. Some of the issues preventing full capacity include lack of referrals, availability of long term follow along funding, lack of work contracts, client transportation, and lack of Medicaid Waiver slots.

Current Capacity-FY2006

Are you presently at full Capacity?

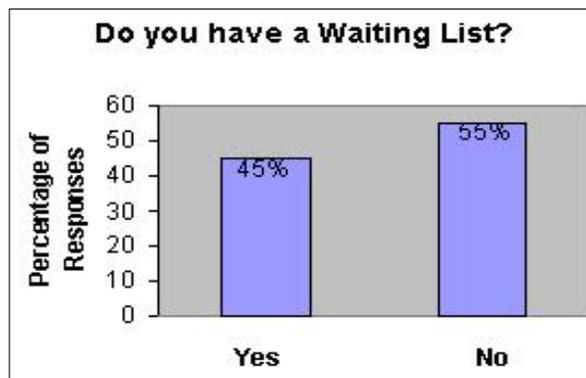


Listed below are some of the negative impacts that have prevented full capacity.

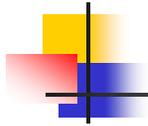
Issues Preventing Full Capacity

- Lack of Referrals
- Lack of Medicaid Waiver Slots
- Lack of Contract Work
- Lack of Long Term Funding
- Lack of Funding for Transportation
- Available Space of Van
- Staffing Issues
- Need to Expand More Enclave Sites
- Consumers not Interested in Employment Services

ES0 Waiting List-FY 2003

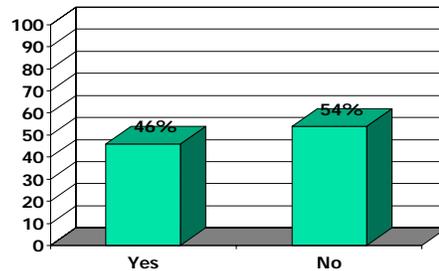


FY 2003 had three hundred and eighty-five consumers on waiting lists to receive employment services. FY 2006 had one hundred and ninety-nine consumers on waiting list to receive employment services.



ESO Waiting List-FY 2006

Do you have a Waiting List?



Which will have the greatest impact on your organization's ability to increase services to persons with disabilities over the next three years?



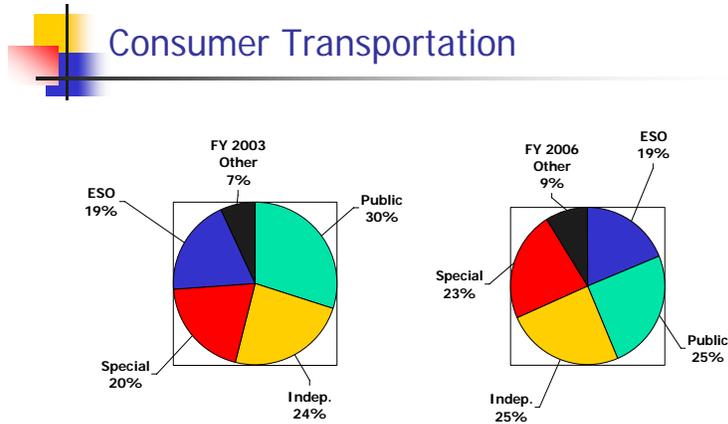
Greatest Impact When Serving Additional Consumers

1. Changes in State Funding
2. Changes in Federal Legislation
3. Lack of Referrals
4. Lack of Transportation
5. Inadequacy of Organization's Transportation
6. Lack of Private Funding
7. Staff Limitations
8. Other Factors

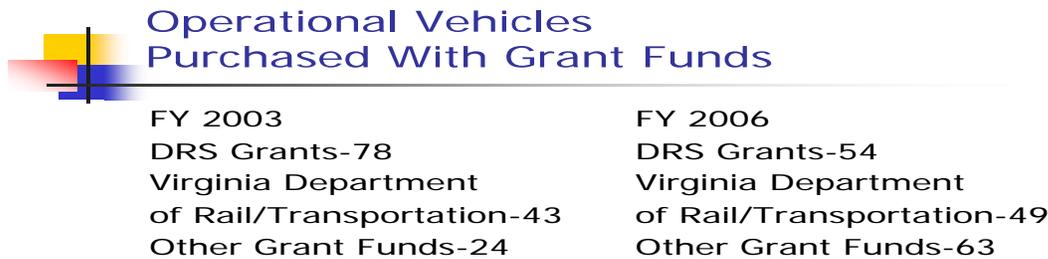
The results combined the significant and most significant answers to obtain the rankings with 1 highest to 8 lowest.

What would your estimate as being the annual number of consumers who use the following categories of transportation?

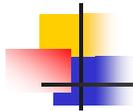
When looking just at the public transportation category separately, the use of public transportation decreased five percent from FY2003 to FY2006. Independent and Public Transportation for FY 2006 combined make up over fifty percent of transportation used by consumers.



How many vehicles purchased with grant funds over the past 10 years for all passenger vehicles are still in use?



The purchase of vehicles using DRS Grants decreased forty-four percent from FY 2003 to FY2006. The lack of Economic Development and Establishment Grant Funding from DRS over the last three years has had an impact on this decrease. Other Grant Funds for vehicles increased one hundred and sixty-four percent from FY2003 to FY2006. Other Grant Funds include the John Randolph Foundation, KOVAR, ALCOA Corporation, and local government funding.



Job Coach Data

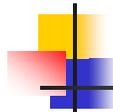
Approximately three hundred job coaches provided individual supported employment services Statewide in FY 2006. The Eastern Region had the largest percentage of job coaches at thirty-two percent and the Southwest Region with the lowest percentage at six percent. Approximately one hundred and fifty-six job coaches provided enclave and mobile work crew services Statewide in FY 2006. The Northern Region had the largest percentage at fifty-seven percent and the Blue Ridge/Southwest Regions had the lowest at six percent.



Job Coach Data

Individual SE Job Coaches

	<u>Employed</u>	<u>Statewide %</u>
■ Southwest Region	16.5	6%
■ Northern Region	81.5	27%
■ Eastern Region	97	32%
■ Eastern Region- Tidewater	64	21%
■ Blue Ridge Region	41	14%



Job Coach Data

Enclaves/Mobile Work Crew Job Coaches

	<u>Employed</u>	<u>Statewide %</u>
■ Southwest Region	9.5	6%
■ Northern Region	89	57%
■ Eastern Region	25	16%
■ Eastern Region- Tidewater	23	15%
■ Blue Ridge Region	9.75	6%

Forty-five percent of the job coaches had a Bachelor's Degree and thirty-six percent had just a high school diploma.

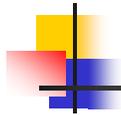


Job Coach Data

Education Level

	<u># Coaches</u>	<u>Statewide %</u>
■ Masters Degree	67	14%
■ Bachelor Degree	217.5	45%
■ Associate Degree	28.25	6%
■ High School Diploma	176	36%

Approximately twenty-five job coaches provide sign language during Individual SE Services. The Eastern Region-Tidewater Area had the highest percentage at thirty-two percent with the Southwest Region having no sign language job coaches. Approximately ten job coaches provide sign language for Enclave and Mobile Work Crew Services. Northern Region had the highest percentage at thirty-nine percent with the Southwest/Eastern Regions having just ten percent.



Job Coach Data

Individual SE Job Coaches with Sign Language Skills

	<u># Coaches</u>	<u>Statewide %</u>
■ Southwest Region	0	0%
■ Northern Region	7	28%
■ Eastern Region	6	24%
■ Eastern Region-Tidewater	8	32%
■ Blue Ridge Region	4	16%



Job Coach Data

Enclave/Mobile Work Crew Job Coaches with Sign Language Skills

	<u># Coaches</u>	<u>Statewide %</u>
■ Southwest Region	1	10%
■ Northern Region	4	39%
■ Eastern Region	1	10%
■ Eastern Region –Tidewater	2	20%
■ Blue Ridge Region	2.25	22%

(*See Attachment-A, ESO Survey conducted April 2006 on the skill level of job coaches using American Sign Language (ASL).

Approximately thirty job coaches provided bilingual language services for Individual SE Services during FY 2006. The Northern Region had the highest percentage at seventy-seven percent and the lowest in the Southwest/Blue Ridge Regions at three percent. Approximately thirty-eight job coaches provided bilingual language services for Enclaves and Mobile Work Crews during FY 2006. The Northern Region had the highest percentage at ninety-seven percent and the Blue Ridge/Eastern/Eastern-Tidewater Area had no bilingual job coaches for Enclaves and Mobile Work Crews.



Job Coach Data

Individual SE Job Coaches-Bilingual

	<u>#Coaches</u>	<u>Statewide %</u>
■ Southwest Region	1	3%
■ Northern Region	23	77%
■ Eastern Region	3	10%
■ Eastern Region – Tidewater	2	7%
■ Blue Ridge Region	1	3%



Job Coach Data

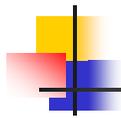
Enclave/Mobile Work Crew Job Coaches-Bilingual

	<u>#Coaches</u>	<u>Statewide %</u>
■ Southwest Region	1	3%
■ Northern Region	37	97%
■ Eastern Region	0	0%
■ Eastern Region- Tidewater	0	0%
■ Blue Ridge Region	0	0%



Bilingual Job Coaches-Languages Spoken

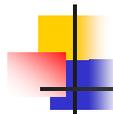
- Spanish
- German
- Tagalog
- Farsi
- Portuguese
- Nigerian
- Ghanaian
- Temna
- French
- Dari
- Bengali
- Pashto
- Hebrew
- Amharic
- Filipino
- Krio



Individual SE Job Coach Recruitment & Retention Issues

- Non-Competitive Salary
- Competing with CSB Benefits
- High Cost of Living
- High Job Related Travel Demands
- Lack of Benefits
- Reduced Labor Pool
- High Job Expectations/Skills Needed
- Lack of Prior Work Experience
- Stress of working with MSD Consumers

The average salary range for job coaches statewide that provide Individual SE Services was \$21,778 to \$43,000. The average salary range for job coaches statewide that provide Enclave and Mobile Work Crew Services was \$20,269 to \$32,637.



Job Coach Data

Individual SE Job Coach Salary Range

- Southwest Region \$18,500 to \$36,000
- Northern Region \$21,000 to \$55,000
- Eastern Region \$25,000 to \$38,000
- Eastern Region- Tidewater \$23,388 to \$45,000
- Blue Ridge Region \$21,000 to \$41,000
- Statewide Average \$21,788 to \$43,000



Job Coach Data

Enclave/Mobile Work Crew Job Coaches Average Salary Range

- Southwest Region \$18,720 to \$22,000
- Northern Region \$21,000 to \$47,000
- Eastern Region \$26,000 to \$37,889
- Eastern Region- Tidewater \$15,000 to \$31,295
- Blue Ridge Region \$20,625 to \$25,000
- Statewide Average \$20,269 to \$32,637

Attachment A

Ms. Kristine Elaine Melson, VCU Intern, conducted a research study for the Virginia Department of Rehabilitative Services, Deaf and Hard of Hearing Services. This research project dealt with the communication barrier between job coaches and deaf or hard of hearing consumers. This project surveyed Employment Service Organizations (ESOs) across the state of Virginia inquiring about the skill level of their job coaches in American Sign Language (ASL). The survey looked at the demographics of current and recent consumers, and what steps Employment Service Organizations would or would not be willing to take to decrease the language barrier between job coaches and consumers. The results are summarized in the text below.

The survey results that dealt with the ability to use American Sign Language (ASL) were summarized as follows: 13 of the 24 responding ESOs have job coaches who use ASL with a total of 19 job coaches who sign. Of these 19 job coaches, 18 are at least conversational in ASL. 11 of these 18 possessed this skill prior to being hired by the ESO. Of the 25 ESO's who responded to question number three (would you be willing to hire job coaches who already have conversational skills in ASL?) 100% stated that they would be willing to hire job coaches who are already conversational in ASL. In addition to these results, the conclusion of question number six (would you be willing to provide opportunities for job coaches to learn ASL?) revealed that 96% of ESOs would be willing to provide opportunities to learn ASL. However, in consensus with the hypothesis, 40% of the responding ESOs said they would need help with funding these opportunities. An additional observation that was made while calculating the results was that 20% of the responding ESOs stated that they would be willing to offer opportunities to learn ASL if they could be assured an increase in referrals of the deaf and hard of hearing population to their agency.

The survey questions that inquired about the consumer population were summarized as follows: of the 25 responding ESOs 84% are currently serving zero to five consumers who are deaf or hard of hearing, 8% are serving six to ten, 4% are serving 11-15, and 4% are serving more than 16 consumers who are deaf or hard of hearing. Looking back at the past three years, the 25 responding ESOs reported that 64% have served zero to five consumers who are deaf or hard of hearing, 20% have served six to ten, 12% have served more than 20, and 4% have served between 11 and 15 consumers who are deaf or hard of hearing.

When the ESOs were asked whether or not they would be willing to offer job coaches who were at least conversational in ASL incentives such as higher pay 50% responded that they would be willing to pay their job coaches more if they acquired conversational skills in ASL. 20% of these agencies who would offer their job coaches higher pay reported they would do so if there was an increase in referrals of deaf or hard of hearing consumers to their agency. Another 27% of these agencies who would be willing to offer higher pay said they would do so if more funds were available. Finally, in disagreement with the previously made hypothesis, 30% of responding agencies would not offer their job coaches higher pay for acquiring skills in ASL. 20% of agencies questioned did not respond.

When asked "What additional incentives would you need to increase your SE/JCTS services to consumers who are Deaf or Hard of Hearing?" 42% of responding agencies said they would need a more consistent flow of referrals of deaf or hard of hearing consumers to their agency, 32% stated they would need additional training such as courses in ASL and deafness, and 26% said they would need financial assistance.