



# Annual Report

**Workforce Innovation and Opportunity Act Program  
Year 2024**

**(July 1, 2024 through June 30, 2025)**

State Rehabilitation Council of Kansas

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# Kansas Department for Children & Families (DCF)

**Mission:** To protect children, promote healthy families and encourage personal responsibility.

## Kansas Rehabilitation Services (KRS)

**Mission:** Working in partnership with Kansans with disabilities to achieve their goals for employment, independence, and self-reliance.

Principles:

The following core principles will be infused into VR operations:

- Competitive, integrated employment is key component to reaching self-reliance, independence, inclusion, economic equality, and integration into society for people with disabilities.
- All people with disabilities, including those with the most significant disabilities, are presumed to be capable of engaging in gainful employment.
- KRS, its consumers, providers, and partners will be accountable for the achievement of employment and the effective use of resources.
- KRS expects and encourages meaningful involvement of people with disabilities, public/private partners, employers and other stakeholders in KRS programs, services, and activities.
- KRS promotes the use of evidence-based practices in VR service delivery to empower Kansans with disabilities to maximize employment and economic self-reliance.
- KRS emphasizes employer engagement activities that market the skills and abilities of qualified workers with disabilities have to contribute to the success of Kansas business and industry.



*Unless otherwise noted, information in this report is based on the Workforce Innovation and Opportunity Act Program Year 2024 (July 1, 2024 through June 30, 2025)*

## Note from the Director: Dan Decker

We are excited to present this year's annual report reflecting the continued changes and positive outcome we've experienced in the last year. I am happy to announce that after being away from the agency for a few months, I have returned as Director of Rehabilitation Services. Thank you to Elizabeth Van Vleck for her leadership during this period of time.

We continue to work on our Management Information System modernization project to bring our technology into a cloud based online mechanism. We continue to bolster our continuum of service with more collaboration between our Vocational Rehabilitation and our Pre-Employment Transition Services Units. This concentration of effort on this has seen us expand spending for the youth programming and more tightly defined collaborative efforts around service coordination. We continue to participate actively with our federal technical assistance and move closer to our goal of updating our management information system. Within this report, you will see some of the great stories and data that reflect the continued advances that have taken place and help produce a clear picture of the vision moving forward.



## ***State Rehabilitation Council Members***

<b><u>Name:</u></b>	<b><u>Representing:</u></b>	<b><u>Employer:</u></b>	<b><u>Email:</u></b>	<b><u>Term Start Date:</u></b>
Tami Allen <b>(Chair for Year 2024)</b>	Families Together	Families Together Co-Executive Director	<a href="mailto:Tami@familiestogetherinc.org">Tami@familiestogetherinc.org</a>	01/01/2022
Tawnie Larson <b>(Co-Chair for Year 2024)</b>	Business Industry of Labor	Kansas AgrAbility Project Coordinator	<a href="mailto:Tawnie@ksu.edu">Tawnie@ksu.edu</a>	01/01/2022
Mike Burgess	CAP Representative	Disability Rights Center Director of Policy & Outreach	<a href="mailto:mike@drckansas.org">mike@drckansas.org</a>	01/01/2022
Dan Decker	Ex-Officio Non-Voting Member	Dept. for Children & Families Director of RS	<a href="mailto:Daniel.decker@ks.gov">Daniel.decker@ks.gov</a>	01/01/2022
Stacy Fuller	Clinical Heart Springs	Clinical Heart Springs Vice President	<a href="mailto:sfuller@heartspring.org">sfuller@heartspring.org</a>	01/01/2022
Grace Hardwick	Vocational Rehabilitation Services	Vocational Rehabilitation Services Counselor	<a href="mailto:Grace.harwick@ks.gov">Grace.harwick@ks.gov</a>	01/01/2024
Mary Jean Hughes	Kansas School for the Deaf	Kansas School for the Deaf Dean of Student Life	<a href="mailto:Mhughes@kssdb.org">Mhughes@kssdb.org</a>	01/01/2024
Thomas Manthey	Life Span Institute, University of KS	Life Span Institute, University of KS Co-Director, Assistive Technology Program	<a href="mailto:tom.manthey@ku.edu">tom.manthey@ku.edu</a>	
Stacie Martin	State Educational Agency	Special Education & Title Services Coordinator	<a href="mailto:stacie.martin@ksde.org">stacie.martin@ksde.org</a>	01/01/2023
Tom Page	Disability Advocacy Group	National Federation for the Blind	<a href="mailto:topage@swbell.net">topage@swbell.net</a>	01/01/2022
Neelima Parasker	State Workforce Investment Board	Founder, President & CEO at SnapIT Solutions Co-Founder Lotus TMS	<a href="mailto:neelima@snapit.solutions">neelima@snapit.solutions</a>	01/01/2022
Heather Popejoy	Washburn University	Washburn University Student Accessibility Services Director	<a href="mailto:heather.center@washburn.edu">heather.center@washburn.edu</a>	01/01/2024
Shanti Ramcharan	Statewide Independent Living Council	Adult System of Care Administrator Aetna Better Health of Kansas	<a href="mailto:ramcharans@aetna.com">ramcharans@aetna.com</a>	01/01/2022
Sara Sack	Senior Research Professor Director	Assistive Technology for Kansans & Assistive Technology Programs	<a href="mailto:ssack@ku.edu">ssack@ku.edu</a>	01/01/2024
Robin Santos	VR Manager	Prairie Band Pottawatomie	<a href="mailto:robinsantos@pbnation.org">robinsantos@pbnation.org</a>	01/01/2022
Deb Scheibler	Labor	Workforce One Executive Director	<a href="mailto:deb@workforceone.org">deb@workforceone.org</a>	01/01/2022
Dana Swope	DK Employment Services	DK Employment Services Owner/Managing Director	<a href="mailto:dkemploymentservicesllc@gmail.com">dkemploymentservicesllc@gmail.com</a>	01/01/2025
Angela Zimmerman	Independent Living	LINK-Independent Living Chief Executive Officer	<a href="mailto:angiez@linkinc.org">angiez@linkinc.org</a>	01/01/2025

These are our active participating members.

## **Annual Summary**

### **Review of Rehabilitation Services (RS)**

At each quarterly meeting, one of the RS Regional Program Administrators for VR presents information about their operations. Among the topics are staffing, outcomes, challenges, business development in the region, unemployment, size of communities and success stories. These presentations give council members a better feel for how VR services are carried out at the local level. These presentations are also an opportunity for questions-and-answers about regional operations.

### **RS Data Report**

Data Administrator: Deanna Lowe

RS provides a quarterly performance data report that hones in on key areas of interest to the council members. This report includes number of persons served, number of persons employed, average hourly wage, average hours worked per week, highest full-time hourly wage, percent of persons employed who report their own income as their primary source of support, number of transition youth served and employed, number of counselors, and average caseload size. The report also includes performance on timeliness of eligibility determination and development of Individual Plans for Employment. Finally, the report includes the number of persons rehabilitated by type of disability.

The regional presentations, data report and reports from administrative staff on key initiatives give council members the opportunity to stay informed about RS operations and to evaluate/guide the agency's performance.

## **RS Program Overview & Outcomes**

### **Vocational Rehabilitation (VR)**

VR provides services for Kansans with disabilities to obtain, maintain or regain employment in the competitive and integrated workplace.

- To be eligible for services, a person must have a physical or mental disability which results in a substantial impediment to employment, and he/she must require VR services in order to get a job.
- Services are provided by qualified VR counselors stationed in DCF offices and in partnership with private contractors and service providers.
- Services are individualized according to each person's rehabilitation needs and employment objective. Services may include vocational assessment, counseling and guidance, job-related training, job coaching, supported employment, assistive technology, physical/mental restoration services, transition services for youth, and job placement.
- Basic VR funds are 78.7% federal, authorized by the Rehabilitation Act of 1973, as amended.

In PY 2024, the number of Kansas' with disabilities that were served was 10,809.

A total of 1,056 persons achieved competitive integrated employment in PY 2024. Their average earnings were \$17.12 per hour, and they worked an average of 29 hours per week. A total of

82% of persons successfully employed reported their own income as their primary source of support at VR case closure, representing a significant milestone toward self-sufficiency. Subsequently of those achieving employment, 27% were youth with disabilities who therefore began a lifelong path focused on self-sufficiency rather than reliance on public benefits.

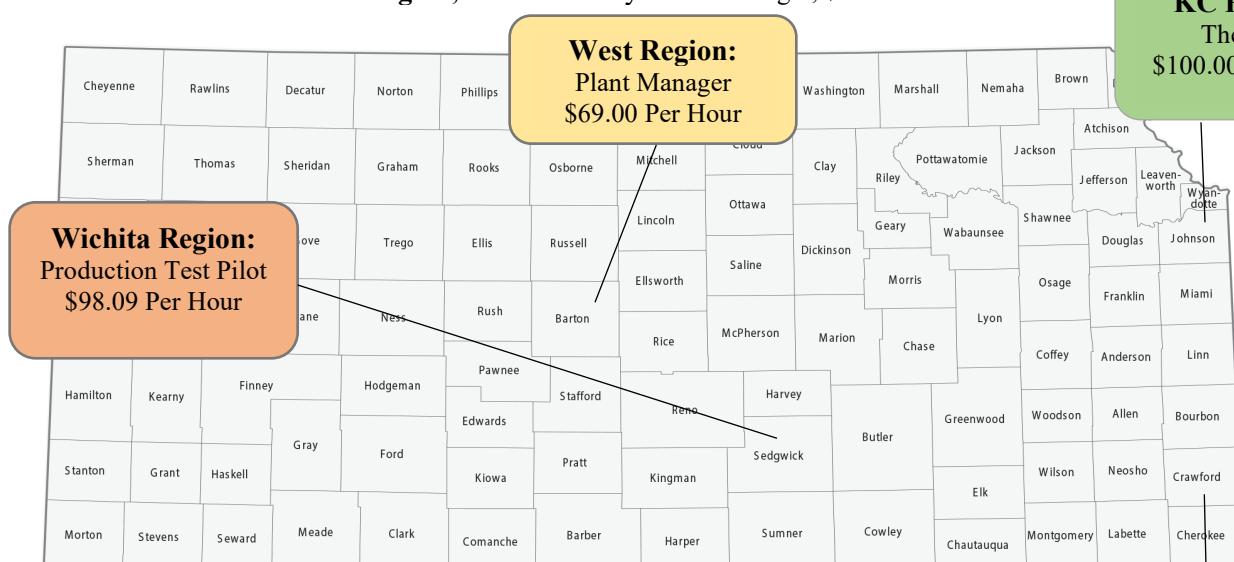
**VR staff statewide are working hard to facilitate timely access to services and this work is paying off. PY 2024 the average timeframe from application to eligibility is 32 days and the average timeframe from eligibility to IPE development is 48.**

**KC Region, Johnson County:** Therapist, \$100.00 Per Hour

**East Region, Crawford County:** Power Plant Operator, \$56.16 Per Hour

**Wichita Region, Sedgwick County:** Production Test Pilot, \$98.09 Per Hour

**West Region, Barton County:** Plant Manager, \$69.00 Per Hour



**Kansas City Region Consists of the Following Counties:**  
Leavenworth, Wyandotte, Johnson, Douglas

**East Region:**  
Power Plant Operator  
\$56.16 Per Hour

**East Region Consists of the Following Counties:**

Doniphan, Brown, Nemaha, Marshall, Pottawatomie, Jackson, Jefferson, Wabunsee, Shawnee, Osage, Franklin, Miami, Coffey, Anderson, Linn, Allen, Bourbon, Chautauqua, Cherokee, Crawford, Labette, Montgomery, Neosho, Wilson, Woodson

**West Region Consists of the Following Counties:**

Cheyenne, Clay, Cloud, Decatur, Dickinson, Ellis, Ellsworth, Geary, Gove, Graham, Jewell, Lincoln, Logan, Mitchell, Morris, Norton, Osborne, Ottawa, Phillips, Rawlins, Republic, Riley, Rooks, Russell, Saline, Sheridan, Sherman, Smith, Thomas, Trego, Wallace, Washington, Barton, Chase, Clark, Comanche, Edwards, Finney, Ford, Grant, Gray, Greeley, Hamilton, Harvey, Haskell, Hodgeman, Kearney, Kiowa, Lane, Lyon, Marion, McPherson, Meade, Morton, Ness, Pawnee, Reno, Rice, Rush, Scott, Seward, Stafford, Stanton, Stevens

## **Wichita Region Consists of the Following Counties:**

Barber, Butler, Cowley, Elk, Greenwood, Harper, Kingman, Pratt, Sedgwick, Sumner

## **Pre-Employment Transition Services (Pre-ETS)**

Pre-ETS Program Administrator: Brenton Thompson

A strong focus continues to be empowering youth with disabilities to achieve their maximum employment potential and pursuing additional training or postsecondary education needed for various professions to be successful and self-reliant. The Pre-ETS program offers job exploration, counseling, self-advocacy training, workplace readiness and post-secondary education counseling to help young adults prepare for employment.

Paid Work-Based Learning Experiences moved from previously being offered during summer months only to now being offered to students on a year-round basis that could benefit from participating in this service. Students are now able to work outside of school hours on evenings, and weekends up to 20 hrs per week. During summer months students are able to work up to a maximum of 40 hrs per week. Additional changes implemented allow students the opportunity to now participate once they are 16 years of ages and earn wages of \$12.00 per hour while participating in the Paid Work-Based Learning Experience. Rehabilitation Services have continued to expand provider availability to serve more students across the state and will continue this initiative while continuing to increase capacity with this service.

A major area of emphasis established is to provide more group services to students within Specialists assigned schools to increase capacity for serving more students and providing higher levels of services to prepare students for future employment goals.

Rehabilitation Services continues to partner with Kansas Youth Empowerment Academy (KYEA). “Empower Me” workshops are conducted statewide to help high school students plan for post-secondary education and employment. During the workshops, students participate in activities focused on job exploration, resume building, work readiness training, self-advocacy skill building, mock interviews and post-secondary educational options.

- **Requested Services:** 1,161
- **Students in Agreement:** 2,664
- **Receiving Services:** 2,539
- **Moved into Receiving Services:** 965
- **VR/Pre ETS Cases to Date:** 992
- **VR/Pre-ETS Cases Currently Active:** 385
- **Total Services Provided:** 12,406
- **Most Provided Service: Workplace Readiness:** 4,119

**KRS and KYEA partnered to present 15 Empower Me Workshops in PY 2024, with a total of 191 student participants. According to students, the workshops are a valuable experience, and they live up to the “empower me” goal.**

## **Coordination with other Disability Organizations**

One major purpose of the Council is to facilitate coordination among disability and service provider organizations. The Department of Education, the Prairie Band Potawatomi Nation, the client assistance program, the Parent Training and Information Center, the Statewide Independent Living Council, and the Kansas Advisory Committee for the Blind and Visually Impaired each have designated times on the agenda to present about their organizations. Other members representing service providers, VR consumers, advocacy organizations, business/industry and the workforce development board all have opportunities to share information, announce opportunities for collaboration, or raise issues to further consideration.

## **Training Department Highlights**

Training Administrator: Lara Bowen

2025 has been another busy year for the Training Team. We on-boarded 28 new VR Counselors, one new VR Manager, one VR Intern, and four new Pre-ETS Specialists across the state. We also provided supports and trainings for seven new Human Services Assistants (HSAs). As a team, we have been fine tuning our onboarding training for all new staff. We've been utilizing more training courses through our online training system, YesLMS, which allows our trainees to have access to much more information, using various learning methods. YesLMS currently offers 292 courses to choose from, and we have incorporated more of those classes in the onboarding process for all new staff in KRS. For example, we now have new HSA's complete six courses which includes information on ethics, confidentiality, and supporting the VR process. New Pre-ETS Specialists are assigned eleven courses covering such topics as case management, utilizing group services and individual services, and strategies for working with youth with disabilities. New VR Counselors are assigned 26 courses in training. Several courses reinforce the VR process as whole as well as counseling techniques, Motivational Interviewing, labor market information, and medical aspects of disabilities.

We've utilized in-person trainings, too, which has had positive results. Meeting in person on weeks one (and week seven of VR's nine-week training schedule) has helped new staff learn some of the more challenging components of our jobs in a more hands-on environment, rather than over Teams. Week one allows our trainees and trainers to bond and to get to know each other better. This bond allows them to continue to reach out to one another for support, once their NCT Training is complete. Week seven we spend a lot of time working in our record-keeping system, KMIS. KMIS tends to be one of the more challenging parts for New Counselors to learn. Being in person, and working more one-on-one, is vital in helping many new VRC's to learn this system. We've also used one-on-one trainings to reinforce new skills. We know that each staff member learns differently, and we work to use several different learning methods to encompass the different ways our staff learns. We believe these continued and on-going trainings will assist in retaining new VRC's, as they will feel more confident in the work they do and form bonds with other new trainees that last throughout their careers in VR.

We're excited that our Training Team has grown again this past year. We now have Trainers based in the Wichita, East, and West regions. We plan on expanding the team to include a trainer based out of the Kansas City region as soon as we can. Since VR and Pre-ETS are almost fully staffed, we are also focusing on trainings that focus on continuing education for all staff. We do this through our Charting the VR Course meetings and through monthly Lunch & Learns. Charting meetings have covered topics such as current labor market conditions, the VR

comprehensive statewide needs assessment, the Level-Up program through Envision, and most recently on providing services specifically to students and adults who are blind or low vision. Lunch and Learns have include presentations from Families Together, the DRC, Prairie Band Potawatomi Nation VR services, and introductions and information from our state Medical and Psychiatric consultants. We also offered an extra review training on determining and writing Eligibilities and Order of Selection determinations. Being almost fully staffed is going to allow us to create and provide more follow-up trainings for staff in all positions of VR.

## **Community Engagement and Provider Highlights**

Community Engagement and Provider Manager: Chris Zuercher

### **Provider Network and Engagement**

KS/RS currently works with 96 providers who hold active agreements. 11 new providers have been added within the past year – averaging more than one new provider each month.

During this reporting period, 23 providers amended their agreements to expand services. Most amendments requested addition of new services and expansion into additional counties. Many of these amendments originated from VR Counselor requests to better meet the needs of individuals served.

In addition to the active provider network, there were approximately 34 unique inquiries about becoming a KS/RS provider (averaging 4 inquiries per month).

### **Performance Outcomes (PY 2024)**

- Total Successful Closures: 518
- Average Weekly Hours Worked: 25.56
- Average Hourly Wage: \$13.84

### **Supported Employment (SE) Outcomes:**

- Successful SE Closures: 128
- Average Weekly Hours Worked (SE): 17.84
- Average Hourly Wage (SE): \$12.89

### **Provider Success Stories (OCCK – Workforce Solutions)**

**Ottawa County – Isaiah** participated in Project SEARCH beginning in August 2024. Before completing the program in May 2025, he secured employment at Minneapolis Health and Rehabilitation Center. With only one day of job coaching, Isaiah demonstrated strong independence. With support from his Employment Consultant and parents, he successfully navigated workplace challenges and now thrives in his role. Isaiah enjoys his coworkers, the residents, and the independence that comes with earning his own paycheck.

**Republic County – Colby** began working with Workforce Solutions in January 2025. With VR support for essential needs, resume updates, and interview coaching, Colby secured employment at Durflinger Disposal within three months. He enjoys the physical nature of his job, values the stability it provides, and recently moved his family into their own home. Colby also finds balance with personal activities like fishing on weekends.

**Saline County – Kristi** transitioned from the Project SEARCH internship at Salina Regional Health Center into a job at Dillon's as a Courtesy Clerk. She demonstrates strong customer service skills and a positive attitude, while Workforce Solutions continues to provide job coaching and follow-along support.

Kristi's long-term goals include full-time work and independent living. She is already building toward this by saving money and taking on extra shifts when available.

### **Provider Collaboration and Representation**

Chris has organized and facilitated **semi-annual provider meetings statewide**, guided by leadership priorities and agendas. He also represents KS/RS on several councils and workgroups, ensuring strong collaboration across state and national systems:

- **Assistive Technology Council of Kansas (ATK)** – RS Alternate Representative
- **Governor's Behavioral Health Services Planning Council (GBHSPC)** – RS Alternate Representative
- **National Employment Team (NET), Region 7** – RS Employment Designee
- **Kansas Council on Developmental Disabilities** – Behavioral Health Work Group Member
- **Kansas Council on Disability Concerns** – RS Alternate Representative
- **Kansas Department for Aging and Disability Services (KDADS)** – RS Liaison for Individual Placement Supports (IPS) and Certified Community Behavioral Health Clinics

## **Workforce Innovation and Opportunity Act (WIOA)**

RS Management Staff

Under the WIOA, VR is a partner in the state's workforce development system, along with adult basic education, labor exchange services, and workforce centers. As partners, these programs develop goals, strategies, and performance measures to address the needs of Kansas employers and job seekers. A combined state plan is updated every two years and submitted to the U.S. Departments of Labor and Education.

WIOA also incorporates significant changes to the VR program through amendments to the Rehabilitation Act. Pre-ETS, described previously, was established.

In addition, VR must provide Career Counseling, Information and Referral Services for the 969 Kansans with disabilities employed at subminimum wage in sheltered workshops. The goal is to provide information about competitive integrated employment options and the services available to help them secure such jobs in the integrated labor market.

## **Disability Determination Services (DDS)**

DDS Deputy Director: Andy West

Kansas DDS makes medical disability determinations for the U.S. Social Security Administration on most Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) claims filed or reviewed in Kansas. Kansas DDS is responsible only for the medical adjudication, and the Social Security Administration determines whether to award benefits. Kansas DDS also works with the Kansas Department of Health and Environment and the KanCare Clearinghouse to assess medical documentation for Kansans who apply for medical

assistance on the basis of disability. Kansas DDS is virtually 100% federally funded. In SFY 2025, 24,259 Kansans filed disability claims (all types). The Kansas DDS was responsible for processing 22,182 of those claims. For SFY 2025 Kansas DDS, the average claim processing time for SSI claims is 209.5 days and for SSDI claims is 207.7 days. Federal FY 2025 Kansas DDS QA Initial Performance Accuracy - Ranked in the top 10 at #6 at 96.9%

## **Independent Living (IL)**

RS Independent Living Grant Manager: Jennifer Graber

RS administers the independent living program, which includes grants to a network of Centers for Independent Living (CILs). CILs are consumer-controlled, community-based, cross disability, nonresidential, private nonprofit agencies. CILs provide information/referral, peer counseling, independent living skills training, advocacy, and deinstitutionalization services and facilitate transition of youth to postsecondary life. In addition, RS oversees grants with community-based organizations to carry out the independent living program for older (age 55+) individuals who are blind or visually impaired (OIB). Services included independent living skills training, assistive technology, and orientation/mobility training. Services are intended to help persons served live independently in their own homes and communities rather than more costly institutional settings.

RS is also required to provide support for the Statewide Independent Living Council (SILCK), in accordance with the Rehabilitation Act and implementing regulations. During this program year, the SILCK hired a new executive director.

This past program year, the independent living centers worked on implementing their plans they developed for the additional funding awarded at the beginning of the program year. Two new satellite offices were opened across the state. Independence Inc. opened a satellite office in Wyandotte county and Independent Connection opened a Concordia office. Several centers hired new independent living specialists, they have worked on increasing some of their peer group activities, and other service strategies. They have already been able to see an increase in the number of consumers served through these efforts. For PY 2025, Centers for Independent Living provided services to 16,394 people with disabilities across all 105 counties. This is an increase of 2,564 consumers.

Consistent reporting and training have been goals for the IL network this past year. Independent Living Resource Center hosted a training with a consultant from the national technical assistance center to conduct a training in Wichita over the summer for all IL staff and managers who wanted to attend, as well as the RS IL Grant Manager. The training provided an overview of the independent living philosophy and history as well as in depth discussions around the core services and service delivery. It was a very interactive and beneficial training.

## **Kansas Commission for the Deaf and Hard of Hearing (KCDHH)**

Director: Robert Cooper

KCDHH is established in 1982 by K.S.A. 75-5391 and is overseen by a board of commission members appointed by the Governor. KCDHH offers advocacy, technical assistance, information/referral, registration for sign language interpreters and other communication access

services providers, and coordination of communication access services, including the interpreting services. In FY2023, KCDHH expanded its staff to 4, by adding two new FTEs, one Program Manager for Communication Access Services and another Community Collaborative Professional.

- KCDHH staff receive between 500-800 contacts every month (mostly phone calls or email messages) involving many issues on accessibility of services, service needs or specific resources for persons who are deaf or hard of hearing (D/HH).
- KCDHH maintains a registration list of over 400 sign language interpreters in Kansas and is developing other registration process involving other communication access services as authorized by 2022 Legislature amending and adding KCDHH statutes, which also added regulation authority in K.S.A. 75-5393a through 75-5393d. Other communication access services (CAS) include captioning (CART) and support providers for persons who are deaf-blind (SSP/CN).
- KCDHH provides an annual Deaf and Hard of Hearing Day at the Capitol event every March attracting 200 to 300 visitors, including state legislators.
- KCDHH is continuing to monitor the full implementation of the Language Assessment Program (LAP) with Kansas School for the Deaf (KSD) for persons who are D/HH, ages 0-8.
- KCDHH initiated a pilot Communication Access Fund (CAF) in FY2024 to provide assistance to attorneys, especially in rural areas, in providing communication access to D/HH and two other initiatives addressing communication access gaps in other areas of need. The request for a greater CAF funding in FY26 was successful, in which the State Legislature allocated funds for both FY26 and FY27 and allowed KCDHH to include centralizing the coordination point for requests of certain state agencies, including the courts and court-related services, where disparity is the greatest.

## **Business Enterprise Program (BEP)**

Program Administrator: Ashly Terry

VR also includes a specialized program for persons who are legally blind. BEP offers them the opportunity to manage food service and vending operations in federal, state, county, and municipal buildings. BEP uses funds generated by its operations to match Federal VR funds, rather than using state general funds to operate. The BEP provides the equipment, training, and administrative support as needed. Once the training is complete, the participant receives their operating license, issued by the program. Some of the more recognizable locations include the Statehouse, Fort Riley and Fort Leavenworth, highway rest areas, as well as private entities.

BEP has 10 licensed blind operators at over 100 sites across the state, including vending machines, snack bars, micro markets, smart stores, and cafes. BEP also has contracts to operate 3 dining halls on two United States Army installations. BEP has continued to improve the program for this year, adding smart Stores, a café and then updating current sites all within the last fiscal year. The average annual earnings of licensed BEP participants was \$33,705, an increase over the last two years.

## Statewide: Successful Closures

	<u>PY 2022 (07/01/22 – 06/30/23)</u>	<u>PY 2023 (07/01/23 – 06/30/24)</u>	<u>PY 2024 (07/01/24 – 06/30/25)</u>
<b>Total Successful Closures</b>	905	970	1,056
<b>Average Hourly Wage</b>	\$14.69	\$15.69	\$17.12
<b>Highest Hourly Wage</b>	\$183.83	\$80.00	\$63.75
<b>Average Hours Worked</b>	28	28	32

## Statewide: Job Placement Successful Closures

	<u>PY 2022 (07/01/22 – 06/30/23)</u>	<u>PY 2023 (07/01/23 – 06/30/24)</u>	<u>PY 2024 (07/01/24 – 06/30/25)</u>
<b>Total Successful Closures</b>	525	566	506
<b>Average Hourly Wage</b>	\$14.68	\$15.69	\$16.98
<b>Average Hours Worked</b>	25	28	29

## Statewide: Supported Employment Successful Closures

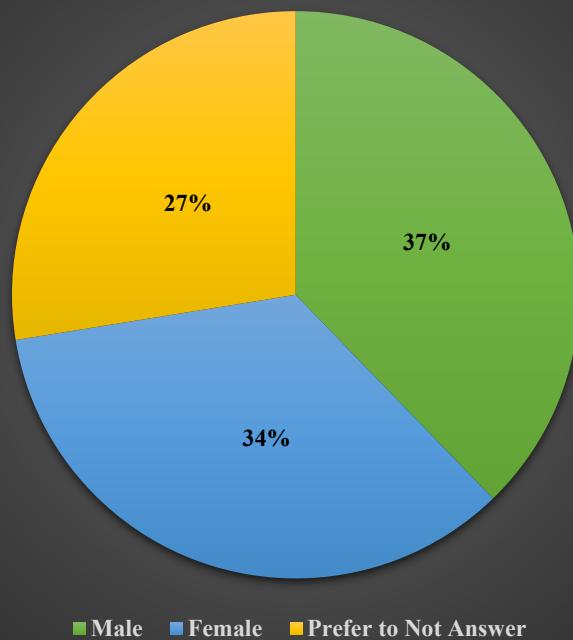
	<u>PY 2022 (07/01/22 – 06/30/23)</u>	<u>PY 2023 (07/01/23 – 06/30/24)</u>	<u>PY 2024 (07/01/24 – 06/30/25)</u>
<b>Total Successful Closures</b>	151	168	162
<b>Average Hourly Wage</b>	\$14.68	\$15.46	\$16.91
<b>Average Hours Worked</b>	28	27	29

## Disabilities of Persons Rehabilitated

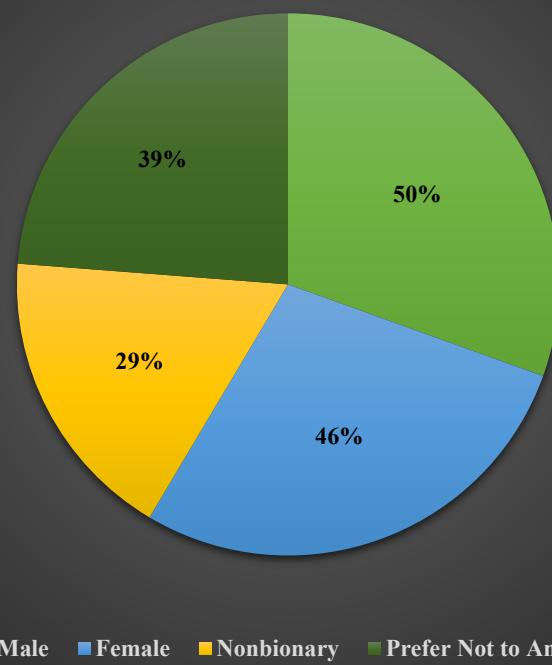
<b>Impairment</b>	<b>PY 2024 (July 1, 2024 – June 30, 2025)</b>
Mental Illness	280
Orthopedic/Neurological Impairments	16
Other Cognitive Impairments	13
Learning Disabilities	38
Intellectual Disabilities	99
Other Physical Impairments	47
Deaf and Hard of Hearing	198
Blindness and Other Visual Impairments	21
General Physical Debilitation	158
Other	25
<b>TOTAL</b>	<b>895</b>
TBI as the cause of disability	15
Autism Spectrum as the cause of the disability	146

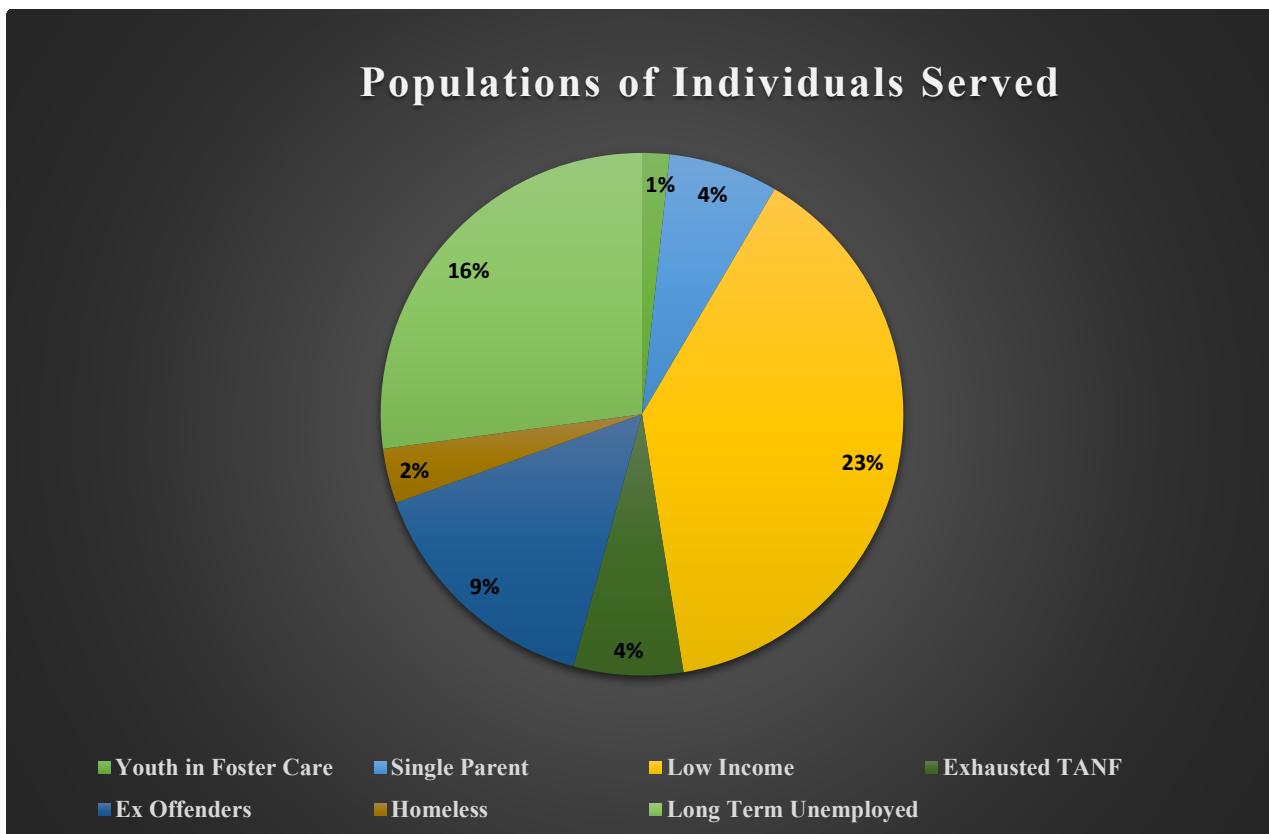
## Demographics of Individuals Served

### Gender Identity of Individuals Served



### Individuals Served Who Exited the Program





## Regional Information and Highlights

### KC Region:

The Kansas City Region includes: 5 counties with 5 service centers: Johnson, Wyandotte, Lawrence, Leavenworth, and Atchison. Counselors in each office.

- County Population: JO: 628,529 (most populous county in Kansas) WY: 164,591, DG: 121,645, LV: 84,710, AT: 15,942
- Square Miles: AT: (432), DG : (457) Johnson (477), Leavenworth (463), Wyandotte (151): Total 1980
- Major Cities: Kansas City, Overland Park, Lawrence, Leavenworth
- Community Developmental Disability Organization: 5 (one for each county)
- Centers for Independent Living (CIL): Independence, Inc (JO, WY, DG), Three Rivers (AT and LV).
- Mental Health Centers: 4: Bert Nash, The Guidance Center, Wyandot Mental Health, Johnson County Mental Health

### Unique demographics:

- Large population of Deaf and Hard of Hearing, large number of referrals from Kansas School for the Deaf, which serves ages 3-21. In 1866, it became the first school for the deaf established in the state of Kansas, and it is the only one in KS. Kansas State School for the Blind is in Kansas established in 1867.
  - Diverse community with urban and Rural counties

- Transportation difficulties for these counties.
- Total Number served: Currently at 2,023 consumers currently, up about 236 from this time last year. If all staff have full caseloads, each staff person would have 94/caseload.

### **Staff in the KC Region:**

- VRC's and Program Specialists: Average Tenure about 5 years. Our average without our long-term counselor is 3 years.
  - Counselors with under 2 years in their position: 10 counselors
  - Counselor over 2 years in their position: 14 counselors
  - VR Manager: Average Tenure about 1.5 years
  - PA Tenure: 12 years

### **Focus of KC Region :**

- Coordinating with the new Engagement Unit.
- Partnerships with the new Independent Living Centers for 3 of our counties.
- Partnerships with our providers. Monthly meetings are being held with most provider.
- Partnerships with Workforce Centers.
- Partnerships with High Schools, Colleges and Adult Ed. (AE). Each VRC is assigned to 1 or more High Schools in their county.
- Increasing measurable skill gains (MSG) and credential attainments (CA).

### **East Region:**

The East Region consists of 25 Counties which are divided into a North and South Region. I currently supervise 23 staff members (11 are in the Northeast Region and 12 are in the Southeast Region).

- Program Administrator: Jennifer Augustine
  - Avg Tenure: I have been in this role since May 2020 (5 years)
- RS Managers: Shirley Reynolds and Deborah Simon
  - Avg Tenure: Shirley has been in her role since June 2025 (6 months) and Deborah has been in her role since August 2023 (2 years).
- Human Services Supervisor: Teresa Fairbank
  - Avg Tenure: She has been in her role since August 2022 (3 years).
- Counselors: 12 Counselors in this Region.
  - Avg Tenure: Average tenure is around 2 1/2 years. The longest tenure is 34 years & the shortest tenure is 2 months.
- Support Staff: 4 Support Staff in this Region (2 in the north and 2 in the south)
  - Avg Tenure: 1.5 Years
- Vocational Trainer: Neva Rowland. Neva has been in her role since 6/24/2024.
- Vocational Evaluator: There are none in this region.

There are currently 3 openings in the East Region. 2 Counselor Positions in the Topeka Office and 1 clerical position in the Parsons/Chanute Offices.

### **General Information:**

- We currently have 1,483 open VR cases within our region. The average caseload right now is approximately 86 cases. Currently myself and both my managers are also carrying caseloads to alleviate some of the workloads of our newer staff. We do not have specialized caseloads in my region, rather, everyone works with a variety of clients with different diagnoses.
- On average, we are able to make individuals eligible within 33.83 days which is slightly higher than the statewide average of 34.58 days. We are also completing IPEs on eligible individuals on average by day 77.93 days and the statewide average is at 75.53 days.

### **West Region:**

The West region consists of 65 counties and is divided into two regions for other programs by the Northwest and Southwest. We have 16 service centers with 8 in each region for consumers to access staff and services.

The West region had a total of 361 successful closures for the fiscal year, July 1 2024-June 30 2025. This is an increase from our previous year's number. Our highest hourly wage was \$69.00 per hour, with employment as a Plant Manager. The west region served a total of 2,546 consumers, an increase of almost 300 from last fiscal year.

VR staff and managers continue to engage with community partners to build and maintain our relationships. The Program Administrator and VR managers assisted with Reality U at a local high school. Reality U focuses on financial literacy for transition youth and helps them to recognize how education plays an important role in their financial future. VR staff have attended community job and school fairs as well as informational sessions with community partners who may not have been aware of Vocational Rehabilitation services.

### **Wichita Region:**

The Wichita Region consists of 10 counties with four service centers:

- Counties – Sedgwick, Butler, Cowley, Sumner, Greenwood, Elk, Barber, Harper, Kingman and Pratt
- Service Centers are located in Sedgwick, Butler, Cowley and Pratt
- Region population is around 665,000 with over half in Sedgwick County
- The region has both a large urban and a large rural population
- Other than the Wichita Metro area, transportation is a significant barrier for VR clients

### **Staff in Wichita Region:**

- One Program Administrator (PA) – Tenure 11 years
- Two Program Managers and Two Pre-ETS Managers – Avg. tenure 3.5 years
- Sixteen VR Counselor positions – Avg. tenure 3 years (2 vacancies)
- One Staff Development Specialist – Tenure 1 year
- One Vocation Evaluator – Tenure 1 year
- One Program Specialist position – vacant

- Five Support Positions – Avg. tenure 3 years
- Eight Pre-ETS Specialists – Avg. tenure 3 years (1 vacancy)

The Wichita Region has the largest city in Kansas the largest industries include:

- Aircraft
- Health Care
- Agriculture
- Transportation and Logistics

The unemployment rate in the region is slightly higher than the statewide rate. There are many job opportunities in the region.

The Wichita Region has served 1,828 clients this past year, from 7/1/24 thru 6/30/25 there have been 197 successful closures, with an average wage of \$17.36 which is \$2.24 higher than the average wage the previous year. Some of the higher wage jobs Wichita VR clients have obtained this past year are:

- IT Business Lead - \$64.36/hr
- Truck Driver - \$62.50/hr
- Welder - \$46.51/hr
- Police Officer - \$35.36/hr
- Social Worker - \$32.00/hr

The Wichita Region currently has three vacancies, two in VR and one in Pre-ETS. This is the lowest number of total vacancies in the Wichita Region in the 11 years I have been here. Six of our counselors have one and a half years or less time on the job. They are all doing well learning how to do the job and will help increase the number of successful closures in the coming years. We are expanding our outreach efforts in the region and trying to partner with additional organizations to serve more people. The counselors are doing a good job of placing clients in the types of jobs the client wants and maximizing their employment. This is evident by a 15% increase in the average wage over last year



# Kansas Rehabilitation Services Success Stories

## KC Region VR Success Stories:

Pamela Lewis (program specialist) began working with Ellie in 2019 right after she graduated from high school. She knew she wanted to become a Special Education Teacher. She completed her bachelor's degree in education at KSU and graduated Summa Cum Laude. She went on for her master's degree in special education so she could pursue her Special Education Teacher goal. After graduating, she obtained a Special Education Teaching position at Lansing High School about 15 miles from where she graduated high school. She loves her new position!



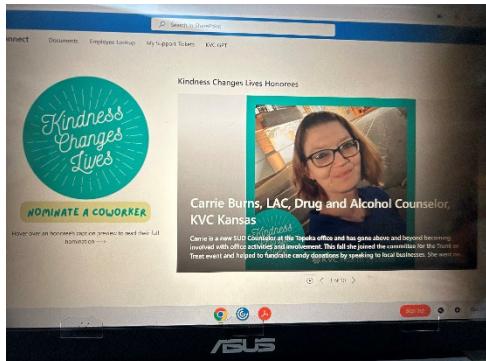
## KC Region Pre-ETS Success Story:



Jack is a remarkable student with a love for animals. When I first met Jack, he was a very shy and hesitant to participate in Pre-ETS activities. Like many students we have on Pre-ETS who sometimes struggle with disabilities it can be hard to balance school and daily life. Jack is taking charge of his auditory disorder and anxiety. He was accepted into the PWBLE and "hit the ground running". He called himself the "dog whisperer" and he has been doing so well at his placement at Dogtopia. Jack takes care of the dogs, washing them as well as taking them on walks. He is doing so well and has

been asked to be hired on as a part-time employee when he is finished completing his assignment with the PWBLE. Jack will be attending JCCC in the fall. The sky is the limit for Jack and I'm so happy I have been able to be his Pre-ETS specialist!

## East Region VR Success Stories:



I received my client Carrie Burns in the month of March. Carrie's case can be heralded as a demonstration of the efficiency of the engagement team that we hope all our clients would get to experience. Carrie applied on Friday, March 21<sup>st</sup>; by the following Friday the 28<sup>th</sup> she had been contacted for an initial interview, had the interview, and been made eligible based on self-report as well as medical records from her closed 2024 case. I received her case on March 31<sup>st</sup> and then conducted her IPE interview

as well as entered her plan on April 17<sup>th</sup>. All in all, Carrie was less than a month from application to completed IPE, which are incredible numbers only made possible by teamwork.

In her 2024 case, we partially funded Carrie obtaining her bachelor's degree in family and human services, as well as addictions counseling licensure, from Washburn University. When she reapplied for VR this year, she was using that degree at her job at New Dawn. However, that job was a part of the reason Carrie applied for VR. The stress and environment of that workplace was causing her tremendous difficulties with sustaining her employment, and she wanted to look elsewhere for work. We discussed how Carrie would be interested in taking some classes to be able to work with older adults, and when she ended up losing her job at New Dawn, it really felt like that direction could be a good fit.

After leaving New Dawn, Carrie began working at KVC in the same field, addictions counseling. From the jump, it seemed like this would be a way better fit. I provided Carrie with career counseling and guidance, and we determined that staying in this field instead of continuing education in a different one would be the best fit. This would allow Carrie to use the degree that VR already helped pay for while allowing her to advance in her field. At New Dawn, Carrie made only \$18 an hour working part-time. Now, in her new role at KVC, Carrie makes \$24 an hour and works full-time.



In addition to career counseling and guidance, I spent around \$1,900 on repairs for Carrie's car, a critical piece to Carrie's ability to sustain work as she drives clients regularly. As she was working, Carrie actively participated in funding this service too. In addition to work-based support, Carrie's insurance was a comparable benefit utilized to pay for her continued restoration services. Carrie and I spoke nearly every other week (or every week) throughout her 8 month case, demonstrating that consistent and effective contact on our agency's part is a huge predictor of client success.

Carrie shared that VR has made a big impact on her life. When we discussed closing her case successfully, she told me how she recommends many clients apply for VR to receive help like she did. Carrie recently had a performance review at work and was told she has outstanding team building skills. She recently was on the committee for the KVC community trunk-or-treat, which had 1,200 attendees and she fundraised over 200 pounds of candy from local organizations for this event. Carrie is so thankful for the impact and support VR has had on her life during times when she needed it most.

**East Region Pre-ETS Success Story:** Gentry started with Pre-ETS in March of 2023 as a Sophomore at Washburn Rural High School. I did not start working with him until January of 2024 when I took over the position. He was starting a volunteer opportunity with Dialogue Coffee to enhance his work and customer service skills. While having some previous short term work experience, he struggled with communication and being able to consistently follow directions given to him at the job. His mom, Tamra, had spoken with me about options for him to obtain employment again and was very excited about the Pre-ETS Paid Work-Based Learning (PWBL) opportunity. In December of 2024 Gentry started the PWBL with a job placement provider. Working on job prep skills and sharing his employment interests with his provider, it was determined Gentry could maximize his employment experience with a job coach. With Vocational Rehabilitation (VR) Services in place, and a job coach ready to go, Gentry was hired at the Children's Discovery Center and started his job on June 13<sup>th</sup> as a "Playologist". Working on workplace skills such as helping customers, assisting children with play activities and being part of a team, Gentry has found success with the PWBL program. His confidence and smile show just how happy he is at the Children's Discovery Center. Pre-ETS services combined with VR support and in partnership with placement providers and local employers is making a difference in our communities for youth with disabilities.



### West Region VR Success Story:

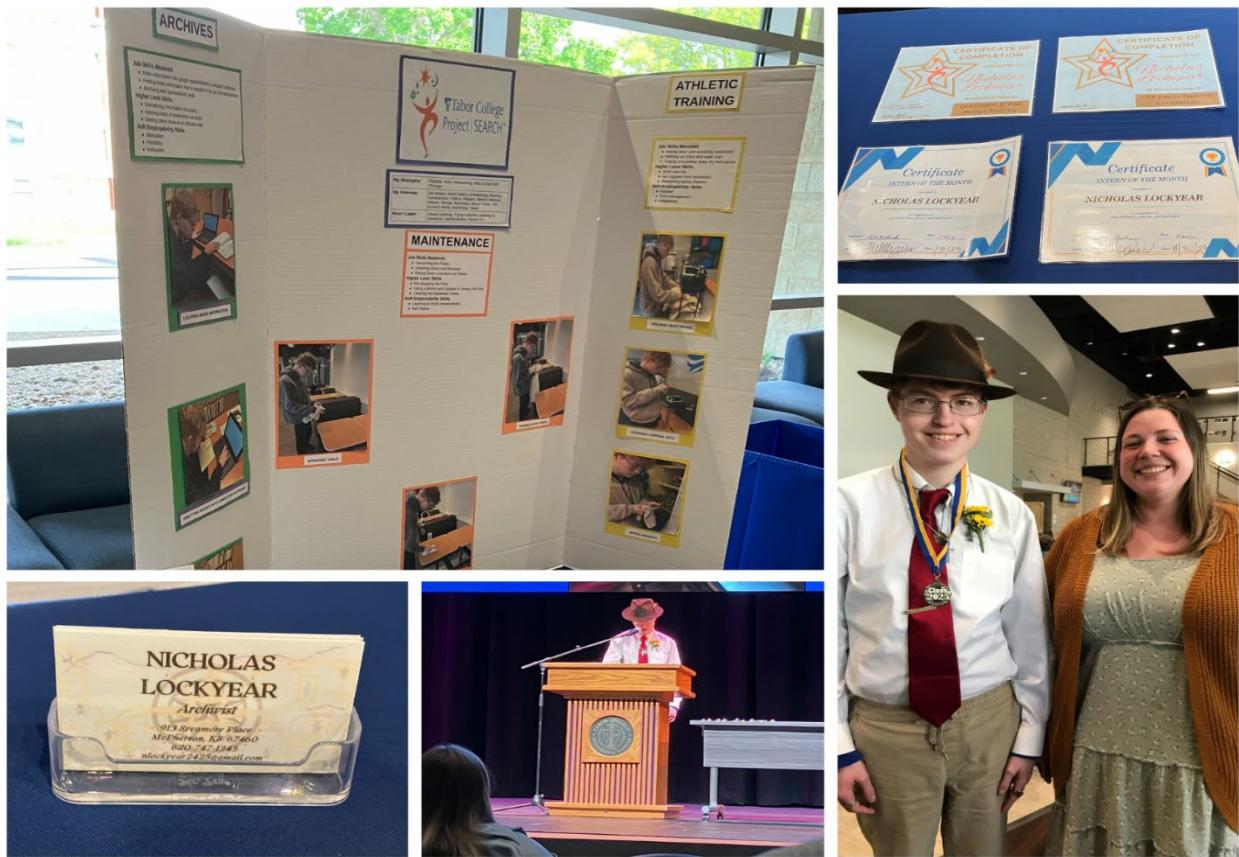
Mayra first came to VR for assistance with hearing aids. During the initial stages we discussed her career goals. We set the goal of becoming a nail technician. She traveled daily from Great Bend to Hays to attend the Nail Technician program at the Hays Academy of Hair Design. She

recently passed her State Boards and obtained her license. She has been passionate about her training and has been an inspiration to the other students. We are at the point of planning for her to begin working as a nail technician.



She has been very appreciative of VR's assistance with help her achieve her dream.

## West Region Pre-ETS Success Story:



Pre-ETS has been working with Nic for about four years. In May of 2023, the summer before his senior year, Nic began a paid work-based learning experience (PWBLE) at Bomgaars, where he stocked shelves and did light cleaning. With the support of job coaching services provided by Vocational Rehabilitation, Nic completed his work successfully. However, he realized that this particular job wasn't the right fit for him.

After the summer ended, Nic began his senior year and participated in a school-based work study at the McPherson Museum. Around the same time, he applied for and was accepted into the Project SEARCH program at Tabor College in Hillsboro.

As graduation approached, I asked Nic if he was interested in working again over the summer, since he still had remaining PWBLE hours and would continue with Pre-ETS in the fall. Nic said he was open to working but wanted to try a different worksite. I connected with his teacher, who had arranged his museum work study, and got the museum's contact information. I passed it along to Beyond Barriers, our PWBLE service provider, who confirmed with the museum that Nic could continue working there over the summer.

That summer, Nic primarily worked at the museum's front desk and helped with occasional archiving projects during his downtime. As summer ended, I asked if he'd like to continue working there during the school year. Nic was initially hesitant, wanting to ensure he had time to relax while attending Project SEARCH, but ultimately agreed to work every other weekend.

While participating in Project SEARCH, Nic continued his job at the McPherson Museum and even completed an internship at the museum on the Tabor College campus. During one of Nic's employment planning meetings, the director of the McPherson Museum shared that they had an opening for a part-time archivist and expressed interest in hiring Nic permanently after he completed Project SEARCH.

Nic graduated from Project SEARCH on May 1st and began his new job at the McPherson Museum on May 6th. Thanks to the collaboration and dedication of several agencies (Pre-ETS, Vocational Rehabilitation, Beyond Barriers, McPherson High School, and Project SEARCH) Nic was able to gain the job skills he needed to successfully begin a career in his desired field.

### **Wichita Region VR Success Stories:**

Alec provided the following regarding his "story" working with Vocational Rehabilitation.



I've always been the kind of person that succeeded in highly structured environments, which gave me an edge in school. Solving trivial problems designed to be solved was rather easy for me, and people placed that success against these rather pithy obstacles as a clear mark of my success later in life. Meanwhile, in reality, the more chaotic nature of "The Real World" stood in stark contrast to the safe routine of daily school life. Clearly, I could only succeed in an environment where I'm told what to do and when to do it. I could only succeed as an automaton, and that I was living most of my life in arrested development, delaying the inevitable sink into the dull grey mire of tedium and monotony.

At least that's what I convinced myself of for the longest time.

In reality, the only things that were really working against me were me, myself, and I. I wasn't delaying the aforementioned "inevitable," I was more than comfortably in it. I can succeed in a chaotic environment, I was just crippled by the fear of failure. What took me out of those were when the discomfort of my living situation grew too great, and recognizing that I was a toenail's distance from the abyss. I almost took my life on July 16th, 2024.

I'm now so incredibly glad that I didn't.

While in retrospect, I certainly wish I didn't have to go through my own valley of the shadow of death, I understand full well that I'm a very obstinate individual. While that was a negative trait for quite some time, refrained, it ended up being the same thing that saved my life that day. That one last call, that one grasp at a straw, and that time it worked. I knew I needed help; I knew it long before then, but I was overly concerned about the cost of treatment; whether it would work at all, or even whether it would leave me worse off.

I'm so incredibly glad that I kept with it.

Through the course of therapy, employment counseling, vocational rehabilitation, and finally medication, I barely recognize myself. I wouldn't go back in time to try and convince myself, because I know I wouldn't have listened then. My ego would have blinded me. Therapy helped me work through my issues of interpersonal relations and bearing too much responsibility for others' reactions, as well as my fears and negative outlook. Employment counseling and vocational rehabilitation gave me just enough structure for me to end up where I wanted to be employment wise. Medication gave me the clarity of mind to enjoy all of it.

I'm happy to be alive, for the first period of time in decades.

Alec is working full time for Dexian LLC in Wichita, KS as an IT team member, making \$24.00 an hour.

### **Wichita Region Pre-ETS Success Story:**

Olivia is going to be a senior this year at Derby High School. She loves to bake different things and her favorite thing to bake are cakes. At school she loves Art. In her classes she has learned how to work with clay, draw, and paint. She also like to read Manga. Olivia would live to get to travel to Japan someday. At home she helps around the house by taking out the trash, keeping her room clean, and helping take care of their dogs. They have two dogs named Teddy and Leia.

We have worked the activity Strengths & Weaknesses. Olivia chose some of her top strengths to being honest, friendly, cooperative, and having neat work habits. Then she gave examples of these in their everyday life. For her weaknesses she chose trouble asking for help and being shy. Olivia is currently working on not being shy by holding a job through Pre-ETS Work-Based Learning Experience. She is currently working at a doggy day care and was asked to work more hours because of how well she is doing. Olivia is asking for help more and using her self-advocacy skills. She said her favorite part is working with the dogs and taking them on walks. She just found out she got a raise and is so excited!



# Customer Satisfaction Surveys

KRS is conducting the surveys to collect responses from current and previous consumers to see how KRS can improve services.

Customer satisfaction surveys are sent out to VR consumers with cases that have been closed in which they provided email addresses for on their application during the previous quarter; VR consumers that currently have opened cases in which we have email addresses for; Pre-ETS consumers that currently have opened cases in which we have email addresses for and Pre-ETS consumers that have been closed during the previous quarter in which we have email addresses for on their application. Any consumer that did not provide an email address – 5% of those consumers will be contacted via phone call by a KRS staff member.

All survey responses are collected online via Microsoft TEAMS. Both the email and phone calls will provide the option for the consumers to participate in the survey. The consumers that are called will have the option to participate in the survey via phone call or provide their email address and participate in the survey electronically.

The surveys will take no more than nine minutes; often less, depending on individual circumstances. All respondents will be asked the same questions; all closed cases will have the same questions and all open cases will have the same questions for both VR & Pre-ETS consumers. Majority of the questions have options where the consumers can rate their experience on a satisfactory scale. There are a couple questions at the end where consumers have the option(s) to provide more detail/ feedback that they wish to share. Respondents will be given the option to provide their name and contact information if they want someone to contact them to further discuss their experience. If they do not wish to receive this follow up; their responses will remain anonymous.

Quarterly reports summarizing customer satisfaction survey responses will be provided to the Director, Deputy Directors to review. After the Director and Deputy Directors have reviewed the information; the results will be sent out to field management to share with field staff.

## **Instruments Used:**

- TEAMS (survey/survey dashboard)
- Microsoft Word
- Outlook
- Phones
- Microsoft Excel

Survey responses are shared in the quarterly SRC meeting; and is also shared with management and field staff on a quarterly basis via email from the data administrator/deputy director. The results that are sent out will be in a PDF document and the data will be from the previous quarter. The results will also be posted on the intranet for staff to go back and look at.



# Customer Satisfaction Survey Results

## PY 2024 (July 1, 2024 – June 30, 2025)

### Open Cases (Pre-Employment Transition Services)

**I understand the services that are available through Pre-ETS can help assist me to gaining employment skills.**

- Strongly Agree: 39%
- Agree: 44%
- Strongly Disagree: 1%
- Disagree: 9%
- Not Sure: 6%

**My transition specialist provides/provided me with support and encouragement to gaining pre-employment skills.**

- Strongly Agree: 32%
- Agree: 39%
- Strongly Disagree: 3%
- Disagree: 9%
- Not Sure: 16%

**Overall, how satisfied are you with Kansas Pre-Employment Transition Services so far?**

- Very Satisfied: 26%
- Satisfied: 31%
- Somewhat Satisfied: 10%
- Neutral: 19%
- Somewhat Dissatisfied: 4%
- Dissatisfied: 6%
- Very Dissatisfied: 4%

**Pre-ETS Transition Specialists responded in a timely manner to my questions and requests.**

- Strongly Agree: 41%
- Agree: 43%
- Strongly Disagree: 3%
- Disagree: 11%

**How likely is it that you would recommend Pre-ETS to a family member, friend, or colleague?**

- Definitely Yes: 48%
- Mostly Yes: 34%
- Mostly No: 12%
- Definitely No: 4%



# Customer Satisfaction Survey Results

## PY 2024 (July 1, 2024 – June 30, 2025)

### Closed Cases (Pre-Employment Transition Services)

\*\* This survey was only conducted during Quarter 2. This survey was not sent out during Quarter 4 because Kansas participated in a Comprehensive Statewide Needs Assessment through Public Consulting Group (PCG).\*\*

**My transition specialist provides/provided me with support and encouragement to gaining pre-employment skills.**

- Strongly Agree: 26%
- Agree: 40%
- Disagree: 8%
- Strongly Disagree: 10%
- Not Sure: 16%

**Overall, how satisfied are you with Kansas Pre-Employment Transition Services?**

- Very Satisfied: 16%
- Satisfied: 34%
- Somewhat Satisfied: 4%
- Neutral: 28%
- Somewhat Dissatisfied: 6%
- Dissatisfied: 6%
- Very Dissatisfied: 6%

**Did Kansas Pre-Employment Transition Services meet your expectations?**

- Exceptional: 16%
- Exceeds Expectations: 10%
- Meets Expectations: 38%
- Improvement Needed: 28%
- Unsatisfactory: 8%

**Pre-ETS responded in a timely manner to my questions and requests.**

- Strongly Agree: 30%
- Agree: 32%
- Disagree: 20%
- Strongly Disagree: 6%
- Not Sure: 12%

**Based on my experience, I would recommend Pre-ETS to a family member, friend, or colleague.**

- Definitely Yes: 34%
- Mostly Yes: 40%
- Mostly No: 4%
- Definitely No: 10%
- Not Sure: 12%



# Customer Satisfaction Survey Results

## PY 2024 (July 1, 2024 – June 30, 2025)

### Open Cases (Vocational Rehabilitation Services)

**I understand the services that are available through VR can help assist me to become employed.**

- Strongly Agree: 57%
- Agree: 32%
- Strongly Disagree: 2%
- Disagree: 4%
- Not Sure: 4%

**Were you involved in choosing your employment goal?**

- Strongly Agree: 54%
- Agree: 34%
- Strongly Disagree: 2%
- Disagree: 3%
- Not Sure: 5%

**Are you satisfied with the employment goal in your plan?**

- Strongly Agree: 48%
- Agree: 30%
- Strongly Disagree: 5%
- Disagree: 6%
- Not Sure: 11%

**VR responded in a timely manner to my questions and requests?**

- Strongly Agree: 44%
- Agree: 30%
- Strongly Disagree: 11%
- Disagree: 11%
- Not Sure: 4%

**My VR counselor listened to my needs and concerns.**

- Strongly Agree: 54%
- Agree: 28%
- Strongly Disagree: 7%
- Disagree: 6%
- Not Sure: 5%

**Overall, how satisfied are you with Vocational Rehabilitation so far?**

- Very Satisfied: 42%
- Satisfied: 23%
- Somewhat Satisfied: 9%

- Neutral: 8%
- Somewhat Dissatisfied: 6%
- Very Dissatisfied: 7%
- Dissatisfied: 3%

**How likely is it that you would recommend VR to a family member, friend, or colleague?**

- Definitely Yes: 59%
- Mostly Yes: 26%
- Mostly No: 8%
- Definitely No: 6%



# Customer Satisfaction Survey Results

## PY 2024 (July 1, 2024 – June 30, 2025)

### 08/30 Closures (Vocational Rehabilitation Services)

\*\* This survey was only conducted during Quarter 2. This survey was not sent out during Quarter 4 because Kansas participated in a Comprehensive Statewide Needs Assessment through Public Consulting Group (PCG).\*\*

**My Vocational Rehabilitation (VR) Counselor provided me with information about Vocational Rehabilitation Services to determine whether this program is a good fit.**

- Strongly Agree: 39%
- Agree: 17%
- Disagree: 6%
- Strongly Disagree: 11%
- Not Sure: 28%

**When I applied for Vocational Rehabilitation services, I had the opportunity to explain my story.**

- Strongly Agree: 39%
- Agree: 22%
- Disagree: 17%
- Strongly Disagree: 11%
- Not Sure: 11%

**Did you receive information about community resources that might be available and/or helpful?**

- Yes: 39%
- No: 50%
- Not Sure: 11%

**What is the reason you did not pursue services?**

- I obtained employment on my own: 11%
- I was not eligible for services: 0%
- The process to receive services took too long: 22%
- After I learned more about the program, it was not a good fit: 17%
- Other: 50%

**Overall, how would you rate the experience you had with Vocational Rehabilitation Services?**

- Very Satisfied: 11%
- Satisfied: 22%
- Somewhat Satisfied: 11%
- Neutral: 22%
- Somewhat Dissatisfied: 6%
- Dissatisfied: 6%
- Very Dissatisfied: 22%

**Based on my experience, I would recommend Vocational Rehabilitation Services to a family member, friend, or colleague?**

- Definitely Yes: 44%
- Mostly Yes: 17%
- Mostly No: 17%
- Definitely No: 22%

**Were you contacted by Vocational Rehabilitation Services before your case was closed?**

- Yes: 50%
- No: 17%
- Not Sure: 33%



# Customer Satisfaction Survey Results

**PY 2024 (July 1, 2024– June 30, 2025)**

**26/28 Closures (Vocational Rehabilitation Services)**

\*\* This survey was only conducted during Quarter 2. This survey was not sent out during Quarter 4 because Kansas participated in a Comprehensive Statewide Needs Assessment through Public Consulting Group (PCG).\*\*

**My Vocational Rehabilitation (VR) counselor provided me with support and encouragement to obtain employment.**

- Strongly Agree: 46%
- Agree: 30%
- Disagree: 8%
- Strongly Disagree: 11%
- Not Sure: 5%

**My VR counselor involved me in decision making throughout my case and helped me understand the pros and cons of my options.**

- Strongly Agree: 38%
- Agree: 30%
- Disagree: 14%
- Strongly Disagree: 14%
- Not Sure: 5%

**The services I received, helped decrease or remove challenges I had related to employment?**

- Strongly Agree: 35%
- Agree: 16%
- Strongly Disagree: 32%
- Not Sure: 16%

**Did your VR counselor help in connecting you with people and services you need to reach your job goal?**

- Strongly Agree: 43%
- Agree: 24%
- Strongly Disagree: 16%
- Not Sure: 8%

**VR responded in a timely manner to my questions and requests.**

- Strongly Agree: 51%
- Agree: 24%
- Strongly Disagree: 16%
- Not Sure: 8%

**Overall, how satisfied are you with your overall VR experience?**

- Very Satisfied: 41%
- Satisfied: 22%
- Somewhat Satisfied: 0%
- Neutral: 8%
- Somewhat Dissatisfied: 3%
- Dissatisfied: 3%
- Very Dissatisfied: 24%

**How likely is it that you would recommend VR to a family member, friend, or colleague?**

- Strongly Agree: 46%
- Agree: 16%
- Disagree: 5%
- Strongly Disagree: 22%
- Not Sure: 11%



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<http://www.dcf.ks.gov/services/RS/Pages/Employment-Services.aspx>

Tami Allen, Chair  
State Rehabilitation Council of Kansas