

# STATE OF CALIFORNIA DEPARTMENT OF REHABILITATION

## Comprehensive Statewide Needs Assessment Report

Program Years 2021-2023



DEPARTMENT of  
REHABILITATION

Employment, Independence & Equality

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## **Executive Summary**

The Comprehensive Statewide Needs Assessment (CSNA) is a study of the vocational rehabilitation (VR) needs of individuals with disabilities in California, undertaken by the California Department of Rehabilitation (CDOR) and conducted in partnership with California's State Rehabilitation Council (SRC). Required by the federal Rehabilitation Act of 1973, as amended by the federal Workforce Innovation Opportunity Act (WIOA), the CSNA informs the goals and priorities of CDOR's State Plan and DOR's understanding of its consumers and their service needs.

The CSNA assesses the general VR needs of individuals with disabilities statewide, with focus on five required areas:

- Individuals with most significant disabilities (MSD), including their need for supported employment (SE) services
- Individuals with disabilities who are minorities and individuals who have been unserved or underserved by CDOR
- Individuals with disabilities served by other components of California's workforce development system
- Youth and students with disabilities, including their need for pre-employment transition services (Pre-ETS)
- An assessment of the need to establish, develop, or improve community rehabilitation programs (CRPs)

## **Data Sources**

The 2021-2023 CSNA, completed between Spring 2021 and Fall 2023, draws upon primary and secondary data. The following sources and data collection methods were used to complete the required components of the assessment:

- Key informant interviews of community subject matter experts and CDOR VR staff who work with unserved and underserved populations.
- Surveys of CDOR staff and consumers
- Analysis of American Community Survey (ACS) data.
- Analysis of CDOR caseload data
- Analysis of California Department of Education (CDE) student data
- Analysis of California Department of Corrections and Rehabilitation data
- Analysis of the 2021-2022 CDOR Consumer Satisfaction Survey (CSS)

## **2023 CSNA Themes**

### **Improved customer service**

The surveys and data collection activities mentioned above indicate that CDOR needs to improve customer service in the following ways:

- CDOR staff and service providers would benefit from cultural competency training to provide them with the skills and knowledge necessary to understand diversity and increase awareness of cultural norms in diverse communities.
- CDOR staff should find more opportunities to be present in the communities where underserved individuals with disabilities live in order to provide appropriate services.
- CDOR should increase and/or enhance outreach efforts to justice-involved, foster youth, homeless/unhoused individuals, and English learners.

### **Coordination with other systems and programs**

While many relationships have been established throughout the state, there is still a need for additional collaboration with community partners and organizations who provide supports and services to populations with barriers to employment, including those who are justice-involved, individuals experiencing homelessness, and former and current foster youth. During the implementation of WIOA, local partnership agreements were developed throughout the state. It is important to keep the relationships that were formed through those agreements and add more relationships to reach as many individuals with disabilities who may benefit from CDOR services as possible and collaborate with these partners to provide comprehensive services. Additionally, CDOR should consider targeted marketing strategies to populations that may be considered underserved and hold outreach events in the community and at job fairs.

### **Service Barriers and Access**

Stakeholders and CDOR consumers have identified the following possible barriers to CDOR services:

- A lack of transportation, especially in rural areas
- Language and cultural barriers
- The need for staff training in cultural competency
- Lack of CRPs, including lack of CRP staff and available services
- Overall quality of CRP services
- Lack of available businesses providing job opportunities
- Fear of losing benefits

- Homelessness or housing insecurity
- Lack of work and technical skills, vocational training, and apprenticeships

### Staffing and training needs

Staff training in cultural competency is needed to serve the state's diverse population. Underserved populations including individuals experiencing homelessness, those with behavioral health disabilities, English learners, or justice-involved individuals have specific needs. Training and collaboration with other programs within the workforce development system will assist CDOR staff with providing services, information, and referrals that lead to successful closures and long-term employment.

### **Section Themes:**

#### **Section I. Individuals with the most significant disabilities (MSD), including their need for supported employment services**

An individual with a most significant disability (MSD) is described as one who has a serious limitation in terms of employment in at least four out of six functional capacity areas, is expected to require multiple VR services over an extended period of time (more than six months), and has one or more physical or mental disabilities.

CDOR identified the following themes for individuals with MSD:

- Individuals with ID/DD represent the largest disability category of consumers and youth ages 14 to 24 with MSD and receiving Supported Employment (SE) services at application.
- For those indicating employment barriers, both MSD and SE consumers who responded to the survey cited the need for job skills and training in computer programs such as Microsoft Word and Excel.
- Survey respondents reported college or university education as the most important type of training to MSD consumers, whereas apprenticeship or on-the-job training is the most important type to SE consumers.
- Survey results indicated that MSD and SE consumers need computer program training more than other technological equipment or skills.
- Making a living wage was the most important job factor for MSD consumers and the third most important job factor for SE consumers. Job security is second most important to both.



## **Section II. Individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program**

As of 2021, California was ranked the second most culturally diverse state, and no race or ethnic group constitutes a majority of California's population. The CDOR identified the following recurring themes for individuals with disabilities who are minorities and those who have been unserved or underserved by the VR program:

- Key informants and CDOR Qualified Rehabilitation Professionals (QRPs) identified the following priority populations for CDOR:
  - Homeless/unhoused
  - Formerly justice-involved
  - English learners
  - Foster youth
  - Lesbian, gay, bisexual, transgender, queer (LGBTQ+)
  - Behavioral health disability
- Some consumers with barriers may not disclose the barriers they have due to stigma.
- Compared to the United States Census Bureau American Community Survey (ACS) 5-year estimates, the population of Asians in Californians with disabilities ages 18 to 64 who speak English less than very well may seek CDOR services in lower percentages than found in the population.
- Individuals experiencing homelessness, foster youth, justice-involved individuals, and English learners may be underserved. Additionally, key informants and survey respondents identified these individuals as the top priority for CDOR resources.
- Approximately 33% of CDOR consumers have a behavioral health disability.
- Due to some consumers not disclosing their barrier(s) due to cultural stigma, CDOR data may not reflect the actual percentages served.
- People of color, in particular Black or African Americans, are overrepresented among individuals experiencing homelessness and those who are formerly justice involved and are more likely to experience behavioral health disabilities.

### **Section III. Individuals with disabilities served through other components of the statewide workforce development system**

The CDOR is one of the core programs of California's workforce development system, which consists of 14 Regional Planning Units (RPUs) and 45 Local Workforce Development Boards (LWDBs). Additionally, there are over 190 AJCCs, one-stop shops for those individuals looking to enter the workforce. The AJCCs provide a comprehensive range of no-cost employment and training services for employers and job seekers through a collaboration of local, state, private, and public entities to meet the needs of the California workforce. The CDOR's 14 districts work closely with local AJCCs and LWDBs to provide services to individuals with disabilities.

This section presents information about individuals with disabilities in the job market, their needs, and their challenges. Through a survey of CDOR consumers and an analysis of labor market and demographic data, the CDOR has gathered information about the needs of consumers trying to enter the workforce and the challenges they are currently facing in finding employment. This section also covers the gaps in services as identified by the survey respondents.

CDOR identified the following themes for individuals with disabilities served through other components of the statewide workforce development system:

- The rate of employment for working-aged persons with disabilities in California remains at 23.2%.
- Individuals with disabilities are less likely to have earned a bachelor's degree or higher than individuals without a disability.
- Individuals with disabilities are more likely to earn a lower median wage than individuals without disabilities.
- Of CDOR's top five occupational placements, consumers in four of the occupations earn less than the estimated annual living wage of \$44,179.

### **Section IV. Youth with disabilities, and students with disabilities, including their need for transition services**

For purposes of this section, youth with disabilities are defined as VR consumers who are not younger than 14 years of age, and not older than 24 years of age. Youth with disabilities may or may not be students with disabilities.

Also included in this section are students with disabilities receiving pre-employment transition services (Pre-ETS), also called CDOR Student Services.

Students receiving Student Services that have not opened a VR case are assigned a potentially eligible (PE) case record type. A student with a disability is defined as a student aged 16-21 receiving special education or related services under the Individuals with Disabilities Education Act (IDEA), or who is an individual with a disability for purposes of Section 504 of the Rehabilitation Act. Students with disabilities receiving CDOR Student Services will be referred to as students in this section.

Federal law requires State educational agencies (SEAs) and VR agencies to plan and coordinate transition services, as well as CDOR Student Services for students with disabilities through a formal interagency agreement.

CDOR identified the following themes for youth with disabilities and students with disabilities, including their need for transition services and CDOR Student Services:

- The rates of Hispanic or Latinx and Asian individuals found in the CDOR Student Services population are lower than found in the CDE population of special education students in grades 9 through 12.
- Youth and students with disabilities who identify as male applied for VR services and CDOR Student Services at higher percentages than females.
- The provision of CDOR Student Services (pre-employment transition services) to potentially eligible students with disabilities continues to increase annually.
- 22.7 percent of the CDE population of students with disabilities receives CDOR Student Services.
- The percentage of youth and students who do not wish to identify their gender has increased during the study period.
- There is a large population of opportunity youth, also called disconnected youth, who are youth ages 16 to 24 not in school and not working, in California.

## **Section V. Assessing the need to establish, develop, or improve community rehabilitation programs within the State**

Community rehabilitation programs (CRPs) facilitate the provision of VR services to individuals with disabilities in support of their goal of employment, independence, and equity.

CDOR identified the following themes to establish, develop, or improve CRPs within the State:

- Both total VR consumers and individuals accessing CRP services have increased from SFY 2020-21 to 2022-23.
- The phasing out of subminimum wage employment will likely increase the need to provide supported employment services to individuals with most significant disabilities, including through CRPs.
- Consumers in rural areas are limited in access to CRP locations and VR services.
- Counselors reported that the number and quality of CRPs across many areas of California are insufficient to meet demands.
- Survey results indicate that more CRPs offer a virtual or hybrid service delivery method as a result of the pandemic; however, a large number of individuals with disabilities are unable to access virtual services due to a lack of internet or broadband access or technological skills and/or computer equipment.

### **CDOR Background**

The CDOR works in partnership with consumers and other stakeholders to provide services and advocacy to achieve employment, independent living, and equality for individuals with disabilities.

The CDOR administers the largest VR and Independent Living programs in the country. VR services are designed to assist job seekers with disabilities in obtaining competitive employment in integrated work settings. Independent living services may include peer support, skill development, systems advocacy, referrals, assistive technology, transition services, housing assistance, and personal assistance services.

The CDOR divides its VR service areas into 14 distinct districts. The first 13 are geographical areas that encompass one or more county locations. The 14<sup>th</sup>

district represents the department's Blind Field Services (BFS) and encompasses the entire state, with its field staff embedded in the other 13 districts. The districts are:

- Greater East Bay District (offices in Antioch, Berkeley, Concord, Fairfield, Fremont, Oakland, Richmond)
- Greater Los Angeles District (offices in City of Commerce, Culver City, Los Angeles, Norwalk)
- Inland Empire District (offices in Blythe, El Centro, Ontario, Palm Desert, Riverside, San Bernardino, Temecula, Victorville)
- Los Angeles South Bay District (offices in Bell, Compton, Inglewood, Lawndale, Long Beach, Gardena)
- Northern Sierra District (offices in Alturas, Auburn, Chico, Fair Oaks, Grass Valley, Placerville, Roseville, Sacramento, Susanville, South Lake Tahoe, Woodland, Yuba City)
- Orange/San Gabriel District (offices in Anaheim, El Monte, Santa Ana, West Covina),
- Redwood Empire District (offices in Crescent City, Eureka, Lakeport, Napa, Red Bluff, Redding, Santa Rosa, Ukiah, Yreka),
- San Diego District (offices in Chula Vista, Encinitas, Escondido, Laguna Hills, La Mesa, San Diego)
- San Francisco District (offices in Menlo Park, Foster City, Novato, San Bruno, San Francisco)
- San Joaquin Valley District (offices in Bakersfield, Fresno, Merced, Modesto, Ridgecrest, Sonora, Stockton, Visalia)
- San Jose District (offices in Capitola, Gilroy, Salinas, San Jose,)
- Santa Barbara District (offices in Oxnard, San Luis Obispo, Santa Barbara, Santa Maria, Thousand Oaks)
- Van Nuys/Foothill District (offices in Canoga Park, Glendale, Lancaster, Pasadena, Santa Clarita, Van Nuys)

## **California Population**

With almost 39 million residents in 2023, California has the largest resident population in the United States. According to the 2021 ACS 5-Year Estimates for California, over 4 million individuals, or 10.6 percent of California's population, identified as having a disability, compared to 12.6 percent of the overall U.S. population.

Nearly half of Californians with disabilities (47.4 percent) were ages 18 to 64. Californians with disabilities were less likely to be employed and more likely to live below the poverty level. Lower education levels may contribute to lower incomes and higher poverty levels.

The annual median earnings of full-time/full-year civilian workers ages 18 to 64 with disabilities was \$9,543 lower than the earnings of individuals without disabilities.

## **Demographics of Californians with Disabilities**

According to the U.S. Census Bureau's 2021 ACS 5-Year Estimates, California had the highest number of individuals with disabilities living in the community. In this section, we provide a high-level overview of the demographics of Californians with disabilities.

### **Race and Ethnicity of Californians with Disabilities**

Per the 2021 ACS 5-Year Estimates, White alone made up the largest proportion of California's population by race at 57.8 percent, followed by Some other race (11.9 percent), Asian (11.6 percent), Two or more races (9.3 percent), Black or African American (7.7 percent), American Indian and Alaska Native (1.3 percent), and Native Hawaiian and other Pacific Islander (0.4 percent).

Californians of any race and who identified their ethnicity as Hispanic or Latinx made up 31.6 percent of the population, while those who identified their ethnicity as White, not Hispanic or Latinx, made up 45 percent of the population. ACS data does not provide the percentages of race other than White that do not identify as Hispanic or Latinx, and therefore total percentages in the ethnicity section of Table 1, below, do not add up to 100 percent.

While American Indian and Alaska Native accounted for a small percentage of the total California population (0.9 percent), they had the highest rate by race with a disability at 14.9 percent. Black or African American had the next highest rate with a disability at 14.8 percent.

Table 1. Californians with a Disability by Race/Ethnicity

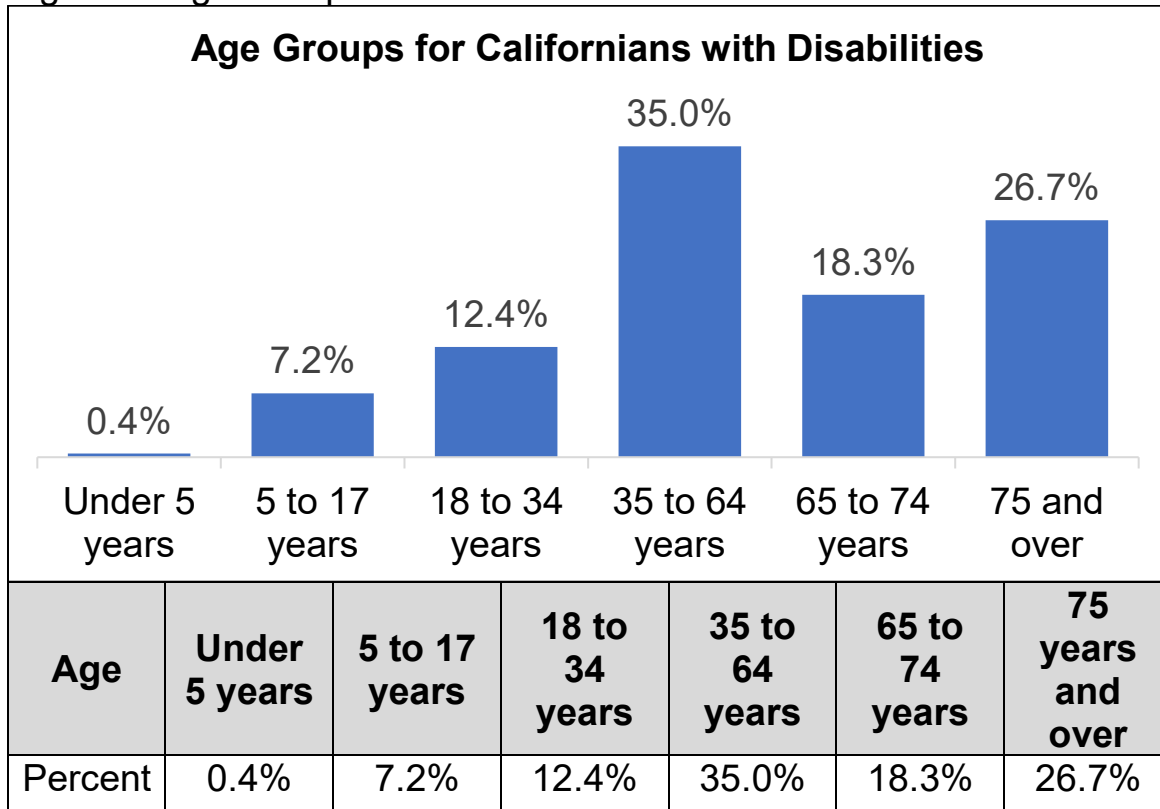
<b>Race</b>	<b>Percent of CA Disability Population</b>	<b>Percent of Race with Disability</b>
White alone	57.8%	11.8%
Black or African American alone	7.7%	14.8%
American Indian and Alaska Native alone	1.3%	14.9%
Asian alone	11.6%	8.2%
Native Hawaiian and Other Pacific Islander alone	0.4%	11.6%
Some other race alone	11.9%	8.2%
More than One Race	9.3%	9.2%
<b>Ethnicity</b>		
White alone, not Hispanic or Latinx	45.0%	13.4%
Hispanic or Latinx (of any race)	31.6%	8.5%

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

## Age of Californians with Disabilities

Based on data from the ACS 2021 5-Year Estimates, nearly half (47.4 percent) of people with disabilities in California were working age individuals ages 18 to 64.

Figure 1. Age Groups for Californians with Disabilities



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

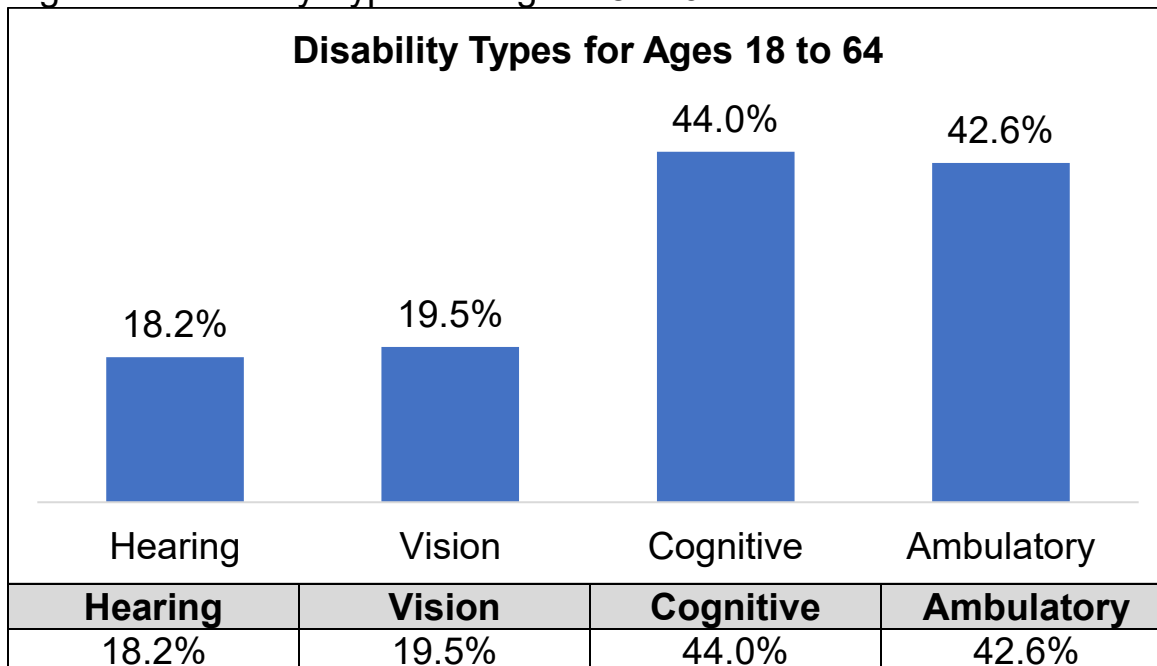


## Disability Types for Ages 18-64

According to the U.S. Census Bureau and found in the 2021 ACS Subject Definitions, the ACS categorizes disabilities into four types only – hearing, vision, cognition, and ambulation. Additionally, ACS asks questions regarding difficulties with bathing, dressing, and difficulty performing errands such as shopping.

Cognitive disabilities affected 44 percent of Californians with disabilities ages 18 to 64, while ambulatory disabilities affected 42.6 percent, hearing difficulty affected 18.2 percent, and vision difficulty affected 19.5 percent. Some individuals may have multiple disabilities. Individuals may also identify as having self-care difficulties, which affected 18.1 percent, and independent living difficulties, which affected 37.6 percent.

Figure 2. Disability Types for Ages 18 to 64

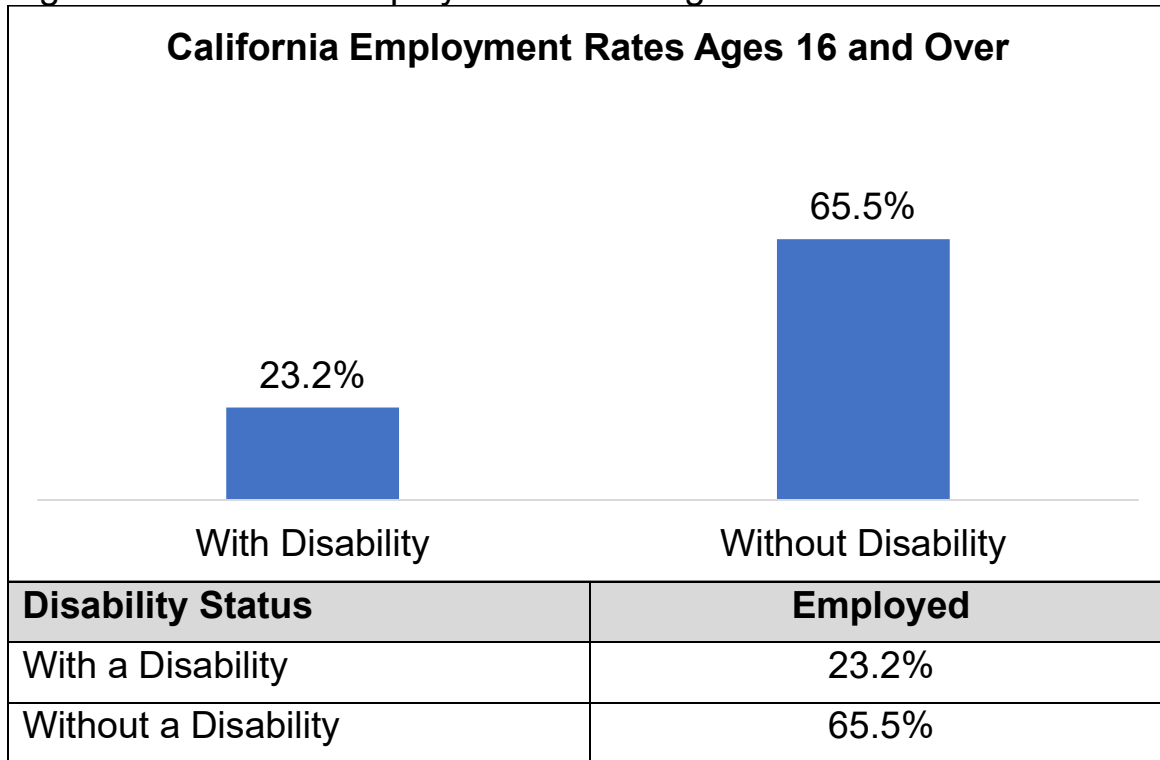


Source: U.S. Census Bureau ACS 2021 5-Year estimates

## Employment and Wage Attainment

According to ACS 2021 5-Year estimates, the employment rate for individuals with disabilities ages 16 and over in California was 23.2 percent. In comparison, the employment rate for individuals without disabilities in California was 65.5 percent, which is an employment gap of 42.3 percentage points.

Figure 3. California Employment Rates Ages 16 and Over

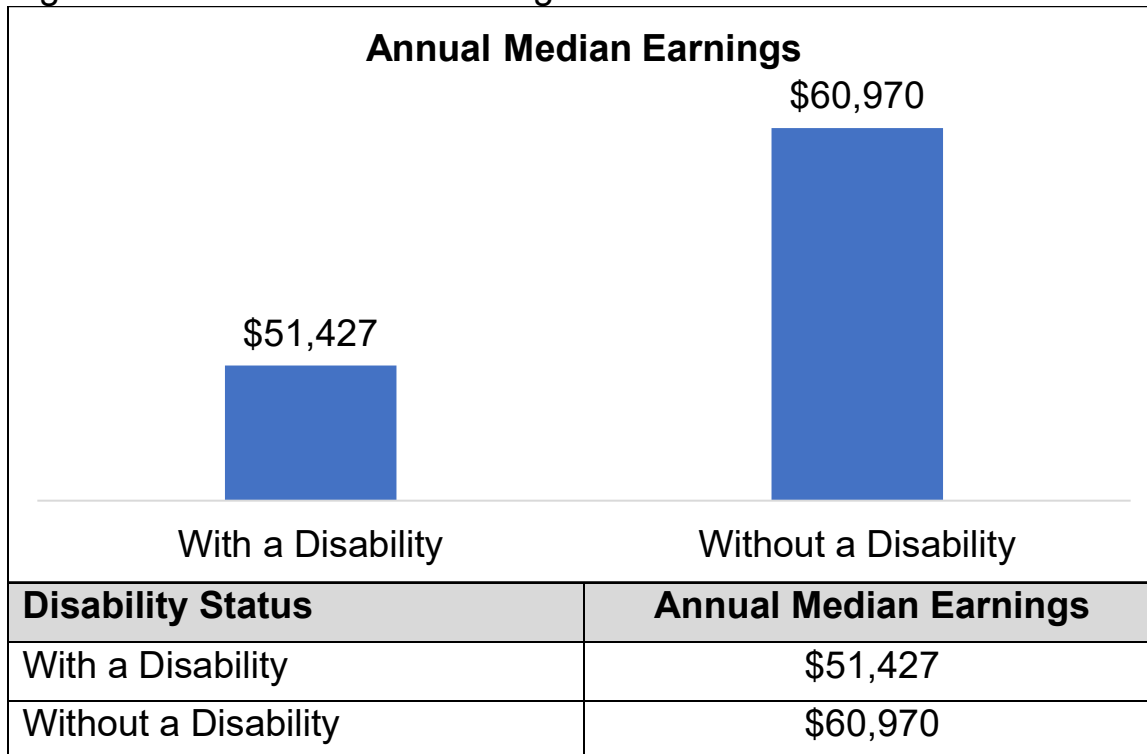


Source: ACS 2021 5-Year estimates

## Consumer Demographics

According to the [Annual Disability Statistics Compendium 2023](#), the median earnings of full-time/full-year civilian workers ages 18 to 64 for individuals with disabilities was \$51,427 compared to \$60,970 for those without disabilities, resulting in an earnings gap of \$9,543.

Figure 4. Annual Median Earnings

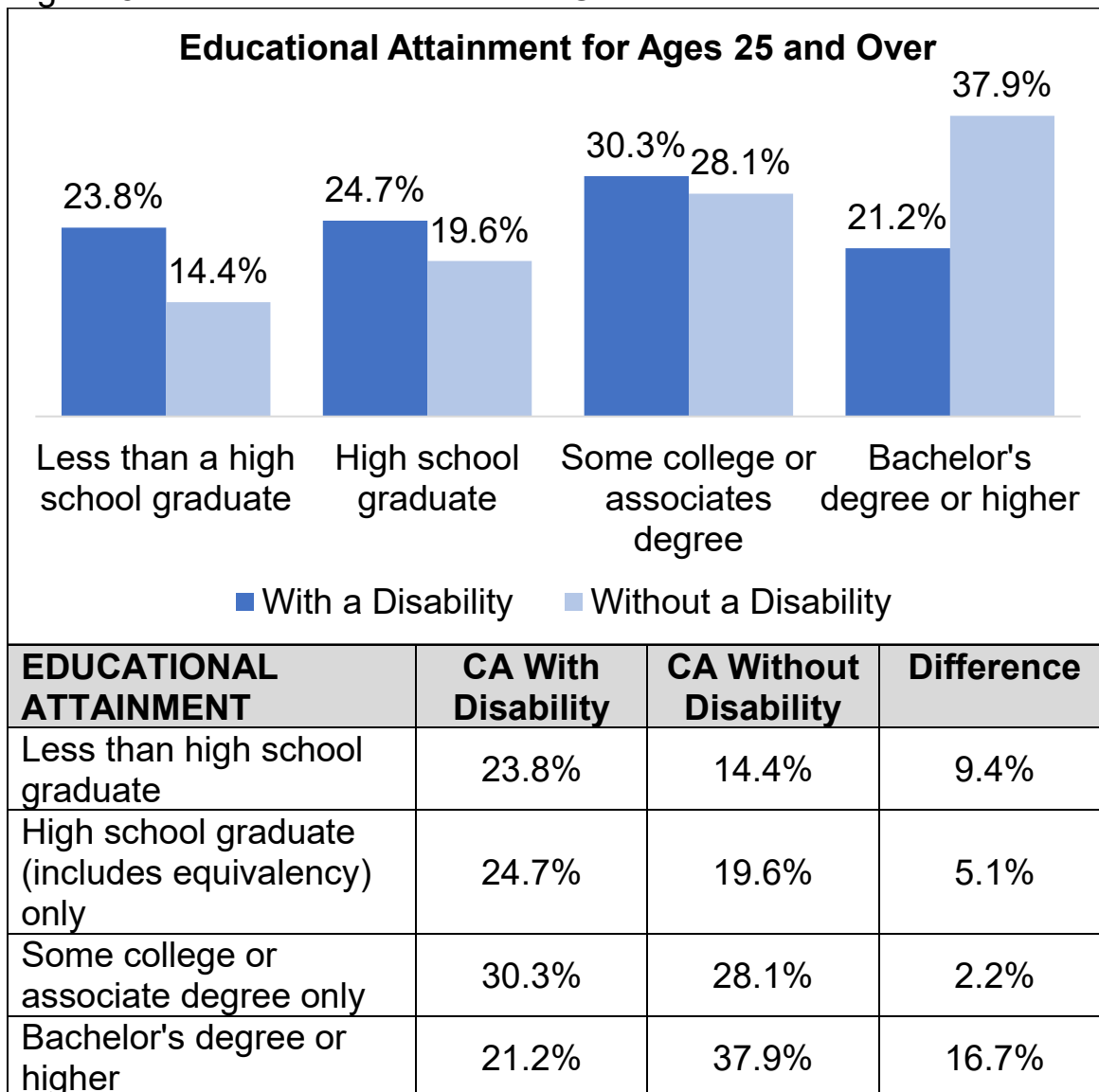


Source: Paul, S., Rogers, S., Bach, S., & Houtenville, A.J. (2023). Annual Disability Statistics Compendium: 2023. Durham, NH: University of New Hampshire, Institute on Disability.

## Educational Attainment

Based on data from the ACS 2021 5-Year Estimates, Californians with disabilities ages 25 and over had lower educational attainment than people without disabilities. Nearly 24 percent of individuals with disabilities exited high school without a diploma compared to 14.4 percent without disabilities. Similarly, 21.2 percent of individuals with disabilities earned a bachelor’s degree or higher, compared to 37.9 percent without disabilities.

Figure 5. Educational Attainment in California

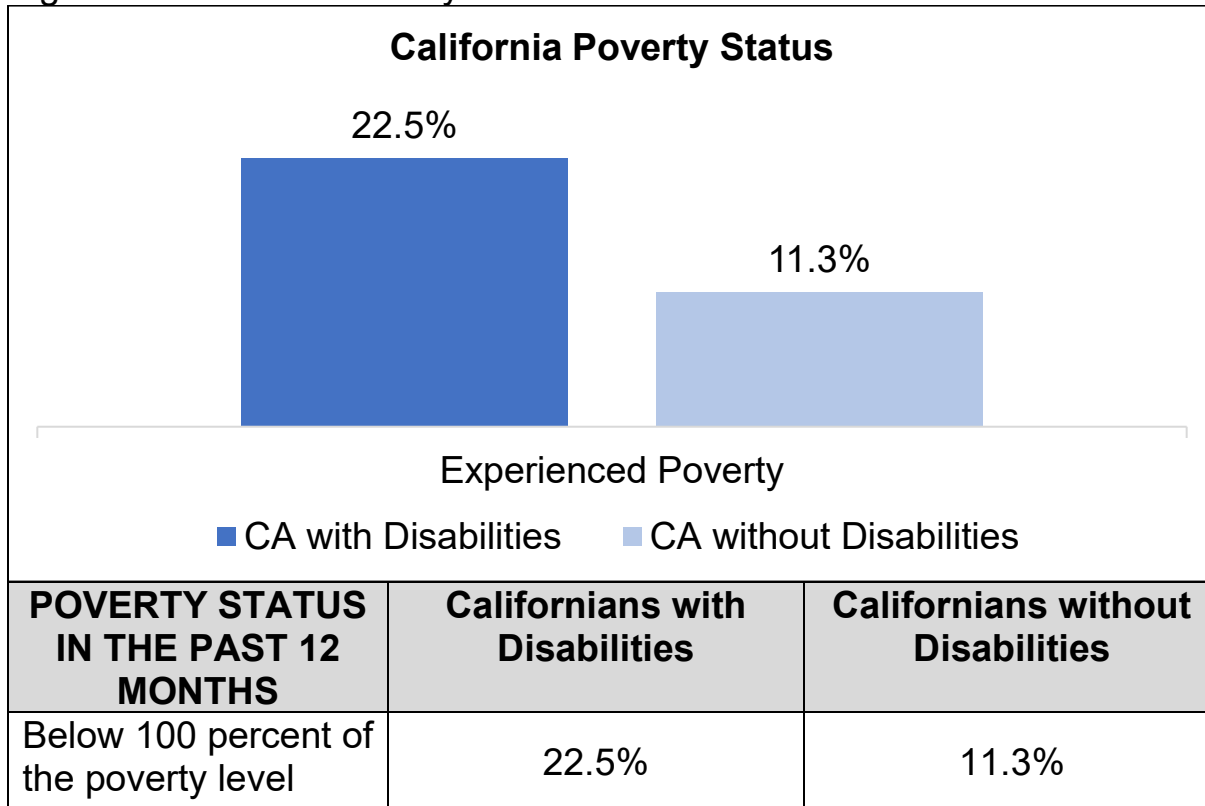


Source: ACS 2021 5-Year estimates

## Poverty Status

According to the [Annual Disability Statistics Compendium 2023](#), 22.5 percent of individuals with disabilities ages 18 to 64 experienced poverty, compared to 11.3 percent of those without disabilities. This resulted in a poverty gap of 11.2 percentage points.

Figure 6. California Poverty Status



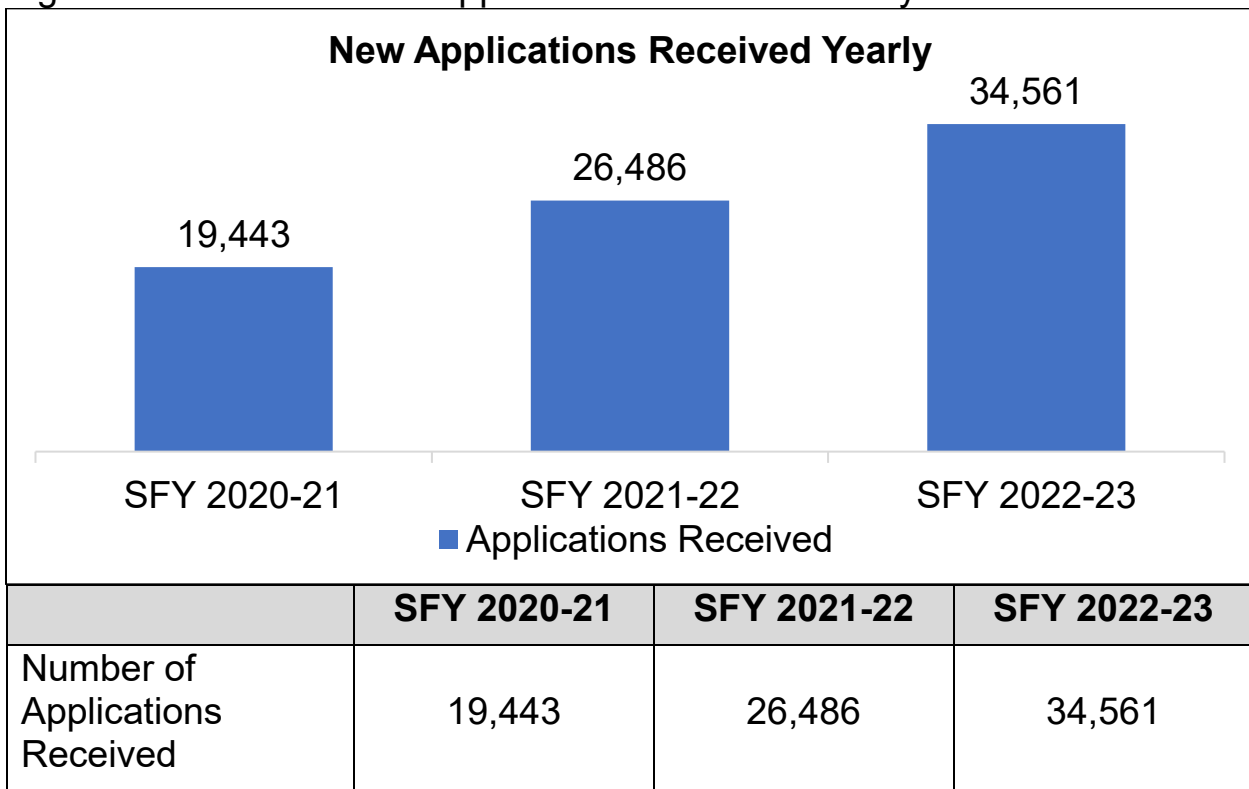
Source: Paul, S., Rogers, S., Bach, S., & Houtenville, A.J. (2023). Annual Disability Statistics Compendium: 2023. Durham, NH: University of New Hampshire, Institute on Disability.

**CDOR Consumer Demographics**

For the purposes of this report, the term consumer includes VR program applicants unless otherwise noted.

During this reporting period, the number of VR new applicants has increased yearly, from 19,443 during State Fiscal Year (SFY) 2020-21 to 34,561 during SFY 2022-23. The low number of applications during SFY 2020-21 was a result of the COVID-19 pandemic. The SFY runs from July 1 through June 30 each year.

Figure 7. Number of New Applications Received Yearly

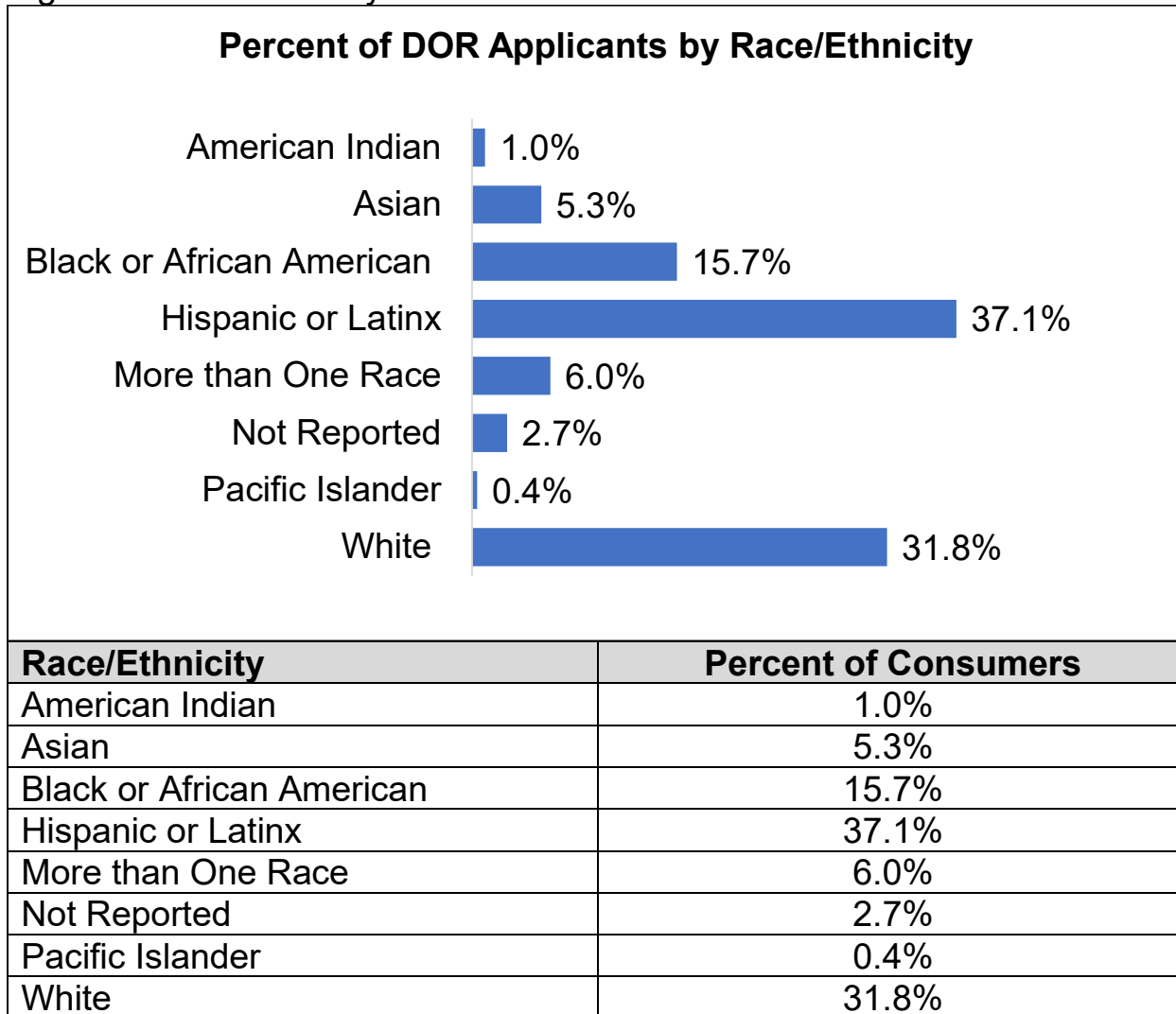


**Race and Ethnicity of CDOR Consumers**

The CDOR has six categories for Race: American Indian, Asian, Black or African American, More than One Race, Pacific Islander, and White. There is an additional category for reporting Hispanic or Latinx as an Ethnicity. If an individual identifies as Hispanic or Latinx along with any other race, they are only represented in the data below as part of the Hispanic or Latinx category.

Utilizing the above methodology, Hispanic or Latinx was the most represented race/ethnicity among VR consumers at 37.1 percent, followed by White (31.8 percent), Black or African American (15.7 percent), Asian (5.3 percent), Multiple Races (6.0 percent), American Indian (1.0 percent) and Pacific Islander (0.4 percent). A small percentage (2.7 percent) did not report their race/ethnicity.

Figure 8. Race/Ethnicity of CDOR Consumers

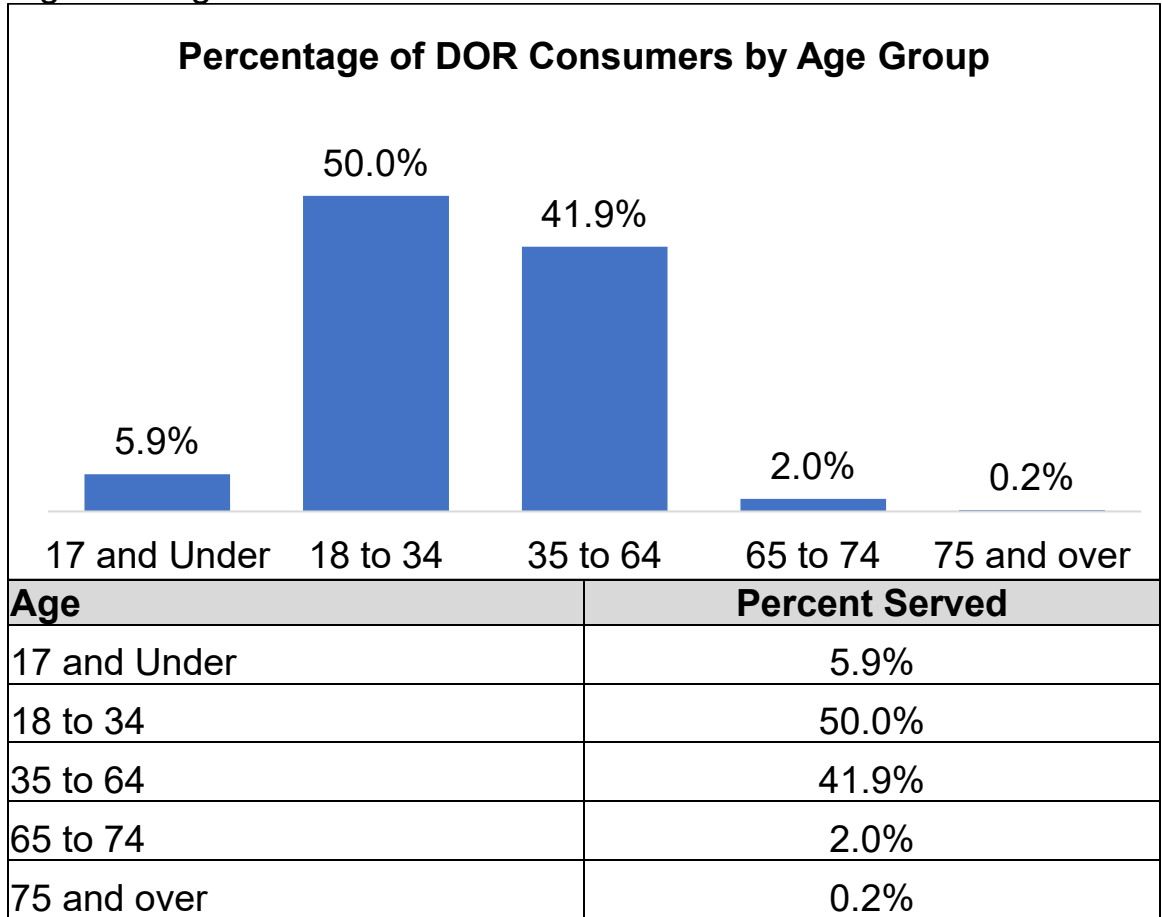


Source: CDOR caseload 3-Year Average SFYs 2020-21 through 2022-23

Age of CDOR Consumers Served

About half (50 percent) of VR consumers were ages 18 to 34, and 41.9 percent were ages 35 to 64.

Figure 9. Age of CDOR Consumers



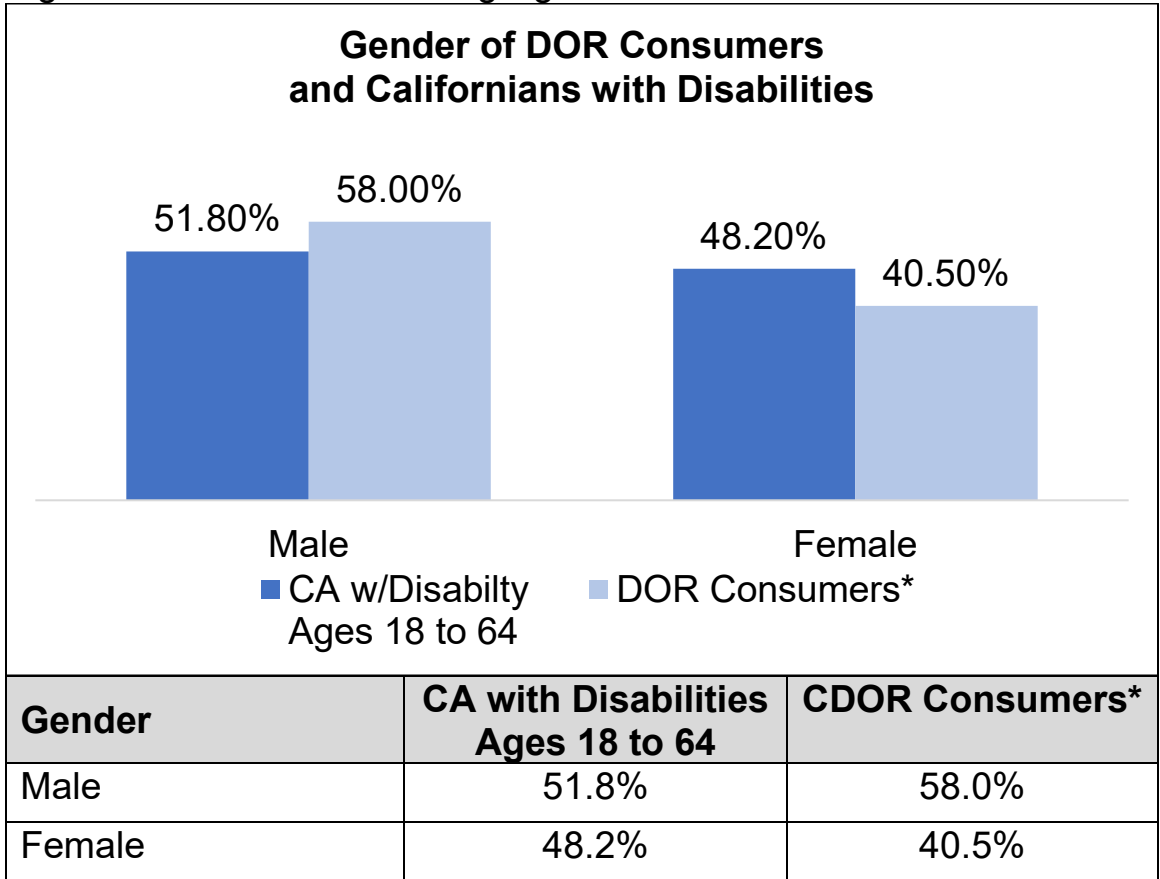
Source: CDOR caseload 3-Year Average SFYs 2020-21 through SFY 2022-23



Gender of CDOR Consumers

Although ACS data indicates the ratio of males and females with disabilities in the state was about equal for ages 18 to 64, VR consumers were 58.0 percent male compared to 40.5 percent female for SFYs 2020-21 through 2022-23. Consumers who did not report their gender represented 1.5 percent of VR consumers.

Figure 10. Gender of Working Age Adults with Disabilities



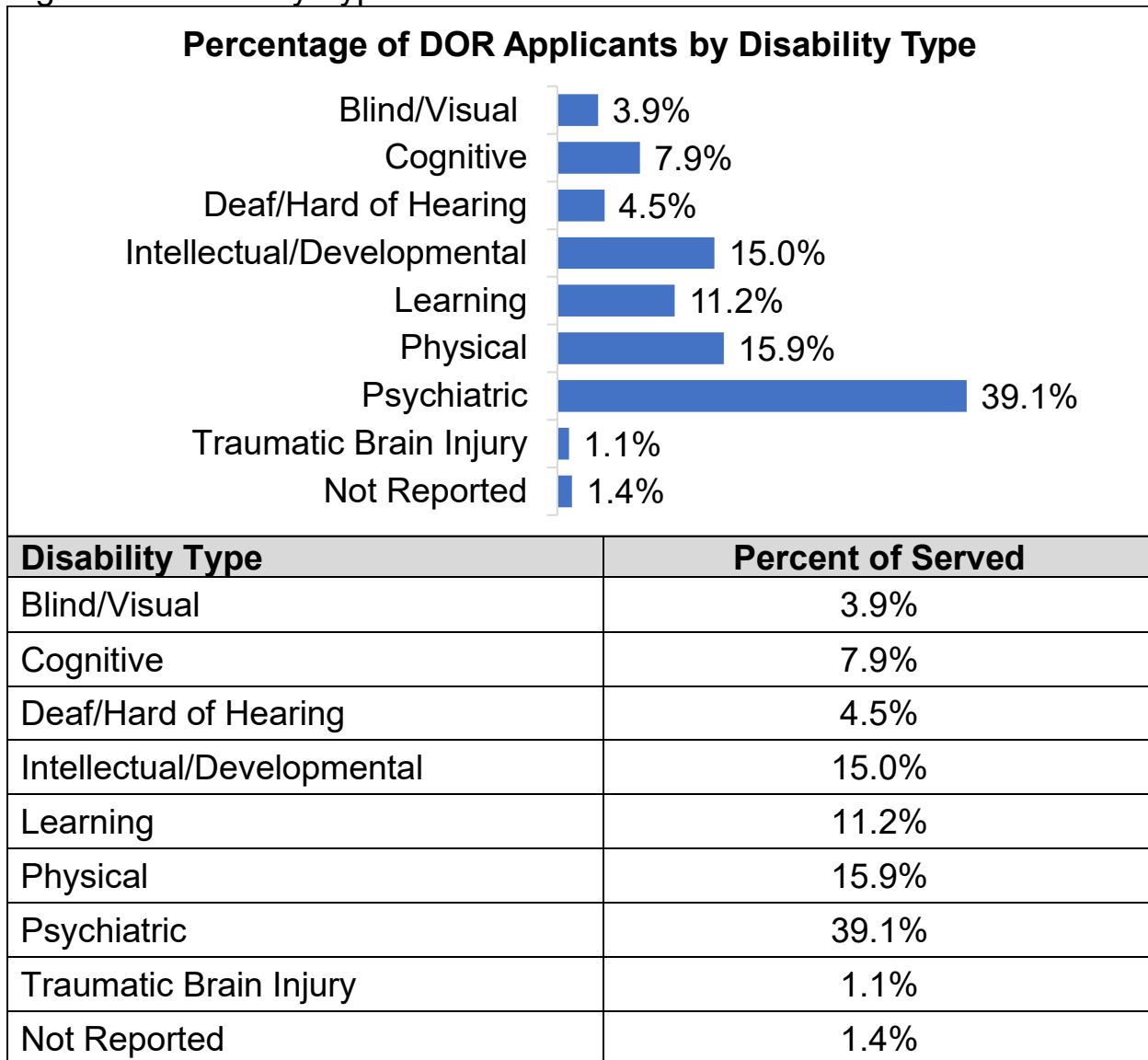
Source: CDOR caseload 3-Year Average SFYs 2020-21 through 2022-23  
2021 ACS 5-Year estimates

\*1.5 percent of consumers did not report their gender.

## Disability Types of CDOR Consumers

The CDOR has eight disability types: Blind/Visual, Cognitive, Deaf/Hard of Hearing, Intellectual/Developmental, Learning, Physical, Psychiatric, Traumatic Brain Injury. Psychiatric disabilities accounted for 39.1 percent of all consumers served, followed in descending order by Physical, Intellectual/Developmental, Learning, Cognitive, Deaf/Hard of Hearing, Blind/Visual, and Traumatic Brain Injury. Additionally, 1.4 percent of consumers served had no disability type documented at the time of data analysis.

Figure 11. Disability Types of CDOR Consumers



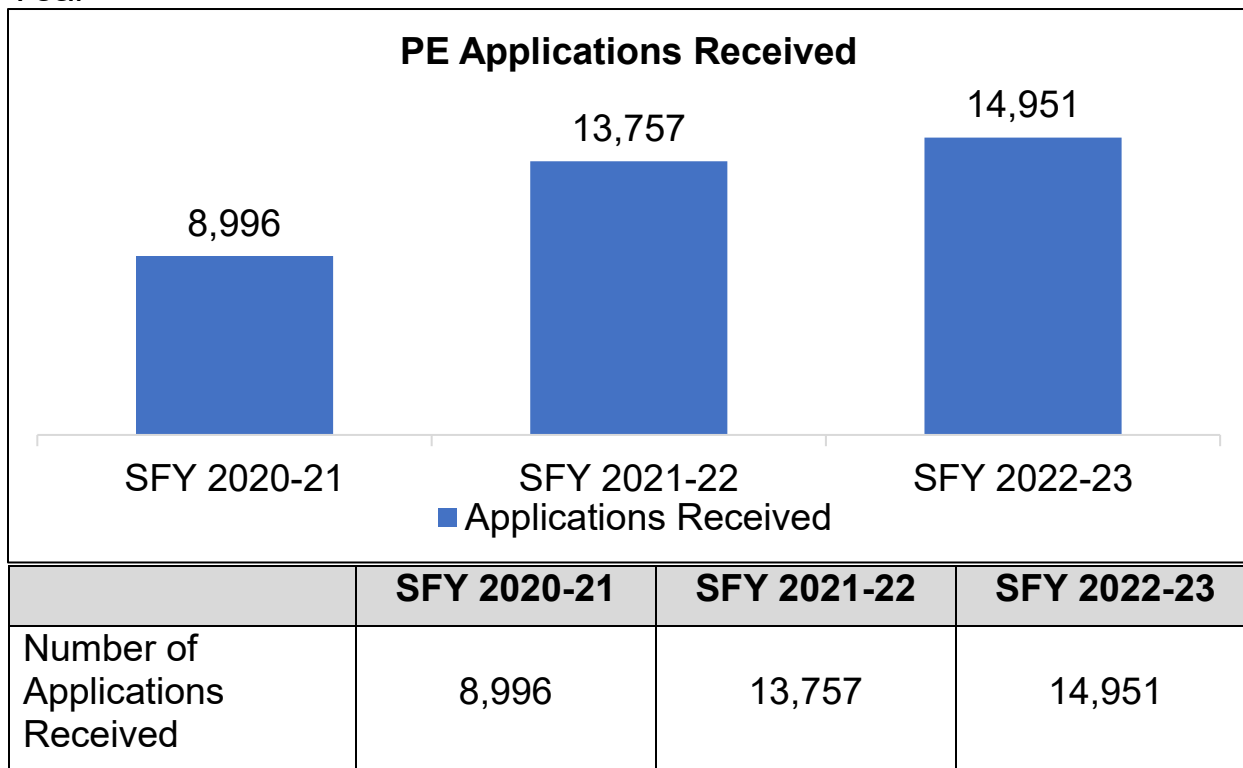
Source: CDOR caseload 3-Year Average SFYs 2020-21 through 2022-23

## Potentially Eligible Students

Potentially eligible (PE) students are individuals with a disability in an education program who have not received an eligibility determination for traditional VR services by the CDOR and are between the ages of 16 and 22. PE students are not required to have an eligibility determination and may only receive pre-employment transition services (Pre-ETS), also referred to as CDOR Student Services. These services are designed to help students prepare for the world of work.

The number of PE students who applied for Pre-ETS has increased yearly during this reporting period, from 9,082 in SFY 2020-21 to 15,177 in SFY 2022-23. The low number of applications during SFY 2020-21 was due to the COVID-19 pandemic.

Figure 12. Number of Potentially Eligible Student Applications by State Fiscal Year

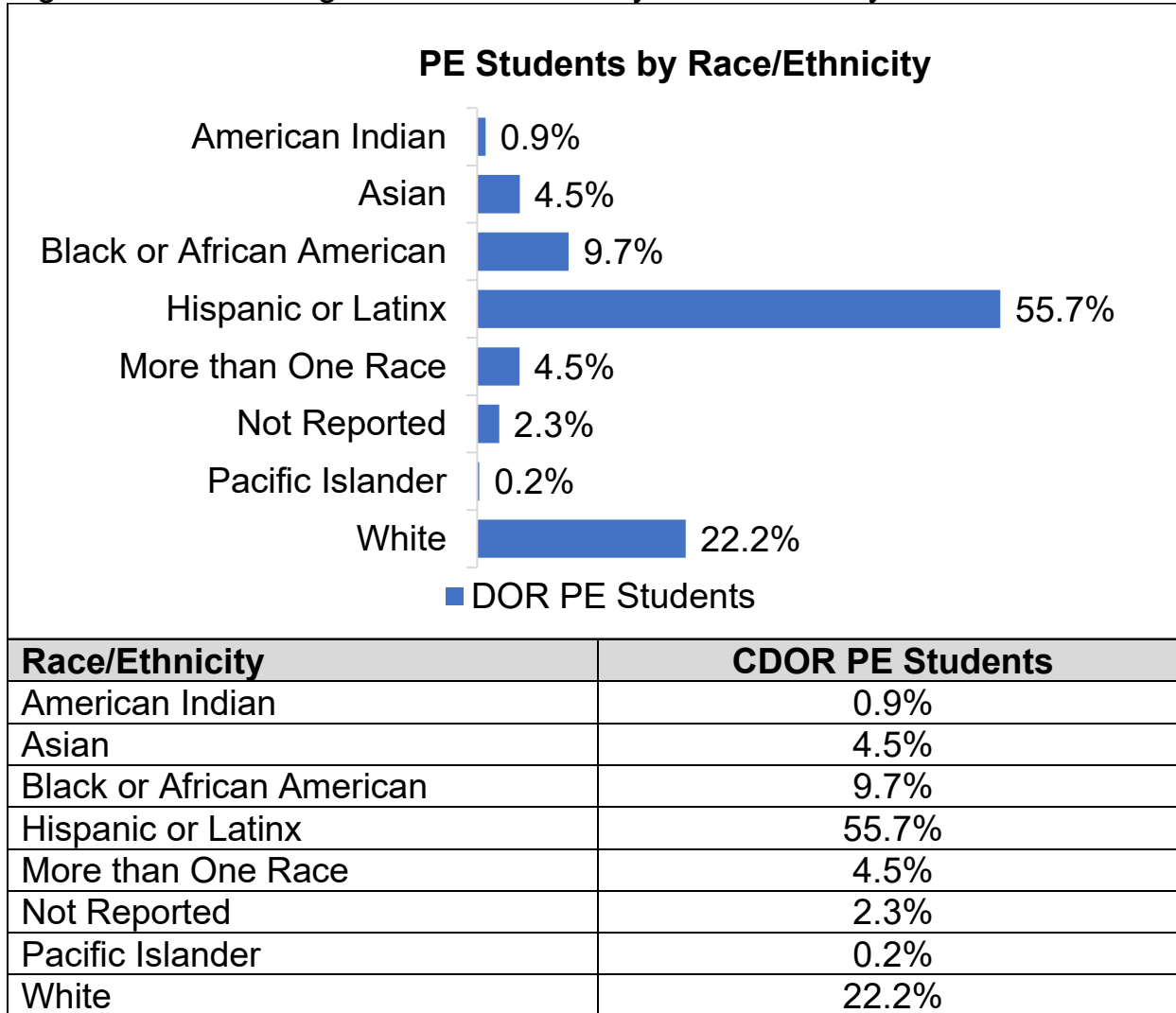


Source: CDOR caseload 3-Year Average SFYs 2020-21 through 2022-23

## Race and Ethnicity of PE Students

The most represented race/ethnicity category among PE students was Hispanic or Latinx at 55.7 percent, followed by White (22.2 percent), Black or African American (9.7 percent), Asian (4.5 percent), More than One Race (4.5 percent), American Indian (0.9 percent), and Pacific Islander (0.2%). Additionally, 2.3 percent of those served did not report a race or ethnicity.

Figure 13. Percentage of PE Students by Race/Ethnicity

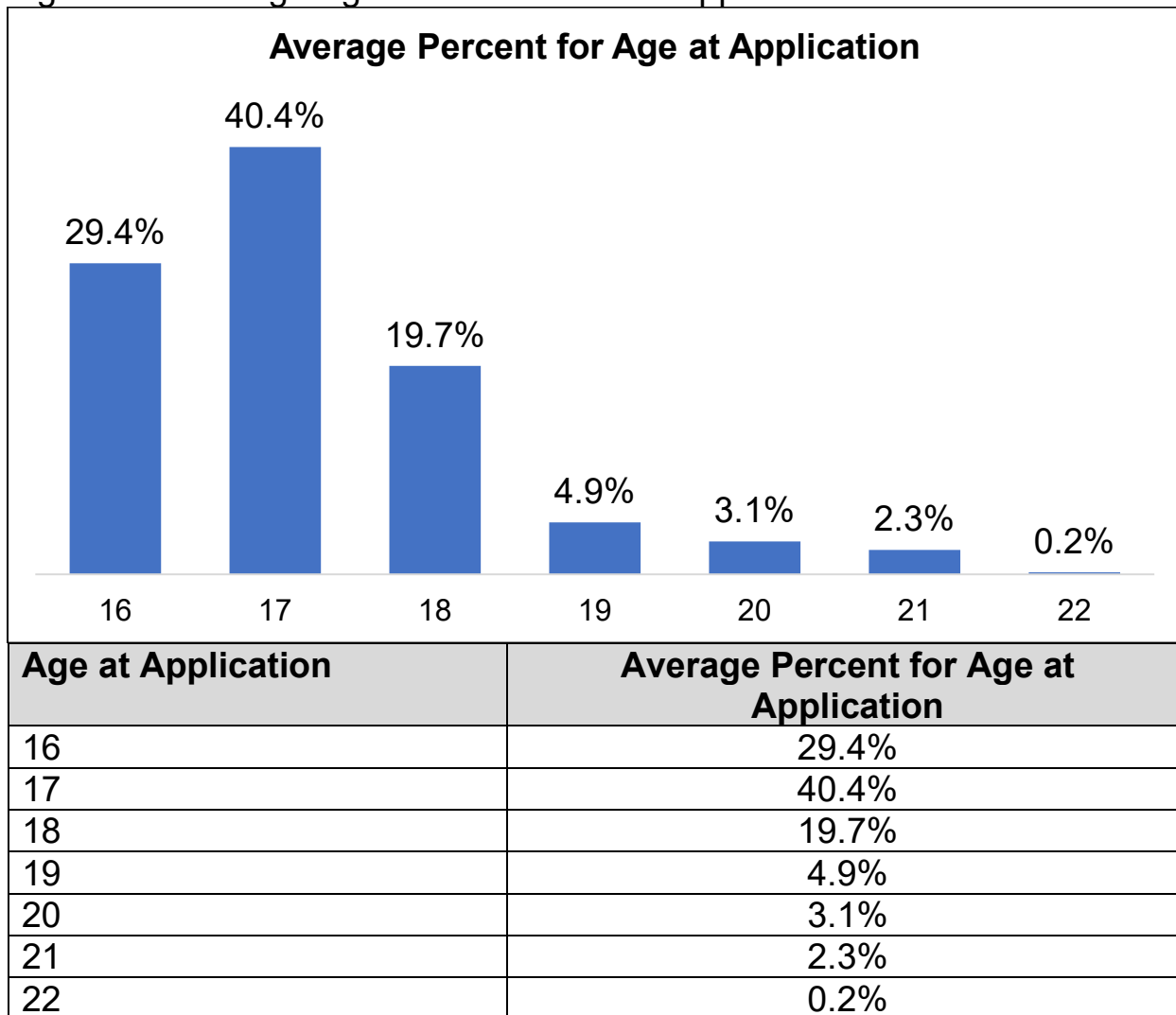


Source: CDOR caseload 3-Year Average SFYs 2020-21 through 2022-23

Age of PE Students

During this study period, the most common age at application for PE students was 17 years old, accounting for an average of 40.4 percent of all applications. Almost 30 percent of PE applicants were 16 years of age, and nearly 20 percent were 18 years of age.

Figure 14. Average Age of PE Students at Application

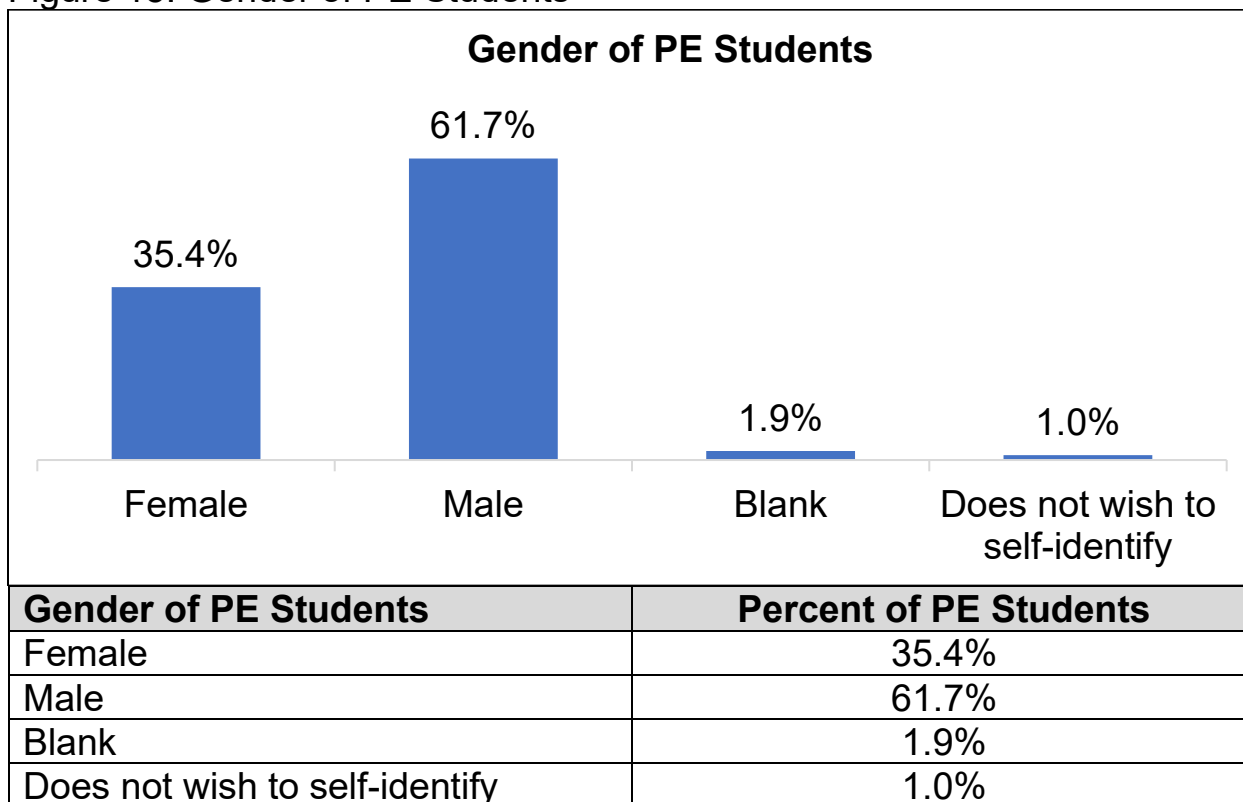


Source: CDOR caseload 3-Year Average SFYs 2020-21 through 2022-23

## Gender of PE Student

Males apply for CDOR Student Services at higher rates than females, at 61.7 percent compared to 35.4 percent. Nearly 3 percent of applicants did not provide gender information.

Figure 15. Gender of PE Students



Source: CDOR caseload 3-Year Average SFYs 2020-21 to 2022-23  
California Department of Education SFYs 2020-21 to 2022-23

## Consumer Satisfaction Survey Analysis

In accordance with federal regulations, CDOR, in collaboration with the SRC, conducts an annual Consumer Satisfaction Survey (CSS) to determine whether CDOR's services ultimately result in quality employment outcomes for consumers. The CDOR and the SRC use the survey results to increase effectiveness and efficiency in service delivery. CDOR analyzed the results of the highest rated and lowest rated questions of the SFY 2021-22 survey results.

### **Highest Rated Questions by VR Consumers**

- Question 5: "My counselor treats me with courtesy and respect." – 86.0 percent agreement.

- Question 9: “My service providers treat me with courtesy and respect.” – 86.1 percent agreement.
- Question 18: “My life is more independent because of CDOR services.” – 85.2 percent agreement.

### **Lowest Rated Questions by VR Consumers**

- Question 4: “My counselor provided me guidance and information that helped me understand the jobs in my area and how to get hired by businesses.” – 73.8 percent agreement.
- Question 14: “I understand and am comfortable with the process for appealing a CDOR decision that I disagreed with.” – 74.7 percent agreement.
- Question 19: “CDOR services have improved my chance to find a job.” – 68.6 percent agreement.

Based on the overall satisfaction score, VR consumers who are Deaf or hard of hearing reported the highest level of satisfaction (83 percent), while VR consumers with a traumatic brain injury reported the lowest level of satisfaction (74.6 percent). Survey participants most frequently reported having a psychiatric disability, and their overall satisfaction rate was 79.6 percent.

On average, each survey respondent reported two reasons for being unemployed. Currently a Student (23.6 percent), Still Looking for Employment (18.9 percent), and Needs Additional Help (13.2 percent) were the most commonly reported unemployment reasons.

### **Highest Rated Questions by PE Participants**

- Question 5: “My counselor treats me with courtesy and respect.” – 85.3 percent agreement.
- Question 6: “My counselor responds timely to my questions and requests.” – 78.6 percent agreement.
- Question 9: “My service providers treat me with courtesy and respect.” – 83.8 percent agreement.

### **Lowest Rated Questions by PE Participants**

- Question 1: “Overall, I am satisfied with my experience at CDOR.” – 86.1 percent agreement.

- Question 3: “My counselor provided me with guidance and information to help me better understand my disabilities, skills, and abilities.” – 73.3 percent agreement.
- Question 4: “My counselor provided me guidance and information that helped me understand the jobs in my area and how to get hired by businesses.” – 71.1 percent agreement.



## **Section I. Individuals with the most significant disabilities, including their need for supported employment services**

The VR program is intended to maximize opportunities for Competitive Integrated Employment (CIE) and economic self-sufficiency for individuals with disabilities, including individuals with the Most Significant Disabilities (MSD). Employment outcomes must be consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and offer the individual informed choice. An employment outcome may include entering or retaining full-time or part-time CIE and may include Supported Employment (SE) or Customized Employment (CE) as needed.

An individual with an MSD is described as one who has a serious limitation in terms of employment in at least four out of six functional capacity areas, is expected to require multiple VR services over an extended period of time (more than six months), and has one or more physical or mental disabilities.

Supported Employment (SE) involves CIE, CE, or employment in an integrated work setting in which an individual with a most significant disability is working on a short-term basis toward CIE. It is individualized, customized, and consistent with the unique strengths, abilities, interests, and informed choice of the individual. SE includes ongoing support services for individuals with the most significant disabilities.

Statutorily required under the WIOA, CE refers to CIE for an individual with a significant disability that is based on an individualized determination of the strengths, needs, and interests of the individual with a significant disability. Designed to meet the specific abilities of the individual with a significant disability and the business needs of the employer, CE is carried out through flexible strategies such as job exploration by the individual and working with an employer to facilitate placement.

Individuals with disabilities, including MSD, have demonstrated their ability to obtain successful employment with proper assistance. In California, the Lanterman Developmental Disabilities Services Act establishes a system to provide services and supports to individuals with developmental disabilities throughout their lifetime, including access to meaningful employment and independent living opportunities.

In 2013, Governor Brown signed into law Assembly Bill 1041 (Chesbro) establishing the Employment First Policy under the Lanterman Act. The law specifically states that:

*“It is the policy of the state that opportunities for integrated, competitive employment shall be given the highest priority for working age individuals with developmental disabilities, regardless of the severity of their disabilities.” (Welfare and Institutions Code, section 4869(a)(1))*

The Department of Developmental Services (DDS) is the state agency that provides services and supports to individuals with intellectual and developmental disabilities (ID/DD). The DDS oversees the delivery of these services through a statewide network of 21 community-based, non-profit agencies known as regional centers. The regional centers develop, purchase, and manage services for individuals and their families.

Employment supports available through regional centers include referral to CDOR for VR services, long-term services once placed in CIE through the SE program, and pre-vocational services.

### **CDOR Consumers: Individuals with Most Significant Disabilities**

Over the past three state fiscal years, individuals with MSD represented an average of 31.6 percent of all new applicants that received VR services from CDOR, and an average of 27.9 percent of those consumers received SE services. The percentage of individuals with MSD who apply for VR services compared to the total number of CDOR applicants of all disability types has decreased from year-to-year since SFY 2020-21. A possible correlation for the lower percentage of MSD consumers in recent years could be due to the CDOR Order of Selection opening to all three priority categories as of November 2020, resulting in more priority category two and three consumers entering the VR program.

The CDOR SE services begin after job placement and are designed to maintain and support an individual with MSD in competitive integrated employment. Individuals with MSD may receive CDOR SE services for ongoing supports necessary to maintain competitive employment in an integrated setting for up to 24 months. Additional SE funding for extended services is covered by the regional centers' habilitation services program, as necessary.

Table 2. VR Consumers with MSD and Receiving SE Services at Application

SFY	CDOR Consumers	MSD Consumers	Percent with MSD	MSD Receiving SE	Percent of MSD Receiving SE
2020-21	19,443	6,443	33.1%	2,004	31.1%
2021-22	26,486	8,578	32.4%	2,576	30.0%
2022-23	34,561	10,399	30.1%	2,506	24.1%
<b>3 Year Average</b>	<b>26,830</b>	<b>8,473</b>	<b>31.6%</b>	<b>2,362</b>	<b>27.9%</b>

Individuals with the Most Significant Disabilities by Disability Type

Individuals with ID/DD accounted for 33.2 percent of MSD consumers at application in SFY 2022-23, followed in descending order by consumers with Psychiatric, Physical, Blind or Visually Impaired, Cognitive Impairment, Learning, Deaf/Hard of Hearing, and Traumatic Brain Injury disabilities.

Individuals with ID/DD were also the highest represented disability category among SE consumers, at 78.7 percent, followed in descending order by Cognitive Impairment, Physical, Psychiatric, Learning, Blind/Visually Impaired, Deaf/Hard of Hearing, and Traumatic Brain Injury disabilities.

Table 3. MSD and SE Consumers by Disability Type at Application, SFY 2022-23

Disability Type	VR Consumers	MSD Consumers	SE Consumers
Blind/Visually Impaired	3.8%	8.3%	1.5%
Cognitive Impairment	8.5%	7.8%	6.7%
Deaf/Hard of Hearing	4.3%	4.2%	0.8%
Intellectual/Developmental Disability	14.2%	33.2%	78.7%
Learning Disability	10.6%	7.0%	2.7%
Not Reported	1.1%	0.0%	0.0%
Physical Disability	16.1%	12.7%	5.6%
Psychiatric Disability	40.3%	25.3%	3.4%
Traumatic Brain Injury	1.1%	1.5%	0.6%

The rates by disability type for individuals receiving SE services remained consistent over the past three years.

Table 4. Consumers Receiving SE Services by Disability Type at Application, SFY 2020-21 to SFY 2022-23

<b>Disability Type</b>	<b>SFY 2020-21</b>	<b>SFY 2021-22</b>	<b>SFY 2022-23</b>
Blind/Visually Impaired	2.1%	1.6%	1.5%
Cognitive Impairment	6.7%	6.7%	6.7%
Deaf/Hard of Hearing	0.6%	1.0%	0.8%
Intellectual/Developmental Disability	76.0%	78.7%	78.7%
Learning Disability	3.0%	3.3%	2.7%
Not Reported	0.0%	0.0%	0.0%
Physical Disability	6.5%	4.9%	5.6%
Psychiatric Disability	4.6%	3.4%	3.4%
Traumatic Brain Injury	0.5%	0.4%	0.6%

Individuals with the Most Significant Disabilities by Race/Ethnicity

At application, the rates for consumers by race/ethnicity for SFY 2022-23 were compared between all CDOR consumers, MSD consumers, and SE consumers. While most ethnicity categories were represented at similar percentages when compared to all MSD consumers, there was a 2.3 percent drop in the rate for Black or African American consumers receiving SE services, and a 1.5 percent decrease in the rate for Hispanic or Latinx consumers.

The application rate for White consumers was 3.7 percentage points higher for those with SE compared to White consumers with MSD. Additionally, the SE application rate for Asian consumers was 3.1 percentage points higher compared to all Asian consumers.

Table 5. MSD and SE Consumers at Application by Race/Ethnicity SFY 2022-23

<b>Race/Ethnicity</b>	<b>CDOR Consumers</b>	<b>MSD Consumers</b>	<b>SE Consumers</b>
American Indian	1.1%	0.9%	0.4%
Asian	4.6%	6.1%	7.7%
Black or African American	15.3%	14.1%	11.8%
Hispanic or Latinx	40.1%	38.8%	37.3%
More than One Race	5.3%	5.3%	5.1%
Not Reported	2.8%	2.3%	1.6%
Pacific Islander	0.2%	0.4%	0.3%
White	30.6%	32.1%	35.8%

The ACS race and ethnicity data does not align with CDOR race and ethnicity data due to the way the data is displayed for individuals that identify as Hispanic or Latinx. The ACS displays race data for individuals that select a particular race even if that individual also identifies as Hispanic or Latinx. CDOR displays individuals that identify as Hispanic or Latinx only as Hispanic or Latinx regardless of the race with which they identify.

The ACS categories for ethnicity are Hispanic or Latinx (of any race), and White alone, Not Hispanic or Latinx. The ACS race and ethnicity data is not broken down by severity of disability. The selections for race in the ACS data are American Indian or Alaska Native, Asian, Black or African American, Native Hawaiian or Other Pacific Islander, and White. The rates from the ACS 2021 5-Year Estimates Disability Demographic for California are shown in Table 6 below.

Table 6. California Disability by Race and Hispanic or Latinx Origin from ACS 2021 5-Year Estimates Disability Demographic

Race and Hispanic or Latinx Origin	Percent of California Disability Population
White alone	57.8%
Black or African American alone	7.7%
American Indian or Alaska Native alone	1.3%
Asian alone	11.6%
Native Hawaiian and Other Pacific Islander alone	0.4%
Some Other Race alone	11.9%
More than One Race	9.3%
White alone, Not Hispanic or Latinx	45.0%
Hispanic or Latinx	31.6%

Source: ACS 2021 5-Year estimates Disability Demographic

Although a direct comparison cannot be made between the ACS and CDOR data for race and ethnicity types, the rate of Black or African American CDOR consumers appears greater than the rate found for the same race in the ACS data. The rates for White and Asian CDOR consumers appear lower than the rates in the ACS data. When comparing CDOR and ACS rate data, American Indian or Alaska Native and Native Hawaiian and other Pacific Islander rates are represented similarly.

According to the ACS data (Table 6), 31.6 percent of Californians with disabilities identify as Hispanic or Latinx, compared to 45.0 percent as White alone, not Hispanic or Latinx. Conversely, the CDOR reported 40.0 percent of consumers identified as Hispanic or Latinx and only 30.6 percent identify as White at application in SFY 2022–23.

**Youth with the Most Significant Disabilities**

At the time of application, youth ages 14 to 24 with MSD represented 35.1 percent of all consumers with MSD. Youth receiving SE services accounted for 45.1 percent of all consumers receiving SE services.

Youth with the Most Significant Disabilities by Disability Type

Individuals with ID/DD accounted for 49 percent of youth with MSD in SFY 2022-23, followed in descending order by Psychiatric, Learning, Cognitive Impairment, Physical, Blind or Visually Impaired, Deaf or Hard of Hearing, and Traumatic Brain Injury disabilities.

Individuals with ID/DD were the highest represented disability category among youth SE consumers at 82.4 percent, followed in descending order by Cognitive, Physical, Learning, Psychiatric, Blind or Visually Impaired, Deaf or Hard of Hearing, and Traumatic Brain Injury disabilities.

Table 7. MSD and SE Consumers by Disability Type at Application, Youth Ages 14 to 24, SFY 2022-23

<b>Disability Type</b>	<b>CDOR Youth Ages 14-24</b>	<b>MSD Youth Ages 14-24</b>	<b>SE Youth Ages 14-24</b>
Blind or Visually Impaired	2.8%	5.6%	1.4%
Cognitive Impairment	10.9%	7.5%	6.8%
Deaf or Hard of Hearing	4.3%	4.0%	0.7%
Intellectual/Developmental Disability	26.5%	49.0%	82.4%
Learning Disability	24.8%	13.3%	2.8%
Not Reported	1.7%	0.0%	0.0%
Physical Disability	6.8%	6.4%	3.8%
Psychiatric Disability	21.7%	13.5%	1.6%
Traumatic Brain Injury	0.5%	0.7%	0.5%

Youth with the Most Significant Disabilities by Race/Ethnicity

Hispanic or Latinx individuals were the most represented race/ethnicity category among youth consumers receiving SE at 42.6 percent, followed by White, Black or African American, Asian, More than One Race, American Indian, and Pacific Islander. A small percentage did not report an ethnicity.

Table 8. MSD and SE Consumers by Race/Ethnicity Type at Application, Youth Ages 14 to 24, SFY 2022-23

<b>Race/Ethnicity</b>	<b>CDOR Youth Ages 14-24</b>	<b>MSD Youth Ages 14-24</b>	<b>SE Youth Ages 14-24</b>
American Indian	0.9%	0.7%	0.5%
Asian	4.8%	9.1%	8.2%
Black or African American	9.5%	9.2%	9.5%
Hispanic or Latinx	53.8%	44.0%	42.6%
More than One Race	4.9%	5.0%	5.7%
Not Reported	3.4%	1.6%	1.9%
Pacific Islander	0.2%	0.5%	0.3%
White	22.5%	29.9%	31.3%

### **Subminimum Wage Employment**

On October 5, 2021, Governor Gavin Newsom signed legislation to phase out subminimum wage, making California the 11th state to do so. Under this new law, California workers with disabilities will be required to be paid at least the state’s minimum wage by January 1, 2025. The CDOR has received a Disability Innovation grant to increase CIE outcomes of individuals with disabilities currently in subminimum wage employment. The California Subminimum Wage to Competitive Integrated Employment Project (CSP) is a multi-agency collaborative with an innovative design that will provide an array of services and supports for participants and families that will address the historical challenges faced by individuals working in subminimum wage employment.

### **Survey Results – Consumer Survey**

In Fall 2022, the CDOR conducted a survey of consumers who received a recent service, asking questions regarding demographics; transportation challenges; employment barriers; helpfulness, importance, and satisfaction with services; technological skills; and COVID-19 pandemic effects. There were 630 responses from MSD, including 124 responses from SE consumers.

The MSD consumers who responded to the survey identified as 53.6 percent male, 44 percent female, and 2.4 percent did not self-identify. The SE consumers who responded identified as 67.8 percent male, 28.2 percent female, and 3.2 percent did not self-identify. Respondents representing 0.8 percent did not answer this question.



## Ethnicity and Race

The MSD consumers identified as 61.1 percent Not Hispanic or Latinx and 38.9 percent Hispanic or Latinx.

The largest racial groups of MSD consumers are White or Caucasian (47.6 percent), followed by some other race (17.8 percent), and Black or African American (14.7 percent).

Table 9. MSD Survey Respondents by Race

<b>Race</b>	<b>Number of Respondents</b>	<b>Percent of Respondents</b>
White or Caucasian	300	47.6%
Some Other Race	112	17.8%
Black or African American	93	14.7%
More than One Race	56	8.9%
Asian or Asian American	49	7.8%
American Indian or Alaska Native	17	2.7%
Native Hawaiian or Other Pacific Islander	3	0.5%
<b>Total</b>	<b>630</b>	<b>100.0%</b>

Compared with caseload data, survey responses from MSD consumers identifying as White or Caucasian were 15.5 percentage points higher than the number of MSD consumers that had applied for services in SFY 2022-23. Individuals from other race and ethnicity groups showed response rates within 2 percentage points of the number of consumers who had applied for services in SFY 2022-23.

The SE consumers who responded reported their ethnicity as 66.9 percent Not Hispanic or Latinx and 33.1 percent Hispanic or Latinx.

The largest groups of SE consumers by race were White or Caucasian (55.6 percent), some other race (13.7 percent), and Black or African American (10.5 percent).

Table 10. SE Consumers by Race

<b>Race</b>	<b>Number of Respondents</b>	<b>Percent of Respondents</b>
White or Caucasian	69	55.6%
Some Other Race	17	13.7%
Black or African American	13	10.5%
More than One Race	12	9.7%
Asian or Asian American	10	8.1%
American Indian or Alaska Native	1	0.8%
Native Hawaiian or Other Pacific Islander	2	1.6%
<b>Total</b>	<b>124</b>	<b>100.0%</b>

Compared with caseload data, survey responses from White or Caucasian SE consumers were 19.8 percentage points greater than the number of SE consumers that had applied for services in SFY 2022-23. Survey responses from individuals of Hispanic or Latinx ethnicity represented 4.2 percentage points less than the number of SE consumers of Hispanic or Latinx origin who applied for services in SFY 2022-23. Individuals from other race and ethnicity groups showed response rates within 2 percentage points of the number of consumers who had applied for services in SFY 2022-23.

## Disability Type

A random sample was used. This sample is not representative of disability type as this information was self-reported. The top disability types reported by MSD consumers were Mental Health (21.1 percent), Learning (9.7 percent), and Physical (9.0 percent) disabilities. There were 37.5 percent of MSD consumers who reported more than one disability.

Table 11. MSD Consumers by Disability Type

<b>Disability Type</b>	<b>Number of Respondents</b>	<b>Percent of Respondents</b>
More than One Disability	236	37.5%
Mental Health	133	21.1%
Learning	61	9.7%
Physical	57	9.0%
Blind or Visually Impaired	49	7.8%
Intellectual or Developmental	41	6.5%
Deaf or Hard of Hearing	22	3.5%
Traumatic Brain Injury	15	2.4%
Not Provided	10	1.6%
Cognitive Impairment	6	0.9%
<b>Total</b>	<b>630</b>	<b>100.0%</b>

Compared with caseload data in SFY 2022-23, the survey responses showed a significant difference in representation in several disability types for MSD consumers. Responses from individuals with ID/DD were 26.7 percentage points lower than this disability category among MSD consumers at application. In addition, the survey responses showed Cognitive Impairments to be 6.9 percentage points lower, Mental Health/Psychiatric 4.2 percentage points lower, and Physical disabilities 3.7 percentage points lower than what was reported in the MSD caseload data at application in SFY 2022-23. Individuals with other disability types showed response rates within 3 percentage points of the number of MSD consumers who had applied for services in SFY 2022-23.

As stated earlier, a random sample was used. This sample is not representative of disability type as this information was self-reported. The top disability types reported by SE consumers were Intellectual or Developmental (31.5 percent), Learning (21.8 percent), and Mental Health (6.4 percent) disabilities. There were 33.1 percent of SE consumers who reported more than one disability.

Table 12. SE Consumers by Disability Type

<b>Disability Type</b>	<b>Number of Respondents</b>	<b>Percent of Respondents</b>
More than One Disability	41	33.1%
Intellectual or Developmental Learning	39	31.5%
Mental Health	27	21.8%
Physical	8	6.4%
Cognitive Impairment	4	3.2%
Deaf or Hard of Hearing	2	1.6%
Blind or Visually Impaired	1	0.8%
Not Provided	1	0.8%
Traumatic Brain Injury	0	0.0%
<b>Total</b>	<b>124</b>	<b>100.0%</b>

The survey responses revealed a substantial difference in representation in three disability types for SE consumers compared to caseload data in SFY 2022-23. Individuals with ID/DD had 47.1 percentage points fewer responses within this disability type than SE consumers at the time of application. In addition, the survey responses showed Cognitive Impairments to be 5.1 percentage points lower than what was represented in the SE caseload data at application in SFY 2022-23. However, individuals with Learning Disabilities were represented at a 19.2 percent higher rate than the corresponding disability type in the SE data at application in SFY 2022-23. Individuals with other disability types showed response rates within 3 percentage points of the number of MSD consumers who had applied for services in SFY 2022-23.

## Age Groups

The top age groups reported by MSD consumers were ages 16-22 (23.6 percent), 30-39 (22.1 percent), and 50-59 (17.5 percent).

Table 13. MSD Consumers by Age Group

<b>Age Group</b>	<b>Number of Respondents</b>	<b>Percent of Respondents</b>
16-22	149	23.6%
23-24	34	5.4%
25-29	42	6.7%
30-39	139	22.1%
40-49	95	15.1%
50-59	110	17.5%
60-69	55	8.7%
70 and over	6	0.9%
<b>Total</b>	<b>630</b>	<b>100.0%</b>

When compared with MSD consumers at application, survey responses from the 25-29 age group were 6.3 percentage points lower, and the 16-22 age group were 5.3 percentage points lower. However, survey responses from the 50-59 age group were 7 percentage points higher. The survey responses from other age groups were within 4 percentage points of the number of MSD consumers at application in SFY 2022-23.

The top age groups reported by SE consumers were ages 16-22 (30.7 percent), 30-39 (27.4 percent), and 25-29 (12.9 percent).

Table 14. SE Consumers by Age Group

<b>Age Group</b>	<b>Number of Respondents</b>	<b>Percent of Respondents</b>
16-22	38	30.7%
23-24	12	9.7%
25-29	16	12.9%
30-39	34	27.4%
40-49	14	11.3%
50-59	7	5.6%
60-69	3	2.4%
70 and over	0	0.0%
<b>Total</b>	<b>124</b>	<b>100.0%</b>

Caseload data by age for SFY 2022-23 shows that the top three age groups representing SE consumers at application are 16-22 (34.2 percent), 30-39 (21.2 percent), and 25-29 (18.1 percent). The number of survey responses from SE consumers was 6.2 percentage points greater among those aged 30-39. In addition, when compared to SE caseload data at application, survey responses were 5.2 percentage points lower for the 25-29 age group and 3.5 percentage points lower for the 16-22 age group. The percentages of survey responses from the other age groups were within 3 percentage points of the number of SE consumers at application during SFY 2022-23.

### Transportation Issues

Respondents were asked to select transportation issues that may impact their ability to get or keep a job or related services. Respondents were able to choose multiple responses. The transportation issues, response percentages, and numbers for MSD are listed below.

- **I do not have a driver's license** – 34.9% (220)
- **I currently rely on others for my transportation** – 31.6% (199)
- **My disability makes it hard to use transportation** – 13.5% (85)
- **Public transportation is not available in my area or to my desired job location** – 7.8% (49)
- **Other: Financial** – 5.1% (32)
- **Other: Unreliable Vehicle** – 1.6% (10)
- **Other: Need Vehicle** – 1.0% (6)

The transportation issues, response percentages, and numbers for SE are listed below.

- **I do not have a driver's license** – 50.0% (62)
- **I currently rely on others for my transportation** – 41.9% (52)
- **My disability makes it hard to use transportation** – 16.1% (20)
- **Public transportation is not available in my area or to my desired job location** – 12.9% (16)

## Employment Barriers

Respondents were asked about a variety of job-related barriers that may impact their ability to find, get, or keep a job. They had the option to choose multiple answers. The employment barriers, response percentages, and numbers for MSD are listed below.

- **Lack of job skills** – 34% (214)
- **Workplace bias or discrimination due to your disability** – 25.4% (160)
- **Lack of reasonable accommodations** – 24.3% (153)
- **Fear of losing government benefits** – 17.1% (108)
- **Lack of family support** – 12.9% (81)
- **Lack of physical access to the job location** – 10.8% (68)
- **Lack of or insufficient childcare** – 4.4% (28)
- **Other: Disability** – 26 (4.1%)
- **Other: Justice-involved** – 1.3% (8)
- **Other: Experience, Skills, Education** – 0.8% (5)

The employment barriers, response percentages, and numbers for SE are listed below.

- **Lack of job skills** – 30.6% (38)
- **Workplace bias or discrimination due to your disability** – 16.9% (21)
- **Lack of reasonable accommodations** – 13.7% (17)
- **Fear of losing government benefits** – 12.1% (15)
- **Lack of physical access to the job location** – 6.5% (8)
- **Lack of family support** – 4.8% (6)
- **Lack of or insufficient childcare** – 0.8% (1)
- **Other: Experience, Skills, Education** – 0.8% (1)
- **Other: Disability** – 0.8% (1)

## Helpfulness of Services

Respondents were asked to rate how helpful specific services would be for them to get or keep a job. A three-point scale was used for the ratings. The ratings were Very Helpful (3), Somewhat Helpful (2), and Not Helpful (1). The four services, the ratings, and the average scores are listed below for MSD consumers.

- **Supports while working (Example: help learn job duties, adjust to the work environment, maintain the job)** – 64.5% Very Helpful, 24.6% Somewhat Helpful, 10.9% Not Helpful. Average score of 2.5.
- **Job Searching Skills (finding and applying for jobs, preparing a resume, interview skills)** – 62.8% Very Helpful, 26.3% Somewhat Helpful, 10.9% Not Helpful. Average score of 2.5.
- **Getting new interview clothing** – 55.2% Very Helpful, 25.4% Somewhat Helpful, 19.3% Not Helpful. Average score of 2.4.
- **Improving my social skills** – 54.9% Very Helpful, 30.4% Somewhat Helpful, 14.6% Not Helpful. Average score of 2.4.

The four services, the ratings, and the average scores are listed below for SE consumers.

- **Supports while working (Example: help learn job duties, adjust to the work environment, maintain the job)** – 74.2% Very Helpful, 20.0% Somewhat Helpful, 5.8% Not Helpful. Average score of 2.7.
- **Job Searching Skills (finding and applying for jobs, preparing a resume, interview skills)** – 66.9% Very Helpful, 28.2% Somewhat Helpful, 4.8% Not Helpful. Average score of 2.6.
- **Improving my social skills** – 65.6% Very Helpful, 28.7% Somewhat Helpful, 5.7% Not Helpful. Average score of 2.6.
- **Getting new interview clothing** – 51.3% Very Helpful, 32.8% Somewhat Helpful, 16.0% Not Helpful. Average score of 2.4.

## Service Delivery Method

When asked if they prefer to receive job related services in person or online, 45.7 percent of MSD consumers reported a preference for a combination of in person



and online services, followed by 33.4 percent who prefer in-person services, and 20.9 percent who favor online services.

The SE consumers prefer to receive in-person services (49.2 percent), a combination of in-person and online (38.6 percent), and online services (12.1 percent).

### Training Services

Respondents were asked to select each type of training that is important to get a job. They were able to choose multiple answers. The training types provided, response percentages, and numbers for MSD are listed below.

- **College or University Education** – 49.8% (314)
- **Apprenticeship or On-the-Job training** – 46.5% (293)
- **Business or vocational training** – 40.8% (257)
- **Assistive technology training** – 25.9% (163)

The training types provided, and response percentages and numbers for SE are listed below.

- **Apprenticeship or On-the-Job training** – 57.3% (71)
- **College or University Education** – 29.0% (36)
- **Business or vocational training** – 26.6% (33)
- **Assistive technology training** – 19.4% (24)

### Job Factors

Respondents were asked to rate the importance of seven job factors. A four-point scale was used for the ratings. The ratings were Very Important (4), Important (3), Neutral (2), and Not Important (1). The seven job factors, the ratings, and the average scores for MSD are listed below.

- **Making a living wage** – 81.1% Very Important, 11.3% Important, 6.0% Neutral, 1.7% Not Important. Average score of 3.7.
- **Job security** – 72.4% Very Important, 20.1% Important, 6.3% Neutral, 1.2% Not Important. Average score of 3.6.

- **Reasonable accommodations** (Example: flexible work schedule or change in job tasks) – 67.1% Very Important, 20.7% Important, 10.4% Neutral, 1.8% Not Important. Average score of 3.5.
- **Healthcare benefits** – 69.4% Very Important, 17.3% Important, 10.0% Neutral, 3.3% Not Important. Average score of 3.5.
- **Maintaining Social Security benefits** – 52.0% Very Important, 17.3% Important, 17.6% Neutral, 13.1% Not Important. Average score of 3.1.
- **Social interaction** – 40.9% Very Important, 29.8% Important, 23.3% Neutral, and 6.0% Not Important. Average score of 3.1.
- **Full-time employment** – 50.1% Very Important, 21.6% Important, 18.0% Neutral, 10.3% Not Important. Average score of 3.1.

The seven job factors, the ratings, and the average scores for SE are listed below.

- **Reasonable accommodations** (Example: flexible work schedule or change in job tasks) – 65.6% Very Important, 24.6% Important, 9.8% Neutral. Average score of 3.6.
- **Job security** – 63.6% Very Important, 28.9% Important, 6.6% Neutral, 0.8% Not Important. Average score of 3.6.
- **Making a living wage** – 65.3% Very Important, 24.0% Important, 8.3% Neutral, 2.5% Not Important. Average score of 3.5.
- **Healthcare benefits** – 59.2% Very Important, 21.7% Important, 10.8% Neutral, 8.3% Not Important. Average score of 3.3.
- **Maintaining Social Security benefits** – 55.5% Very Important, 21.8% Important, 18.5% Neutral, 4.2% Not Important. Average score of 3.3.
- **Social interaction** – 50.4% Very Important, 31.4% Important, 13.2% Neutral, and 5.0% Not Important. Average score of 3.3.
- **Full-time employment** – 35.6% Very Important, 20.3% Important, 31.4% Neutral, 12.7% Not Important. Average score of 2.8.

### Internet Access and Technological Skills

Survey respondents were asked if they have access to the internet and what technology, equipment or skills they need to improve to get a job.

The responses from MSD consumers indicated that 90 percent have internet access, while 93.5 percent of SE consumers reported having internet access.

The list of equipment and skills, and the corresponding response percentages and number of responses, for MSD are listed below.

- **I need to learn how to use computer programs (examples: Word, Excel) – 39.8% (251)**
- **I need a computer – 32.5% (205)**
- **I need internet access – 17.1% (108)**
- **I need to learn how to use a computer – 12.5% (79)**
- **I need to learn how to use email programs – 11.0% (69)**
- **I need to learn how to use the internet – 7.1% (45)**
- **Other: Higher Level Programming – 1.6% (10)**

The list of equipment and skills, and the corresponding number of responses and response rates, for SE are listed below.

- **I need to learn how to use computer programs (examples: Word, Excel) – 36.3% (45)**
- **I need a computer – 22.6% (28)**
- **I need to learn how to use a computer – 15.3% (19)**
- **I need to learn how to use email programs – 14.5% (18)**
- **I need internet access – 11.3% (14)**
- **I need to learn how to use the internet – 11.3% (14)**

### COVID-19 Pandemic Impacts

The MSD consumers were asked how the COVID-19 pandemic changed their access to services. They were able to select multiple responses. The options, response percentages, and the numbers of responses are listed below.

- **Less in-person services – 44.8% (282)**
- **Closure of school facilities – 19.4% (122)**

- **Closure of service providers** – 17.8% (112)
- **More services are available online** – 17.5% (110)
- **Less public transportation available** – 12.9% (81)
- **Closure of local America’s Job Center of California (AJCC)** – 7.8% (49)

The MSD consumers were asked how the COVID-19 pandemic affected their ability to get or keep a job. They were able to select multiple responses. The options, response percentages, and the numbers of responses are listed below.

- **Lack of jobs that fit my needs** – 24.6% (155)
- **More people looking for jobs** – 15.9% (100)
- **More opportunities to work from home** – 11.9% (75)
- **Temporary closure of my job site** – 11.3% (71)
- **Laid off from my job due to the COVID-19 pandemic** – 10.8% (68)
- **More job opportunities** – 9.8% (62)

The MSD consumers were asked if the COVID-19 pandemic negatively impacted their disability. They were able to select multiple responses. The options, response percentages, and the numbers of responses are listed below.

- **Yes, I experience stress and anxiety** – 49.2% (310)
- **No, the COVID-19 pandemic has not negatively impacted my disability** – 37.1% (234)
- **Yes, I experienced a lack of access to support or care** – 19.0% (120)
- **Yes, I now have long COVID in addition to my pre-existing disability** – 4.9% (31)

The SE consumers were asked how the COVID-19 pandemic changed their access to services. They were able to select multiple responses. The options, response percentages, and the numbers of responses are listed below.

- **Less in-person services** – 34.7% (43)
- **Closure of service providers** – 24.2% (30)
- **Less public transportation available** – 14.5% (18)

- **Closure of school facilities** – 14.5% (18)
- **More services are available online** – 11.3% (14)
- **Closure of local America’s Job Center of California (AJCC)** – 8.1% (10)

The SE consumers were asked how the COVID-19 pandemic affected their ability to get or keep a job. They were able to select multiple responses. The options, response percentages, and the numbers of responses are listed below.

- **Lack of jobs that fit my needs** – 19.4% (24)
- **More people looking for jobs** – 16.9% (21)
- **Temporary closure of my job site** – 12.1% (15)
- **Laid off from my job due to the COVID-19 pandemic** – 10.5% (13)
- **More opportunities to work from home** – 7.3% (9)
- **More job opportunities** – 4.8% (6)

The SE consumers were asked if the COVID-19 pandemic negatively impacted their disability. They were able to select multiple responses. The options, response percentages, and the numbers of responses are listed below.

- **No, the COVID-19 pandemic has not negatively impacted my disability** – 45.2% (56)
- **Yes, I experience stress and anxiety** – 34.7% (43)
- **Yes, I experienced a lack of access to support or care** – 22.6% (28)
- **Yes, I now have long COVID in addition to my pre-existing disability** – 4.0% (5)

### **Summary of Findings for Section I:**

- Individuals with ID/DD represent both the largest disability category of consumers and youth ages 14 to 24 with MSD and receiving SE services, at application.
- For those indicating employment barriers, both MSD and SE survey respondents cited the need for job skills and training on computer programs.

- Survey respondents reported the lack of a driver's license as the top transportation barrier to get or keep a job or related services for both MSD and SE consumers.
- Survey respondents reported college or university education as the most important type of training to MSD consumers, whereas apprenticeship or on-the-job training is the most important type to SE consumers.
- Making a living wage was the most important job factor for MSD consumers and the third most important job factor for SE consumers. Job security is second most important to both.

### **Recommendations**

- Explore options to increase, as appropriate, the number of available CRPs statewide to support the increasing need for supported employment services, especially for individuals with ID/DD and MSD.
- Evaluate effectiveness of VR supported employment services, by race and age, specifically for youth with MSD, including employment goals consistent with labor market information and living wages.
- Evaluate availability and accessibility of virtual and hybrid VR training services to individuals living in rural areas, or who lack transportation options.

## **Section II. Individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program.**

### **Diversity in California**

According to the ACS 2021 5-Year estimates, California has a noninstitutionalized population of 38,946,377. According to [Wisevoter](#), California ranks second overall in the nation for diversity behind Hawaii; however, the state ranks first in percentage of population identifying Hispanic or Latinx as an ethnicity, 29th for the percentage of population whose race is identified as Black or African American, and 49th for the percentage of residents identifying their race as White.

According to the Public Policy Institute of California, no race or ethnic group constitutes a majority of California's population. Hispanic or Latinx accounts for 31.6 percent of Californians with a disability, while White alone, not Hispanic or Latinx accounts for 45.0 percent.

### **Overview**

In this section, CDOR VR caseload data will be reviewed for the following populations: formerly justice-involved individuals, foster youth, individuals experiencing or at risk of homelessness, English learners (EL), and older individuals (aged 60+). The caseload data will be compared to population data when possible. It is important to point out that many individuals from the groups listed may not elect to identify as having a barrier; therefore, it is likely the numbers and percentages of CDOR consumers with these barriers are underreported.

Caseload data reviewed for this section will cover applications received during SFYs 2020-21 through 2022-23 unless otherwise stated.

This section also includes findings from two surveys – one conducted with CDOR consumers and the other with CDOR counselors – and results from key informant interviews conducted with a mix of CDOR VR field leadership and program partners.

## **Race and Ethnicity**

According to the ACS 2021 5-Year Estimates, 12.6 percent of individuals in the United States and 10.6 percent of Californians identified as having a disability.

The race data used in this section will differ from other sections in the CSNA in order to align with U.S. Census Bureau race data and is a demonstration of CDOR's commitment to researching new data analysis methods. In Table 15 below, each race percentage represents that race regardless of ethnicity. A small percentage (2.7 percent) did not provide race data. White alone not Hispanic or Latinx, and Hispanic or Latinx of any race are calculated separately and shown in Table 16. Data for Californians with disabilities is based on the ACS 2021 5-Year Estimates and compared to VR consumer caseload data.

Table 15. Californians with Disabilities and VR Consumers by Race

<b>Race</b>	<b>Californians with Disabilities*</b>	<b>VR Consumers**</b>	<b>Difference</b>
White alone	57.8%	66.5%	8.5%
Black or African American alone	7.7%	16.1%	8.4%
American Indian and Alaska Native alone	1.3%	2.6%	1.3%
Asian alone	11.6%	5.7%	-5.9%
Native Hawaiian and Other Pacific Islander alone	0.4%	0.4%	0.0%
Some other race alone	11.9%	N/A	N/A
More than One Race	9.3%	6.0%	-3.3%

\*ACS 2021 5-Year estimates

\*\*CDOR caseload 3-Year Average SFYs 2020-21 through 2022-23



Table 16. Californians with Disabilities and VR Consumers by Ethnicity

<b>Ethnicity</b>	<b>Californians with Disabilities*</b>	<b>VR Consumers**</b>	<b>Difference</b>
White alone, not Hispanic or Latinx	45.0%	31.8%	-13.2%
Hispanic or Latinx (of any race)	31.6%	39.0%	7.1%

\*2021 ACS 5-Year estimates

\*\*CDOR caseload 3-Year Average SFYs 2020-21 through 2022-23

### **Populations with Additional Barriers**

Individuals with disabilities who have additional barriers to employment may be less likely to seek VR services as readily as individuals without additional barriers. For this analysis, the barriers reviewed include:

- English learners
- Formerly justice-involved
- Foster youth
- Homeless/unhoused

An average of 8 percent of eligible VR consumers identified as English learners, 17.3 percent as formerly justice-involved, 1.1 percent as foster youth, and 6.9 percent as experiencing homelessness. Additional information will be provided about each of these barriers in this section.

Table 17. Eligible VR Consumers who Identified with Additional Barriers to Employment

<b>Barrier</b>	<b>Percent</b>
English Learner	8.0%
Formerly justice-involved	17.3%
Foster Youth	1.1%
Experiencing Homelessness/Unhoused	6.9%

Source: CDOR caseload 3-Year Average SFY 2020-21 through 2022-23

Individuals with disabilities might have multiple additional barriers to employment. For example, formerly justice-involved individuals might also experience homelessness. Out of 78,583 eligible VR consumers who applied for services during SFY 2021-22 through 2022-2023, 28.2 percent (22,162) identified as having at least one of the barriers listed above. Of those, nearly 16.9 percent (3,744) identified as having more than one barrier.

Table 18. Consumers with Multiple or Additional Barriers

<b>Additional Barrier</b>	<b>English Learner (n=6,233)</b>	<b>Formerly Justice-involved (n=13,708)</b>	<b>Foster Youth (n=847)</b>	<b>Homeless /Unhoused (n=5,505)</b>
English Learner	100.0%	6.5%	10.7%	10.8%
Formerly Justice-involved	14.2%	100.0%	12.6%	49.6%
Foster Youth	1.5%	0.8%	100.0%	2.3%
Homeless /Unhoused	9.5%	19.9%	15.2%	100.0%
3-4 Barriers	5.3%	2.6%	7.9%	6.6%

Source: CDOR caseload 3-Year Average SFYs 2020-21 through 2022-23

### English learners

An English learner (EL) is identified as a person who has limited ability in speaking, reading, writing, or understanding the English language, and whose native language is other than English.

According to the Public Policy Institute of California, California has more immigrants than any other state, with 23 percent of the foreign-born population nationwide. According to the ACS 2021 5-Year estimates, approximately 83 percent of California’s population speak English only or very well, and 17 percent speak English less than very well.

More than 4.5 million Californians ages 18 to 64 speak English less than very well. Of those, 67 percent speak Spanish, 24.3 percent speak Asian and Pacific

Island languages, 6.7 percent speak other Indo-European languages, and 2 percent speak other languages.

### *English learners Race*

According to ACS 2021 5-Year Estimates, 88.4 percent of foreign-born California residents speak a language other than English at home. Using ACS 2021 5-Year Estimates, some comparisons can be made to CDOR caseload data by race for ELs. Ethnicity data was not obtainable.

In comparison to ELs in California, CDOR serves higher percentages of EL consumers who are White, Black or African American, American Indian and Alaska Native, and Native Hawaiian and Other Pacific Islander, and lower percentages for Asian and More than One Race.

Asians represent 21.2 percent of California's population that speak English less than very well; however, only 10.5 percent of CDOR EL consumers are Asian. Over 78,000 Asian Californians with disabilities ages 18 to 64 speak English less than very well.

The CDOR has established a workgroup to evaluate the number of cultural groups and language needs per district. The number of bilingual staff is also evaluated per district, and bilingual staff are shared between districts as needed for the provision of services to English learners. Additionally, relationships with agencies that serve various cultural groups are developed in order to outreach to individuals with disabilities who are being served by these agencies.

Table 19. Race Percentages for English Learners in California

<b>Race</b>	<b>CA Speak English Very Well with Disability*</b>	<b>CA Speak English Less Than Very Well with Disability*</b>	<b>CDOR EL**</b>	<b>Difference of CA EL to CDOR EL</b>
White alone	58.9%	33.4%	66.3%	32.9%
Black or African American alone	11.6%	0.9%	12.5%	11.6%
American Indian and Alaska Native alone	1.6%	1.3%	3.0%	1.7%
Asian alone	6.3%	21.2%	10.5%	-10.7%
Native Hawaiian and Other Pacific Islander alone	0.4%	0.4%	0.6%	0.2%
Some other race alone	10.1%	31.3%	N/A%	N/A
More than One Race	11.1%	11.5%	5.2%	-6.3%
Not Provided	N/A	N/A	1.9%	N/A

\*ACS 2021 5-Year estimates

\*\*CDOR caseload 3-Year Average SFYs 2020-21 through 2022-23

### *English Learners Age*

The highest percentage of EL consumers are found in the 30 to 39 age group, which is similar to the Not EL consumers.

Table 20. Age groups for English Learners

<b>Age Group</b>	<b>English Learner Consumers</b>	<b>Not English Learner Consumers</b>
24 and Under	32.0%	32.9%
25-29	10.2%	11.7%
30-39	19.3%	21.6%
40-49	17.0%	15.5%
50-59	14.8%	12.5%
60-69	5.8%	5.0%
70 and Over	0.9%	0.8%
Total	100.0%	100.0%

Source: CDOR caseload 3-Year Average SFYs 2020-21 to 2022-23

### *English Learner Disability*

When comparing consumers who are EL to those who are not by disability, EL consumers are more likely to be Deaf or hard of hearing and less likely to have a psychiatric disability.

Table 21. Rates of Disability for English Learners

<b>Disability Type</b>	<b>English Learners</b>	<b>Not EL Consumers</b>	<b>Difference</b>
Blind/Visually Impaired	4.2%	4.0%	0.2%
Cognitive Disability	7.6%	7.9%	-0.4%
Deaf/Hard of Hearing	14.2%	3.7%	10.6%
Intellectual/Developmental Disability	12.3%	15.3%	-2.9%
Learning Disability	12.6%	10.6%	2.0%
Not Reported	0.4%	1.3%	-0.9%
Physical Disability	18.6%	15.8%	2.8%
Psychiatric Disability	29.3%	40.2%	-10.9%
Traumatic Brain Injury	0.8%	1.2%	-0.4%

Source: CDOR caseload 3-Year Average SFYs 2020-21 through 2022-23

### Formerly Justice-Involved

Formerly justice-involved refers to an individual who was subjected to any stage of the criminal justice process for committing a status offense or delinquent act, or who requires assistance in overcoming barriers to employment resulting from a record of arrest or conviction. Due to potential social stigma or restriction on hiring formerly justice involved, these individuals might have barriers to employment, education, and training. A lack of education and training may prevent these individuals from obtaining the skills necessary to find employment in a profession that pays a living wage.

The California Department of Corrections and Rehabilitation (CDCR) provided data for paroled or discharged offenders with and without disabilities. The data

used for this topic covers SFY 2019-20 through SFY 2021-22. This is the most recent data available from CDCR.

Based solely on the data provided by CDCR, nearly 12 percent of individuals paroled or discharged each year had a disability. This amounts to an average of 11,000 individuals with a disability per year paroled or released in California. It is believed that a much higher percentage have undiagnosed behavioral health disabilities that are not reflected in the data.

The CDOR has established a workgroup to align systems collaboration and identify best practices to work effectively with this population for both justice-involved youth and adults. A second workgroup provides outreach and services to individuals with disabilities involved in community courts. CDOR works with some correctional facilities and liaisons to enroll interested individuals in VR services prior to their release. Due to stigma, consumer data for individuals who self-identify as being justice-involved may be underreported.

#### *Formerly Justice-Involved Individuals by Race*

Compared to the race percentages of CDCR paroled or released individuals with disabilities in California, CDOR VR consumers have higher percentages of formerly justice-involved consumers by race for Asian, Hispanic or Latinx, and Native Hawaiian and Other Pacific Islanders. The CDOR serves lower percentages for American Indian and Alaska Native, Black or African American, More than One Race, and White.

People of color are overrepresented in prisons and jails. According to ACS 2021 5-Year Estimates, Black or African Americans represent 7.7 percent of Californians with disabilities; however, 32 percent of individuals with disabilities paroled or released were Black or African American. Black or African Americans made up 24 percent of the justice-involved consumers served by CDOR.

Table 22. Percentage of Justice-Involved Individuals by Race

<b>Race</b>	<b>CDOR Not Formerly Justice-Involved*</b>	<b>CDOR Formerly Justice-Involved*</b>	<b>CDCR Paroled or Released with disabilities**</b>	<b>Difference</b>
American Indian or Alaska Native	0.8%	1.4%	1.5%	-0.1%
Asian	6.2%	1.7%	1.1%	0.6%
Black or African American	14.1%	24.0%	32.0%	-8.0%
Hispanic or Latinx (of any race)	36.2%	35.9%	29.2%	6.7%
Native Hawaiian and Other Pacific Islander	0.4%	0.5%	0.3%	0.2%
Race Not Reported/ CDCR Other***	2.6%	2.1%	3.4%	-1.3%
More than One Race	5.4%	4.7%	N/A	N/A
White	34.3%	29.7%	32.5%	-2.8%

\*CDOR caseload data for SFYs 2019-20 through 2021-22

\*\*California Corrections and Rehabilitation data for Paroled or Released SFYs 2019-20 through 2021-22

\*\*\*CDCR data for "Other"

*Formerly Justice-Involved Individuals by Age*

The CDCR data classifies age in groups of 18-34, 35-64, and 65 and over. The CDOR caseload data was grouped to correspond with the CDCR data. Because CDOR serves individuals under the age of 18 but CDCR does not, rates for CDOR consumers will not add up to 100 percent.



Table 23 shows the highest number of CDOR consumers who identify as formerly justice-involved are in the age 18-34 group. However, the highest number of formerly justice-involved individuals statewide fall in the 35-64 age group. This data disparity is most likely due to CDOR consumers who were in the juvenile justice system and not captured in the CDCR data.

The percentage of consumers ages 35-64 is similar to the CDCR percentage for that age group at 63.4 percent and 66.4 percent respectively.

The percentage of formerly justice-involved CDOR consumers ages 65 and over is only 1.7 percent, compared to the overall population at 15.0 percent.

Table 23. Formerly Justice-Involved by Age Group

<b>Age group</b>	<b>CDOR Not Formerly Justice-Involved*</b>	<b>CDOR Formerly Justice-Involved*</b>	<b>CDCR Paroled or Released**</b>
18–34	52.5%	34.4%	18.6%
35–64	38.1%	63.4%	66.4%
65 and over	2.3%	1.7%	15.0%
Totals	92.9%	99.5%	100.0%

\*CDOR caseload data for SFYs 2019-20 through 2021-22

\*\*CDCR data for Paroled or Released SFYs 2019-20 through 2021-22

*Formerly Justice-Involved Individuals by Disability*

Although the CDCR disability types do not directly align with disability types for CDOR, comparisons can still be made. CDCR data does not include the disability types for ID/DD or Traumatic Brain Injury.

Learning or Psychiatric disabilities are most commonly reported among CDOR applicants who identify as formerly justice involved.

Some individuals with psychiatric disabilities may be sent to California State Hospitals instead of prison if they are determined to be incompetent to stand trial.

This may reduce the percentage of psychiatric disabilities seen in the CDCR paroled or released data.<sup>1</sup>

Table 24. Formerly Justice-Involved by Disability

<b>Disability Type</b>	<b>CDOR Not Formerly Justice-Involved</b>	<b>CDOR Formerly Justice-Involved</b>	<b>CDCR Paroled or Released with a disability</b>	<b>Diff.</b>
Blind/Visually Impaired	4.3%	1.2%	1.9%	-0.7
Cognitive Disability	7.5%	5.3%	8.0%	-2.7
Deaf/Hard of Hearing	5.3%	1.1%	10.2%	-9.1
Intellectual/Develop. Disability	18.2%	1.9%	N/A	N/A
Learning Disability	12.9%	2.9%	0.8%	2.1%
Not Reported	1.9%	1.4%	N/A	N/A
Physical Disability	17.0%	15.0%	32.1%	-17.1%
Psychiatric Disability	31.7%	70.1%	46.1%	24.0%
Traumatic Brain Injury	1.2%	1.1%	N/A	N/A
Other	N/A	N/A	0.9%	N/A

\*CDOR caseload data for SFYs 2019-20 through 2021-22

\*\*CDCR data for Paroled or Released SFYs 2019-20 through 2021-22

### Foster Youth

According to the [California Child Welfare Indicators Project](#), over 52,000 children were in foster care in California as of January 2023. Approximately 13,000 were ages 16-21.

<sup>1</sup> <https://www.healthaffairs.org/doi/10.1377/hlthaff.2022.00495>

The [National Library of Medicine](#) published a report stating that children in foster care have the highest rates of chronic conditions for their age group. Additionally, foster youth have greater rates of homelessness than the general population, ranging from 11 percent to 38 percent.

The CDOR participates in a Statewide Youth in Foster Care Work Group in response to California Assembly Bill (AB) 2083 (Statutes of 2018), which established a statewide Children and Youth System of Care. One requirement of AB 2083 is for each county to develop and implement a Memorandum of Understanding to outline the roles and responsibilities for entities that provide services to children and youth in the foster care system who have experienced significant trauma. CDOR has developed partnerships with service providers to educate them about CDOR and the unique services available for these youth with disabilities.

The CDOR received applications from an average of 290 foster youth ages 14-24 annually since SFY 2020-21. While the number of foster youth is thought to be underreported in the CDOR data due to self-identification, efforts are being made to increase outreach.

### *Foster Youth by Race*

The U.S. Department of Health and Human Services [Children's Bureau](#) collects foster youth data. Although race data is not broken down by age, it is comparable. The CDOR consumer data is an average from SFY 2020-21 through 2022-23.

The greatest differences observed in Table 25 below are for Hispanic or Latinx (of any race) and White. The percentage of Hispanic or Latinx foster youth served by CDOR is 19 percentage points lower than found in the population. CDOR serves a higher percentage of White foster youth. Totals do not add up to 100 percent due to rounding.

Table 25. Race comparison of CDOR Foster Youth to California Foster Youth

<b>Race</b>	<b>CDOR Foster Youth *</b>	<b>California Foster Children**</b>	<b>Difference</b>
American Indian or Alaska Native Alone	2%	1%	1%
Asian Alone	2%	1%	1%
Black or African American Alone	18%	18%	0%
Hispanic or Latinx (of any race)	37%	56%	-19%
Native Hawaiian and Other Pacific Islander Alone	<1%	<1%	0%
Race Not Reported	3%	<1%	>2%
More than One Race	7%	5%	2%
White Alone	29%	18%	11%

\*CDOR caseload 3-Year Average SFYs 2020-21 to 2022-23

\*\*Children’s Bureau Adoption and Foster Care Analysis and Reporting System (AFCARS) FY 2021 data. Rounded per data source.

*Foster Youth by Age*

The majority (55.6 percent) of foster youth who applied for VR services were ages 18-20. More than 30 percent were ages 21-24, and 14.3 percent were ages 14-17.

Table 26. Foster Youth Percentage of VR Consumers by Age Group

<b>Age Group</b>	<b>Percent</b>
14-17	14.3%
18-20	55.6%
21-24	30.1%

Source: CDOR caseload 3-Year Average SFYs 2020-21 to 2022-23

### *Foster Youth by Disability*

Psychiatric disabilities are 18.2 percentage points higher for consumers who identify as foster youth (39.0 percent) than those who do not (20.8 percent). According to the [American Academy of Pediatrics](#), behavioral health is the largest unmet health need for children and teens in foster care. Foster youth also had a higher incidence of cognitive impairment and physical disabilities.

Table 27. Disability Percentages for Foster Consumers

<b>Disability Type</b>	<b>VR Consumers Not Foster Youth 24 and Under</b>	<b>VR Foster Youth Consumers 24 and Under*</b>	<b>Difference</b>
Blind/Visually Impaired	2.9%	2.2%	-0.7%
Cognitive Impairment	10.4%	13.2%	2.8
Deaf/Hard of Hearing	4.7%	1.8%	-2.9
Intellectual/Developmental Disability	27.2%	19.4%	-7.8%
Learning Disability	25.5%	17.9%	-7.6%
Not Reported	1.3%	1.2%	-0.1%
Physical Disability	6.6%	4.8%	-1.8%
Psychiatric Disability	20.8%	39.0%	18.2%
Traumatic Brain Injury	0.6%	0.5%	-0.1%
Total	100%	100.0%	

\*CDOR caseload 3-Year Average 2020-21 through 2022-23

### Homelessness

According to the California State Auditor, California has the largest homeless population in the nation. [The National Alliance to End Homelessness](#) provides national homelessness statistics. Reports using data from 2022 show California ranked first in the nation for individuals experiencing homelessness counted in

the point-in-time counts and is ranked second in the nation for density of homelessness at 44 per 10,000 people. According to the [California Homeless Data Integration System](#) (HDIS) estimates, more than 300,000 individuals experiencing homelessness received housing and services during calendar year 2022. Of those, 46 percent reported disabling conditions.

An average of 1,636 individuals who are at risk of or experiencing homelessness applied for VR services per year since SFY 2020-21. This number is most likely underreported due to self-identification. Additionally, individuals living with friends or relatives may not consider themselves homeless. Data for race and age will be compared to the HDIS data. HDIS does not include disability type; hence a comparison will be made between VR consumers who have and have not indicated that they are experiencing homelessness.

The CDOR has established a workgroup to identify best practices for serving individuals who are experiencing homelessness, and is working on a pilot model in which the VR intake and plan development happen on the same day, and staff starts employment services with the goal of placing the individual before the individual leaves the shelter in roughly five months.

### *Homelessness by Race*

Compared to the race percentages found on the HDIS for homeless/unhoused individuals in California, rates for CDOR VR consumers who identify as homeless are higher for Asian, More than One Race, and White. Rates are lower for CDOR consumers who are American Indian or Alaska Native, Black or African American, Native Hawaiian and Other Pacific Islander, Race Not Reported, and Hispanic or Latinx.

Table 28. Homelessness by Race

<b>Race</b>	<b>CDOR Not Homeless*</b>	<b>CDOR Homeless*</b>	<b>HDIS Homeless Counts**</b>	<b>Difference CDOR Homeless to HDIS</b>
American Indian or Alaska Native Alone	2.7%	2.8%	3.3%	-0.5%
Asian Alone	6.0%	1.9%	1.9%	0.0%
Black or African American Alone	15.4%	26.2%	27.1%	-0.9%
Native Hawaiian and Other Pacific Islander Alone	0.4%	0.3%	1.2%	-0.9%
Race Not Reported	2.7%	3.3%	6.8%	-3.5%
More than One Race	6.1%	5.9%	4.2%	1.7%
White Alone	66.7%	59.6%	55.5%	4.1%
<b>Ethnicity</b>				
Hispanic or Latinx	39.5%	34.9%	38.0%	-3.1%

\*CDOR caseload 3-Year Average SFYs 2020-21 to 2022-23

\*\*Homeless Data Integration System, California Calendar Year 2022

*Homelessness by Age*

When comparing VR consumers experiencing homelessness by age to the California homeless population as published on the HDIS website, the rates

appear to follow a similar pattern. The lowest percentages are for age groups 18-24 and 65 and over, while homelessness is most prevalent among those in the 35-44 age group.

Table 29. Homelessness by Age

Age Group	CDOR Not Homeless*	CDOR Homeless*	HDIS**
18-24	30.1%	9.7%	10.2%
25-34	24.6%	25.1%	22.3%
35-44	19.1%	26.9%	22.8%
45-54	14.0%	21.0%	19.0%
55-64	9.9%	15.1%	18.1%
65+	2.3%	2.2%	7.6%
Total	100.0%	100%	100%

\*CDOR caseload 3-Year Average SFYs 2020-21 to 2022-23

\*\*Homeless Data Integration System, California Calendar Year 2022

### *Homelessness by Disability*

The HDIS website does not provide data by disability type. The table below compares disability type for VR consumers who are not experiencing homelessness with those who indicate they are.

Of the consumers who identified as experiencing homelessness, 64 percent had psychiatric disabilities compared to 37.4 percent of applicants not experiencing homelessness, a difference of 26.6 percentage points. The average rates of individuals with cognitive disabilities, physical disabilities, and traumatic brain injuries had less than 1 percentage point difference between both groups. The remaining disability categories had lower rates among consumers who were at risk of or experiencing homelessness.

According to the [Ruff Institute of Global Homelessness](#), people living with behavioral health disorders are more susceptible to three key factors that can lead to homelessness: poverty, disaffiliation, and personal vulnerability. These factors can limit one’s ability to sustain employment.



Table 30. Homelessness by Disability Type

Disability Type	VR Consumers Homeless	VR Consumers Not Homeless	Difference
Blind/Visually Impaired	1.8%	4.1%	-2.3%
Cognitive Disability	7.2%	8.0%	-0.8%
Deaf/Hard of Hearing	2.4%	4.6%	-2.2%
Intellectual/Developmental Disability	2.4%	16.0%	-13.6%
Learning Disability	4.2%	11.7%	-7.5%
Not Reported	0.9%	1.2%	-0.3%
Physical Disability	16.2%	15.9%	0.3%
Psychiatric Disability	64.0%	37.4%	26.6%
Traumatic Brain Injury	0.9%	1.1%	-0.2%
Total	100%	100%	

Source: CDOR caseload 3-Year Average SFYs 2020-21 through 2022-23

### **Other Potentially Underserved Populations**

This section reviews information about individuals with behavioral health disabilities and individuals who identify as lesbian, gay, bisexual, transgender, or queer (LGBTQ+) with disabilities.

#### **Behavioral Health Disability**

An average of 32.7% of VR consumers identify as having a behavioral health disability. As with other barriers, individuals with a behavioral health disability face a dual challenge when seeking employment. These challenges are: 1) living with a disability, and 2) the stigma associated with having a behavioral health disability.

A behavioral health disability includes individuals with a mental or psychosocial impairment caused by one or more of the following:

- Alcohol abuse or dependency
- Anxiety disorders
- Depressive or mood disorders
- Eating disorders
- Schizophrenia and other psychotic disorders

### *Behavioral Health Disabilities by Race*

The table below shows comparisons by race for consumers without a behavioral health disability and consumers with a behavioral health disability, and the difference between the two.

The percentage of Black or African American consumers with a behavioral health disability is 5 percentage points higher than for those without. All other race categories with a behavioral health disability are comparable to those without.

Table 31. Behavioral Health Disability by Race

<b>Race</b>	<b>Consumers without a Behavior Health Disability</b>	<b>Consumers with a Behavior Health Disability</b>	<b>Difference</b>
American Indian or Alaska Native	0.9%	1.1%	0.2%
Asian	5.8%	4.4%	-1.4%
Black or African American	13.8%	18.8%	5.0%
Hispanic or Latinx	38.2%	35.8%	-2.4%
Native Hawaiian and Other Pacific Islander	0.4%	0.4%	0.0%
Not Reported	2.6%	2.9%	0.3%
More than One Race	6.0%	6.0%	0.0%
White	32.3%	30.6%	-1.7%
<b>Total/ Average</b>	<b>100%</b>	<b>100%</b>	

Source: CDOR caseload 3-Year Average SFYs 2020-21 to 2022-23

According to [Mental Health America](#), historical dehumanization, oppression, and violence against Black or African American people has evolved into present-day racism. Additionally, compared to other races, a higher rate of Black or African Americans lives at or below the poverty level. All these factors can have an impact on mental health.<sup>8</sup>

In table 32 below, for each race the percentage of VR consumers with a behavioral health disability is shown.

Table 32. CDOR VR Consumers Percentage of Race with a Behavioral Health Disability

Race	Percentage with a Behavioral Health Disability
American Indian or Alaska Native Alone	36.4%
Asian Alone	27.0%
Black or African American Alone	39.7%
Hispanic or Latinx (of any race)	31.4%
Native Hawaiian and Other Pacific Islander Alone	31.7%
-Race Not Reported	35.3%
More than One Race	32.5%
White Alone	31.5%

Source: CDOR caseload 3-Year Average SFYs 2020-21 to 2022-23

### *Behavioral Health Disabilities by Age*

The 30-39 age group has the highest rate of VR consumers with a behavioral health disability (28.9 percent), while the 24 and under age group has the highest rate for those without a behavioral health disability (40.2 percent).

Table 33. Age groups for Behavioral Health Disability

Age Group	Without Behavioral Health Disability	With Behavioral Health Disability
24 and Under	40.1%	17.2%
25-29	10.9%	13.1%
30-39	17.8%	28.9%
40-49	13.2%	20.7%
50-59	11.7%	14.9%
60-69	5.3%	4.8%
70 and Over	1.0%	0.4%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Source: CDOR caseload 3-Year Average SFYs 2020-21 to 2022-23 ages 24 and under

### LGBTQ+

According to [Movement Advancement Project](#), individuals who identify as LGBTQ+ are more likely to have a disability than the general population. They are also more likely to experience behavioral health conditions that impact their daily lives. According to the [Public Policy Institute of California](#), California has the largest LGBTQ+ population in the nation. An estimated 2.7 million people in California identified as LGBTQ+ during the U.S. Census Bureau Household Pulse Surveys, December 2021 through May 2022.

Individuals who identify as LGBTQ+ and have a disability may experience difficulty obtaining employment. If they are also a racial minority, the challenge may be even greater.

Currently, the CDOR case management system does not collect LGBTQ+ data, including gender identity beyond male and female.

### Older Individuals (60+)

Older individuals are more likely to have a disability compared to younger individuals. The ACS 2021 5-Year estimates indicated that 22.7 percent of

Californians ages 65-74 had a disability compared to 9.7 percent of Californians ages 35-64. Individuals aged 60 and over accounted for 8 percent of VR consumers during SFY 2020-21 through March of 2023.

*Older Individuals by Race*

When comparing older individuals by race, Black or African American and White VR consumers are each represented at over 10 percentage points higher than those under 60 years of age. Those who are Hispanic or Latinx are represented at almost 20 percentage points lower compared to those under 60 years of age.

Table 34. VR Consumers who are Older Individuals by Race

<b>Race</b>	<b>CDOR Consumers Under Age 60</b>	<b>CDOR Consumers Ages 60+</b>	<b>Difference</b>
American Indian or Alaska Native Alone	1.0%	1.2%	0.2%
Asian Alone	5.4%	3.3%	-2.1%
Black or African American Alone	14.8%	25.6%	10.8%
Hispanic or Latinx (of any race)	38.7%	19.1%	-19.6%
Native Hawaiian and Other Pacific Islander Alone	0.4%	0.3%	-0.1%
Race Not Reported	2.7%	3.2%	0.5%
More than One Race	6.2%	4.4%	-1.8%
White Alone	30.8%	42.9%	12.1%
<b>Total</b>	<b>100%</b>	<b>100%</b>	

Source: CDOR caseload 3-Year Average SFYs 2020-21 to 2022-23

*Older Individuals by Disability*

Compared to VR consumers who are younger than 60, older individuals have a higher incidence of disability for Blind/Visually Impaired, Deaf/Hard of Hearing, Physical Disability, and Traumatic Brain Injury. The most common disability for older individuals was a physical disability at 39.3 percent.

Table 35. VR Consumers Disability Types for Older Individuals (60+)

Disability Type	CDOR Consumers Under Age 60	CDOR Consumers Ages 60+	Difference
Blind/Visually Impaired	3.5%	10.6%	7.1%
Cognitive Disability	8.2%	4.5%	-3.7%
Deaf/Hard of Hearing	4.4%	5.7%	1.3%
Intellectual/ Developmental Disability	15.6%	3.4%	-12.2%
Learning Disability	11.7%	1.9%	-9.8%
Not Reported	1.1%	1.2%	0.1%
Physical Disability	14.5%	39.2%	24.7%
Psychiatric Disability	39.9%	32.0%	-7.9%
Traumatic Brain Injury	1.1%	1.5%	0.4%
<b>Total</b>	<b>100%</b>	<b>100%</b>	

Source: CDOR caseload 3-Year Average SFYs 2020-21 to 2022-23

### **CDOR Counselor Survey Results**

The CDOR Planning Unit, in collaboration with the SRC, developed and implemented the CDOR Counselor Survey. The survey was conducted during Fall 2022. Responses were received from 237 CDOR VR counselors throughout the state.

Counselors were asked in what geographic area the majority of their consumers lived. The options and number of responses were:

- Rural (Open and spread out): 38 counselors, 16 percent
- Suburban (Single-family housing areas surrounding larger cities): 87 counselors, 37 percent
- Urban (High populations of people) 112 counselors, 47 percent

### **Unserved/underserved by Geographic Area**

Counselors were asked to select from a list which groups in their district may be unserved or underserved. The groups to choose from and percentages selected were:

- Experiencing Homelessness (27%)

- Foster Youth (12%)
- English learners (16%)
- Justice-involved (16%)
- Older Individuals (60+) (16%)

Homelessness was the most frequently chosen option overall. The second most selected group by rural counselors was justice-involved, suburban counselors identified older individuals (60+) as the second most underserved, and counselors serving urban areas identified English learners as the second most underserved group.

### Additional Underserved Groups

Counselors responded to an optional fill-in question to list additional unserved or underserved populations in their districts. The populations provided included:

- Asian (6 responses)
- Black or African American (5 responses)
- Deaf or Hard of Hearing (5 responses)
- Native Americans (5 responses)
- LGBTQ+ (4 responses)

### Suggested Outreach

Counselors were asked how to reach best out to unserved or underserved populations in their area. Top responses include:

- Create more partnerships with colleges, parole and probation offices, foster service centers, shelters, churches, and other agencies working with underserved groups.
- Marketing and advertising online, at job fairs, and at probation and parole offices. Television announcements.
- More community outreach including letters, emails, phone calls, and flyers. Hold outreach events.

## Important Services by Underserved Group

The counselors were provided with drop-down selections for the most important and second most important VR services for each potentially underserved group listed. The list of services included:

- Job Search Assistance
- Job Placement
- Clothing
- Computer or Software Purchases
- Transportation

For all groups, the top response was Job Search Assistance. For all groups, the second most important VR service was Job Placement. For individuals experiencing homelessness, Transportation tied for the second most important services.

The counselors were provided with drop-down selections for the most important and second most important vocational training categories for the underserved groups. The list of trainings included:

- Apprenticeship or On-the-Job-Training
- Business or Vocational Training
- Assistive Technology Training
- College or University Training

For individuals experiencing homelessness, foster youth, English learners, and justice-involved consumers, the counselors selected Apprenticeship or On-the-Job Training as the most important training, and Business or Vocational Training for the second most important. For older individuals, Assistive Technology training was selected as the most important, followed by Business or Vocational Training.



## **CDOR Consumer Survey Results**

The CDOR Planning Unit collaborated with the California State Rehabilitation Council to develop and implement the CDOR Consumer Survey. The survey was designed to collect information from all consumers, including groups with additional barriers to employment, about the following topics:

- Basic demographic information
- Transportation barriers
- Factors that affect their ability to get a job
- Helpfulness of CDOR services
- Preferred method of service delivery
- Importance of training categories
- Preference of service delivery method
- Need for technological equipment or skills
- COVID-19 impact on services, jobs, and disability

The survey was conducted in Fall 2022, and responses were received from 2,571 consumers. Of the responses received, 1,015 identified as being an English learner, foster youth, formerly justice-involved, experiencing homelessness, or an older Individual (60+). Respondents were given the option to select multiple barriers.

Table 34. Number of Respondents for Each Barrier

	<b>No Barrier</b>	<b>EL</b>	<b>Justice-Involved</b>	<b>Foster Youth</b>	<b>Homeless</b>	<b>Older Individual (60+)</b>
Number of Respondents	1,556	102	409	56	501	220

The survey instrument is included in Appendix A of this report.

### **Demographic Information for Consumers with Listed Barriers**

When comparing gender for those respondents who did not identify with at least one of the listed barriers to those who did, more males identify with a listed barrier (47.8 to 60.0 percent respectively).

Table 35. Percentage of VR Applicants by Gender with Barriers

<b>Gender</b>	<b>No Listed Barrier</b>	<b>With Barrier(s)</b>
Female	49.9%	38.0%
Male	47.8%	60.0%
Non-Binary	2.3%	2.0%
<b>Totals</b>	<b>100%</b>	<b>100%</b>

The number of respondents with a barrier by ethnicity was 353 Hispanic or Latinx (34.8 percent) and 662 Not Hispanic or Latinx (65.2 percent).

The percentage of respondents with a barrier by race shows White had the highest representation at 44 percent, followed by Black or African American, Some Other Race, More than One Race, Asian, American Indian, and Pacific Islander.

Table 38. Percentage of Respondents with Listed Barriers by Race

<b>Respondents with Barrier(s) by Race</b>	<b>Number of Respondents</b>	<b>Percent of Respondents</b>
American Indian or Alaska Native	31	3.1%
Asian	36	3.5%
Black or African American	228	22.5%
More than One Race	90	8.9%
Pacific Islander	5	0.5%
Some Other Race	178	17.5%
White	447	44.0%
<b>Total</b>	<b>1,015</b>	<b>100.0%</b>

The percentage of respondents with a barrier by race shows that nearly 50 percent of Black or African American survey respondents had at least one of the listed barriers. Asian survey respondents were least likely to identify a barrier at 21.2 percent.

Table 39. Percentage of CDOR consumers with a barrier by race

Race	Barrier(s)	No Barrier(s)	Percent With Barrier(s)
American Indian or Alaska Native	31	50	38.3%
Asian	36	134	21.2%
Black or African American	228	229	49.9%
Native Hawaiian and Other Pacific Islander	5	18	21.7%
Race Not Reported (Some Other Race)	178	272	39.6%
More than One Race	90	111	44.8%
White	447	742	37.6%
<b>Totals</b>	<b>1,015</b>	<b>1,556</b>	<b>39.5%</b>

Table 40. Percentage of CDOR consumers with a barrier by ethnicity

Ethnicity	Barrier(s)	No Barrier(s)	Percent With Barrier(s)
Hispanic or Latinx	353	624	36.1%
Not Hispanic or Latinx	662	932	41.5%
<b>Totals</b>	<b>1015</b>	<b>1556</b>	<b>39.5%</b>

Survey respondents were asked to identify their disability by type. Mental Health Disability had the highest representation at 38.7 percent. A category for multiple disabilities is included, with the second-highest percentage of respondents at 28.7 percent. The third and fourth disabilities represented were Physical and Learning. The following disabilities each had less than 5 percent representation: Blind or Visually Impaired, Cognitive Impairment, Deaf or Hard of Hearing, Intellectual or Developmental, Traumatic Brain Injury. A disability type was not provided by 1.8 percent of the respondents. A primary disability could not be determined for individuals who made more than one selection due to the self-reporting of disability type.

Table 41. Disability Types of Respondents with Listed Barrier

<b>Disability Type</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
Blind or Visually Impaired	33	3.3%
Cognitive Impairment	12	1.2%
Deaf or Hard of Hearing	27	2.7%
Intellectual or Developmental Disability	21	2.1%
Learning Disability	65	6.4%
Mental Health Disability	393	38.6%
More than One Disability	291	28.6%
Not Provided	18	1.8%
Physical	137	13.5%
Traumatic Brain Injury	18	1.8%
<b>Total</b>	<b>1,015</b>	<b>100.0%</b>

### Survey Responses

Survey results will be presented by barrier group for the top three responses with a greater or less than 10 percent difference when compared to respondents without any of the listed barriers. The difference of at least 10 percent was chosen based on the analysis of the data. The reader is encouraged to draw their own conclusions regarding the significance of any differences. Tables showing complete results for each question can be found in this section under the heading of [Consumer Survey Tables](#).

### *Transportation Issues*

Question: Which transportation issues impact your ability to get or keep a job or related services?

This question was answered by 2,497 respondents. The number of respondents with no listed barriers was 1,510, and the number with at least one barrier was 987.

The percentages for those responses with a difference of 10 percentage points or more compared to the no barrier group are as follows:

I do not have any transportation concerns at this time:

- No barrier – 50.0%

- Justice-involved – 39.9%
- Foster Youth – 28.3%
- Experiencing Homelessness – 30.0%

Other: Financial:

- No barrier – 4.7%
- Experiencing Homelessness – 15.1%

### *Impacts to Getting or Keeping a Job*

Question: Have any of the following affected your ability to find, get, or keep a job?

Respondents were able to select multiple responses from a list of seven potential job barriers. Three additional job barriers are included from the write-in responses. Responses were reviewed from 10 categories, which included:

- Fear of losing government benefits
- Lack of family support
- Lack of job skills
- Lack of or insufficient childcare
- Lack of physical access to the job location
- Lack of reasonable accommodations
- Workplace bias or discrimination due to your disability
- Write-in Category - Disability
- Write-in Category - Experience, Skills, Education
- Write-in Category - Justice-involved

This question was answered by 2,468 respondents. The number of respondents with none of the listed barriers was 1,500, and the number with at least one job barrier was 968.

The percentages for those responses with a difference of 10 percentage points or more compared to the no barrier group are as follows:

Fear of losing government benefits:

- No barrier – 12.4%
- Foster Youth – 30.9%
- Experiencing Homelessness – 24.8%

Lack of Family Support:

- No barrier – 9.4%
- English Learner – 24.0%
- Foster Youth – 38.2%
- Experiencing Homelessness – 31.1%

Lack of Job Skills:

- No barrier – 31.5%
- Foster Youth – 47.3%
- Experiencing Homelessness – 42.4%

Lack of physical access to the job location:

- No barrier – 7.8%
- Foster Youth – 20.0%
- Experiencing Homelessness – 19.7%

Lack of reasonable accommodations:

- No barrier – 20.8%
- Experiencing Homelessness – 30.8%

Workplace bias or discrimination due to your disability

- No barrier – 18.8%
- English Learner – 31.0%
- Experiencing Homelessness – 34.4%
- Older Individual (60+) – 32.7%

None of the above:

- No barrier – 39.5%
- English Learner – 27.0%
- Formerly Justice-involved – 22.1%
- Older Individual (60+) - 27.7%

*Services Ratings*

Question: How helpful are the following services for you to get or keep a job?

Respondents were asked to rate four services, which included:

- Getting new interview clothing

- Improving my social skills
- Job Searching Skills (finding and applying for jobs, preparing a resume, interview skills)
- Supports while working (Example: help learn job duties, adjust to the work environment, maintain the job)

The rating choices were: Very Helpful, Somewhat Helpful, Not Helpful. The percentages represent the combined Very Helpful and Somewhat Helpful ratings.

This question was answered by 2,571 respondents. The number of respondents with none of the listed barriers was 1,556, and the number with at least one barrier was 1,015. However, some respondents did not provide responses for all selections.

The percentages for those responses with a difference of 10 percentage points or more compared to the no barrier group are as follows:

Getting new interview clothing:

- No barrier – 80.5%
- Older Individual (60+) – 69.3%

### *Services Delivery Method*

Question: Do you prefer to receive job related services in person or online?

Respondents were asked to select which service delivery method they preferred.

The choices were:

- A combination of in person and online
- In person
- Online

This question was answered by 2,571 respondents. There were 1,556 respondents with none of the listed barriers and 1,015 with at least one barrier.

The percentages for those responses with a difference of 10 percentage points or more compared to the no barrier group are as follows:

A combination of in person and online:

- No barrier – 51.7%
- English Learner – 34.4%

In person:

- No barrier – 29.6%
- English Learner – 39.8%

### *America's Job Center of California*

Survey respondents were asked if they have received services from America's Job Center of California (AJCC). If they responded that they currently receive services or have in the past, they were then asked to rate the services received.

Question: Have you received services from America's Job Center of California? (AJCC's or One Stop Career Centers provide job and training services.)

Response options were:

- I am currently receiving services.
- I have not received services.
- I have received services in the past.

This question was answered by 2,571 respondents. The number of respondents with none of the listed barriers was 1,556, and the number with at least one barrier was 1,015.

The percentages for those responses with a difference of 10 percentage points or more compared to the no barrier group are as follows:

I have not received services:

- No barrier – 83.4%
- English Learner – 71.6%
- Older Individual (60+) – 67.7%

I have received services in the past:

- No barrier – 9.1%
- Older Individual (60+) – 20.9%

Question: How helpful are the supports and services the AJCC or One-Stop Career Center provides?

This question was answered by 483 respondents who indicated in the previous question that they either currently or have in the past received AJCC services. The number of respondents with no barriers who answered this question was 241, while 242 identified as having at least one barrier. The rating categories



were: Very Helpful, Somewhat Helpful, and Not Helpful. Below, the percentages shown represent the combined percentages for Very Helpful and Somewhat Helpful.

No category had a percentage difference of 10 percent or greater compared to the group with no barrier; however, the percentages for all barrier categories are shown.

How helpful are the supports and services the AJCC or One-Stop Career Center provides?

- No barrier – 92.1%
- English Learner – 93.1%
- Justice-involved – 94.7%
- Foster Youth – 85.7%
- Homeless – 90.9%
- Older Individual (60+) – 85.1%

### *Importance of Training*

Question: Select each type of training that is important for you to get a job.

This question was answered by 2,479 respondents. The number of respondents with none of the listed barriers was 1,502, and the number with at least one barrier was 977.

Respondents were asked to select from a list the types of trainings that are important to them. The types of trainings were limited to the top four trainings provided to VR consumers in recent years. The list of trainings provided in the list include:

- Apprenticeship or On-the-Job training
- Assistive technology training
- Business or vocational training
- College or University Education
- None of the above

The percentages for those responses with a difference of 10 percentage points or more compared to the no barrier group are as follows:

Apprenticeship or On-the-Job-Training:

- No barrier – 44.7%
- Experiencing Homelessness - 59.7%

Assistive technology training:

- No barrier – 21.0%
- Older Individual (60+) – 31.9%

Business or vocational training:

- No barrier – 36.6%
- Formerly Justice-involved – 51.5%
- Experiencing Homelessness – 57.0%

College or University Education:

- No barrier – 55.3%
- Older Individual (60+) – 34.8%

### *Job Factors*

Question: How important are each of the following factors to you when looking for a job?

Respondents were asked to rate services as: Very Important, Important, Neutral, and Not Important.

The list of job factors included:

- Full-time employment
- Healthcare benefits
- Job security
- Maintaining Social Security benefits
- Making a living wage
- Reasonable accommodations (Example: flexible work schedule or change in job tasks)
- Social interaction

This question was answered by 2,515 respondents. The number of respondents with none of the listed barriers was 1,519, and the number with at least one

barrier was 996. However, some respondents did not provide responses for all selections.

The percentages shown are for the combined Very Important and Important ratings. Also included is the number of respondents who answered this question; however, not every respondent provided ratings for each job factor.

The percentages for those responses with a difference of 10 percentage points or more compared to the no barrier group are as follows:

Full-time employment:

- No barrier – 74.6%
- Formerly Justice-involved – 86.5%
- Older Individual (60+) – 59.7%

Maintaining social security benefits:

- No barrier – 67.1%
- Formerly Justice-involved – 52.0%
- Experiencing Homelessness – 55.7%

Reasonable accommodations:

- No barrier – 90.7%
- Foster youth – 80.4%

### *Internet Access*

Question: Do you have access to the internet?

Respondents were asked if they have access to the internet. This was a yes or no question.

There was only one differences of 10 percent or more observed when comparing the percentages for no barriers to those with barriers. The percentage for foster youth having internet access was 11.1 percent lower than for those with none of the listed barriers at 85.5 percent to 96.6 percent.

### *Technical Skills and Equipment*

Question: Select all technological equipment or skills you need to improve to get a job.

This was a multiple-select question. A fill-in box was also provided for respondents to provide additional information. Enough similar responses were included in the fill-in box to create another category for higher-level programming. The list of selections included:

- I do not need to improve my technological skills to get a job.
- I need a computer.
- I need internet access.
- I need to learn how to use a computer.
- I need to learn how to use computer programs (examples: Word, Excel).
- I need to learn how to use email programs.
- I need to learn how to use the internet.
- Other: Higher Level Programming

This question was answered by 2,435 respondents. The number of respondents with none of the listed barriers was 1,462, and the number with at least one barrier was 973. However, some respondents did not provide responses for all selections.

The percentages for those responses with a difference of 10 percentage points or more compared to the no barrier group are as follows:

I do not need to improve my technological skills to get a job:

- No barrier – 45.0%
- English Learner – 26.8%
- Formerly Justice-involved – 22.9%
- Experiencing Homelessness – 19.4%

I need a computer:

- No barrier – 29.7%
- Formerly Justice-involved – 51.6%
- Foster Youth – 47.3%
- Experiencing Homelessness – 54.3%

I need internet access:

- No barrier – 12.7%
- Formerly Justice-involved – 31.0%
- Foster Youth – 30.9%
- Experiencing Homelessness – 31.9%

I need to learn how to use a computer:

- No barrier – 8.0%
- English Learner – 28.9%
- Formerly Justice-involved – 21.7%
- Experiencing Homelessness – 21.1%
- Older Individual (60+) – 30.1%

I need to learn how to use computer programs (examples: Word, Excel):

- No barrier – 34.3%
- Foster Youth – 54.6%
- Experiencing Homelessness – 47.4%
- Older Individual (60+) – 56.3%

I need to learn how to use email programs:

- No barrier – 8.1%
- English Learner – 25.8%
- Foster Youth – 21.8%
- Older Individual (60+) – 19.9%

I need to learn how to use the internet:

- No barrier – 4.2%
- English Learner – 14.4%
- Older Individual (60+) – 15.1%

### *Impact of COVID-19*

The survey contained three questions about the impacts of COVID-19. The questions asked about the effects COVID-19 had on services, jobs, and the consumer's disability.

Question: How has the COVID-19 pandemic changed your access to any of the following services?

This question is a multiple-select question. A list of possible impacts to services were provided and include:

- Closure of local America's Job Center of California (AJCC). (AJCC's or One Stop Career Centers provide job and training services.)
- Closure of school facilities.

- Closure of service providers where you may receive training, supports, and job-related services.
- Less in-person services.
- Less public transportation available.
- More services are available online.
- None of the above

This question was answered by 2,409 respondents. The number of respondents with none of the listed barriers was 1,464, and the number with at least one barrier was 945.

The percentages for those responses with a difference of 10 percentage points or more compared to the no barrier group are as follows:

Closure of local America's Job Center of California (AJCC):

- No barrier – 6.1%
- Formerly Justice-involved – 16.8%
- Foster Youth – 20.4%
- Experiencing Homelessness – 16.1%

Closure of school facilities.:

- No barrier – 21.4%
- English Learner – 31.6%
- Foster Youth – 31.5%

Closure of service providers where you may receive training, supports, and job-related services:

- No barrier – 15.0%
- English Learner – 30.5%
- Foster Youth – 35.2%
- Experiencing Homelessness – 34.5%

Less in-person services:

- No barrier – 43.6%
- Formerly Justice-involved – 54.2%
- Foster Youth – 57.4%
- Experiencing Homelessness – 59.2%

Less public transportation available:

- No barrier – 11.3%
- English Learner – 22.1%
- Foster Youth – 33.3%
- Experiencing Homelessness – 21.9%

None of the above:

- No barrier – 41.3%
- Formerly Justice-involved – 30.5%
- Foster Youth – 20.4%
- Experiencing Homelessness – 24.1%

Question: How did the COVID-19 pandemic affect your ability to get or keep a job?

This is a multiple-select question. A list of possible impacts to jobs were provided and include:

- Does not apply to me.
- Lack of jobs that fit my needs.
- Laid off from my job due to the COVID-19 pandemic.
- More job opportunities.
- More opportunities to work from home.
- More people looking for jobs.
- Temporary closure of my job site.

This question was answered by 2,356 respondents. The number of respondents with none of the listed barriers was 1,430, and the number with at least one barrier was 926.

The percentages for those responses with a difference of 10 percentage points or more compared to the no barrier group are as follows:

Does not apply to me:

- No barrier – 49.9%
- English Learner – 35.1%
- Formerly Justice-involved – 35.2%
- Older Individual (60+) – 39.9%

Lack of jobs that fit my needs:

- No barrier – 22.0%
- Foster Youth – 35.9%
- Experiencing Homelessness – 35.6%
- Older Individual (60+) – 33.5%

Laid off from my job due to the COVID-19 pandemic:

- No barrier – 10.8%
- Formerly Justice-involved – 21.4%
- Foster Youth – 28.3%
- Experiencing Homelessness – 25.2%

Laid off from my job due to the COVID-19 pandemic:

- No barrier – 10.8%
- Formerly Justice-involved – 21.4%
- Foster Youth – 28.3%
- Experiencing Homelessness – 25.2%

More people looking for jobs:

- No barrier – 19.0%
- Foster Youth – 32.1%

Temporary closure of my job site.:

- No barrier – 10.7%
- English Learner – 25.5%
- Formerly Justice-involved – 23.9%
- Experiencing Homelessness – 22.9%

Question: Has the COVID-19 pandemic negatively impacted your disability?

This is a multiple-select question. A list of possible impacts to jobs were provided and include:

- No, the COVID-19 pandemic has not negatively impacted my disability.
- Yes, I experienced a lack of access to support or care.
- Yes, I experienced stress and anxiety.
- Yes, I now have long-COVID in addition to my pre-existing disability.



This question was answered by 2,399 respondents. The number of respondents with none of the listed barriers was 1,455, and the number with at least one barrier was 944.

The percentages for those responses with a difference of 10 percentage points or more compared to the no barrier group are as follows:

No, the COVID-19 pandemic has not negatively impacted my disability:

- No barrier – 43.4%
- Formerly Justice-involved – 28.1%
- Foster Youth – 20.4%
- Experiencing Homelessness – 20.8%

Yes, I experienced a lack of access to support or care:

- No barrier – 16.7%
- English Learner – 29.2%
- Foster Youth – 40.7%
- Experiencing Homelessness – 34.6%

Yes, I experienced stress and anxiety:

- No barrier – 51.0%
- Formerly Justice-involved – 65.4%
- Foster Youth – 66.7%
- Experiencing Homelessness – 69.1%

Yes, I now have long-COVID in addition to my pre-existing disability:

- No barrier – 4.2%
- English Learner – 18.8%

## Consumer Survey Tables

### Transportation Issues Survey Responses Table

The column totals may add up to more than 100 percent due to this being a multi-select question.

Table 42. Which transportation issues impact your ability to get or keep a job or related services?

<b>Response Options</b>	<b>No Barrier (n=1,510)</b>	<b>EL (n=99)</b>	<b>Justice-Involved (n=401)</b>	<b>Foster Youth (n=53)</b>	<b>Homeless (n=484)</b>	<b>Older Individual (60+) (n=214)</b>
I currently rely on others for my transportation.	28.2%	28.3%	27.4%	37.7%	29.5%	18.7%
I do not have a driver's license.	29.2%	33.3%	21.9%	30.2%	24.8%	19.6%
I do not have any transportation concerns at this time.	50.0%	44.4%	39.9%	28.3%	30.0%	47.7%
My disability makes it hard to use transportation.	10.5%	15.2%	8.7%	13.2%	15.9%	16.4%
Other: Financial	4.7%	4.0%	12.5%	11.3%	15.1%	10.3%
Other: Need Vehicle	0.9%	0.0%	2.5%	3.8%	4.5%	2.3%
Other: Unreliable Vehicle	0.9%	1.0%	4.5%	1.9%	5.8%	5.6%
Public transportation is not available in my area or to my desired job location.	5.5%	13.1%	8.0%	13.2%	11.4%	5.6%

Impacts to Getting a Job Survey Responses Table

The column totals may add up to more than 100 percent due to this being a multi-select question.

Table 43. Have any of the following affected your ability to find, get, or keep a job?

<b>Response Options</b>	<b>No Barrier (n=1,500)</b>	<b>EL (n=99)</b>	<b>Justice-Involved (n=398)</b>	<b>Foster Youth (n=55)</b>	<b>Homeless (n=483)</b>	<b>Older Individual (60+) (n=202)</b>
Fear of losing government benefits	12.4%	22.0%	16.1%	30.9%	24.8%	17.8%
Lack of family support	9.4%	24.0%	20.9%	38.2%	31.1%	13.4%
Lack of job skills	31.5%	36.0%	38.4%	47.3%	42.4%	30.7%
Lack of or insufficient childcare	3.8%	8.0%	6.3%	9.1%	5.0%	1.5%
Lack of physical access to the job location	7.8%	12.0%	11.6%	20.0%	19.7%	8.4%
Lack of reasonable accommodations	20.8%	18.0%	19.8%	25.5%	30.8%	20.8%
Other: Disability	3.9%	3.0%	2.8%	1.8%	5.8%	9.4%
Other: Experience, Skills, Education	1.6%	0.0%	1.3%	3.6%	2.3%	1.0%
Other: Justice-involved	0.1%	1.0%	9.0%	1.8%	3.5%	1.5%
Workplace bias or discrimination due to your disability	18.8%	31.0%	28.4%	30.9%	34.4%	32.7%
None of the above	39.5%	27.0%	22.1%	16.4%	13.9%	27.7%

Services Ratings Survey Responses Table

Table 44 shows each service and the percentages for the combined Very Helpful and Somewhat Helpful ratings.

Table 36. How helpful are the following services for you to get or keep a job?

<b>Question Text</b>	<b>No Barrier (n=1,556)</b>	<b>EL (n=102)</b>	<b>Justice-Involved (n=409)</b>	<b>Foster Youth (n=56)</b>	<b>Homeless (n=501)</b>	<b>Older Individual (60+) (n=22)</b>
Getting new interview clothing	80.5%	89.2%	85.6%	85.2%	79.3%	69.3%
Improving my social skills	87.0%	94.0%	88.4%	89.1%	82.7%	78.3%
Job Searching Skills (finding and applying for jobs, preparing a resume, interview skills)	90.4%	98.0%	91.8%	89.3%	86.9%	85.3%
Supports while working (Example: help learn job duties, adjust to the work environment, maintain the job)	88.7%	93.0%	89.9%	87.3%	84.5%	79.8%

Percentages represent the combined scores for Very Helpful and Somewhat Helpful

Service Delivery Method Survey Response Table

Table 37. Do you prefer to receive job related services in person or online?

<b>Question Text</b>	<b>No Barrier (n=1,523)</b>	<b>EL (n=93)</b>	<b>Justice-Involved (n=399)</b>	<b>Foster Youth (n=52)</b>	<b>Homeless (n=481)</b>	<b>Older Individual (60+) (n=217)</b>
A combination of in person and online.	51.7%	34.4%	52.9%	53.8%	57.2%	47.5%
In person	29.6%	39.8%	28.3%	32.7%	24.3%	30.9%
Online	18.6%	25.8%	18.8%	13.5%	18.5%	21.7%

America's Job Center of California Survey Responses Table

Table 38. Have you received services from America's Job Center of California?

<b>Question Text</b>	<b>No Barrier</b>	<b>EL (n=102)</b>	<b>Justice-Involved (n=409)</b>	<b>Foster Youth</b>	<b>Homeless</b>	<b>Older Individual (60+)</b>
I am currently receiving services.	8.0%	12.7%	12.5%	12.5%	8.2%	12.7%
I have not received services.	83.4%	71.6%	76.0%	75.0%	77.0%	67.7%
I have received services in the past.	9.1%	15.7%	11.7%	14.3%	15.0%	20.9%

Importance of Training Survey Response Table

Table 39. Select each type of training that is important for you to get a job.

<b>Training</b>	<b>No Barrier (n=1,502)</b>	<b>EL (n=96)</b>	<b>Justice-Involved (n=398)</b>	<b>Foster Youth (n=54)</b>	<b>Homeless (n=484)</b>	<b>Older Individual (60+) (n=210)</b>
Apprenticeship or On-the-Job training	44.7%	47.9%	52.0%	53.7%	59.7%	47.1%
Assistive technology training	21.0%	27.1%	27.4%	25.9%	29.8%	31.9%
Business or vocational training	36.6%	37.5%	51.5%	40.7%	57.0%	42.4%
College or University Education	55.3%	47.9%	54.5%	51.9%	53.9%	34.8%
None of the above	12.7%	11.5%	6.5%	11.1%	6.4%	14.8%

Job Factors Survey Responses Table

Table 48. How important are each of the following factors to you when looking for a job?

<b>Job Factors</b>	<b>No Barrier (n=1,519)</b>	<b>EL (n=101)</b>	<b>Justice-Involved (n=400)</b>	<b>Foster Youth (n=56)</b>	<b>Homeless (n=488)</b>	<b>Older Individual (60+) (n=213)</b>
Full-time employment	74.6%	83.2	86.5%	76.8%	81.5%	59.7%
Healthcare benefits	87.2%	93.1%	89.3%	78.6%	87.8%	78.2%
Job security	93.4%	92.1%	97.3%	91.1%	95.3%	92.6%
Maintaining Social Security benefits	67.1%	72.3%	52.0%	66.1%	55.7%	73.6%
Making a living wage	94.0%	94.1%	98.8%	98.2%	97.2%	94.0%
Reasonable accommodations (Example: flexible work schedule or change in job tasks)	90.7%	91.1%	84.0%	80.4%	88.6%	82.0%
Social interaction	72.9%	82.2%	69.8%	75%	69.7%	71.8%

Internet Access Survey Responses Table

Table 49. Do you have access to the internet?

<b>Internet Access</b>	<b>No Barrier (n=1,510)</b>	<b>EL (n=99)</b>	<b>Justice-Involved (n=397)</b>	<b>Foster Youth (n=55)</b>	<b>Homeless (n=487)</b>	<b>Older Individual (60+) (n=214)</b>
Yes	96.6%	86.9%	87.4%%	85.5%	86.0%	89.7%



Technical Skills and Equipment Survey Responses Table

Table 40. Select all technological equipment or skills you need to improve to get a job.

<b>Technical Skills and Equipment</b>	<b>No Barrier (n=1,462)</b>	<b>EL (n=97)</b>	<b>Justice-Involved (n=397)</b>	<b>Foster Youth (n=55)</b>	<b>Homeless (n=479)</b>	<b>Older Individual (60+) (n=206)</b>
I do not need to improve my technological skills to get a job.	45.0%	26.8%	22.9%	16.4%	19.4%	19.4%
I need a computer.	29.7%	39.2%	51.6%	47.3%	54.3%	41.8%
I need internet access.	12.7%	27.8%	31.0%	30.9%	31.9%	18.0%
I need to learn how to use a computer.	8.0%	28.9%	21.7%	18.2%	21.1%	30.1%
I need to learn how to use computer programs (examples: Word, Excel).	34.3%	43.3%	46.4%	54.6%	47.4%	56.3%
I need to learn how to use email programs.	8.1%	25.8%	12.6%	21.8%	12.9%	19.9%
I need to learn how to use the internet.	4.2%	14.4%	8.8%	9.1%	11.1%	15.1%
Other: Higher Level Programming	2.5%	3.1%	2.0%	1.8%	5.2%	4.9%

Impact of COVID-19 Access to Service Survey Response Table

Table 41. How has the COVID-19 pandemic changed your access to any of the following services?

<b>Services</b>	<b>No Barrier (n=1,464)</b>	<b>EL (n=95)</b>	<b>Justice- Involved (n=380)</b>	<b>Foster Youth (n=54)</b>	<b>Homeless (n=461)</b>	<b>Older Individual (60+) (n=206)</b>
Closure of local America's Job Center of California (AJCC).	6.1%	11.6%	16.8%	20.4%	16.1%	15.1%
Closure of school facilities.	21.4%	31.6%	24.5%	31.5%	19.5%	14.6%
Closure of service providers where you may receive training, supports, and job-related services.	15.0%	30.5%	29.7%	35.2%	34.5%	27.2%
Less in-person services.	43.6%	50.5%	54.2%	57.4%	59.2%	49.0%
Less public transportation available.	11.3%	22.1%	15.8%	33.3%	21.9%	13.6%
More services are available online.	19.6%	19.0%	17.9%	24.1%	21.3%	15.5%
None of the above	41.3%	31.6%	30.5%	20.4%	24.1%	34.0%

Impact of COVID-19 Affect Ability to Get or Keep a Job Survey Responses Table

Table 42. How did the COVID-19 pandemic affect your ability to get or keep a job?

<b>Affect ability to get or keep a Job</b>	<b>No Barrier (n=1,430)</b>	<b>EL (n=94)</b>	<b>Justice-Involved (n=369)</b>	<b>Foster Youth (n=53)</b>	<b>Homeless (n=449)</b>	<b>Older Individual (60+) (n=203)</b>
Does not apply to me.	49.9%	35.1%	35.2%	24.5%	25.4%	39.9%
Lack of jobs that fit my needs.	22.0%	31.9%	27.6%	35.9%	35.6%	33.5%
Laid off from my job due to the COVID-19 pandemic.	10.8%	17.0%	21.4%	28.3%	25.2%	17.7%
More job opportunities.	9.7%	13.8%	9.5%	15.1%	9.8%	7.4%
More opportunities to work from home.	11.3%	11.7%	11.7%	15.1%	13.1%	13.8%
More people looking for jobs.	19.0%	25.5%	20.1%	32.1%	26.7%	18.7%
Temporary closure of my job site.	10.7%	25.5%	23.9%	22.6%	22.9%	15.3%

Impact of COVID-19 Negative Impact to Disability Survey Responses Table

Table 43. Has the COVID-19 pandemic negatively impacted your disability?

<b>Impact on Disability</b>	<b>No Barrier (n=1,455)</b>	<b>EL (n=96)</b>	<b>Justice-Involved (n=381)</b>	<b>Foster Youth (n=54)</b>	<b>Homeless (n=462)</b>	<b>Older Individual (60+) (n=201)</b>
No, the COVID-19 pandemic has not negatively impacted my disability.	43.4%	35.4%	28.1%	20.4%	20.8%	35.3%
Yes, I experienced a lack of access to support or care.	16.7%	29.2%	23.1%	40.7%	34.6%	22.4%
Yes, I experienced stress and anxiety.	51.0%	49.0%	65.4%	66.7%	69.1%	54.2%
Yes, I now have long-COVID in addition to my pre-existing disability.	4.2%	18.8%	10.0%	13.0%	12.6%	6.5%
Number of Respondents	1,455	96	381	54	462	201

## **Key Informant Interview Results**

Key informant (KI) interviews were conducted to identify the needs of unserved or underserved Californians with disabilities. Additional information was gathered about how to best serve these populations.

There were 11 key informants: seven were CDOR Regional Directors, District Administrators, and Team Managers, while four were service providers from organizations that serve the populations CDOR identified as unserved or underserved. For purposes of this section, the term underserved will be used and includes unserved as well. Overarching needs include:

- Collaboration with organizations that provide support and services to underserved populations.
- Cultural competency training for CDOR staff and service providers.
- CDOR staff to travel to the communities where underserved populations congregate to provide services.
- CDOR to provide targeted marketing to underserved populations informing them of the services available through CDOR.
- CDOR to develop resource directories for CDOR staff to use for provision of services to populations who have been identified as being underserved.

KIs were asked to describe the most significant needs or challenges underserved individuals with disabilities face. KIs were also asked how to best serve this demographic and what barriers they face. The seven questions asked were:

- Which populations of individuals with disabilities are underserved in California?
- How can CDOR best serve these populations?
- What organizations can CDOR work with to best serve the identified populations?
- What issues or barriers do you believe these populations have to accessing and engaging in services?

- What strategies would be effective in providing services to these populations?
- What are some best practices for conducting outreach?
- What is the best way to ensure underserved populations receive equitable CDOR services?

**Identifying the Underserved:** The top three underserved groups the KIs identified were:

- Justice-Involved (8)
- Individuals Experiencing Homelessness (6)
- Foster Youth (5)

Additional groups identified included: individuals with behavioral health disabilities, English learners, Native Americans, Asian Americans, LGBTQ+, Black or African American and multiracial, disconnected youth, and those in rural areas.

The following responses represent the top three themes that were identified by the interview participants for each question. In cases where an equal number of responses are received for multiple top three themes, they will all be listed.

### **How CDOR Can Best Serve Underserved Populations**

- Improve collaboration between CDOR staff and community organizations who provide support and services to underserved populations, including homeless shelters, foster care agencies, housing programs, county offices of education, behavioral health providers, and many others.
- Offer cultural competency training for CDOR staff and vendors to provide them with skills and knowledge to understand diversity and increase awareness of cultural norms.
- CDOR staff must be present in the communities where underserved individuals live so those in need can have access to appropriate CDOR services.
- Create a career path for consumers, including entry level jobs that lead to long-term careers.

**What organizations can CDOR work with to best serve the identified populations?**

- Foster care agencies
- Correctional and parole organizations
- Homeless shelters

**What issues or barriers do you believe these populations have to accessing and engaging in services?**

- Transportation, especially in rural areas
- Lack of technology (cell phone, internet access) to access services
- Language if English learner
- Distrust of government

**What strategies would be effective in providing services to these populations?**

- Partnerships with agencies and organizations for co-enrolled consumers
- CDOR staff outreach in underserved communities
- Cultural competency training for CDOR staff and service providers

**What are some best practices for conducting outreach?**

- CDOR staff need to go into communities where underserved populations are to provide services.
- CDOR needs to partner with organizations that provide services to underserved populations.
- CDOR should hire staff with lived experience who can identify with consumers (formerly homeless, justice-involved, and bilingual individuals).

**What is the best way to ensure underserved populations receive equitable CDOR services?**

- Provide the individualized services needed to help consumers reached their desired employment goal based on their needs.

- Provide CDOR staff and service providers with cultural competency training to look beyond any stereotypes, biases, or judgements about underserved populations.
- Partner with organizations already working with these consumers to provide braided services.

### **Summary of Findings for Section II:**

- Compared to ACS 5-year estimates, the population of Asians in Californians with disabilities ages 18 to 64 who speak English less than very well may seek CDOR services in lower percentages than found in the general population.
- Individuals experiencing homelessness, foster youth, justice-involved individuals, and English learners may be underserved. Additionally, these were the highest need populations identified by key informants and survey respondents.
- Due to some consumers not disclosing barriers to employment, potentially due to cultural stigma, CDOR data may not reflect the actual percentages served.
- Black or African Americans are overrepresented among individuals experiencing homelessness and those who are formerly justice involved.
- Surveys and key informant interviews indicate a need for CDOR staff to increase and maintain cultural competency training for the provision of equity services to all CDOR consumers, especially those who are who have been identified as being formerly justice-involved, experiencing homelessness, or with a behavioral health disability.

### **Recommendations**

- Explore opportunities to increase outreach and services to foster youth, including through established partnerships with local foster care systems.
- Maintain and evaluate currently established partnerships with agencies and programs serving individuals who are



homeless/unhoused, youth in foster care, justice-involved, and/or English learners.

- Assess and implement data collection options and methodologies to more accurately capture LGBTQ+ preferences and information in the case management system, including pronouns and gender identity.
- Include unconscious bias, customer service, and diversity training through new staff and counselor training, and provide recurring training opportunities for all staff.
- Implement local and regional strategies to increase employment outcomes and wages for consumers with behavioral health disabilities, particularly to achieve parity for individuals who are Black or African American, and Hispanic or Latinx.

### **Section III. Individuals with disabilities served through other components of the statewide workforce development system.**

CDOR’s VR program is one of the core components of California’s workforce development system. The programs work together and rely on each other’s strengths and resources to provide services to businesses and job seekers. The workforce system consists of 14 Regional Planning Units (RPUs) and 45 Local Workforce Development Boards (LWDBs). Additionally, there are more than 190 America’s Job Centers of California (AJCCs). The AJCCs are one-stop shops for workforce services for those individuals looking to enter the workforce. The AJCCs provide a comprehensive range of no-cost employment and training services for employers and job seekers. Each AJCC is a collaboration of local, state, private, and public entities that provide comprehensive and innovative employment services and resources to meet the needs of the California workforce. CDOR’s 14 districts work closely with local AJCCs and LWDBs to provide services to individuals with disabilities.

The Employment Development Department (EDD) enhances employment opportunities for individuals with disabilities. Through the AJCCs, EDD ensures all job applicants with disabilities receive employment opportunities.

EDD also helps job seekers with disabilities who need additional services become qualified for employment. These services include referrals to job openings or training, career counseling, job search assistance, and workshops, testing, and referrals to supportive services in the community.

The number of CDOR consumers identified as being co-enrolled in AJCCs during State Fiscal Year (SFY) 2020-21 was 2,077, and 1,855 in SFY 2022-23. However, it is believed that the number of consumers co-enrolled is most likely underreported.

Table 44. Number of CDOR Consumers Co-Enrolled in AJCCs

	<b>SFY 2020-21</b>	<b>SFY 2021-22</b>	<b>SFY 2022-23</b>	<b>Difference</b>
Number of consumers co-enrolled in AJCCs	2,077	2,011	1,855	-3.2% (-222)

Source: CDOR, Program Years 2020, 2021, 2022, Q1 through Q4.

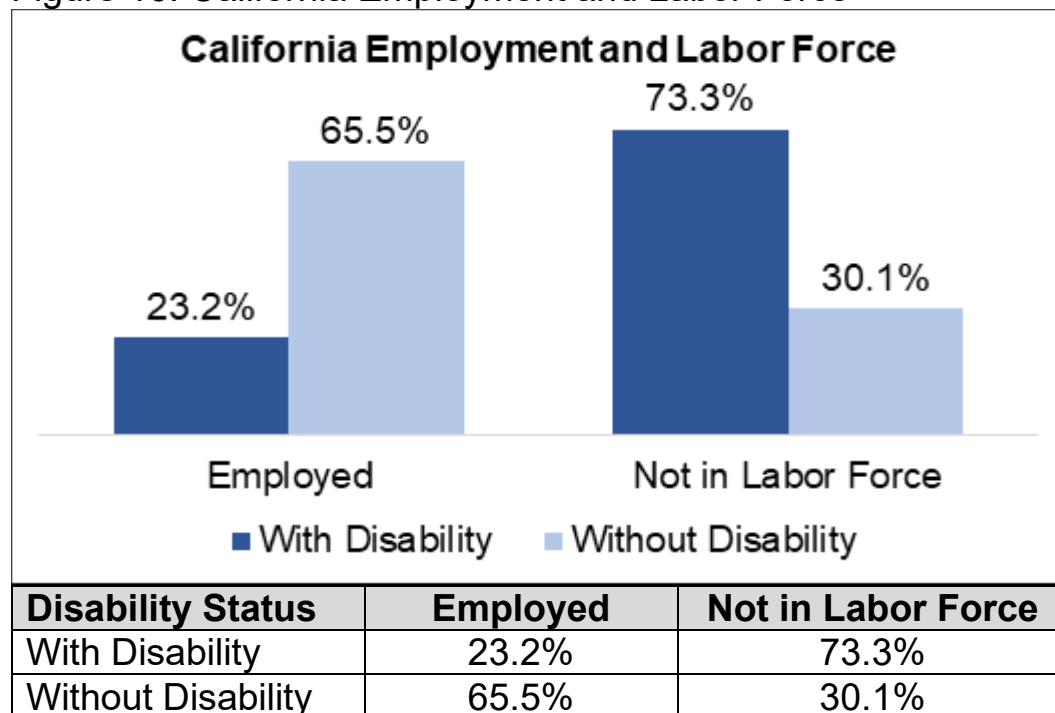
## Overview

This section presents information about individuals with disabilities in the job market, their needs, and their challenges. Through a survey of CDOR consumers and an analysis of labor market and demographic data, CDOR has gathered information about the needs of consumers trying to enter the workforce and the challenges they are currently facing in finding employment. This section also covers the gaps in services as identified by the survey respondents.

## California Employment and Labor Force

The ACS 2021 5-Year estimates indicated the employment rate of working-age people with disabilities in California was 23.2 percent. Comparatively, the employment rate of working-age people without disabilities in California was 65.5 percent. Individuals with disabilities are 42.3 percent less likely to be employed than individuals without disabilities. Further, individuals with disabilities make up 73.3 percent of working-age people not in the labor force, while individuals without disabilities represent only 30.1 percent. Figure 16 does not include individuals who are unemployed, and therefore total percentages do not add up to 100%.

Figure 16. California Employment and Labor Force



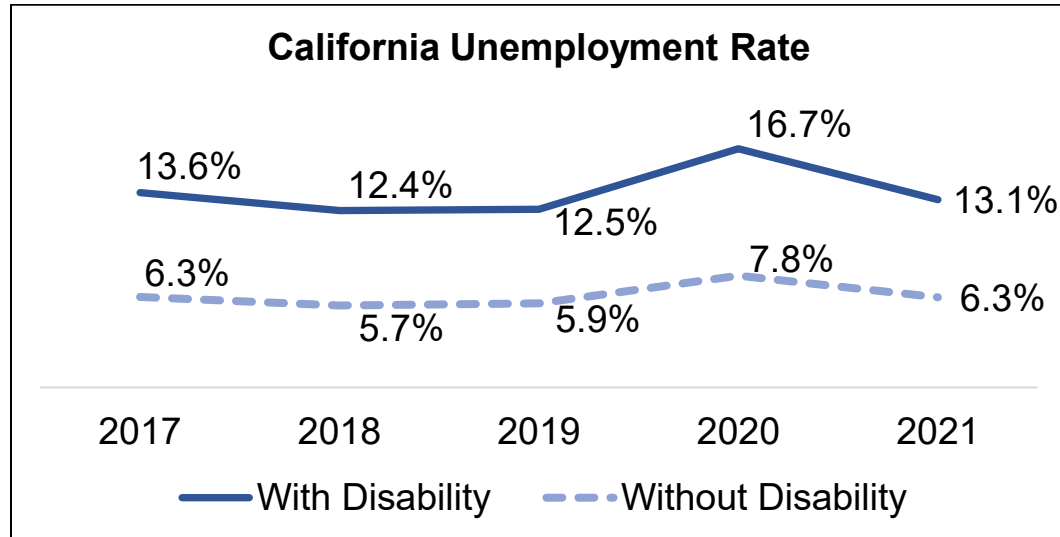
Source: ACS 2021 5-Year estimates

## California Unemployment Rate Trends

As indicated in the previous table, 73.3 percent of individuals with disabilities are not part of the labor force. The unemployment rate for individuals with disabilities and for individuals without disabilities follows a similar pattern over the five-year period, ranging from a 7.3 percentage point difference in 2017 to a 6.8 percentage point difference in 2021. The unemployment rate for individuals with disabilities spiked to 16.7 percent in 2020 during the COVID-19 pandemic and has since declined to 13.1 percent in 2021.

According to the National Trends in Disability Employment (nTIDE), there is a nationwide trend that suggests that individuals with disabilities did not participate in the “Great Resignation” at the same rate as individuals without disabilities, possibly because individuals with disabilities are closer to the poverty level and need to continue working. In addition, the changing increased prevalence of remote work opportunities provide more employment options for individuals with disabilities.

Figure 17. California Unemployment Rate for Individuals with Disabilities and Individuals without Disabilities



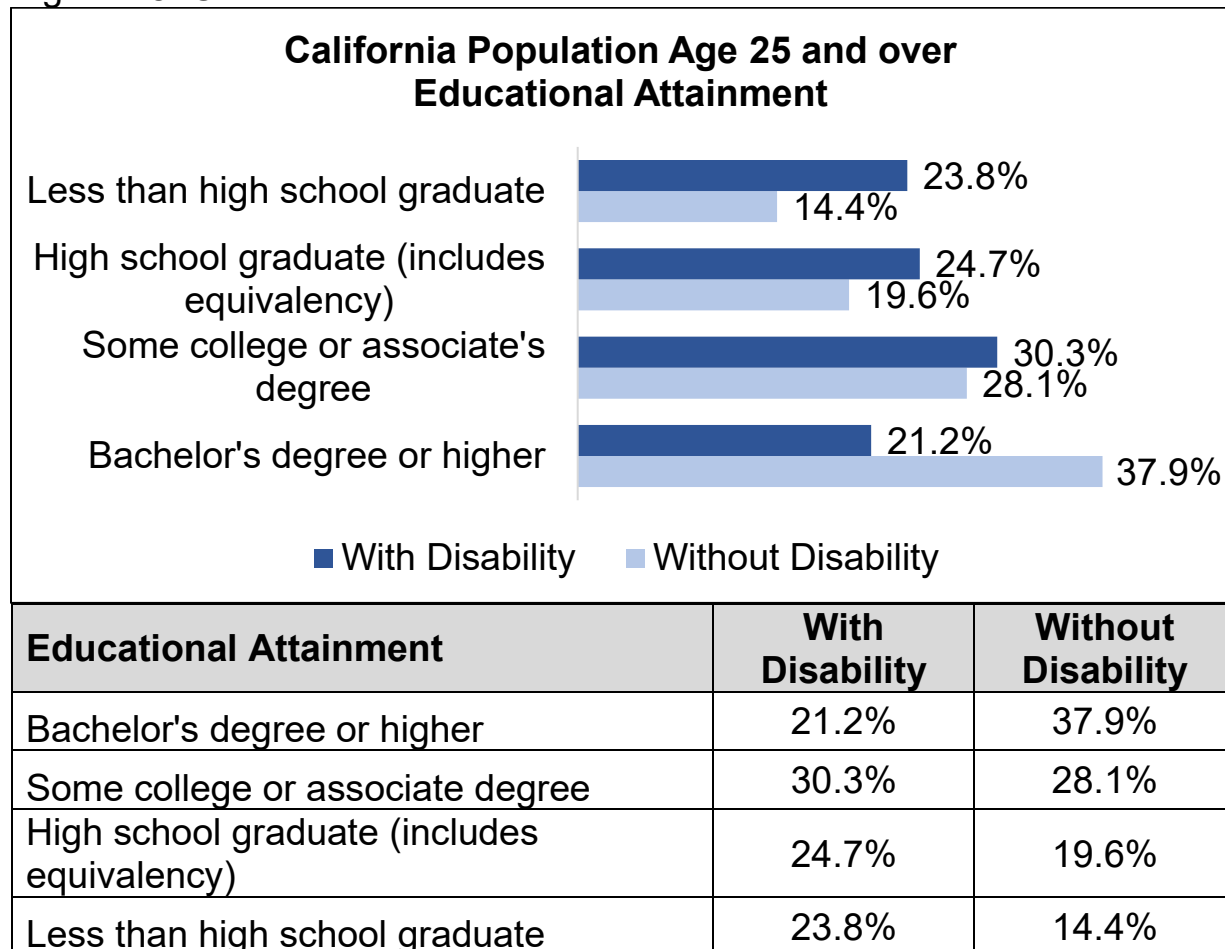
Year	With Disability	Without Disability
2017	13.6%	6.3%
2018	12.4%	5.7%
2019	12.5%	5.9%
2020	16.7%	7.8%
2021	13.1%	6.3%

Source: ACS 5-Year estimates

## **California Educational Attainment**

Most individuals with disabilities have either some college or an associate degree (30.3 percent) or a high school diploma or equivalent (24.7 percent). However, most individuals without disabilities have either a bachelor’s degree or higher (37.9 percent) or some college or an associate degree (28.1 percent). Individuals with disabilities are 16.7 percent less likely to earn a bachelor’s degree or higher than individuals without disabilities.

Figure 18. California Educational Attainment



Source: ACS 2021 5-Year estimates

## **California Wage Information**

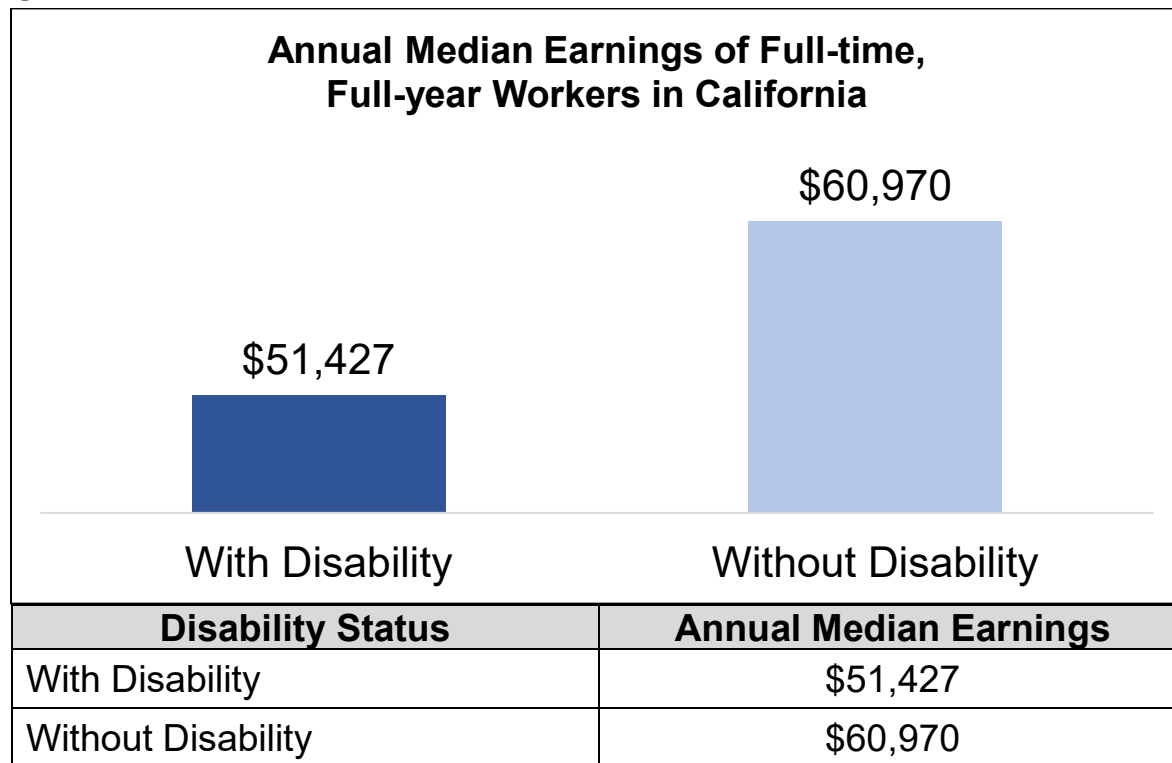
On January 1, 2023, the California statewide minimum wage increased to \$15.50 per hour for all employer sizes. In 2022, the minimum wage in California was \$15.00 per hour for employers with 26 or more employees and \$14.00 per hour for employers with 25 or less employees. Some cities



## **California Median Annual Earnings**

According to the 2023 Annual Disability Statistics Compendium from the Institute on Disability, the full-time/full-year median annual earnings of working-age people with disabilities in California was \$51,427 in 2021. Conversely, people without disabilities had median annual earnings of \$60,970, a wage gap of \$9,543 annually.

Figure 20. Annual Median Earnings of Full-time, Full-year Workers in California



Source: Annual Disability Statistics Compendium: 2023, Disability Statistics & Demographics, Institute on Disability.<sup>2</sup>

## **California Labor Force by Industry**

The top three industries employing individuals with disabilities are educational services, and health care and social assistance (22.8 percent); professional, scientific, and management, and administrative and waste management services (12.8 percent); and retail trade (11.4 percent).

<sup>2</sup> Paul, S., Rogers, S., Bach, S., & Houtenville, A.J. (2023). Annual Disability Statistics Compendium: 2023. Durham, NH: University of New Hampshire, Institute on Disability.

Individuals without disabilities are employed in the same top three industries.

Table 45. California Labor Force by Industry

<b>Industry Group</b>	<b>With Disability</b>	<b>Without Disability</b>
Educational services, and health care and social assistance	22.8%	21.4%
Professional, scientific, and management, and administrative and waste management services	12.8%	14.0%
Retail trade	11.4%	10.2%
Arts, entertainment, and recreation, and accommodation and food services	9.2%	9.9%
Manufacturing	7.7%	9.0%
Construction	6.1%	6.6%
Transportation and warehousing, and utilities	5.9%	5.7%
Public administration	6.1%	4.6%
Other services (except public administration)	5.9%	4.9%
Finance and insurance, and real estate and rental and leasing	5.4%	6.0%
Wholesale trade	2.4%	2.7%
Information	2.0%	2.9%
Agriculture, forestry, fishing and hunting, and mining	2.3%	2.1%

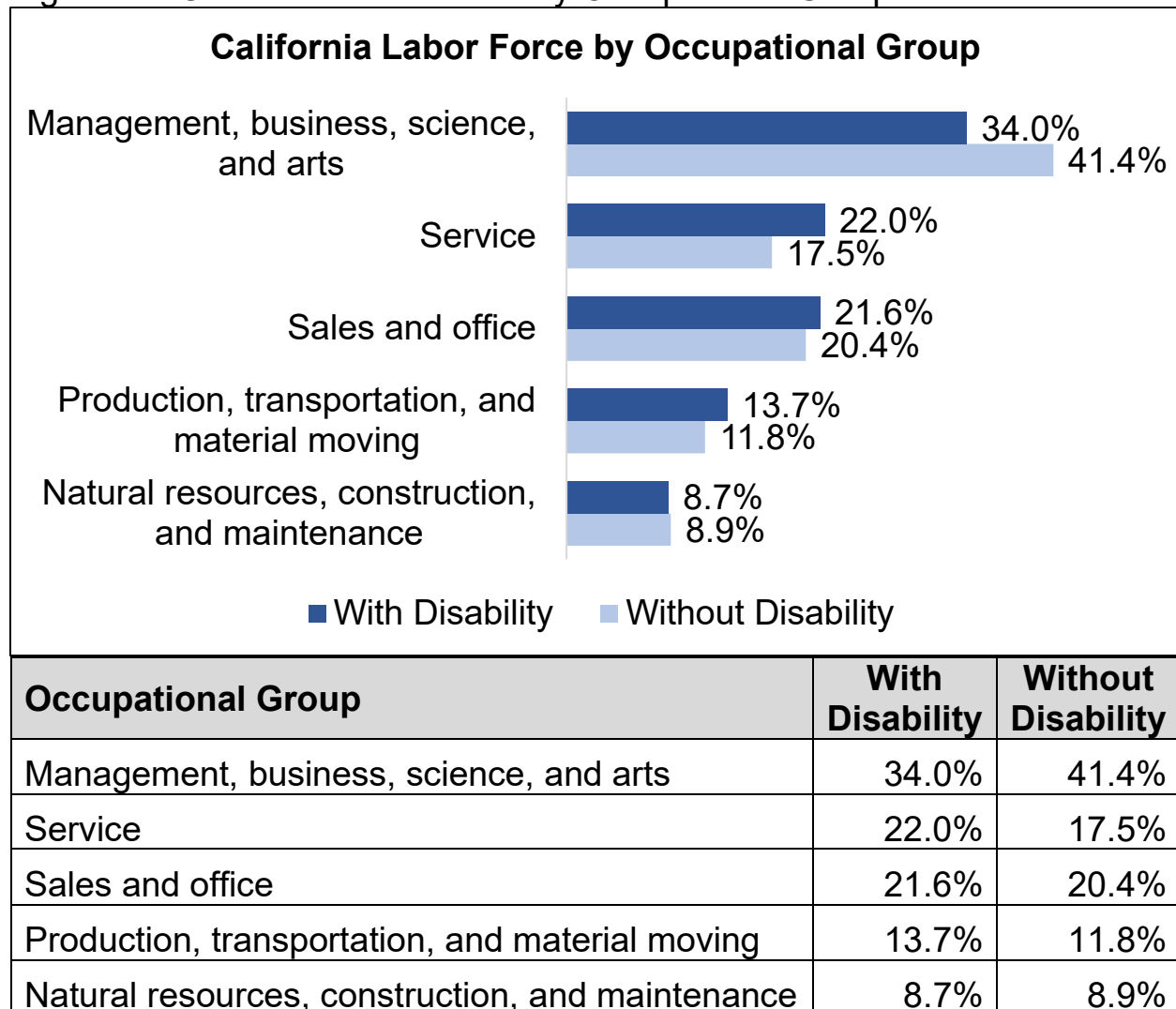
Source: 2021 ACS 5-Year estimates

### **Occupational Information**

Most individuals with disabilities worked in management, business, science, and arts (34.0 percent) or service occupations (22.0 percent). A much higher percentage of individuals without a disability also worked in management, business, science, and arts occupations (41.4 percent), followed by sales and office occupations (20.4 percent).



Figure 21. California Labor Force by Occupational Group



Source: 2021 ACS 5-Year estimates

Using EDD labor market information for occupations with projected job growth and no previous work experience required, Table 58 shows median annual wages and entry-level educational requirements for the 10 occupations that were identified as having the most annual job openings in California.

Registered nursing jobs pay the highest wages at \$137,758 annually and require a bachelor’s degree, followed by Sales Representatives, Wholesale and Manufacturing positions that pay \$117,853 and require a high school diploma or equivalent.

Table 46. California Occupations with a Living Wage, Annual Job Openings, Median Annual Wages, and Entry Level Education

<b>Occupation</b>	<b>Annual Job Openings</b>	<b>Median Annual Wages (1st Quarter 2023)</b>	<b>Required Entry-Level Education</b>
Heavy and Tractor-Trailer Truck Drivers	28,015	\$54,080	Postsecondary non-degree
Bookkeeping, Accounting, and Auditing Clerks	21,466	\$52,229	Some college, no degree
Registered Nurses	21,197	\$137,758	Bachelor's degree
Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	17,126	\$75,774	HS diploma or equivalent
Accountants and Auditors	16,960	\$85,301	Bachelor's degree
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	16,440	\$117,853	HS diploma or equivalent
Construction Laborers	16,285	\$50,544	No formal educational credential
Maintenance and Repair Workers, General	15,812	\$49,920	HS diploma or equivalent
Carpenters	14,176	\$66,248	HS diploma or equivalent
Medical Secretaries	12,008	\$47,258	HS diploma or equivalent

Source: EDD Labor Market Information Division, California Projections of Employment, 2020-2030

Table 57 shows the top three skills required in each occupation. Active listening and critical thinking are the most common skills required in these occupations.

Table 47. California Occupations with Top Skills

Occupation	Top Skills
Heavy and Tractor-Trailer Truck Drivers	<ul style="list-style-type: none"> <li>• Operation and Control</li> <li>• Operations Monitoring</li> <li>• Monitoring</li> </ul>
Bookkeeping, Accounting, and Auditing Clerks	<ul style="list-style-type: none"> <li>• Mathematics</li> <li>• Active Listening</li> <li>• Critical Thinking</li> </ul>
Registered Nurses	<ul style="list-style-type: none"> <li>• Social Perceptiveness</li> <li>• Active Listening</li> <li>• Coordination</li> </ul>
Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	N/A*
Accountants and Auditors	<ul style="list-style-type: none"> <li>• Active Listening</li> <li>• Reading Comprehension</li> <li>• Critical Thinking</li> </ul>
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	<ul style="list-style-type: none"> <li>• Active Listening</li> <li>• Speaking</li> <li>• Negotiation</li> </ul>
Construction Laborers	<ul style="list-style-type: none"> <li>• Speaking</li> <li>• Coordination</li> <li>• Active Listening</li> </ul>
Maintenance and Repair Workers, General	<ul style="list-style-type: none"> <li>• Equipment Maintenance</li> <li>• Repairing</li> <li>• Troubleshooting</li> </ul>
Carpenters	<ul style="list-style-type: none"> <li>• Active Listening</li> <li>• Critical Thinking</li> <li>• Monitoring</li> </ul>
Medical Secretaries	<ul style="list-style-type: none"> <li>• Speaking</li> <li>• Active Listening</li> <li>• Service Orientation</li> </ul>

Source: O\*NET Online

\*Data collection is currently underway by the National Center for O\*NET Development for this occupation.

Table 58 illustrates the number of consumers placed in high-demand jobs after combining CDOR employment outcome at closure data for 2020,

2021, and 2022. Heavy Truck Drivers, Registered Nurses, and Bookkeeping, Accounting, and Auditing Clerks are the top three occupations with the most employment placements from the above list of occupations. The 10 identified occupational placements are increasing at a growth consistent with the total number of CDOR placements.

Table 58. CDOR Occupational Placements by Calendar Year

<b>Occupation</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
Heavy and Tractor-Trailer Truck Drivers	139	149	198
Bookkeeping, Accounting, and Auditing Clerks	34	34	36
Registered Nurses	39	33	59
Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	21	34	43
Accountants and Auditors	29	27	40
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	1	2	1
Construction Laborers	6	26	34
Maintenance and Repair Workers, General	18	25	20
Carpenters	7	11	9
Medical Secretaries	7	2	2
Subtotal	301	343	442
Total CDOR Placements	6,443	7,040	7,669

Source: CDOR caseload data, Calendar Year 2020, 2021, and 2022.

Table 59 shows the five top occupations for employment placements based on CDOR's employment outcome at closure data for 2020, 2021, and 2022. Customer Service Representative is the most common occupation for job placement and pays \$45,739, which is slightly above California's living wage of \$44,179. The median annual wage for the other four of the most common occupations for CDOR employment placements are below the California living wage level of \$21.24 hourly, or \$44,179 annually.

Table 59. Top 5 CDOR Occupational Placements by Calendar Year and Median Annual Wage

Occupation	2020	2021	2022	Median Annual Wage
Customer Service Representatives	758	891	884	\$45,739
Stockers and Order Fillers	704	818	852	\$38,314
Helpers–Production Workers	439	478	457	\$38,085
Office Clerks, General	401	391	388	\$43,784
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	137	203	241	\$38,043

Source: CDOR caseload data, Calendar Year 2020, 2021, and 2022. Total employment placements in 2020 (6,443), 2021 (7,040), and 2022 (7,669).

### **Survey Results – Consumer Survey**

Based on results of the consumer survey, the following takeaways inform our recommendations for how to better work with community workforce partners:

- Consumers rated the importance of employment factors and reported that making a living wage (84.4 percent), job security (76.6 percent), and healthcare benefits (71.4 percent) are very important.
- 79.8 percent of VR consumers reported that they have not received job and training services from AJCCs, while 11.1 percent reported receiving services in the past, and 9.1 percent reported they are currently receiving services.
- 58.6 percent of VR consumers reported that the supports and services provided by the AJCC are very helpful, while 32.9 percent found the supports and services only somewhat helpful.
- 36.9 percent of VR consumers reported they need to learn computer programs to get or keep jobs.
- When asked how the COVID-19 pandemic has affected access to services, 8.5 percent of VR consumers reported closures of local AJCCs as having an impact on their access to services.

### **Summary of Findings for Section III:**

CDOR identified the following themes for individuals with disabilities served through other components of the statewide workforce development system:

- The rate of employment for working-aged persons with disabilities in California remains low at 23.2%.
- Individuals with disabilities are less likely to have earned a bachelor's degree or higher than individuals without a disability.
- Individuals with disabilities are more likely to earn a lower median wage than individuals without disabilities.
- Of CDOR's top five occupational placements, consumers in four of the occupations earn less than the estimated annual living wage of \$44,179.
- Most survey respondents reported not receiving services from AJCCs; however, those who received services found the supports and services very helpful. Some survey respondents reported that the closures of the local AJCCs during the COVID-19 pandemic had an impact on their access to services.

### **Recommendations**

- Develop plans for increasing the number of Individualized Plans for Employment (IPEs) in high-demand, high-wage occupations in their local planning regions, with options for interim work experiences.
- Develop and implement staff training on career technical education, apprenticeships, and degree programs to support the development of IPEs for career and advanced training and education.
- Evaluate the provision and effectiveness of training and educational services, in connection to higher wage employment outcomes, including their relation to and consistency with IPE employment goals, and WIOA performance measures.
- Explore opportunities to improve the referral process to WIOA partners, particularly AJCCs, toward an increase in co-enrollment opportunities and rates, including through staff and partner training and education on available supports and services.

- Provide training, information, and resources on disability hiring and accommodations to California state departments, offices, and agencies.

## **Section IV. Youth with disabilities, and students with disabilities, including their need for transition services.**

### **Youth with Disabilities**

For purposes of this section, youth with disabilities are defined as VR consumers who are not younger than 14 years of age and not older than 24 years of age. Youth with disabilities may or may not be students with disabilities.

Also included in this section are students with disabilities ages 16 to 22 receiving pre-employment transition services (Pre-ETS), also known as CDOR Student Services.

The IDEA act and the Rehabilitation Act of 1973 require State Educational Agencies (SEA) and VR agencies to plan and coordinate transition services, as well as Pre-ETS for students with disabilities through a formal interagency agreement.<sup>3</sup>

CDOR and the California Department of Education (CDE) established a state interagency agreement for transition planning and student services for secondary students with disabilities. The purpose of the interagency agreement is to create a coordinated system of educational and VR services, including CDOR Student Services, for students with disabilities to facilitate a smooth transition from secondary education to post-secondary employment-related activities and competitive integrated employment (CIE).

Students receiving Student Services that have not opened a VR case are assigned a potentially eligible (PE) case record type. A student with a disability is defined as a student receiving special education or related services under IDEA, or who is an individual with a disability for purposes of Section 504 of the Rehabilitation Act. Students with disabilities receiving Student Services will be referred to as students in this section.

Caseload data reviewed for this section will cover applications received during SFYs 2020-21 through SFY 2022-23 unless otherwise stated.

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<sup>3</sup> Section 612(a)(12) of IDEA and Section 101(a)(11)(D) of the Rehabilitation Act



## **Overview**

This section presents information regarding gender, race, and disability for students and youth receiving CDOR VR services and Student Services.

Survey results from CDOR VR youth and students are also presented. The survey questions included demographic information, importance of and satisfactions with Pre-ETS, transportation, trainings and services, technological skills, and impacts of the COVID-19 pandemic.

## **Population of Youth Receiving CDOR Services**

Using ACS 5-year estimate public use microdata for 2021, it is estimated that approximately 5 percent, or 308,062, of Californians ages 14 to 24 identify as having disabilities. An average of 33 percent of VR consumer applicants (8,785) were youth ages 14-24 for SFYs 2020-21 through 2022-23. During the COVID-19 pandemic, the number of VR applications from youth declined, but are now recovering to pre-pandemic levels.

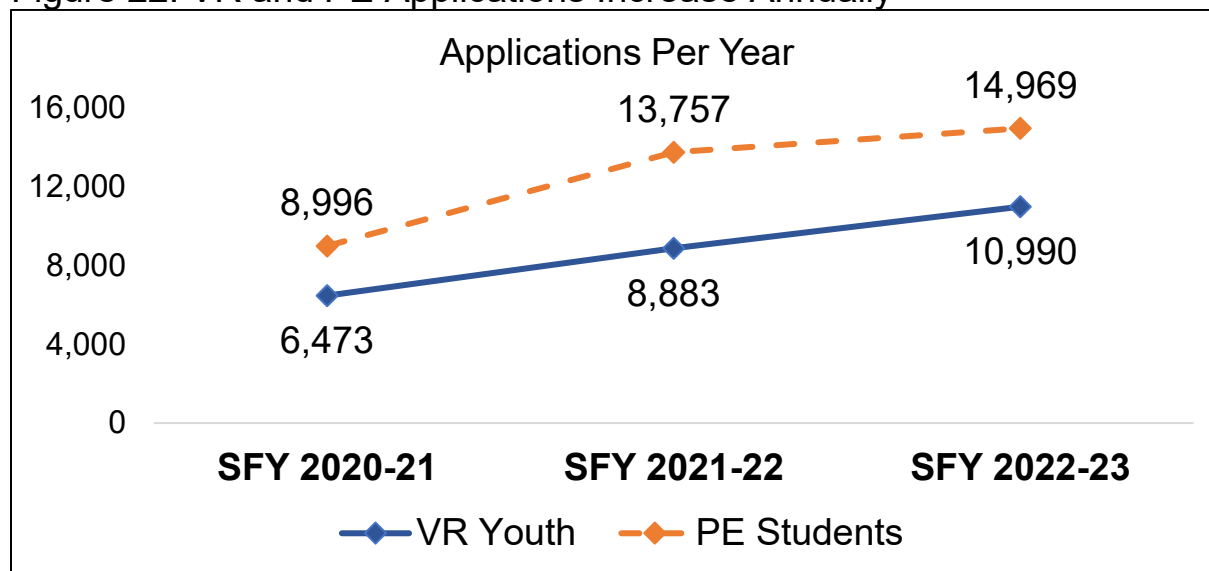
CDE data indicates that as of fall 2023, more than 162,000 students were students with disabilities ages 16-21. During SFY 2022-23, CDOR received new applications from 14,981 students, or 9.2 percent of the total population.

Table 48. VR and PE Applications from Youth 24 and Under

	<b>SFY 2020-21</b>	<b>SFY 2021-22</b>	<b>SFY 2022-23</b>
VR Youth Cases	6,473	8,883	10,990
PE Cases	8,996	13,757	14,969

Source: CDOR caseload 3-Year Average SFYs 2020-21 to 2022-23

Figure 22. VR and PE Applications Increase Annually



### Percentage of VR Youth Found Eligible

An average of 97 percent of VR youth 24 and under who applied during this study period were found eligible for VR services.

### Gender

Youth who identify as male applied for VR services at higher percentages than females (average of 59.6 percent compared to 38.7 percent). An average of 1.7 percent of VR applicants did not wish to identify their gender. According to ACS 2021 1-Year estimates, the percentage of males and females ages 14-24 with disabilities found in the general population for California was 52 percent and 48 percent respectively.

Similarly, females receiving Student Services represented an average of 35.4 percent of the applicants and males represented an average of 61.7 percent. A small percentage (2.9 percent) did not wish to identify their gender.

The number of eligible youth who do not wish to identify their gender has increased in recent years. During SFY 2020-21, 0.8 percent of eligible youth ages 14-24 did not identify their gender, and in SFY 2022-23 the percentage increased to 2.7 percent.

As more youth choose to not identify their gender, it is important for CDOR VR staff to provide gender-sensitive, person-centered services.

## Race

The largest percentage of the youth population that applied for VR services was Hispanic or Latinx at 48.2 percent, followed by White at 28.1 percent, Black or African American at 9.6 percent, and Asian at 5.9 percent.

The two races that averaged the lowest percentage of applicants were American Indian at 0.8 percent, and Pacific Islander at 0.3 percent. Due to these small population sizes, there may be large variances when comparing percentages by race in this section.

Asian, Hispanic or Latinx, More than One Race, and Pacific Islander youth apply for VR services at lower rates than found in the population of Californians with disabilities ages 14-24.

The rates by race for Student Services are very similar compared to those for VR services. The largest percentage of the Student Services population was Hispanic or Latinx at 55.6 percent, followed by White (20.6 percent), Black or African American (8.5 percent), Asian (5.3 percent), More than One Race (3.4 percent), American Indian (0.7 percent), and Pacific Islander (0.3 percent).

The rates for Hispanic or Latinx and Asian in the CDOR Student Services population are lower than found in the CDE population of special education students in grades 9 through 12.

Table 49. Race and Ethnicity VR Youth at Application

CDOR VR Race	VR Youth 24 and under*	Californians' w/Disabilities 14-24**	Difference
American Indian	0.8%	0.4%	0.4%
Asian	5.9%	6.9%	-1.0%
Black or African American	9.6%	8.3%	1.3%
Hispanic or Latinx	48.1%	50.0%	-1.9%
More than One Race	5.3%	6.7%	-1.4%
Not Reported	2.0%	N/A	N/A%
Pacific Islander	0.3%	0.4%	-0.1%
White	28.0%	27.3%	0.7%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

\*CDOR caseload 3-Year Average SFY 2020-21 to 2022-23

\*\*ACS 1-Year Estimates 2021

Table 50. Race and Ethnicity for Student Services

CDOR VR Race	Students Services*	CDE Grade 9-12 Sp. Ed.**	Difference
American Indian	0.9%	0.7%	0.2%
Asian	4.5%	5.3%	-0.8%
Black or African American	9.8%	8.5%	1.3%
Hispanic or Latinx	55.7%	60.5%	-4.8%
More than One Race	4.5%	3.4%	1.1%
Not Reported	2.2%	0.7%	1.5%
Pacific Islander	0.2%	0.3%	-0.1%
White	22.2%	20.6%	1.6%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	

\*CDOR caseload 3-Year Average SFY 2020-21 to 2022-23

\*\*Department of Education DataQuest SFY 2021-22

## Disability

Intellectual and Developmental disability has the highest percentage for primary disabilities for the youth population at 26.9 percent, followed closely by Learning disabilities at 25.3 percent. Traumatic brain injury represented the lowest percentage at 0.6 percent. Disability data is not collected for Students so is not included in this section.

Table 51. Disability Types for Youth at Application

<b>Disability Type</b>	<b>VR Youth 24 and Under*</b>
Blind/Visually Impaired	2.9%
Cognitive Impairment	10.4%
Deaf/Hard of Hearing	4.7%
Intellectual/Developmental Disability	27.0%
Learning Disability	25.3%
Not Reported	1.3%
Physical Disability	6.6%
Psychiatric Disability	21.2%
Traumatic Brain Injury	0.6%
<b>Total</b>	<b>100.0%</b>

\*CDOR caseload 3-Year Average SFY 2020-21 to 2022-23

## **Race by Disability**

The percentage of disability types were reviewed for each race/ethnicity. All races except Pacific Islander had their highest percentages for disability types of either Intellectual/Developmental or Learning.

Table 52. Race by Disability

<b>Disability Type</b>	<b>American Indian</b>	<b>Asian</b>	<b>Black or African American</b>	<b>Hispanic or Latinx</b>	<b>More than One Race</b>	<b>Pacific Islander</b>	<b>White</b>
Blind/Visually Impaired	5.0%	4.3%	3.0%	2.7%	2.5%	1.5%	2.9%
Cognitive Impairment	14.5%	7.7%	10.9%	9.4%	11.9%	9.2%	12.4%
Deaf/Hard of Hearing	3.0%	7.7%	2.3%	5.5%	4.5%	3.1%	3.6%
Intellectual/Developmental Disability	19.5%	41.7%	22.2%	21.9%	30.5%	27.7%	33.3%
Learning Disability	27.0%	13.8%	28.5%	31.1%	20.1%	21.5%	18.3%
Not Reported	2.0%	2.0%	1.0%	1.0%	1.1%		1.0%
Physical Disability	3.5%	7.6%	6.2%	6.1%	8.1%	6.2%	7.1%
Psychiatric Disability	25.0%	14.8%	25.4%	21.7%	20.7%	29.3%	20.8%
Traumatic Brain Injury	0.5%	0.4%	0.5%	0.6%	0.6%	1.5%	0.6%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

All applications received for SFY 2020-21 to 2022-23

Pacific Islander and Black or African American youth had the highest percentages for Psychiatric disabilities. According to the 2022 edition of the California Health Care Almanac, Black or African American children had the highest percentage for children aged 17 and under with serious emotional disturbance for all races.

Due to the small percentage of Pacific Islanders who apply for VR services, a change of one or two consumers in a disability category can cause a significant difference in the calculated rate. This data point is something to continue to review in the future.

**Wages and Hours**

Minimum wage in California has increased annually since January 2017, and is \$16 per hour as of January 2024. Table 65 shows the minimum wage for the period of January 2020 through January 2023.

Table 53. California Minimum Wage

<b>Date</b>	<b>Minimum Wage for Employers with 25 Employees or Less</b>	<b>Minimum Wage for Employers with 26 Employees or More</b>
January 1, 2020	\$12.00/hour	\$13.00/hour
January 1, 2021	\$13.00/hour	\$14.00/hour
January 1, 2022	\$14.00/hour	\$15.00/hour
January 1, 2023	\$15.50/hour	\$15.50/hour

Source: California Department of Industrial Relations

CDOR caseload data reflects an annual increase in the average hourly wage youth were paid at the time of case closure starting at \$16.56 for applications received during SFY 2020-21 and increasing to \$19.57 for applications received during SFY 2022-23. The number of weekly hours was an average of 29.1 hours.

Table 54. Average Wages and Weekly hours for Youth 24 and Under

	SFY 2020-21	SFY 2021-22	SFY 2022-23
Average Hourly Wage at Employment	\$16.56	\$17.76	\$19.57
Average Hours Worked per Week at Closure	28.9	29.0	29.5

CDOR Caseload data applications received for SFY 2020-21 to 2022-23

### **Employment Categories**

Employment categories for youth with successful case closures were reviewed. The top 10 employment categories accounted for 61.5 percent of all placements. The average hourly wage for the top 10 categories was \$17.80. Table 67 displays the top 10 categories, the percentage of all categories, and the average hourly wages.

Table 55. Top 10 Employment Categories

Top 10 Employment Categories	Percent of All Categories	Average Hourly Wage
Customer Service Representatives	18.1%	\$15.90
Stock Clerks, Sales Floor	11.5%	\$15.50
All Other Helpers, Laborers, And Material Movers, Hand	8.4%	\$15.90
Stock Clerks - Stockroom, Warehouse Or Storage Yard	6.8%	\$16.10
Salespersons, Retail	4.2%	\$15.30
All Other Food Service Workers	2.9%	\$15.40
Firefighters	2.9%	\$34.40
All Other Hand Workers	2.4%	\$16.10
All Other Clerical And Administrative Support Workers	2.2%	\$17.40
All Other Freight, Stock, And Material Movers, Hand	2.1%	\$16.00
<b>Total for Top 10</b>	<b>61.5%</b>	<b>\$17.80</b>

CDOR caseload applications received for SFY 2020-21 through 2022-23



## Youth Experiencing Additional Barriers

Opportunity Youth, also called disconnected youth, are youth ages 16-24 who are not in school and not working. They may be disconnected due to homelessness, justice involvement, or involved in the foster care system. These youth often experience social inequity and may lack opportunities to gain skills needed for employment and a career path.

According to the New Ways to Work and California Opportunity Youth Network [2022 California Opportunity Youth Data Report](#), 2020 data showed that California is home to the largest population of Opportunity Youth. Updated 2021 data obtained from New Ways to Work indicated that 12.5 percent (572,756) of youth ages 16-24 were neither in school nor employed. Of those, 78,725 (13.7 percent) were youth with disabilities. Additionally, 25.8 percent of youth ages 16-24 with a disability and who are not in school are unemployed or not in the labor force, compared to 11.5 percent without a disability.

According to [KidsData.org](#), experiences that may contribute to youth not participating in school or the workforce include poverty, unstable housing or homelessness, foster care involvement, and involvement in the criminal justice system.

Table 68 shows the percentage of VR consumers who are youth ages 14-24 and identified having additional barriers to employment. While many of these youth are still in school, having these additional barriers leaves them at higher risk of becoming Opportunity Youth.

Table 68. Percentage of CDOR Youth Cases with Additional Barriers to Employment

<b>Barrier</b>	<b>Average Percentage of Cases</b>
Foster Care	3.3%
Homelessness/Unhoused	2.2%
Justice-Involved	3.6%
English Learners	7.7%
Low Income	50.8%

## **Summary of Caseload Findings for Section IV:**

CDOR identified the following themes for youth with disabilities and students with disabilities, including their need for transition services and CDOR Student Services:

- The rates for Hispanic or Latinx and Asian in the CDOR Student Services population are lower than found in the CDE population of special education students in grades 9 through 12.
- Youth and students with disabilities who identify as male applied for VR services and CDOR Student Services at higher percentages than females.
- The provision of CDOR Student Services (Pre-ETS) to potentially eligible students with disabilities continues to increase annually.
- The number of youth selecting the option of “does not wish to identify” for their gender has increased annually.
- Black or African American youth and Pacific Islander youth had a significantly higher rates for psychiatric disabilities compared to all other races.

## **Recommendations**

- Evaluate potential reasons for lower application rate for female youth and students with disabilities.
- Provide staff with cultural competency training to increase equity and awareness through gender-sensitive, person-centered services to all consumers.
- Explore additional targeted outreach opportunities to Hispanic or Latinx and Asian youth with disabilities.
- Evaluate VR and Student Services information and materials available in languages other than English. Identify languages used in geographic regions.
- Explore the provision of targeted outreach to disconnected youth through homeless shelters, foster youth organizations, juvenile justice institutions, and other areas where disconnected youth may congregate.

- Develop a plan to support increased work-based learning including intermediate employment, career technical education and training, and post-secondary education for all CDOR participants receiving VR services, including youth with disabilities.
- Evaluate the journey of students with disabilities exiting Student Services and develop a plan to increase the number of students either applying for VR services or achieving employment after exit.

### **CDOR Student Services Survey Results**

CDOR, in partnership with the SRC, developed and implemented the CDOR Student Services Survey. The 19-question survey was designed to collect information about the following:

- Basic demographics
- Individual's perceptions of the importance of Student Services
- Individual's satisfaction rating for services received
- Individual's transportation issues
- Helpfulness of popular services and importance of training categories
- Preference of service delivery method
- Importance of job factors
- Need for technological equipment or skills
- COVID-19 effect on services or their disability

The survey was disseminated via SurveyMonkey. Survey links were sent to consumers who opened a Potentially Eligible (PE) case from June 1, 2022, through September 30, 2022. The consumers selected had an email address; their primary language was English, Spanish, or American Sign Language.

Surveys were sent to 1,843 Students, with 122 responses received (6.6 percent). Of the responses received, 107 answered more than the demographic questions and were used for this analysis. Additionally, 26 respondents from the more extensive VR Consumer Survey indicated that they were high school students and were included in these results. A total of 133 responses were analyzed for this survey.

The survey instrument is included in Appendix B of this report.

## Demographic Information for Student Services Respondents

The gender breakdown for the respondents included 70 responses from males (52.6 percent), 58 from females (43.6 percent), and four from individuals identifying as non-binary (3.0 percent). One respondent did not answer this question.

The percentage of respondents by race shows Hispanic or Latinx had the highest representation at 46.6 percent (62), followed by White at 28.6 percent (38), Black or African American at 9.0 percent (12), Asian at 9.0 percent (12), More than One Race at 4.5 percent (6), and American Indian at 2.3 percent (3). No respondents identified as Pacific Islander.

Table 69. Survey Respondents by Race

<b>Student Services Respondents Race</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
American Indian	3	2.3%
Asian	12	9.0%
Black or African American	12	9.0%
Hispanic or Latinx*	62	46.6%
More than One Race	6	4.5%
Pacific Islander	N/A	0.0%
White	38	28.6%
<b>Total</b>	<b>133</b>	<b>100.0%</b>

\*Hispanic or Latinx may be any race

Learning Disability had the highest disability representation at 28.6 percent (38). Due to the self-reporting of disability type, a primary disability could not be determined for those who made more than one selection. A category for more than one disability is included, with the second-highest percentage of respondents at 23.2 percent (31). The third and fourth disabilities represented were Intellectual or Developmental at 18.8 percent (25) and

Mental Health at 12.0 percent (16). The following disabilities listed each had less than 10 percent representation: Blind or Visually Impaired, Cognitive Impairment, Deaf or Hard of Hearing, Physical.

Table 56. Percentage of Survey Respondents by Disability Type

Disability Type	Number of Respondents	Percentage of Respondents
Blind or Visually Impaired	6	4.5%
Cognitive Impairment	3	2.3%
Deaf or Hard of Hearing	6	4.5%
Intellectual or Developmental Disability	25	18.8%
Learning Disability	38	28.6%
Mental Health Disability	16	12.0%
More than One Disability	31	23.2%
Not Provided	5	3.8%
Physical	3	2.3%
<b>Total</b>	<b>133</b>	<b>100.0%</b>

### Importance of Student Services

Survey respondents were asked to rate how important Student Services were to them. To reduce cognitive load, a three-point scale was used. Rating selections were: Very Important (3), Important (2), and Not Important (1). Skills for work and work experiences each had the highest average score of 2.7 out of 3.0. The five Student Services presented and the ratings each received were as follows:

- **Skills for work** – 70.7% Very Important, 27.8% Important, 1.5% Not Important. Average score of 2.7
- **Work experiences** – 67.7% Very Important, 30.8% Important, 1.5% Not Important. Average score of 2.7
- **Job and career exploration** – 64.7% Very Important, 33.1% Important, 2.3% Not Important. Average score of 2.6
- **Self-advocacy training** – 58.6% Very Important, 36.1% Important, 5.3% Not Important. Average score of 2.5

- **Counseling on job, school, or training options after high school**  
– 57.1% Very Important, 37.6% Important, 5.3% Not Important.  
Average score of 2.5

### Student Services Received and Satisfaction

Respondents were asked to select which Student Services they had received and then rate them. Respondents were able to make multiple selections. All 96 respondents who received a Student Service provided ratings. A five-point scale was used for the ratings. Rating selections were: Extremely satisfied (5), Satisfied (4), Neither satisfied nor dissatisfied (3), Dissatisfied (2), and Extremely dissatisfied (1). Listed below are the number of respondents, the ratings, and the average score for each service.

- **Work Experiences:** 65 respondents, 32.3% Extremely Satisfied, 53.8% Satisfied, 13.8% Neither Satisfied nor Dissatisfied. Average score of 4.2.
- **Job and career exploration:** 46 respondents, 28.3% Extremely satisfied, 56.5% Satisfied, 13.0% Neither satisfied nor dissatisfied, 2.2% Dissatisfied. Average score of 4.1.
- **Skills for work:** 43 respondents, 25.6% Extremely satisfied, 55.8% Satisfied, 16.3% Neither satisfied nor dissatisfied, 2.3% Dissatisfied. Average score of 4.0.
- **Counseling on job, school, or training options after high school:** 46 respondents, 28.3% Extremely satisfied, 52.2% Satisfied, 17.4% Neither satisfied nor dissatisfied, 2.2% Extremely dissatisfied. Average score of 4.0.
- **Self-advocacy training:** 25 respondents, 24.0% Extremely Satisfied, 48.0% Satisfied, 28.0% Neither satisfied nor dissatisfied. Average score of 4.0.

When comparing the rated importance of each Student Service with the number of students who received those services and their satisfaction ratings, there is a difference. For example, the service category “Skills for work” received the highest average score for importance yet was fourth out of five for the number of respondents who received that service (43) and third for the average satisfaction rating. A review of caseload data for

authorizations with a begin and end date during SFY 2021-22 shows that “Skills for work” was provided the second most often of the five services.

### Transportation Issues

Respondents were asked to select transportation issues that may impact their ability to get or keep a job or related services. Respondents were able to choose multiple responses. A total of 124 respondents answered this question.

A majority of survey respondents (54.9 percent) indicated they do not or will not have a driver’s license. Transportation was the most commonly provided service for VR applicants during SFY 2021-22 for ages 24 and under.

The list of potential transportation issues and the corresponding response rates are listed below. The percentages are based on the total of 133 respondents.

- **I do not/will not have a driver’s license.** Selected by 54.9% (73) respondents.
- **I will need to rely on others for my transportation.** Selected by 49.6% (66) respondents.
- **I do not have any transportation concerns at this time.** Selected by 24.8% (33) respondents.
- **My disability makes it hard to use transportation.** Selected by 14.3% (19) respondents.
- **Public transportation is not available in my area or to my desired job location.** Selected by 8.3% (11) respondents.

### Helpful Services

Respondents were asked to rate how helpful specific services would be for them to get or keep a job. This question was answered by 127 respondents. A three-point scale was used for the ratings. The ratings were Very Helpful (3), Somewhat Helpful (2), and Not Helpful (1). The four services, the ratings, and the average scores are listed below.

- **Supports while working (Example: help learn job duties, adjust to the work environment, maintain the job).** 73.0% Very Helpful, 23.0% Somewhat Helpful, 4.0% Not Helpful. Average score of 2.7.
- **Job Searching Skills (finding and applying for jobs, preparing a resume, interview skills).** 70.9% Very Helpful, 26.8% Somewhat Helpful, 2.4% Not Helpful. Average score of 2.7.
- **Improving my social skills.** 64.8% Very Helpful, 28.0% Somewhat Helpful, 7.2% Not Helpful. Average score of 2.6.
- **Getting new interview clothing.** 44.4% Very Helpful, 35.7% Somewhat Helpful, 19.8% Not Helpful. Average score of 2.2.

### Mode of Service Delivery

Respondents were asked if they preferred receiving job-related services in person or online. Based on 127 responses, nearly half (48.8 percent) chose a combination of in-person and online.

- **A combination of in person and online:** 48.8%
- **In person:** 37.8%
- **Online:** 13.4%

The COVID-19 pandemic created the need to expedite the ability for CDOR to provide online services to consumers. This had a dual benefit of keeping consumers safe during the pandemic and provided an opportunity to reach consumers in rural areas who may not have transportation available to them. The CDOR continues to evolve and improve methods for service delivery, including online services.

### Important Types of Training

Respondents were asked to select each training type important to them to get a job. This question was answered by PE 125 respondents. The percentages are based on the total of 133 respondents. Respondents were able to choose multiple answers. The training types provided and response percentages and numbers are listed below.

- **Apprenticeship or On-the-Job training:** 56.4% (75)
- **College or University Education:** 54.1% (72)
- **Business or Vocational training:** 39.1% (52)



- **Assistive technology training:** 24.8% (33)
- **None of the above:** 8.3% (11)

While survey results were received from PE students with disabilities, most of these services are only available to the VR case type, and therefore further analysis was conducted looking at VR consumer data. The number of CDOR consumers ages 24 and under who received training in the categories shown during SFY 2021-22 were reviewed. At the time of this writing, 6,222 VR consumers received the four types of training services listed above. Apprenticeship or on-the-job training was selected by the most survey respondents as being important to them; however, that VR training service is provided to consumers ages 24 and under at the lowest percentage of the four trainings. The training types and percentages are listed below.

- **Apprenticeship or On-the-Job training:** 1.1%
- **College or University training:** 78.0%
- **Business or Vocational training:** 17.1%
- **Assistive Technology training:** 3.8%

### Job Factors

Respondents were asked to rate the importance of seven job factors. A four-point scale was used for the ratings. The ratings were Very Important (4), Important (3), Neutral (2), and Not Important (1). The seven job factors, the ratings, and the average scores are listed below.

- **Reasonable accommodations (Example: flexible work schedule or change in job tasks):** 63.7% Very Important, 29.8% Important, 6.5% Neutral. Average score of 3.6. (124)
- **Making a living wage:** 66.1% Very Important, 25.0% Important, 8.1% Neutral, 0.8% Not Important. Average score of 3.6. (124)
- **Job security:** 57.3% Very Important, 33.9% Important, 8.1% Neutral, 0.8% Not Important. Average score of 3.5. (124)
- **Healthcare benefits:** 57.6% Very Important, 31.2% Important, 8.8% Neutral, 2.4% Not Important. Average score of 3.4. (125)

- **Maintaining Social Security benefits:** 48.4% Very Important, 27.9% Important, 16.4% Neutral, 7.4% Not Important. Average score of 3.2. (122)
- **Social interaction:** 37.6% Very Important, 34.4% Important, 26.4% Neutral, and 1.6% Not Important. Average score of 3.1. (125)
- **Full-time employment:** 37.1% Very Important, 35.5% Important, 18.5% Neutral, 8.9% Not Important. Average score of 3.0. (124)

### Internet Access, Technological Equipment and Skills

Respondents were asked if they had access to the internet. The majority of respondents (96.8%) indicated that they do. Due to the surveys being sent via email, a high percentage was expected.

Respondents were asked to select from a list of technological equipment and skills they need to improve to get a job. Respondents were also able to write in additional needs not listed. In the list below, the item “Other: Higher Level Programming” was a result of the written responses. The list of equipment and skills and the corresponding response rates are listed below. The percentages are based on the total of 133 respondents.

- **I do not need to improve my technological skills to get a job:** 38.3% (51)
- **I need to learn how to use computer programs (examples: Word, Excel):** 34.6% (46)
- **I need a computer:** 30.1% (40)
- **I need to learn how to use email programs:** 16.5% (22)
- **I need to learn how to use a computer:** 10.5% (14)
- **I need internet access:** 9.8% (13)
- **I need to learn how to use the internet:** 4.5% (6)
- **Other: Higher Level Programming:** 1.5% (2)

### Impact of COVID-19

Respondents were asked how the COVID-19 pandemic changed their access to services. They were able to select multiple responses. The options, response percentages, and the numbers of responses are listed below.

- **Less in-person services** – 46.6% (62)
- **Closure of school facilities** – 35.3% (47)
- **None of the above** – 30.1% (40)
- **More services are available online** – 21.8% (29)
- **Less public transportation available** – 8.3% (11)

The final question on the Student Services survey asked respondents if the COVID-19 pandemic negatively impacted their disability. They were able to select multiple responses. The options, response percentages, and the numbers of responses are listed below.

- **Yes, I experience stress and anxiety** – 42.9% (57)
- **No, the COVID-19 pandemic has not negatively impacted my disability** – 40.6% (54)
- **Yes, I experienced a lack of access to support or care** – 19.5% (26)
- **Yes, I now have long-COVID in addition to my pre-existing disability** – 3.0% (4)

Many respondents indicated that COVID-19 affected their services. The CDOR responded quickly to limitations COVID-19 put on service delivery by implementing virtual service delivery. The CDOR also quickly implemented an electronic signature solution to expedite the application and service process.

### **Summary of Survey Findings for Section IV:**

- Respondents rated “Skills for work” as the most important Student Service; however, those who received the service gave it a satisfaction lower than work experience and job and career exploration.
- Youth and students identified apprenticeship or on-the-job training as the most important type of training; however, this training category was provided to only 1.1% of the youth population during FY 2021-22.

### **Recommendations**

- CDOR should conduct research to determine ways to improve the satisfaction rating with the “Skills for work” service. Research might

include satisfaction surveys to students receiving Student Services during or immediately after services.

- Develop a plan to support increased work-based learning including intermediate employment, career technical education and training, and post-secondary education for all CDOR participants receiving VR services, including youth with disabilities.

## **Section V. Assessing the need to establish, develop, or improve community rehabilitation programs within the State.**

Community Rehabilitation Programs (CRPs) are public or private not-for-profit organizations that provide vocational rehabilitation services under six core service categories. The following are examples of CRP services:

- Assessments/Evaluation Services
  - Adult Work Experience (AWE)
  - Comprehensive Vocational Evaluation (CVE)
  - Situational Assessment (SA)
  - Vocational Assessment (VA)
- CDOR Student Services
  - Job Exploration Counseling
  - Paid Student Work Experience
  - Postsecondary Counseling
  - Workplace Readiness Training
  - Self-Advocacy Training
- Training Services
  - Independent Living Skills Training (ILST)
  - Occupational Skills Training (OST)
  - Personal Vocational and Social Adjustment (PVSA)
  - Work Adjustment (WA)
- Business Based Services
- Job-Related Services
  - Customized Employment (CE)
  - Employment Services (ES)
  - Short Term Supports (STS)
  - Supported Employment Services (SE)
  - SE Job Coaching (SE JC)
- Specialized Services
  - Communication Skills Assessment (CSA – Braille or LEAD)
  - Communication and Language Skills Training (CSLT – BRAILLE)

- Language Employment, Assessment and Development Training (CSLT – LEAD)
- Immersion Services
- Interpreter/Communication Services
- Orientation and Mobility Services (O&M)
- Rehabilitation Technology Services

Prior to the delivery of services to CDOR consumers, CRPs are required to obtain certain approvals by the CDOR as follows:

- Vendorization: CDOR must establish a vendor relationship with a CRP.
- Certification: Quality assurance and approval method for services purchased from CRPs.
- Accreditation: Approval by the Commission on Accreditation of Rehabilitation Facilities (CARF), an external peer survey review process.

## **Overview**

This section presents information regarding CRPs that are vendors with CDOR and provide VR services to CDOR consumers.

Statistics are presented for the number of consumers that received CRP services during SFY 2020-21 through 2022-23.

Finally, survey results from CDOR counselor and consumer surveys, CDOR Consumer Satisfaction Survey (CSS), and the Virtual Service Delivery Survey by the California Committee on Employment of People with Disabilities (CCEPD) are presented.

## **Statistics**

### **Statewide Community Rehabilitation Program Availability**

Although the number of CRPs and CRP locations may vary throughout the year, at the end of SFY 2022-23 there were 219 CRPs providing VR services to CDOR consumers at 389 locations throughout California, including 50 CRP sites that provided services for CDOR consumers who are blind or visually impaired and/or deaf or hard of hearing. However, 16

California counties and 61.9 percent of mostly rural counties lack CRP locations. The rural definition was based on Office of Management and Budget (OMB) metropolitan counties.

Consumers Receiving CRP Services

The number of VR consumers that received CRP services has increased over the past three years. In SFY 2020-21, 12,568 consumers received one or more CRP services, increasing to 15,908 in SFY 2022-23. Additionally, total VR consumers has increased each year since SFY 2020-21, resulting in an increase of VR consumers accessing CRP services from 16.7 percent in SFY 2020-21 to 17.8 percent in SFY 2022-23.

Table 57. Number of Consumers Receiving CRP Services

<b>SFY</b>	<b>Consumers Receiving CRP Services</b>	<b>Total VR Consumers</b>	<b>Percent of VR Consumers Accessing CRP Services</b>
<b>2020-21</b>	12,568	75,272	16.7%
<b>2021-22</b>	14,333	80,116	17.9%
<b>2022-23</b>	15,908	89,545	17.8%

Source: CRP All Services Data SFY 2020-21 through 2022-23

## Locations of CRPs

Table 58. Number of CRP Locations by District during SFY 2022-23

<b>District</b>	<b>Number of CRP Locations</b>
Redwood Empire District	21
Northern Sierra District	36
San Joaquin Valley District	24
Greater East Bay District	34
San Francisco District	24
San Jose District	28
Santa Barbara District	29
Inland Empire District	30
San Diego District	26
Van Nuys/Foothill District	25
Greater Los Angeles District	19
Los Angeles South Bay District	18
Orange/San Gabriel District	25
Specialized Services – Deaf and Hard of Hearing Services and Blind Field Services District	50

Source: Statewide List of Community Rehabilitation Programs and Facilities, July 2023.

## **Survey Results – CRP Services**

The CDOR conducted a Counselor Survey in the fall of 2022, and 237 counselors responded for a response rate of 46 percent.

- When asked how the availability of service providers for CDOR consumers has changed as a result of the pandemic, counselors reported that there are either the same amount or fewer service providers now compared with before the pandemic.
- Counselors across all geographic areas reported that the number of CRPs in their area are insufficient to meet demands.



- Counselors reported that CRPs can provide the types of services needed for the majority of CDOR consumers in their area.
- Counselors were asked about the types of services that CRPs would normally provide but are lacking in their area. The top responses in each geographic region were employment services and adult work experience (rural), job coaching and external situational assessments (suburban), and job coaching and employment services (urban).
- According to the results, 56.1 percent of counselors in suburban areas and 54.1 percent in urban areas reported that the quality of CRP services is sufficient to meet most consumer needs, while only 37.5 percent of counselors in rural areas found the quality of CRP services to be sufficient.

The CDOR conducted a Consumer Survey in the fall of 2022, and 2,571 consumers responded. When asked whether the COVID-19 pandemic has changed their access to services, 18.7 percent reported that they were impacted by the closure of service providers where they received training, supports, and job-related services.

In May 2022, CDOR conducted its annual Consumer Satisfaction Survey, and VR consumers rated their service providers with an 81.4 percent satisfaction score.

In February 2022, the California Committee on Employment of People with Disabilities (CCEPD) conducted a Virtual Service Delivery Survey of 65 organizations that provide VR services to people with disabilities in California. The findings are as follows:

- Of the 65 organizations surveyed, 75.4 percent provide employment services, 29.2 percent provide independent living services, and 23.1 percent offer supported employment services.
- When asked if their organization provided services virtually prior to the pandemic, 58.5 percent said that they did not, while 27.7 percent indicated that they did. As the pandemic continued, 86.2 percent of organizations said that they plan to offer a hybrid service delivery model, 27.7 percent indicated that they plan to return to in-person services, and 16.9 percent said that they will provide all virtual services.

- The types of assistance most requested from people with disabilities who received virtual services were internet or Broadband access (60.0 percent), technological skills to access virtual platforms (49.2 percent), and request for ASL interpreter (36.9 percent).
- The video platforms most utilized by the survey respondents were Zoom (98.5 percent), Microsoft Teams (66.2 percent), and Google Meet (36.9 percent).
- The most common strategies for engaging with partners were monthly video calls to discuss partnership and provide ongoing training (64.6 percent), and case managers meeting on a regular basis to discuss client and partnership needs (56.9 percent).
- The main barriers for consumers during the pandemic were lack of computer equipment (60.0 percent), continued health concerns with pandemic (52.3 percent), and need for technological skills training (52.3 percent).

### **Summary of Findings for Section V:**

- The number of VR consumers accessing CRP services increased from SFY 2020-21 to 2022-23. The phasing out of subminimum wage employment will likely increase the need to provide supported employment services to persons with most significant disabilities, including through CRPs.
- Consumers in rural areas are limited in access to CRP locations and VR services. Counselor surveys indicate that the number and quality of CRPs across many areas of California are insufficient to meet demands.
- Survey results indicate that more CRPs offer a virtual or hybrid service delivery method as a result of the pandemic; however, a large number of individuals with disabilities are unable to access virtual services due to a lack of internet or Broadband access, or lack of technological skills and/or computer equipment.

## **Recommendations**

- Assess availability of CRP services statewide to serve more consumers at the local level, particularly to address the increased need to serve individuals needing supported employment services.
- Evaluate the quality of CRP services as related to employment outcomes at living wages or higher.
- Assess accessibility, quality, and options for virtual or hybrid CRP services, particularly in rural areas.

## Acronyms

ACS – American Community Survey  
AJCC – America Jobs Centers California  
AWE – Adult Work Experience  
BFS – Blind Field Services  
CARF – Commission on Accreditation of Rehabilitation Facilities  
CCEPD – California Committee on Employment of People with Disabilities  
CDCR – California Department of Corrections and Rehabilitation  
CDE – California Department of Education  
CE – Customized Employment  
CFR – Code of Federal Regulations  
CIE – Competitive Integrated Employment  
CRP – Community Resource Programs  
CSNA – Comprehensive Statewide Needs Assessment  
CSLT – Communication and Language Skills Training  
CSA – Communication Skills Assessment  
CSNA – Comprehensive Statewide Needs Assessment  
CSS – Consumer Satisfaction Survey  
CVE – Comprehensive Vocational Evaluation  
DDS – Department of Developmental Services  
CDOR – California Department of Rehabilitation  
EDD – Employment Development Department  
EL – English Learner  
ES – Employment Services  
HDIS – Homeless Data Integration System  
ID/DD – Intellectual Disabilities and Developmental Disabilities  
IDEA – Individuals with Disabilities Education Act  
ILST – Independent Living Skills Training  
IPE – Individualized Plan for Employment  
JC – Job Coaching  
KI – Key Informant  
LEA – Local Educational Agencies  
LGBTQ+ – Lesbian, Gay, Bisexual, Transgender, Queer, plus  
LMI – Labor Market Information  
LWDB – Local Workforce Development Board  
MOU – Memorandum of Understanding  
MSD – Most Significant Disabilities  
nTide – National Trends in Disability Employment  
O&M – Orientation and Mobility Services

OMB – Office of Management and Budget  
OST – Occupational Skills Training  
PE – Potentially Eligible  
Pre-ETS – Pre-employment Transition Services  
PVSA – Personal, Vocational and Social Adjustment  
RPU – Regional Planning Unites  
SA – Situational Assessment  
SE – Supported Employment  
SFY – State Fiscal Year  
SRC – California’s State Rehabilitation Council  
STS – Short Term Supports  
TBI – Traumatic Brain Injury  
VA – Vocational Assessment  
VR – Vocational Rehabilitation  
WA – Work Adjustment  
WIOA – Workforce Innovation and Opportunity Act

## **Appendix A**

### **Counselor Survey CSNA 2021-23**

Thank you for taking the time to complete this brief and confidential survey. The information provided will help us understand how DOR can provide more opportunities and services for consumers to obtain successful employment. We also hope to learn more about unserved or underserved individuals with disabilities.

#### **Questions with asterisks require an answer.**

- \*1. Select your district from the drop-down list.
- \*2. Select your position from the drop-down list.
- \*3. Select the geographical area where the majority of your consumers live.
  - Urban (High populations of people.)
  - Suburban (Single-family housing areas surrounding larger Cities.)
  - Rural (Open and spread out.)
- \*4. Select the top 3 most frequent referral sources for your consumer caseload.
  - 14(c) Certificate Holders
  - Adult Education and Family Literacy Act Program (Title II of WIOA)
  - Adult, Dislocated Worker, and Youth Programs (Title I of WIOA)
  - American Indian VR Services Program (AIVRS)
  - America's Job Center California (AJCC) or Workforce Development Programs Centers for Independent Living
  - CRPs and Service Providers Elementary and Secondary Schools Employers
  - Extended Employment Providers
  - Intellectual and Developmental Disability Agencies
  - Justice System/Probation/Parole
  - Medical Health Providers Mental Health Providers

- Post-secondary Education Institutions
- Self-referral, friends, family
- Social Security Administration
- Temporary Assistance for Needy Families (TANF)/CalWORKs
- Veteran's Benefits or Health Administration
- Wagner-Peyser (EDD) Act Employment Service Program (Title III of WIOA) Worker's Compensation
- Other (please specify)

\*5. Select the top 3 barriers your consumers identify as preventing them from obtaining and/or maintaining employment.

- Access to service providers Access to technology/internet  
Childcare
- Employer bias Family support
- Job searching skills.
- Knowledge about reasonable accommodations Long-term supports
- Social Skills
- Support for behavioral health conditions Technological skills
- Transportation
- Other (please specify)

**Based on your experience, how have the following areas changed for DOR consumers as a result of the pandemic?**

\*6. Availability of entry level jobs.

- Fewer than before the pandemic
- About the same as before the pandemic
- More than before the pandemic

\*7. Availability of jobs that pay a living wage.

- Fewer than before the pandemic
- About the same as before the pandemic
- More than before the pandemic

\* 8. Availability of jobs with a career path.

- Fewer than before the pandemic
- About the same as before the pandemic

- More than before the pandemic
- \* 9. Availability of service providers.
- Fewer than before the pandemic
  - About the same as before the pandemic
  - More than before the pandemic
- \*10. Availability of transportation.
- Less than before the pandemic
  - About the same as before the pandemic
  - More than before the pandemic

**The next two questions ask about your consumers' access to technology and skills at the time they apply for DOR services.**

\*11. What approximate percentage of your consumers have access to the technology (computers, smart phones, Zoom, etc.) they need to interact with DOR or employers?

- 90% to 100%
- 80% to 89%
- 70% to 79%
- Less than 70%

\*12. What approximate percentage of your consumers have the technological skills (using email, computer applications, accessing online training, etc.) to support receiving DOR services?

- 90% to 100%
- 80% to 89%
- 70% to 79%
- Less than 70%

**In this section we would like to learn more about the Community Rehabilitation Programs (CRPs) in your area.**

\*13. The number of CRPs in my area are:

- Sufficient to meet the demands in my area.
- Insufficient to meet the demands in my area.
- CRP services are not available in my area.
- Other (please explain)

\*14. Do the CRPs in your area offer the services DOR consumers need?



- Yes, the CRPs in my area have the ability to provide the types of services needed by the majority of DOR consumers.
- No, the CRPs in my area do not have the ability to provide the services needed by the majority of DOR consumers.
- Other (please explain)

15. Please provide information about the types of services that CRPs would normally provide but are lacking in your area.

\*16. Which statement best describes the quality of services most often provided by the CRPs in your area?

- Sufficient - The quality of CRP services available in my area are sufficient to meet the identified needs for most of my consumers.
- Insufficient - The quality of CRP services available in my area are insufficient to meet the identified needs for most of my consumers.

Please feel free to provide additional information.

**Next, we will ask you about populations of individuals with disabilities who may be underserved or unserved by DOR.**

\*17. Are there any populations in your district that you consider underserved or unserved? Please select one or more from the list and/or fill in any that are not listed.

- Foster Youth
- Homeless
- Justice-Involved (Ex-offender)
- English Language Learners
- Migrant and Seasonal
- Older Adults (60+)
- Additional Un/underserved populations (Such as race or ethnicity, etc.):

**Based on your experiences, we will now ask you about specific trainings and services that, when combined, lead to successful outcomes for underserved/unserved consumers.**

\*18. Which training categories are most likely to lead to employment for each population of underserved/unserved consumers indicated below?

- Apprenticeship or On-the-Job-Training
- Assistive Technology Training
- Business or Vocational Training
- College or University Training

\*19. What services or supports, when paired with the training categories selected above, lead to employment for each population of underserved/unserved consumers indicated below?

- Clothing
- Computer or software purchase
- Job Placement
- Job Search Assistance
- Transportation

20. Are there other training and service combinations that have led to employment for underserved/unserved populations? Which demographic benefited from the combination?

21 Do you have any suggestions how to reach out to underserved or unserved populations in your area that would benefit from DOR services?

22. In addition to the VR Connections Portal and the Consumer Payment Card, what additional innovations would help DOR VRSD teams in their efforts to provide quality services to consumers?

## **Appendix B**

### **Consumer CSNA Survey**

**We would like to know a little bit about you.**

- \*1. Select the county of your primary residence from the list.
- \*2. What is your gender?
  - Female
  - Male
  - Non-binary
  - Other (please specify)
- \*3. What is your ethnicity.
  - Hispanic or Latinx
  - Not Hispanic or Latinx
- \*4. What is your race. (You may select all that apply.)
  - White or Caucasian
  - Black or African American Asian or Asian American
  - American Indian or Alaska Native
  - Native Hawaiian or other Pacific Islander
  - Other (please specify)
- \*5. Select the disability type(s) that apply to you. (You may select more than one.)
  - Blind or Visually Impaired
  - Cognitive Impairment
  - Deaf or Hard of Hearing
  - Intellectual or Developmental Disability
  - Learning Disability
  - Mental Health Disability
  - Psychiatric Disability
  - Traumatic Brain Injury
  - Other (please specify)
- \*6. What is your age?

7. Are you currently a high school student?

- Yes
- No

\*8. High school students may receive Student Services that support them in exploring and preparing for the world of work. Rate how important the following Student Services are to you.

Ratings: Very Important, Important, Not Important

- Work experiences
- Counseling on job, school, or training options after high school
- Job and career exploration
- Self-advocacy training
- Skills for work

\*9. Check each of the following Student Services you have received. You may have received the services at your school or at DOR.

- Work experiences.
- Counseling on job, school, or training options after high school. Job and career exploration.
- Self-advocacy training. Skills for work.
- None of the above

10. Rate the services that you selected in the previous question.

Ratings: Extremely Satisfied, Satisfied, neither satisfied or dissatisfied, Dissatisfied, Extremely dissatisfied

- Work experiences
- Counseling on job, school, or training options after high school.
- Job and career exploration.
- Self-advocacy training.
- Skills for work.

**To help us understand our consumers better, we would like to know a little bit more about you and how you learned about us.**

\*11. Do you identify as any of the following? (Select all that apply.)

- Foster youth aged 24 and under
- Experiencing homelessness or at risk of homelessness

- Justice-involved - currently or formerly involved in the criminal justice system.
- English language learner (limited understanding of the English language)
- Older Individual (60+)
- None of the above

12. How did you learn about the Department of Rehabilitation?

**Now we would like to ask about what you need to get or keep a job.**

\*13. Which transportation issues impact your ability to get or keep a job or related services? (Select all that apply.)

- I do not have a driver's license.
- Public transportation is not available in my area or to my desired job location.
- I currently rely on others for my transportation.
- My disability makes it hard to use transportation.
- Other transportation problems:
- I do not have any transportation concerns at this time.

\*14. Have any of the following affected your ability to find, get, or keep a job? (Select all that apply.)

- Workplace bias or discrimination due to your disability
- Lack of family support
- Lack of reasonable accommodations
- Lack of physical access to the job location
- Lack of job skills
- Lack of or insufficient childcare
- Fear of losing government benefits
- Other (please specify)
- None of the above

\*15. How helpful are the following services for you to get or keep a job?

Ratings: Very Helpful, Somewhat Helpful, Not Helpful

- Job Searching Skills (finding and applying for jobs, preparing a resume, interview skills)
- Improving my social skills
- Getting new interview clothing

- Supports while working (Example: help learn job duties, adjust to the work environment, maintain the job)

\*16. Do you prefer to receive job related services in person or online?

- In person
- Online
- A combination of in person and online.

\*17. Have you received services from America's Job Center of California? (AJCC's or One Stop Career Centers provide job and training services.)

- I am currently receiving services.
- I have received services in the past.
- I have not received services.

18. How helpful are the supports and services the AJCC or One-Stop Career Center provides?

Ratings: Very Helpful, Somewhat Helpful, Not Helpful

\*19. Select each type of training that is important for you to get a job.

- College or University Education
- Business or vocational training
- Apprenticeship or On-the-Job training
- Assistive technology training
- Other (please specify)
- None of the above

\*20. How important are each of the following factors to you when looking for a job?

Ratings: Very Important, Important, Neutral, Not Important

- Making a living wage
- Full-time employment
- Maintaining social security benefits
- Reasonable accommodations (Example: flexible work schedule or change in job tasks)
- Job security
- Healthcare benefits
- Social interaction

**Now we would like to ask you about your access to the internet and use of technology.**

\*21. Do you have access to the internet?

- Yes
- No

\*22. Select all technological equipment or skills you need to improve to get a job.

- I need a computer.
- I need internet access.
- I need to learn how to use a computer.
- I need to learn how to use the internet.
- I need to learn how to use email programs.
- I need to learn how to use computer programs (examples: Word, Excel).
- Other technological skills I need include:
- I do not need to improve my technological skills to get a job.

**We have a few questions about how the COVID-19 pandemic may have affected you.**

\*23. How has the COVID-19 pandemic changed your access to any of the following services? (Select all that apply.)

- Closure of local America's Job Center of California (AJCC). (AJCC's or One Stop Career Centers provide job and training services.)
- Closure of service providers where you may receive training, supports, and job-related services.
- Closure of school facilities.
- Less public transportation available.
- Less in-person services.
- More services are available online.
- Please list any other types of job-related training affected by the COVID-19 pandemic.
- None of the above

\*24. How did the COVID-19 pandemic affect your ability to get or keep a job? (Select all that apply.)

- More people looking for jobs.

- Temporary closure of my job site.
- Laid off from my job due to the COVID-19 pandemic.
- Lack of jobs that fit my needs.
- More job opportunities.
- More opportunities to work from home.
- Other positive or negative COVID-19 related changes related to your employment not listed.
- Does not apply to me.

\*25. Has the COVID-19 pandemic negatively impacted your disability?

- Yes, I now have long-COVID in addition to my pre-existing disability.
- Yes, I experienced a lack of access to support or care.
- Yes, I experienced stress and anxiety.
- Please provide additional reasons or information.
- No, the COVID-19 pandemic has not negatively impacted my disability.



## **Appendix C**

### **Key Informant Interviews**

#### **Interview Questions**

1. In your experience, what populations of people with disabilities are unserved or underserved in California? (Example: race/ethnicity, homeless, formerly justice-involved, English language learners, etc.)
2. How can DOR best serve the un/underserved population(s) you identified?
3. What organizations can DOR work with to best serve the unserved and underserved populations you identified?
4. What issues or barriers do you believe these populations mentioned in the previous questions have to accessing and engaging in services? (Example: language, technology, transportation, etc.)
5. What strategies do you think would be effective in providing services to these populations? (Examples: translators, technology, CRPs, specific services, etc.)
6. What are some best practices for conducting outreach to the unserved and underserved populations you identified?
7. Considering equity vs. equality (equity – providing resources to reach an equal outcome; equality – providing same resources), what is the best way to ensure that underserved populations are provided equitable DOR services?