

New Hampshire Vocational Rehabilitation  
Comprehensive Statewide Needs Assessment  
2010



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## **Comprehensive Statewide Needs Assessment – New Hampshire Vocational Rehabilitation Fiscal Year 2010**

### **Introduction**

People with disabilities can work and take advantage of the opportunities available to the citizens of New Hampshire, yet they face barriers unique to their situation, barriers that prevent them from achieving their goals. Vocational rehabilitation helps individuals with disabilities to achieve their employment goals through the provision of services to address those barriers. In fiscal year 2009, the New Hampshire Vocational Rehabilitation (NHVR) assisted 1,101 individuals with disabilities gain employment.

NHVR is an agency within the NH Department of Education's Division of Career Technology and Adult Learning. Qualified VR counselors employed by the Agency work together with individuals with disabilities to develop an individualized plan of services leading to an employment outcome that is consistent with the individual's abilities, interests, and informed choice. The services provided by NHVR can include but are not limited to the following: counseling and guidance, assessment, vocational training, post-secondary education, mental or physical restoration, assistive technology devices and services, and job placement. The Agency also provides services to individuals with the most significant disabilities who require on-the-job and other supports to maintain employment through the supplemental Supported Employment Services program through informed choice and partnership with NHVR program individuals with disabilities are able to maximize their potential and reach their goals of employment within their local communities.

New Hampshire Vocational Rehabilitation (NHVR) in collaboration with the State Rehabilitation Council is required to conduct a comprehensive statewide needs assessment describing the rehabilitation needs of individuals residing in the state (34 CFR 361.29). The needs assessment must be conducted every three years and include information on the rehabilitation needs of individuals with disabilities in the State, particularly the rehabilitation needs of three specific groups: 1) individuals with the most significant disabilities including their need for supported employment services 2) individuals who are minorities or who have been unserved or underserved by the vocational rehabilitation program; and 3) individuals with disabilities served through other components of the statewide workforce investment system.

In fiscal year 2010, NHVR completed an assessment of the rehabilitation needs of individuals in the state. This assessment was designed to respond to the federal regulatory requirement and to provide information for the development of the state plan for vocational rehabilitation around three broad areas of investigation:

1. Assess the impact and the nature and scope of services currently provided by NHVR;
2. Identify rehabilitation needs of persons with disability in NH and specifically the rehabilitation needs of the specific target groups identified above; and
3. Identify areas for expansion or improvement of services.

To address these issues the Agency reviewed data from a variety of sources including information

available from the United States Census Bureau, the Rehabilitation Services Administration and the Social Security Administration. Additional information was collected through a customer survey, a transition survey and forums held throughout the State.

Within this report the reader will find:

- Review of population statistics
- Review of NHVR service data
- Review of survey data to assess customer satisfaction
- Review of survey data to assess the provision of transition services and the needs of transition aged customers
- Review of the information received at forums held at strategic locations throughout the State

## Population Statistics

*What are the characteristics of the population (individuals with disabilities) in New Hampshire?*

There is a wealth of disability population statistics, including data available from the American Community Survey (ACS). NHVR examined various data sources to gain an overall picture of disability and demographic characteristics of persons with disabilities within the State. This section of the report examines population estimates and demographic characteristics of individuals within New Hampshire.

### NH Population

Table 1. New Hampshire General Population Statistics

<b>People QuickFacts</b>	<b>New Hampshire</b>	<b>USA</b>
Population, 2009 estimate	1,324,575	307,006,550
Population, percent change, April 1, 2000 to July 1, 2009	7.2%	9.1%
Population estimates base (April 1) 2000	1,235,791	281,424,602
Persons under 5 years old, percent, 2009	5.6%	6.9%
Persons under 18 years old, percent, 2009	21.8%	24.3%
Persons 65 years old and over, percent, 2009	13.5%	12.9%
Female persons, percent, 2009	50.7%	50.7%
White persons, percent, 2009 (a)	95.3%	79.6%
Black persons, percent, 2009 (a)	1.4%	12.9%
American Indian and Alaska Native persons, percent, 2009 (a)	0.3%	1.0%
Asian persons, percent, 2009 (a)	2.0%	4.6%
Native Hawaiian and Other Pacific Islander, percent, 2009 (a)	Z	0.2%
Persons reporting two or more races, percent, 2009	1.1%	1.7%
Persons of Hispanic or Latino origin, percent, 2009 (b)	2.8%	15.8%
White persons not Hispanic, percent, 2009	92.8%	65.1%

Source: U.S. Census Bureau

### Disability Population State Estimates

Table 2. Prevalence of Disability in New Hampshire

Age	<p>In 2008, the prevalence of disability in NH was:</p> <ul style="list-style-type: none"> <li>• 11.3 percent for persons of all ages</li> <li>• 5.5 percent for persons ages 16 to 20</li> <li>• 9.7 percent for persons ages 21 to 64</li> <li>• 23.1 percent for persons ages 65 to 74</li> <li>• 44.6 percent for persons ages 75+</li> </ul>
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<b>Gender</b>	In 2008, 10.6 percent of females of all ages and 12.0 percent of males of all ages in NH reported a disability.
<b>Hispanic/Latino</b>	In 2008, the prevalence of disability among persons of all ages of Hispanic or Latino origin in NH was 7.3 percent.
<b>Race</b>	<p>In NH in 2008, the prevalence of disability for working-age people (ages 21 to 64) was:</p> <ul style="list-style-type: none"> <li>• 9.7 percent among Whites</li> <li>• 3.8 percent among Black / African Americans</li> <li>• 4.0 percent among Asians</li> <li>• 43.8 percent among Native Americans</li> </ul> <p>19.6 percent among persons of some other race(s)</p>

Source: U.S. Census Bureau, 2008 American Community Survey

Additional Information Regarding People with Disability in the State

Employment

- **Employment:** In 2008, the employment rate of working-age people (ages 21 to 64) with disabilities in NH was 46.4 percent.
- **Looking for Work:** In NH in 2008, the percentage actively looking for work among people with disabilities who were not working was 10.7 percent.
- **Full-Time/Full-Year Employment:** In NH in 2008, the percentage of working-age people with disabilities working full-time/ full-year was 27.5 percent.

Earnings and Poverty

- **Annual Earnings:** In 2008, the median annual earnings of working-age people with disabilities working full-time/full-year in NH were \$40,700.
- **Annual Household Income:** In NH in 2008, the median annual income of households with working-age people with disabilities was \$48,800.
- **Supplemental Security Income:** In 2008, the percentage of working-age people with disabilities receiving SSI payments in NH was 13.2 percent.
- **Poverty:** In NH in 2008, the poverty rate of working-age people with disabilities was 20.1 percent.

### Education

Educational Attainment: In 2008, the percentage of working-age people with disabilities in NH:

- with only a high school diploma or equivalent was 34.4 percent
- with only some college or an associate degree was 31.7 percent
- with a bachelor's degree or more was 16.1 percent.

### Veteran

Veterans Service-Connected Disability: In 2008, the percentage of working-age civilian veterans with a VA determined Service-Connected Disability was 14.8 percent in NH.

### Insurance

Health Insurance Coverage: In 2008 in NH, 83.1 percent of working-age people with disabilities had health insurance.

Source: U.S. Census Bureau, 2008 American Community Survey

## Population Projections and Economic Forecasts

The report, ‘2010 Vital Signs, Economic and Social Indicators for New Hampshire 2005-2008’ provides an annual review of the economic and social conditions of NH along 18 different indicators that describe the state’s economic, social, environmental and cultural character.

### Key Economic Indicators

Change in Key Economic Indicators	2006 – 2007		2007 – 2008		Chapter
	Net Change	Percent Change	Net Change	Percent Change	
Population	3,000	0.2%	4,000	0.3%	1
Income, per capita personal	\$1,832	4.5%	\$792	1.8%	2
Wages, average weekly (private)	\$25	3.0%	\$12	1.4%	2
Labor force	5,370	0.7%	650	0.1%	3
Employment	5,100	0.7%	-1,610	-0.2%	3
Unemployment	270	1.1%	2,260	8.7%	3
Nonfarm jobs – total all industries	4,100	0.6%	-300	-0.05%	4
Retail sales of electricity (million KWH)	142	1.3%	-262	-2.3%	8
Gross domestic product by state (current dollars – millions)	\$1,764	3.1%	\$2,185	3.8%	9
Gross domestic product by state (chained 2000 dollars – millions)	\$376	0.8%	\$911	1.8%	9
Export sales to the world (\$ millions)	\$97	3.4%	\$832	28.6%	9
Hotel and Restaurant Sales (\$ millions)	\$64.9	14.4%	\$2.5	0.5%	10
Bank assets (\$ millions)	-\$9,791	-49.8%	\$1,025	10.4%	12
Non-current loans (\$ millions)	\$13.3	33.5%	\$33.2	62.6%	12
Bankruptcy filings	1,058	55.0%	948	31.8%	12
School enrollment (preschool, K-12) school year starting Oct 1	-3,619	-1.6%	-3,527	-1.6%	14
Violent crime offenses	-17	-0.9%	262	14.5%	17
Property crime offenses	254	1.0%	2,630	10.6%	17
Traffic crashes	2,575	7.4%	-5,742	-15.4%	17

### Population

The report identifies that in NH, as across the nation there is a growing concern over the impact of the aging population. More than one in every four NH residents is 55 years of age or older (25.5%). An analysis of the percentage change in population by age group concluded that the 55-74 year old segment of the population will be proportionally larger in NH than the rest of the nation in 2010.



## Occupational Trends

### New Hampshire Short-term Occupational Projections, 1st Quarter 2009 - 1st Quarter 2011

SOC Code	Occupation	1st Quarter 2009 Employment	1st Quarter 2011 Projected	Change	Annual Growth Rate
	<b>Total, All Occupations</b>	<b>669,689</b>	<b>668,785</b>	<b>-904</b>	<b>-0.1%</b>
11-0000	Management Occupations	49,814	49,302	-512	-0.5%
13-0000	Business and Financial Operations Occupations	30,530	30,705	175	0.3%
15-0000	Computer and Mathematical Occupations	17,811	18,153	342	1.0%
17-0000	Architecture and Engineering Occupations	11,740	11,618	-122	-0.5%
19-0000	Life, Physical, and Social Science Occupations	4,745	4,783	38	0.4%
21-0000	Community and Social Services Occupations	9,068	9,385	317	1.7%
23-0000	Legal Occupations	3,780	3,751	-29	-0.4%
25-0000	Education, Training, and Library Occupations	48,042	48,750	708	0.7%
27-0000	Arts, Design, Entertainment, Sports, and Media Occupations	8,344	8,264	-80	-0.5%
29-0000	Healthcare Practitioners and Technical Occupations	36,586	37,678	1,092	1.5%
31-0000	Healthcare Support Occupations	18,910	19,614	704	1.8%
33-0000	Protective Service Occupations	11,068	11,383	315	1.4%
35-0000	Food Preparation and Serving Related Occupations	51,278	52,475	1,197	1.2%
37-0000	Building and Grounds Cleaning and Maintenance Occupations	22,499	22,842	343	0.8%
39-0000	Personal Care and Service Occupations	22,460	23,148	688	1.5%
41-0000	Sales and Related Occupations	86,990	86,430	-560	-0.3%
43-0000	Office and Administrative Support Occupations	107,139	106,089	-1,050	-0.5%
45-0000	Farming, Fishing, and Forestry Occupations	1,511	1,515	4	0.1%
47-0000	Construction and Extraction Occupations	23,517	22,159	-1,358	-2.9%
49-0000	Installation, Maintenance, and Repair Occupations	24,360	23,921	-439	-0.9%
51-0000	Production Occupations	46,796	44,623	-2,173	-2.3%
53-0000	Transportation and Material Moving Occupations	32,701	32,197	-504	-0.8%

**Labor Demand, Top 25 Occupations advertised online  
New Hampshire, October 14 - November 13, 2009**

Occupation	SOC Code	Number of Unique Ads	Year to year % change
Registered Nurses	29-1111	1,104	-52.7%
Physical Therapists	29-1123	767	-29.2%
<b>Retail Salespersons</b>	<b>41-2031</b>	<b>619</b>	<b>59.9%</b>
Occupational Therapists	29-1122	478	-13.4%
First-Line Supervisors/Managers of Retail Sales Workers	41-1011	422	-13.3%
Speech-Language Pathologists	29-1127	358	-3.2%
Customer Service Representatives	43-4051	321	-38.6%
Medical and Health Services Managers	11-9111	274	-11.3%
<b>Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products</b>	<b>41-4012</b>	<b>273</b>	<b>24.1%</b>
Computer Support Specialists	15-1041	243	-19.5%
Executive Secretaries and Administrative Assistants	43-6011	223	-24.4%
Physical Therapist Assistants	31-2021	218	-12.1%
Computer Software Engineers, Applications	15-1031	215	-53.9%
Computer Systems Analysts	15-1051	210	-34.2%

Source: The Conference Board, Help Wanted OnLine Data Series

In June of 2010, the Road to Recovery: New Hampshire's Economy 2010 was published by NH Employment Security's Economic and Labor Market Information Bureau. New Hampshire, like all other states and the nation as a whole, has been affected by the current recession. Key economic indicators identified within the report include:

- NH's average weekly hours of production workers in manufacturing trended downward after December 2008, the beginning point of the recession. Since January 2009, the number of hours has generally been building up, which may foretell new hiring.
- Initial claims for unemployment compensation in NH spiked between December 2008 and January 2009. As of March 2010 NH's initial claims had stabilized and were beginning to realize a slight decrease while national claims were indicating a more obvious decline.
- NH's per capita income of \$42,831 in 2009 ranked eighth in the nation. That was a decline of \$592 from 2008, the first time that NH experienced a decline in annual per capita personal income since the data series began in 1969
- Three major occupational groups are projected to substantially increase their share of employment from 2008 to 2018: Healthcare practitioners and technical occupations, Healthcare support occupations and Personal care and service occupations.
- When evaluating either high skill/high demand/high wage occupations or high replacement occupations, these four O\*Net-defined skills were most frequently required: Reading comprehension, Active listening, Critical thinking, and Monitoring. The most important knowledge element was Customer and personal service.
- It is critical that the skill and knowledge elements required by in-demand occupations are considered when assessing individuals for services, in order to determine the need for

additional training in these skill and/or knowledge areas. All educational programs should contain elements that enhance these skills and knowledge elements, no matter the area of education.

## Provision of Services and Service Delivery

At anytime that a state is unable to serve all individuals determined eligible, the state is required to implement an Order of Selection to assure that individuals with the most significant disabilities are receiving priority in the delivery of services. NHVR, in conjunction with the SRC, regularly monitors the Agency's ability to provide services to all eligible individuals. At this time the Agency has sufficient resources and is projected to have sufficient resources in the coming fiscal year.

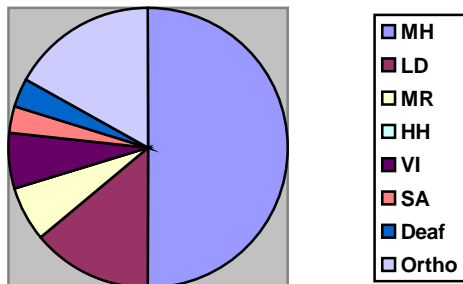
An Overview of Activity and Accomplishment –

During Federal Fiscal Year 2009, NH Vocational Rehabilitation

- Worked with 7,920 eligible clients
- Received 2,853 new applicants
- Helped 1,101 individuals with disabilities gain employment
- Of the individuals who gained employment
  - The average hourly wage was \$11.66
  - Total earnings of these employees in the first year was \$18,531.469
  - The average hours worked per week was 28
  - The average weekly salary was \$340
  - The average annual salary was \$17,670 (an increase over the annual earnings of customers before rehabilitation services which was \$6,927)

## Customer information

### Types of Disabilities



Mental Health (MH)

47%

### Ages of Customers

*Total number of customers successfully rehabilitated in various age groups*

Age	Number of Customers
14-20	102
21-25	178
26-30	98
31-35	61
36-40	68
41-45	103
46-50	143

Learning Disabilities (LD)	13%	51-55	128
Mental retardation (MR)	6%	56-60	105
Hard of Hearing (HH)	6%	61-70	86
Blind or Visual Impairment (VI)	6%	71-75	16
Substance abuse (SA)	3%	Over 75	13
Deafness (Deaf)	3%		
Orthopedic (Ortho)	16%		

Cost-Benefit of the NH Vocational Rehabilitation program for FY 2009....

For every \$1 VR spends: Customers earn \$9.91

For every \$1 VR spends: Customers pay back \$1.98 in taxes

**Comparison Data – NH Vocational Rehabilitation and National Averages for General and Combined States (FY 2008).**

How does NH Vocational Rehabilitation compare with other state agencies? Are there any areas that deserve further investigation?

**Type of Disability : Individuals whose cases were closed after receiving services by disability for NHVR**

Category	Number	Percent of agency total	National average for general/combined agencies
Visual impairments	138	8.65%	3.22%
Physical disorders	398	24.94%	26.95%
Communicative impairments	215	13.47%	10.84%
Cognitive impairments	478	29.95%	27.68%
Mental and emotional (psychosocial) disabilities	367	22.99%	31.31%
Total	1,596	100.00%	100.00%

Source: Rehabilitation Services Administration

**Special populations served**

Special population	Number	Percent of agency total	National average for general/combined agencies
Transition age (14-24)	467	29.26%	33.46%
Over 65	38	2.38%	1.90%

**SSI recipients and SSDI beneficiaries**

Category	Number	Percent of agency total	National average for general/combined agencies
SSI recipients	309	19.36%	19.86%
SSDI beneficiaries	430	26.94%	18.55%

**Average hours worked per week and average hourly earnings, competitive employment**

Category	Competitive employment
Average hours worked per week	28.59
National average for general/ combined agencies hours worked per week	32.46
Average hourly earnings	\$11.53
National average hourly earnings for general/ combined agencies	\$11.03

**Employment outcomes by type of employment**

Type of employment	Number	Percent of agency total	National average for general/ combined agencies
Employment without supports in an integrated setting	1,109	90.98%	86.10%
Employment with supports in an integrated setting	47	3.86%	9.84%
Self-employment	7	0.57%	1.94%
BEP	2	0.16%	0.05%
Homemaker and unpaid family worker	54	4.43%	1.97%

**Average hours worked per week and average hourly earnings by type of employment**

Type of employment	Average hours worked per week	National average for general/ combined agencies hours worked per week	Average hourly earnings	National average hourly earnings for general/ combined agencies
Employment without supports in an integrated setting	29.17	33.38	\$11.63	\$11.24
Employment with supports in an integrated setting	15.53	23.81	\$8.10	\$11.24
Self-employment	22.86	29.65	\$19.56	\$13.09
BEP	31.50	36.96	\$13.40	\$14.15
Homemaker and unpaid family worker	0.00	0.45	\$0.00	\$0.07

### Employment outcomes by disability

Disability	Number	Percent of agency total	National average for general/combined agencies
Visual impairments	131	10.75%	3.96%
Physical disorders	285	23.38%	25.60%
Communicative impairments	197	16.16%	15.10%
Cognitive impairments	356	29.20%	27.88%
Mental and emotional (psychosocial) disabilities	250	20.51%	27.46%
Total	1,219	100.00%	100.00%

### Employment rates by disability

Disability	Employment rate	National average for general/combined agencies
Visual impairments	94.93	70.91
Physical disorders	71.61	54.73
Communicative impairments	91.63	80.26
Cognitive impairments	74.48	58.04
Mental and emotional (psychosocial) disabilities	68.12	50.56

### Average hours worked per week and average hourly earnings by disability

Disability	Average hours worked per week	National average for general/combined agencies hours worked per week	Average hourly earnings	National average hourly earnings for general/combined agencies
Visual impairments	21.42	24.86	\$9.93	\$9.51
Physical disorders	29.47	32.65	\$12.44	\$11.82
Communicative impairments	29.93	34.45	\$12.93	\$13.91
Cognitive impairments	26.77	30.00	\$9.29	\$8.89
Mental and emotional (psychosocial) disabilities	26.70	31.95	\$10.95	\$10.02



### Employment outcomes for special populations

Special population	Number	Percent of agency total	National average for general/combined agencies
Transition age (14-24)	336	27.56%	32.40%
Over 65	36	2.95%	2.78%

### Employment rates for special populations

Special population	Employment rate	National average for general/combined agencies
Transition age (14-24)	71.95%	55.80%
Over 65	94.74%	84.18%

### Average hours worked per week and average hourly earnings for special populations

Special population	Average hours worked per week	National average for general/combined agencies hours worked per week	Average hourly earnings	National average hourly earnings for general/combined agencies
Transition age (14-24)	28.00	31.62	\$9.53	\$8.91
Over 65	12.19	22.78	\$7.57	\$10.60

### Employment outcomes for SSI recipients and SSDI beneficiaries

Category	Number	Percent of agency total	National average for general/combined agencies
SSI recipients	223	18.29%	15.17%
SSDI beneficiaries	305	25.02%	15.95%

### Employment rates for SSI recipients and SSDI beneficiaries

Category	Employment rate	Change from prior year	National average for general/combined agencies
SSI recipients	72.17%	+6.82%	44.00%
SSDI beneficiaries	70.93%	+6.16%	49.55%

### Average hours worked per week and average hourly earnings for SSI recipients and SSDI beneficiaries

Category	Average hours worked per week	National average for general/combined agencies hours worked per week	Average hourly earnings	National average hourly earnings for general/combined agencies
SSI recipients	17.30	23.32	\$7.76	\$8.26
SSDI beneficiaries	19.56	23.73	\$10.33	\$9.39

### Services provided to individuals

Service	FY 2008	Percent of agency total	National average for general/combined agencies
Assessment, counseling, guidance, and placement provided by NHVR personnel	\$5,539,511	45.01%	41.28%
Assessment (purchased only)	\$1,850,399	15.03%	5.93%
Placement (purchased only)	\$0	0.00%	3.64%
Treatment of physical and mental impairments	\$694,356	5.64%	7.43%
Postsecondary education	\$909,828	7.39%	8.44%
Other training and education	\$1,269,869	10.32%	15.57%
Assistance with living expenses	\$95,867	0.78%	2.03%
Transportation	\$323,363	2.63%	2.55%
Personal assistance, reader, or interpreter services	\$176,226	1.43%	0.81%
All other services	\$872,495	7.09%	11.16%
Total expenditures on services provided to individuals	\$11,731,913	95.32%	96.22%

Of the \$12,307,821 used on client services, 4.51% or \$554,477 was used on rehabilitation technology services

**Table 24. Standard 2: Did the state agency ensure that individuals from minority backgrounds have access to VR services?**

Indicators	RSA minimum performance level	FY 2007	FY 2008
2.1 What was the ratio of the minority population served by the VR program compared to the ratio of the nonminority population served by the VR program?	0.800	0.905 Met	1.093 Met

**Decisions made in formal reviews**

Type	Number	Increase or decrease from prior year
In individual's favor	1	-2
In agency's favor	0	-1

**Types of complaints/issues involved in disputes**

Types of complaint or issue	Mediation	Impartial hearing requests	Reviews of IHO decisions	Civil actions
Applicant eligibility for VR	0	0	0	0
Nature/contents/scope of IPE	0	2	0	0
Quality of counseling services	0	0	0	0
Delivery/quality of other VR services	0	1	0	0
Cost of services	0	0	0	0
Termination of services/service record closure	0	0	0	0
All other complaints/issues	0	0	0	0

NH Special Education Data

New Hampshire Department of Education  
 Statewide Census by Disability  
 as of December 2009

Age	MR	HI	DF	SP	VI	ED	ORT	OHI	SLD	D-B	MUL	AUT	TBI	DD	Total
3	0	12	0	421	9	0	6	39	0	0	13	55	1	309	865
4	1	11	0	519	3	3	4	62	0	0	7	64	2	444	1,120
5	2	17	0	504	18	3	5	65	0	0	15	88	0	388	1,105
6	1	17	0	507	10	13	5	84	22	0	19	101	1	354	1,134
7	9	20	0	446	8	51	9	165	182	0	15	108	1	410	1,424
8	11	11	0	487	10	47	7	227	493	0	20	109	5	332	1,759
9	31	24	0	419	9	102	6	335	803	1	23	127	2	174	2,056
10	46	23	0	379	2	143	9	411	978	0	18	121	1	0	2,131
11	67	14	0	354	7	172	4	432	1,165	1	24	105	4	0	2,349
12	70	12	0	236	11	188	8	494	1,222	1	26	116	0	0	2,384
13	76	21	0	240	6	221	3	482	1,290	0	26	110	4	0	2,479
14	70	19	0	205	8	295	4	514	1,243	1	31	98	6	0	2,494
15	71	20	0	203	4	287	9	505	1,266	1	26	98	6	0	2,496
16	78	16	0	171	6	303	4	502	1,234	0	29	81	7	0	2,431
17	90	8	0	155	8	332	8	487	1,155	0	34	96	5	0	2,378
18	86	9	0	92	8	150	5	227	500	0	24	55	6	0	1,162
19	70	3	0	17	0	31	0	51	54	0	24	47	3	0	300
20	50	1	0	9	1	11	2	16	13	0	23	13	1	0	140
21	2	0	0	0	0	0	0	0	0	0	0	1	0	0	3
<b>Totals</b>	<b>831</b>	<b>258</b>	<b>0</b>	<b>5,364</b>	<b>128</b>	<b>2,352</b>	<b>98</b>	<b>5,098</b>	<b>11,620</b>	<b>5</b>	<b>397</b>	<b>1,593</b>	<b>55</b>	<b>2,411</b>	<b>30,210</b>

The Disabilities legend is:

MR	Mental Retardation	2.8%
HI	Hearing Impairment	0.9%
DF	Deafness	0.0%
SP	Speech/Language Impairment	17.8%
VI	Visual Impairment	0.4%
ED	Emotional Disturbance	7.8%
ORT	Orthopedic Impairment	0.3%
OHI	Other Health Impairments	16.9%
LD	Specific Learning Disability	38.5%
D-B	Deaf-Blindness	0.0%
MUL	Multiple Disabilities	1.3%
AUT	Autism	5.3%
TBI	Traumatic Brain Injury	0.2%
DD	Development Delay	8.0%

	A/N	A/PI	BLK	HIS	WHT	Total	%
MR	3	11	34	39	744	831	2.75%
HI	0	6	5	14	233	258	0.85%
DF	0	0	0	0	0	0	0.00%
SP	13	108	113	178	4952	5364	17.76%
VI	0	3	4	5	116	128	0.42%
ED	4	13	55	55	2225	2352	7.79%
ORT	1	3	1	0	93	98	0.32%
OHI	9	34	115	127	4813	5098	16.88%
LD	26	84	261	440	10809	11620	38.46%
D-B	0	0	0	0	5	5	0.02%
MUL	1	3	8	11	374	397	1.31%
AUT	5	30	26	31	1501	1593	5.27%
TBI	0	1	2	2	50	55	0.18%
DD	5	58	80	91	2177	2411	7.98%
<b>Totals</b>	<b>67</b>	<b>354</b>	<b>704</b>	<b>993</b>	<b>28092</b>	<b>30210</b>	

Student Gender:

Male	66.7%	20156
Female	33.3%	10054
		<u>30,210</u>

Sped % of Regular Enrollment( BOY 09) 15.4%

Fall Total Public enrollment= 196,321

Race Legend is:

A/N = American Indian/Alaska Native  
 A/PI= Asian or Pacific Islander  
 BLK = Black or African American  
 HIS= Hispanic or Latino  
 WHT= White

## Social Security Administration Data

**Table 3.**

**Number of recipients in state (by eligibility category, age, and receipt of OASDI benefits) and amount of payments, by county, December 2009**

County	ANSI Code	Total	Category		Age			SSI recipients also receiving OASDI	Amount of payments (thousands of dollars) <sup>a</sup>
			Aged	Blind and disabled	Under 18	18-64	65 or older		
Total, New Hampshire	33	16,666	846	15,820	2,274	12,512	1,880	6,093	8,430
Belknap	33001	936	28	908	133	725	78	343	496
Carroll	33003	632	19	613	67	513	52	231	323
Cheshire	33005	1,013	41	972	164	739	110	408	473
Coos	33007	853	32	821	80	684	89	341	421
Grafton	33009	925	42	883	114	702	109	344	453
Hillsborough	33011	5,648	454	5,194	802	4,042	804	2,010	2,951
Merrimack	33013	2,067	56	2,011	350	1,555	162	715	1,073
Rockingham	33015	2,017	96	1,921	222	1,572	223	692	979
Strafford	33017	1,710	61	1,649	208	1,321	181	686	830
Sullivan	33019	865	17	848	134	659	72	323	432

SOURCE: Social Security Administration, Supplemental Security Record (Characteristic Extract Record format), 100 percent data.

a. The state payment total does not equal the sum of the rounded county totals.

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**Number of recipients:** See Table 2.

**Table 2.**

**Number of persons receiving optional state supplementation, January 2009**

Living arrangement	Total	Aged	Blind <sup>a</sup>	Disabled
All recipients	8,749	1,338	244	7,167
Living independently or in the household of another	7,666	1,153	196	6,317
Living with an essential person	20	3	1	16

**Table 2.**  
**Number of persons receiving optional state supplementation, January 2009**

Living arrangement	Total	Aged	Blind <sup>a</sup>	Disabled
Residential care facility for adults	97	50	1	46
Enhanced family care facility	664	104	32	528
Community residence				
Nonsubsidized	41	2	2	37
Subsidized	255	22	12	221
Medicaid facility	6	4	0	2

SOURCE: State information.

NOTE: Includes certain grandfathered, non-SSI recipients who meet state eligibility criteria.

a. Only blind children are eligible for optional supplementation; they are included in counts for the blind.

## Customer Survey

### **How do customers perceive services received from NHVR? What are the areas of concern identified? What areas of need are identified?**

The Agency in collaboration with the State Rehabilitation Council engaged Market Decisions, a research company to conduct a customer satisfaction survey on behalf of the Agency. The Vocational Rehabilitation Agencies Quality Assurance Survey was designed to allow vocational rehabilitation customers the opportunity to provide feedback about the Agency through which they are currently receiving services or had received services in the past. In 2008, the Maine Division of Vocational Rehabilitation and the Vermont Division of Vocational Rehabilitation were also surveyed using the same instrument allowing for comparisons between states as well as the provision of vocational rehabilitation services in the region.

The target population for this research consisted of customers of NHVR with case status codes between 12 and 28. The sample included active cases, cases closed successfully, and cases closed unsuccessfully. The survey was administered via telephone interviews conducted in a central interviewing facility. A total of 801 customer of New Hampshire Vocational Rehabilitation were interviewed by telephone. The survey instrument included specific questions to assess services provided by Community Rehabilitation Program staff and services provided to transition aged customers.

### Characteristics of Survey Respondents

Disability type of customers surveyed

<b>Unspecified</b>	5%
<b>Blindness</b>	5%
<b>Low Vision</b>	2%
<b>Deafness</b>	2%
<b>Hard of Hearing</b>	8%
<b>Neurological</b>	4%
<b>Orthopedic</b>	4%
<b>Medical</b>	16%
<b>Amputation, Absence of limbs</b>	1%
<b>Mental and Emotional Problems</b>	24%

<b>Substance Abuse</b>	1%
<b>Autism</b>	0%
<b>Mental Retardation</b>	5%
<b>Learning Disability</b>	15%
<b>Communication</b>	0%
<b>Traumatic Brain Injury</b>	6%
<b>Total</b>	100%

#### Case Status of customers interviewed

<b>Active</b>	31%
<b>Closed Successfully</b>	46%
<b>Closed Unsuccessfully</b>	22%
<b>Total</b>	100%

#### Age groups of customers interviewed

<b>&lt; 25</b>	26%
<b>25 - 34</b>	17%
<b>35 - 44</b>	18%
<b>45- 54</b>	21%
<b>55 - 64</b>	14%
<b>65+</b>	4%
<b>Total</b>	100%

#### Gender breakdown of customers interviewed

<b>Male</b>	52%
<b>Female</b>	48%
<b>Total</b>	100%

### Key Findings and Discussion

#### Services Received by Customers

- The most common services received are help in finding a job (51%), information (44%), and vocational guidance, including career counseling and job coaching (42%).



- The largest percentage indicated that help in finding a job (24%), vocational guidance, including career counseling and job coaching (13%), and college education or training (13%) were the most helpful services they received.

#### Measures of Overall Satisfaction

- , 79% of customers were very satisfied or satisfied with the New Hampshire Vocational Rehabilitation program.
- , 83% of customer indicated that they were satisfied with the services they received.
- , 78% of customers indicated that the services provided met their expectations.
- , 77% of customers indicated that the services provided through New Hampshire Vocational Rehabilitation compared favorably to the services offered through their ideal program.
- Among all customers, the consumer satisfaction index was 72.4 in 2008
- , 92% of customers would tell their friends with similar disabilities to go to New Hampshire Vocational Rehabilitation for help.

#### Evaluation of Specific Aspects of the Agency and the Services Provided

- , 83% of customers were very satisfied or satisfied with their control and involvement in the vocational rehabilitation experience.
- , 86% of customers were very satisfied or satisfied with their choice of a vocational goal.
- , 84% of customers were very satisfied or satisfied with the choice of services available.
- , 85% of customers were very satisfied or satisfied with the choice of service providers.
- , 83% of customers were very satisfied or satisfied with the information they were given about the choices they had.
- , 86% of customers were very satisfied or satisfied with the time it took counselors to answer their questions or to address their concerns.
- , 86%, of customers found completing the application for vocational rehabilitation services very or somewhat easy.

- , 88% of customers indicated that the staff was very or somewhat helpful in helping to achieve their vocational rehabilitation goals.
- , 90% of customers indicated that it was very or somewhat easy to contact their vocational rehabilitation counselor.
- , nearly all customers (98%) found the agency office very or somewhat accessible to someone with their type of disability.
- , 61% of customers indicated that the services they received helped them become more financially independent.
- , 95% of customers indicated that the New Hampshire Vocational Rehabilitation staff treated them with dignity and respect.
- , 65% of customers indicated that the agency helped them reach their job goals.

#### Problems and Areas for Improvement

- , 22% of customers indicated that they had experienced problems with the agency or the services provided by New Hampshire Vocational Rehabilitation.
- Among those experiencing problems, only 29% indicated that the agency worked to resolve the problem.
- , 43% of customers offered suggestions for service improvement.

## Current Employment Status

- Fifty-four percent (54%) of customers were working full or part time.
- Among those customers who were working, 79% were very satisfied or satisfied with their job .
- The types of careers sought by customers were varied.

## NHVR Specific Questions

### A. Services Received While in High School

- , 22% of customers indicated they were attending high school when they first started receiving services from New Hampshire Vocational Rehabilitation.
- Among those customers who were attending high school when they first started receiving services from NHVR, 83% had a counselor who was involved in assisting and planning the customer's post-graduation goals.
- Among those who were attending high school when they first started receiving services, the most common services received for deciding what to do after high school included help in finding a job (45%), vocational guidance & counseling (32%), and college education or training (26%).
- Among customers who were attending high school when they first started receiving services, 57% continued to work with their NHVR counselor after they were no longer a high school student.
- Among those who were attending high school when they first started receiving services, 52% achieved the goals they set with their counselor for after they were no longer a high school student.
- Among those who were attending high school when they first started receiving services, 57% set a goal to continue their education after they were no longer in high school.
- Among those who indicated their goal was to obtain additional education, 43% attended some type of education beyond high school.
- Among those who attended an education program beyond high school, 42% completed the program successfully.
- Among customers who were attending high school when they first started receiving services, 58% rated the services they received from New Hampshire Vocational Rehabilitation both during and after they were a high school student as above average or excellent.

## B. Employment Services

- Among customers who are currently employed or were employed during their experience with New Hampshire Vocational Rehabilitation, most learned of their current/most recent job through word of mouth (24%), stopping and applying directly (23%), or a VR counselor or staff member (20%).
- Among customers who are currently employed or were employed during their experience with New Hampshire Vocational Rehabilitation, 85% indicate the employment assistance offered by NHVR has fulfilled their needs and increased their independence.
- Among customers who are currently employed or were employed during their experience with New Hampshire Vocational Rehabilitation, 72% indicated their counselor followed up with them after they found a job.
- Among customers who are currently employed or were employed during their experience with New Hampshire Vocational Rehabilitation, 62% rate their counselor as excellent or above average in terms of assisting them in maintaining their job and the services related.
- Fifty-five percent (55%) of customers indicated they learned skills and obtained necessary services from New Hampshire Vocational Rehabilitation to obtain and maintain employment in the future.

## C. Services Received from a Job Specialist

- , 20% of customers at New Hampshire Vocational Rehabilitation received services from a job placement specialist.
- Among customers receiving services from a job placement specialist, the most common services are help in finding a job (78%) and resume development (50%).
- Among customers receiving services from a job placement specialist, 73% indicated the specialist followed up with them after they found a job.
- Among customers receiving services from a job placement specialist, 66% rated the specialist as excellent or above average in terms of assisting them in obtaining and maintaining a job and the services related.

#### D. Additional Agency Specific Questions

- When asked why they applied for services to New Hampshire Vocational Rehabilitation, customers most commonly indicate the desire to obtain a job (60%).
- Fifteen percent (15%) of customers personally contributed financial resources to the services they received from New Hampshire Vocational Rehabilitation.
- Among those customers who chose to no longer receive services, the most commonly cited reasons for leaving are new employment (22%), physical, mental health, or medical concerns (17%), and general dissatisfaction with the services provided (14%).
- , 78% of customers indicated their vocational rehabilitation counselor encouraged them to use their skills to get the resources they needed to complete an Individual Employment Plan.
- , 73% of customers indicated their vocational rehabilitation counselor helped them plan for the future, instead of waiting until things went wrong.
- , 75% of customers indicated their vocational rehabilitation counselor helped them gain a better understanding of their vocational skills and abilities.
- , 74% of customers indicated their vocational rehabilitation counselor helped them make a good vocational decision.
- , 72% of customers indicated their vocational rehabilitation counselor helped them develop a better understanding of the demands of various occupations.

## Transition Survey

What do school personnel and VR Counselors see as the needs for assisting transition aged youth?  
What are the barriers/ unmet needs?

Vocational Rehabilitation Special Education/School district Survey  
Summary of Results June 2010

Thirty one (31) surveys were collected that covered all geographical areas of the state. The surveys were completed by various staff, including Directors of Student Services, Assistant Superintendents, Transition Coordinators, Special Education Coordinators, Directors of Pupil Services, Job Experience coordinator, and out of district coordinators.

When asked if they kept track of VR referrals, the answer was split. 51.6% said yes, and 48.4% said no. Some comments included that they haven't in the past, but that they will begin to do so in the future. For those schools that said yes, the average numbers of referrals for the 2008-2009 school year was 10.88 (total of 174). The average of those that had IEPs was 7.88 (total 126), while there was an average of 1.09 for those with 504 plans (total of 12).

For disability types served, 80.6% said Specific Learning Disability, while 67.7% responded with both Emotional Disturbance and Autism.

When asked what triggers a referral to VR, 83.9% responded with IEP team, 74.2% said age, and 58.1% said grade level. Some comments included:

“special ed. Law requires that we make referral to VR at 14 or older and to document when we did” (this is a misperception of the law...IDEA does not require referral to VR, so this needs to be cleared up with them)

“interest in obtaining meaningful employment”

If people responded with “age” for the above question, they were asked for the typical age and why. Some responses included:

“varies based on disability, referral generally 18 years of age or older, VR staff basically dictates”

“14. Compliance”

Respondents were asked about the typical disabilities referred to VR, and the top three responses were Specific learning disability, mental retardation, and Emotional disturbance. One of the comments said, “ we were told years ago to refer every student on an IEP and 504 as well as any other students who may have a condition that may be a barrier to employment. Lately, we've been discouraged from referring students.”

School staff were asked about what the students' goals were when working with VR. Comments included transition to employment, maintain or gain independent living skills, develop appropriate workplace skills, prevocational skills, short term training programs, assistance with job placement, assist finding a career, career assessment and financial aid.

When asked about the school's goals when working with VR, comments included same as students, that VR provide assistance as part of the student's IEP team, to make introduction to VR staff, employment, training, college, to meet regularly with VR staff—should involve assignments that students can do with support of their case manager, transportation is a big issue, and facilitate transition from high school to adult setting.

When asked about services currently being received, many respondents said “NONE”. Some said “none, unless completed high school”. One said “None, hired an outside agency, more effective”. Some other comments included:

- planning, career exploration, search , equipment, voc evals, driver's ed, job coach, etc.
- Laconia responded with “Our VR counselor has in class access to students for job coaching and skill building activities. We also provide transportation and para support for groups of students to go out at least 2 times per week into the community on job sites. Our VR counselor is wonderful at providing services to our students when she is available.”
- Voc assessments-unfortunately, services usually occur after the students leave school and we often don't know what is done. Is there a way to let the schools know more about what is going on with students?
- Attending meetings and interest surveys
- some testing and guidance-no more than that

When asked about services that should be offered, the comments included “I am happy with above services” and “More voc counselors for this region” Other comments:

- more education to students and families regarding life after high school
- connections between school and work sites, assisting the team in developing strong, appropriate IEP goals
- paid job training, more on the job coaching
- voc assessments to identify barriers
- PT summer placements
- work more collaboratively with schools in identifying needs of students
- group skill building with students from other schools would be fantastic
- regular contacts with local business for ongoing internships would be helpful
- VR counselor should be an integral part of the students' transition team, vr counselor should minimally attend the annual IEP, counselor should develop a relationship with students over the transition years to really know the student, etc.

When asked whether it is the school's practice to invite the VR counselor to IEP meetings, 83.9% said yes, while 16.1% said no. Comments included “we have been told they don't have time, so we don't invite them”, “used to, now they don't come, so we don't invite”, and “if the parent agrees”.

One person commented that the counselor comes to school 1 day per month.

Questions 14-17 were about VR's attendance at meetings and communication. Two schools indicated that the VR counselor was always at an IEP meeting when transition was discussed, and 1 said never, with most respondents saying sometimes. In terms of overall communication, the answers varied widely depending on location, etc. Some schools replied that they never see anyone from VR, while others say they communicate regularly and that the counselor is in the building 2 times a month. Further analysis of location, etc, will need to be looked at.

The schools were split on whether the communication was sufficient, with 51.6% saying yes, and 48.4% saying no.

Question 18 asked about barriers to accessing VR services and some of the comments included:

- sending districts need the info
- referral criteria not consistent, description of available services not clear to staff, parents and students
- lack of communication, lack of staff, lack of follow through
- don't seem interested in seeing students until they are in 12<sup>th</sup> grade
- lack of consistent service provision
- not enough counselors, funding, limited services available
- communication
- I would like to start the process with students sooner and services to be implemented prior to graduation
- helpful to have a timeline
- distance

Question 19 asked about strengths of the current VR transition program. Comments included:

- knowledgeable staff
- none at this time
- the services, when delivered, are exactly what the students who qualify need
- ability to connect students to vocational services/training, assistance with career exploration, job search and placement
- guidance after high school
- V R counselor is realistic
- willing to work with students and families, good resource, builds good rapport with family and student
- at this point, very little
- services for visually impaired students, job developer
- very informed, great connections
- willingness to work with SAU level staff, through Angela, at transition workgroup meetings

When asked about training needs comments included:

- overview of services, timeline
- for school: referral process and criteria, description of services, availability of services
- VR needs to understand special ed law, transition process, and special ed process
- standardized regional trainings for schools
- VR counselors need to understand adolescent psychology and special education. Would like school district involvement in transition counselor hiring
- training about VR to high school staff, students and parents
- More VR counselors
- parent training

When asked for any other comments, people thanked us for doing this and thanked us for asking for input.



Transition Counselor Survey  
Summary  
June 2010

At least 1 counselor survey was received from each Vocational Rehabilitation regional office. 14 surveys total were collected by Survey Monkey.

For the counselors that responded, the total caseload average is 180. These counselors have a transition caseload average number of 47.07, and an adult caseload of 124.29.

Most counselors felt that they had a good relationship with the schools they covered, with some exceptions. Some people mentioned that they had better relationships with some over others, that they only were in schools when invited, or that they had better relationships with some case managers than others.

Most counselors responded that students were typically referred at 17 and 18, some commented that it was generally two years before graduation.

According to counselors, by far the most referred group of students are those with a specific learning disability. Emotionally disturbed came in second, and there was a three way tie between autism, mental retardation and other health impaired. There was a comment that there has been a recent rise in referrals for those with Asperger's Syndrome.

Of the counselors current customers, an average of 44.29 of the customers have IEPs (total number 620), and only an average of 1.83 have a Section 504 Plan (total number of 22) When describing their role on the IEP team, most counselors feel that they provide consultation and recommendations for transition planning, and that they offer information regarding vocational implications of disability. Bringing the team information from the world of work, and guidance and counseling of students was mentioned. One counselor stated, "Consultative early on, moving toward vocational mentoring and service provision, plan development and placement as student approaches senior yr and graduation." One other stated, "Attend IEP meetings".

When asked about working with guidance counselors, all counselors felt that there was minimal, if any, contact with students' guidance counselors.

Between the ages of 14-16, VR counselors mostly responded that they have very few referrals in this age group. Most stated that they play a generally consultative role, and represent and explain the VR process. Some mentioned some guidance and counseling, and career exploration to help inform courses of study.

From 16-18, most counselors provide career assessment, guidance and counseling, driving evaluations, vocational evaluations, job search assistance, college planning. From 18-21, counselors included items from above, and added things such as job placement, job shadows, vocational training, along with other direct services. Some counselors mentioned helping students connect with other agencies.

Of the respondents, a total of 84 transition students are attending post secondary programs, with 83 of them receiving financial support from Vocational Rehabilitation.

Necessary traits or characteristics to be a successful transition counselor:

Flexibility	respect for NHVR program	respect for educators
Ability to communicate	specialized transition caseload	team player
Caring attitude	dedicated to students	good time mgmt
Patience	diplomacy	positive attitude
Collaboration	Student focused	relate to young adults
Follow through	Full time structure	
Desire to immerse oneself in school culture		

\*\*Understand VR role and school obligations, and understanding of federal and state law, understanding special education and IEPs were all mentioned often.

Barriers to the provision of effective VR transition services:

Large caseload	Lack of counselors	Lack of transition counselors
Inability to close cases while students are in high school		
Lack of consistent message across the state		
Schools lack of understanding of NHVR , misunderstanding of VR		
Lack of relationships with special ed and guidance		
Desperately need computers/internet access in the schools and/or laptops. The tools are in the computers.		
Communication between agencies.		
Too many schools along with a general caseload.		

Tools/training/activities to enhance VR transition counselor role:

More staff, more transition counselors	Access to internet/CMS in schools
Ability to close cases while students in school	Training in Emotional Disturbance
Training in special ed law and IEPs	Clear/ concise message statewide

## Forums

Six public forums held throughout the state with the purpose of assessing the rehabilitation needs of individuals with significant disabilities residing in the state, receiving comments and recommendations to update the rehabilitation and career needs of individuals with significant disabilities residing in the state and the need for supported employment services. Individuals included in the forums included customers of vocational rehabilitation, community rehabilitation program staff, disability advocacy and service agencies, NH Workforce Investment partners, and school personnel. Notification of the forum was disseminated via direct mail to the above groups. Public notices were placed in strategic newspapers as well as press releases and public services announcements were distributed to print and other media in New Hampshire.

Assessment data was sought from various individuals, groups and agencies including individuals who experienced and/or worked with individuals with the most significant disabilities, including the need for supported employment services; individuals with disabilities who are minorities; individuals who have been unserved or underserved by the vocational rehabilitation program; individuals served through other components of the statewide workforce system and individuals served through Community Rehabilitation Programs (CRPs).

Comments received from these particular solicited areas included:

Individuals who experienced and/or worked with individuals with the most significant disabilities, including the need for supported employment services. Examples of responses received:

- Explore additional avenues of job carving or job creation
- Additional partnering with Granite State Independent Living regarding benefits planning to assist with future planning and potentially getting off benefits
- Agency should improve counselor s knowledge and awareness in the areas of accommodations including rehabilitation technology
- Continuing education for counselors on disability areas and the continuing research and developments in rehabilitation
- Ticket to Work and expanded options for individuals
- Continue to build relationships with Mental Health Centers

Individuals with disabilities who are minorities. Examples of responses received:

- Continued Agency efforts in outreach to culturally diverse populations
- Accessible services, including interpreters and forms

Individuals who have been unserved or underserved by the vocational rehabilitation program; Examples of responses received:

- Additional training for counselors in specific disability areas, including mental illness and acquired brain injury
- Additional outreach and information to individuals who experience mental illness; acquired brain injury and deafness

Individuals served through other components of the statewide workforce system; Examples of responses received:

- Agency should continue to have a presence in the One Stop Centers
- Agency should continue to work collaboratively with other systems and agencies to provide services to customers

And individuals served through Community Rehabilitation Programs (CRPs).

- Development of additional programs to support individuals with disabilities
- Training to assure staff working with NHVR customers have the skills and resources necessary
- Options - need additional options for CRPs
- Capacity
- Access
- Counselor should maintain more regular contact with the customer when the customer is working with a CRP
- Customers access to CRP reports
- Issues should be brought to the attention of the counselor when they occur

Comments on the services provided by the Agency fell into several categories:

- General questions about the Agency and its services
- Communication and the need for maintaining contact
- Working with Community Rehabilitation Programs
- Funding
- Ideas for improving services
- Interagency relationships
- Transition
- Rehabilitation needs
- Service provision

The rehabilitation needs identified within the forums fell into several broad categories. The findings identified the following areas of rehabilitation needs for persons with disability in NH:

- Awareness
- Education
- Outreach
- Access
- Collaboration
- Transition
- Housing
- Transportation
- Placement

- Information and Referral / Resources
- Staff Development
- Training

## **Wrap up**

Title I of the Rehabilitation Act authorizes a formula grant program to assist states in operating a statewide program of vocational rehabilitation services. This program is designated to provide vocational rehabilitation services for individuals with disabilities, so that such individuals may prepare for, enter, and engage in gainful employment. Title VI, Part B also authorizes a formula grant program to provide supported employment services for individuals with the most significant disabilities to enter or retain competitive employment.

Despite currently economic conditions and state budget concerns, NH Vocational Rehabilitation has been able to continue assisting youth and adults with significant disabilities to attain employment.

The purpose of this comprehensive statewide needs assessment is to call attention to the needs, perceptions and concerns that are present among individuals with disabilities and well as providers and the rehabilitation community at large. This report details the results of multiple methods in accessing the rehabilitation needs of persons with disabilities in New Hampshire. This organized approach to reviewing disability population statistics, agency performance data and input from stakeholders provides useful and essential information that is used in evaluating vocational rehabilitation services and in the development of the NHVR State Plan. The agency's goals and priorities were developed and amended using this information.

# Appendices

## United States

### Selected Social Characteristics in the United States: 2009

Data Set: **2009 American Community Survey 1-Year Estimates**

#### Survey: American Community Survey

**Social** - Education, Marital Status, Relationships, Fertility, Grandparents...

**Economic** - Income, Employment, Occupation, Commuting to Work...

**Housing** - Occupancy and Structure, Housing Value and Costs, Utilities...

**Demographic** - Sex and Age, Race, Hispanic Origin, Housing Units...

**Narrative** - Text profile with graphs for easy analysis...

NOTE. Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the [official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties](#).

For more information on confidentiality protection, sampling error, nonsampling error, and definitions, see [Survey Methodology](#).

Selected Social Characteristics in the United States	Estimate	Margin of Error	Percent	Margin of Error
<b>HOUSEHOLDS BY TYPE</b>				
<b>Total households</b>	<b>113,616,229</b>	<b>+/-161,397</b>	<b>113,616,229</b>	<b>(X)</b>
Family households (families)	75,530,746	+/-133,877	66.5%	+/-0.1
With own children under 18 years	34,374,217	+/-81,408	30.3%	+/-0.1
Married-couple family	55,811,477	+/-154,014	49.1%	+/-0.1
With own children under 18 years	23,411,061	+/-81,214	20.6%	+/-0.1
Male householder, no wife present, family	5,247,957	+/-34,979	4.6%	+/-0.1
With own children under 18 years	2,586,549	+/-29,002	2.3%	+/-0.1
Female householder, no husband present, family	14,471,312	+/-55,397	12.7%	+/-0.1
With own children under 18 years	8,376,607	+/-42,509	7.4%	+/-0.1
Nonfamily households	38,085,483	+/-76,946	33.5%	+/-0.1
Householder living alone	31,217,700	+/-83,652	27.5%	+/-0.1
65 years and over	10,659,311	+/-43,801	9.4%	+/-0.1
Households with one or more people under 18 years	38,109,857	+/-80,787	33.5%	+/-0.1
Households with one or more people 65 years and over	27,496,952	+/-50,507	24.2%	+/-0.1
Average household size	2.63	+/-0.01	(X)	(X)
Average family size	3.23	+/-0.01	(X)	(X)
<b>RELATIONSHIP</b>				
<b>Population in households</b>	<b>298,729,438</b>	<b>*****</b>	<b>298,729,438</b>	<b>(X)</b>
Householder	113,616,229	+/-161,397	38.0%	+/-0.1
Spouse	55,785,619	+/-143,953	18.7%	+/-0.1
Child	91,916,150	+/-144,239	30.8%	+/-0.1
Other relatives	20,631,890	+/-131,659	6.9%	+/-0.1
Nonrelatives	16,779,550	+/-145,326	5.6%	+/-0.1
Unmarried partner	6,529,171	+/-42,028	2.2%	+/-0.1
<b>MARITAL STATUS</b>				
<b>Males 15 years and over</b>	<b>119,715,944</b>	<b>+/-26,033</b>	<b>119,715,944</b>	<b>(X)</b>
Never married	42,157,997	+/-101,091	35.2%	+/-0.1
Now married, except separated	61,237,407	+/-141,625	51.2%	+/-0.1
Separated	2,205,069	+/-28,791	1.8%	+/-0.1
Widowed	2,966,926	+/-29,494	2.5%	+/-0.1
Divorced	11,148,545	+/-49,492	9.3%	+/-0.1
<b>Females 15 years and over</b>	<b>125,439,899</b>	<b>+/-27,267</b>	<b>125,439,899</b>	<b>(X)</b>
Never married	35,852,821	+/-87,607	28.6%	+/-0.1



<b>Selected Social Characteristics in the United States</b>	<b>Estimate</b>	<b>Margin of Error</b>	<b>Percent</b>	<b>Margin of Error</b>
Now married, except separated	59,518,906	+/-125,763	47.4%	+/-0.1
Separated	3,185,528	+/-30,333	2.5%	+/-0.1
Widowed	11,987,123	+/-43,726	9.6%	+/-0.1
Divorced	14,895,521	+/-58,808	11.9%	+/-0.1
<b>FERTILITY</b>				
<b>Number of women 15 to 50 years old who had a birth in the past 12 months</b>	<b>4,333,485</b>	<b>+/-39,881</b>	<b>4,333,485</b>	<b>(X)</b>
Unmarried women (widowed, divorced, and never married)	1,526,793	+/-25,541	35.2%	+/-0.4
Per 1,000 unmarried women	38	+/-1	(X)	(X)
Per 1,000 women 15 to 50 years old	57	+/-1	(X)	(X)
Per 1,000 women 15 to 19 years old	29	+/-1	(X)	(X)
Per 1,000 women 20 to 34 years old	103	+/-1	(X)	(X)
Per 1,000 women 35 to 50 years old	25	+/-1	(X)	(X)
<b>GRANDPARENTS</b>				
<b>Number of grandparents living with own grandchildren under 18 years</b>	<b>6,687,495</b>	<b>+/-56,772</b>	<b>6,687,495</b>	<b>(X)</b>
Responsible for grandchildren	2,696,053	+/-35,609	40.3%	+/-0.4
Years responsible for grandchildren				
Less than 1 year	608,729	+/-17,186	9.1%	+/-0.2
1 or 2 years	660,692	+/-17,166	9.9%	+/-0.2
3 or 4 years	453,382	+/-13,956	6.8%	+/-0.2
5 or more years	973,250	+/-21,792	14.6%	+/-0.3
<b>Number of grandparents responsible for own grandchildren under 18 years</b>	<b>2,696,053</b>	<b>+/-35,609</b>	<b>2,696,053</b>	<b>(X)</b>
Who are female	1,695,514	+/-24,366	62.9%	+/-0.3
Who are married	1,903,879	+/-29,053	70.6%	+/-0.5
<b>SCHOOL ENROLLMENT</b>				
<b>Population 3 years and over enrolled in school</b>	<b>81,173,053</b>	<b>+/-94,045</b>	<b>81,173,053</b>	<b>(X)</b>
Nursery school, preschool	5,142,923	+/-37,440	6.3%	+/-0.1
Kindergarten	4,161,671	+/-29,772	5.1%	+/-0.1
Elementary school (grades 1-8)	32,506,568	+/-50,372	40.0%	+/-0.1
High school (grades 9-12)	17,106,387	+/-41,532	21.1%	+/-0.1
College or graduate school	22,255,504	+/-70,282	27.4%	+/-0.1
<b>EDUCATIONAL ATTAINMENT</b>				
<b>Population 25 years and over</b>	<b>201,952,383</b>	<b>+/-73,039</b>	<b>201,952,383</b>	<b>(X)</b>
Less than 9th grade	12,640,961	+/-72,023	6.3%	+/-0.1
9th to 12th grade, no diploma	17,144,287	+/-76,226	8.5%	+/-0.1
High school graduate (includes equivalency)	57,551,671	+/-116,233	28.5%	+/-0.1
Some college, no degree	43,087,484	+/-107,185	21.3%	+/-0.1
Associate's degree	15,192,326	+/-61,417	7.5%	+/-0.1
Bachelor's degree	35,494,367	+/-120,221	17.6%	+/-0.1
Graduate or professional degree	20,841,287	+/-90,808	10.3%	+/-0.1
Percent high school graduate or higher	85.3%	+/-0.1	(X)	(X)
Percent bachelor's degree or higher	27.9%	+/-0.1	(X)	(X)
<b>VETERAN STATUS</b>				
<b>Civilian population 18 years and over</b>	<b>231,222,799</b>	<b>+/-36,964</b>	<b>231,222,799</b>	<b>(X)</b>
Civilian veterans	21,854,374	+/-65,089	9.5%	+/-0.1
<b>DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION</b>				
<b>Total Civilian Noninstitutionalized Population</b>	<b>301,472,074</b>	<b>+/-23,096</b>	<b>301,472,074</b>	<b>(X)</b>
With a disability	36,150,710	+/-101,345	12.0%	+/-0.1

<b>Selected Social Characteristics in the United States</b>	<b>Estimate</b>	<b>Margin of Error</b>	<b>Percent</b>	<b>Margin of Error</b>
<b>Under 18 years</b>	<b>74,358,353</b>	<b>+/-31,092</b>	<b>74,358,353</b>	<b>(X)</b>
With a disability	2,907,117	+/-33,738	3.9%	+/-0.1
<b>18 to 64 years</b>	<b>189,181,224</b>	<b>+/-34,269</b>	<b>189,181,224</b>	<b>(X)</b>
With a disability	19,054,587	+/-80,259	10.1%	+/-0.1
<b>65 years and over</b>	<b>37,932,497</b>	<b>+/-23,056</b>	<b>37,932,497</b>	<b>(X)</b>
With a disability	14,189,006	+/-49,426	37.4%	+/-0.1
<b>RESIDENCE 1 YEAR AGO</b>				
<b>Population 1 year and over</b>	<b>302,951,552</b>	<b>+/-35,363</b>	<b>302,951,552</b>	<b>(X)</b>
Same house	256,165,199	+/-259,435	84.6%	+/-0.1
Different house in the U.S.	45,098,758	+/-251,320	14.9%	+/-0.1
Same county	28,482,349	+/-198,445	9.4%	+/-0.1
Different county	16,616,409	+/-119,790	5.5%	+/-0.1
Same state	9,718,636	+/-98,436	3.2%	+/-0.1
Different state	6,897,773	+/-73,469	2.3%	+/-0.1
Abroad	1,687,595	+/-36,403	0.6%	+/-0.1
<b>PLACE OF BIRTH</b>				
<b>Total population</b>	<b>307,006,556</b>	<b>*****</b>	<b>307,006,556</b>	<b>(X)</b>
Native	268,489,322	+/-115,663	87.5%	+/-0.1
Born in United States	264,367,256	+/-119,462	86.1%	+/-0.1
State of residence	181,118,181	+/-140,264	59.0%	+/-0.1
Different state	83,249,075	+/-131,709	27.1%	+/-0.1
Born in Puerto Rico, U.S. Island areas, or born abroad to American parent(s)	4,122,066	+/-38,766	1.3%	+/-0.1
Foreign born	38,517,234	+/-115,671	12.5%	+/-0.1
<b>U.S. CITIZENSHIP STATUS</b>				
<b>Foreign-born population</b>	<b>38,517,234</b>	<b>+/-115,671</b>	<b>38,517,234</b>	<b>(X)</b>
Naturalized U.S. citizen	16,846,397	+/-68,377	43.7%	+/-0.2
Not a U.S. citizen	21,670,837	+/-119,534	56.3%	+/-0.2
<b>YEAR OF ENTRY</b>				
<b>Population born outside the United States</b>	<b>42,639,300</b>	<b>+/-119,469</b>	<b>42,639,300</b>	<b>(X)</b>
<b>Native</b>	<b>4,122,066</b>	<b>+/-38,766</b>	<b>4,122,066</b>	<b>(X)</b>
Entered 2000 or later	861,098	+/-23,991	20.9%	+/-0.5
Entered before 2000	3,260,968	+/-29,914	79.1%	+/-0.5
<b>Foreign born</b>	<b>38,517,234</b>	<b>+/-115,671</b>	<b>38,517,234</b>	<b>(X)</b>
Entered 2000 or later	12,162,582	+/-96,585	31.6%	+/-0.2
Entered before 2000	26,354,652	+/-86,961	68.4%	+/-0.2
<b>WORLD REGION OF BIRTH OF FOREIGN BORN</b>				
<b>Foreign-born population, excluding population born at sea</b>	<b>38,517,104</b>	<b>+/-115,704</b>	<b>38,517,104</b>	<b>(X)</b>
Europe	4,887,221	+/-50,207	12.7%	+/-0.1
Asia	10,652,379	+/-49,771	27.7%	+/-0.1
Africa	1,492,785	+/-33,747	3.9%	+/-0.1
Oceania	206,795	+/-10,045	0.5%	+/-0.1
Latin America	20,455,547	+/-88,480	53.1%	+/-0.1
Northern America	822,377	+/-14,460	2.1%	+/-0.1
<b>LANGUAGE SPOKEN AT HOME</b>				
<b>Population 5 years and over</b>	<b>285,797,349</b>	<b>+/-16,804</b>	<b>285,797,349</b>	<b>(X)</b>

<b>Selected Social Characteristics in the United States</b>	<b>Estimate</b>	<b>Margin of Error</b>	<b>Percent</b>	<b>Margin of Error</b>
English only	228,699,523	+/-135,197	80.0%	+/-0.1
Language other than English	57,097,826	+/-134,966	20.0%	+/-0.1
Speak English less than "very well"	24,581,784	+/-109,582	8.6%	+/-0.1
Spanish	35,468,501	+/-91,660	12.4%	+/-0.1
Speak English less than "very well"	16,222,844	+/-80,151	5.7%	+/-0.1
Other Indo-European languages	10,495,295	+/-76,083	3.7%	+/-0.1
Speak English less than "very well"	3,413,398	+/-40,466	1.2%	+/-0.1
Asian and Pacific Islander languages	8,698,825	+/-48,728	3.0%	+/-0.1
Speak English less than "very well"	4,191,788	+/-38,397	1.5%	+/-0.1
Other languages	2,435,205	+/-40,787	0.9%	+/-0.1
Speak English less than "very well"	753,754	+/-22,558	0.3%	+/-0.1
<b>ANCESTRY</b>				
<b>Total population</b>	<b>307,006,556</b>	<b>*****</b>	<b>307,006,556</b>	<b>(X)</b>
American	18,699,411	+/-90,358	6.1%	+/-0.1
Arab	1,680,018	+/-35,597	0.5%	+/-0.1
Czech	1,614,999	+/-22,812	0.5%	+/-0.1
Danish	1,486,981	+/-21,852	0.5%	+/-0.1
Dutch	5,023,846	+/-43,580	1.6%	+/-0.1
English	27,657,961	+/-99,877	9.0%	+/-0.1
French (except Basque)	9,411,789	+/-61,330	3.1%	+/-0.1
French Canadian	2,151,397	+/-26,571	0.7%	+/-0.1
German	50,707,758	+/-114,127	16.5%	+/-0.1
Greek	1,390,439	+/-30,669	0.5%	+/-0.1
Hungarian	1,546,654	+/-25,120	0.5%	+/-0.1
Irish	36,915,155	+/-124,010	12.0%	+/-0.1
Italian	18,085,336	+/-86,040	5.9%	+/-0.1
Lithuanian	726,773	+/-17,403	0.2%	+/-0.1
Norwegian	4,642,526	+/-40,610	1.5%	+/-0.1
Polish	10,091,056	+/-60,412	3.3%	+/-0.1
Portuguese	1,477,335	+/-29,944	0.5%	+/-0.1
Russian	3,163,084	+/-35,263	1.0%	+/-0.1
Scotch-Irish	3,570,427	+/-38,717	1.2%	+/-0.1
Scottish	5,847,063	+/-46,646	1.9%	+/-0.1
Slovak	801,357	+/-15,923	0.3%	+/-0.1
Subsaharan African	2,854,709	+/-56,518	0.9%	+/-0.1
Swedish	4,347,703	+/-42,129	1.4%	+/-0.1
Swiss	1,018,050	+/-23,841	0.3%	+/-0.1
Ukrainian	976,314	+/-26,400	0.3%	+/-0.1
Welsh	1,987,151	+/-30,604	0.6%	+/-0.1
West Indian (excluding Hispanic origin groups)	2,540,251	+/-49,116	0.8%	+/-0.1

**Selected Social Characteristics in the United States**

Source: U.S. Census Bureau, 2009 American Community Survey

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see [Accuracy of the Data](#)). The effect of nonsampling error is not represented in these tables.

Notes:

- Ancestry listed in this table refers to the total number of people who responded with a particular ancestry; for example, the estimate given for Russian represents the number of people who listed Russian as either their first or second ancestry. This table lists only the largest ancestry groups; see the Detailed Tables for more categories. Race and Hispanic origin groups are not included in this table because official data for those groups come from the Race and Hispanic origin questions rather than the ancestry question (see Demographic Table).
- Starting in 2008, the Scotch-Irish category does not include Irish-Scotch.
- The Census Bureau introduced a new set of disability questions in the 2008 ACS questionnaire. Accordingly, comparisons of disability

## Selected Social Characteristics in the United States

data from 2008 or later with data from prior years are not recommended. For more information on these questions and their evaluation in the 2006 ACS Content Test, see the [Evaluation Report Covering Disability](#).


·Data for year of entry of the native population reflect the year of entry into the U.S. by people who were born in Puerto Rico, U.S. Island Areas or born outside the U.S. to a U.S. citizen parent and who subsequently moved to the U.S.

·While the 2009 American Community Survey (ACS) data generally reflect the November 2008 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

·Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2000 data. Boundaries for urban areas have not been updated since Census 2000. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Explanation of Symbols:

1. An '\*\*\*' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '\*\*\*\*' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '\*\*\*\*\*' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

The letters PDF or symbol  indicate a document is in the [Portable Document Format \(PDF\)](#). To view the file you will need the [Adobe® Acrobat® Reader](#), which is available for **free** from the Adobe web site.

## New Hampshire

### Selected Social Characteristics in the United States: 2009

Data Set: **2009 American Community Survey 1-Year Estimates**

Survey: **American Community Survey**

**Social** - Education, Marital Status, Relationships, Fertility, Grandparents...

**Economic** - Income, Employment, Occupation, Commuting to Work...

**Housing** - Occupancy and Structure, Housing Value and Costs, Utilities...

**Demographic** - Sex and Age, Race, Hispanic Origin, Housing Units...

**Narrative** - Text profile with graphs for easy analysis...

NOTE. Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the [official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties](#).

For more information on confidentiality protection, sampling error, nonsampling error, and definitions, see [Survey Methodology](#).

Selected Social Characteristics in the United States	Estimate	Margin of Error	Percent	Margin of Error
<b>HOUSEHOLDS BY TYPE</b>				
<b>Total households</b>	<b>506,342</b>	<b>+/-4,336</b>	<b>506,342</b>	<b>(X)</b>
Family households (families)	336,491	+/-4,797	66.5%	+/-0.9
With own children under 18 years	148,230	+/-4,490	29.3%	+/-0.9
Married-couple family	270,926	+/-5,164	53.5%	+/-0.9
With own children under 18 years	108,192	+/-4,192	21.4%	+/-0.8
Male householder, no wife present, family	19,764	+/-2,164	3.9%	+/-0.4
With own children under 18 years	10,838	+/-1,710	2.1%	+/-0.3
Female householder, no husband present, family	45,801	+/-3,447	9.0%	+/-0.7
With own children under 18 years	29,200	+/-2,629	5.8%	+/-0.5
Nonfamily households	169,851	+/-5,205	33.5%	+/-0.9

<b>Selected Social Characteristics in the United States</b>	<b>Estimate</b>	<b>Margin of Error</b>	<b>Percent</b>	<b>Margin of Error</b>
Householder living alone	131,527	+/-4,762	26.0%	+/-0.9
65 years and over	46,639	+/-2,531	9.2%	+/-0.5
Households with one or more people under 18 years	160,414	+/-4,748	31.7%	+/-0.9
Households with one or more people 65 years and over	121,069	+/-2,433	23.9%	+/-0.4
Average household size	2.54	+/-0.02	(X)	(X)
Average family size	3.07	+/-0.03	(X)	(X)
<b>RELATIONSHIP</b>				
<b>Population in households</b>	<b>1,285,206</b>	<b>*****</b>	<b>1,285,206</b>	<b>(X)</b>
Householder	506,342	+/-4,336	39.4%	+/-0.3
Spouse	271,726	+/-5,271	21.1%	+/-0.4
Child	370,320	+/-6,147	28.8%	+/-0.5
Other relatives	56,066	+/-5,463	4.4%	+/-0.4
Nonrelatives	80,752	+/-5,028	6.3%	+/-0.4
Unmarried partner	36,906	+/-2,935	2.9%	+/-0.2
<b>MARITAL STATUS</b>				
<b>Males 15 years and over</b>	<b>533,199</b>	<b>+/-1,306</b>	<b>533,199</b>	<b>(X)</b>
Never married	168,602	+/-4,084	31.6%	+/-0.8
Now married, except separated	289,400	+/-5,485	54.3%	+/-1.0
Separated	4,771	+/-1,136	0.9%	+/-0.2
Widowed	13,295	+/-1,838	2.5%	+/-0.3
Divorced	57,131	+/-3,496	10.7%	+/-0.7
<b>Females 15 years and over</b>	<b>557,107</b>	<b>+/-1,083</b>	<b>557,107</b>	<b>(X)</b>
Never married	144,831	+/-4,366	26.0%	+/-0.8
Now married, except separated	279,893	+/-6,048	50.2%	+/-1.1
Separated	7,740	+/-1,529	1.4%	+/-0.3
Widowed	52,109	+/-2,463	9.4%	+/-0.4
Divorced	72,534	+/-3,977	13.0%	+/-0.7
<b>FERTILITY</b>				
<b>Number of women 15 to 50 years old who had a birth in the past 12 months</b>	<b>14,079</b>	<b>+/-1,818</b>	<b>14,079</b>	<b>(X)</b>
Unmarried women (widowed, divorced, and never married)	3,452	+/-1,018	24.5%	+/-6.1
Per 1,000 unmarried women	21	+/-6	(X)	(X)
Per 1,000 women 15 to 50 years old	43	+/-6	(X)	(X)
Per 1,000 women 15 to 19 years old	11	+/-9	(X)	(X)
Per 1,000 women 20 to 34 years old	77	+/-13	(X)	(X)
Per 1,000 women 35 to 50 years old	27	+/-7	(X)	(X)
<b>GRANDPARENTS</b>				
<b>Number of grandparents living with own grandchildren under 18 years</b>	<b>19,253</b>	<b>+/-2,766</b>	<b>19,253</b>	<b>(X)</b>
Responsible for grandchildren	6,257	+/-1,434	32.5%	+/-5.5
Years responsible for grandchildren				
Less than 1 year	1,559	+/-657	8.1%	+/-3.1
1 or 2 years	1,296	+/-677	6.7%	+/-3.2
3 or 4 years	1,391	+/-799	7.2%	+/-4.2
5 or more years	2,011	+/-790	10.4%	+/-3.9
<b>Number of grandparents responsible for own grandchildren under 18 years</b>	<b>6,257</b>	<b>+/-1,434</b>	<b>6,257</b>	<b>(X)</b>
Who are female	3,910	+/-903	62.5%	+/-6.1
Who are married	4,105	+/-1,126	65.6%	+/-10.0
<b>SCHOOL ENROLLMENT</b>				

<b>Selected Social Characteristics in the United States</b>	<b>Estimate</b>	<b>Margin of Error</b>	<b>Percent</b>	<b>Margin of Error</b>
<b>Population 3 years and over enrolled in school</b>	<b>333,252</b>	<b>+/-5,372</b>	<b>333,252</b>	<b>(X)</b>
Nursery school, preschool	21,660	+/-2,292	6.5%	+/-0.7
Kindergarten	14,487	+/-1,686	4.3%	+/-0.5
Elementary school (grades 1-8)	129,364	+/-2,699	38.8%	+/-0.9
High school (grades 9-12)	77,164	+/-2,277	23.2%	+/-0.7
College or graduate school	90,577	+/-4,326	27.2%	+/-1.0
<b>EDUCATIONAL ATTAINMENT</b>				
<b>Population 25 years and over</b>	<b>902,747</b>	<b>+/-1,753</b>	<b>902,747</b>	<b>(X)</b>
Less than 9th grade	26,723	+/-2,597	3.0%	+/-0.3
9th to 12th grade, no diploma	51,971	+/-3,844	5.8%	+/-0.4
High school graduate (includes equivalency)	270,372	+/-7,714	29.9%	+/-0.9
Some college, no degree	178,142	+/-6,965	19.7%	+/-0.8
Associate's degree	86,666	+/-3,976	9.6%	+/-0.4
Bachelor's degree	187,812	+/-5,850	20.8%	+/-0.7
Graduate or professional degree	101,061	+/-3,981	11.2%	+/-0.4
Percent high school graduate or higher	91.3%	+/-0.5	(X)	(X)
Percent bachelor's degree or higher	32.0%	+/-0.8	(X)	(X)
<b>VETERAN STATUS</b>				
<b>Civilian population 18 years and over</b>	<b>1,034,119</b>	<b>+/-1,059</b>	<b>1,034,119</b>	<b>(X)</b>
Civilian veterans	114,796	+/-4,039	11.1%	+/-0.4
<b>DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION</b>				
<b>Total Civilian Noninstitutionalized Population</b>	<b>1,308,729</b>	<b>+/-486</b>	<b>1,308,729</b>	<b>(X)</b>
With a disability	149,087	+/-5,379	11.4%	+/-0.4
<b>Under 18 years</b>	<b>288,780</b>	<b>+/-1,015</b>	<b>288,780</b>	<b>(X)</b>
With a disability	10,666	+/-1,551	3.7%	+/-0.5
<b>18 to 64 years</b>	<b>850,768</b>	<b>+/-1,337</b>	<b>850,768</b>	<b>(X)</b>
With a disability	76,114	+/-4,374	8.9%	+/-0.5
<b>65 years and over</b>	<b>169,181</b>	<b>+/-1,045</b>	<b>169,181</b>	<b>(X)</b>
With a disability	62,307	+/-2,780	36.8%	+/-1.6
<b>RESIDENCE 1 YEAR AGO</b>				
<b>Population 1 year and over</b>	<b>1,313,266</b>	<b>+/-1,605</b>	<b>1,313,266</b>	<b>(X)</b>
Same house	1,136,846	+/-10,816	86.6%	+/-0.8
Different house in the U.S.	169,727	+/-10,095	12.9%	+/-0.8
Same county	94,762	+/-8,729	7.2%	+/-0.7
Different county	74,965	+/-7,526	5.7%	+/-0.6
Same state	37,025	+/-5,962	2.8%	+/-0.5
Different state	37,940	+/-4,626	2.9%	+/-0.4
Abroad	6,693	+/-1,953	0.5%	+/-0.1
<b>PLACE OF BIRTH</b>				
<b>Total population</b>	<b>1,324,575</b>	<b>*****</b>	<b>1,324,575</b>	<b>(X)</b>
Native	1,256,113	+/-4,867	94.8%	+/-0.4
Born in United States	1,243,318	+/-5,173	93.9%	+/-0.4
State of residence	561,002	+/-9,838	42.4%	+/-0.7
Different state	682,316	+/-10,597	51.5%	+/-0.8
Born in Puerto Rico, U.S. Island areas, or born abroad to American parent(s)	12,795	+/-2,130	1.0%	+/-0.2
Foreign born	68,462	+/-4,867	5.2%	+/-0.4
<b>U.S. CITIZENSHIP STATUS</b>				

<b>Selected Social Characteristics in the United States</b>	<b>Estimate</b>	<b>Margin of Error</b>	<b>Percent</b>	<b>Margin of Error</b>
<b>Foreign-born population</b>	<b>68,462</b>	<b>+/-4,867</b>	<b>68,462</b>	<b>(X)</b>
Naturalized U.S. citizen	35,510	+/-3,348	51.9%	+/-3.3
Not a U.S. citizen	32,952	+/-3,275	48.1%	+/-3.3
<b>YEAR OF ENTRY</b>				
<b>Population born outside the United States</b>	<b>81,257</b>	<b>+/-5,173</b>	<b>81,257</b>	<b>(X)</b>
<b>Native</b>	<b>12,795</b>	<b>+/-2,130</b>	<b>12,795</b>	<b>(X)</b>
Entered 2000 or later	2,261	+/-1,178	17.7%	+/-8.1
Entered before 2000	10,534	+/-1,806	82.3%	+/-8.1
<b>Foreign born</b>	<b>68,462</b>	<b>+/-4,867</b>	<b>68,462</b>	<b>(X)</b>
Entered 2000 or later	21,060	+/-3,178	30.8%	+/-3.9
Entered before 2000	47,402	+/-4,048	69.2%	+/-3.9
<b>WORLD REGION OF BIRTH OF FOREIGN BORN</b>				
<b>Foreign-born population, excluding population born at sea</b>	<b>68,462</b>	<b>+/-4,867</b>	<b>68,462</b>	<b>(X)</b>
Europe	17,572	+/-2,171	25.7%	+/-2.8
Asia	20,405	+/-1,724	29.8%	+/-2.7
Africa	5,518	+/-1,403	8.1%	+/-1.9
Oceania	499	+/-267	0.7%	+/-0.4
Latin America	15,676	+/-2,925	22.9%	+/-3.3
Northern America	8,792	+/-1,673	12.8%	+/-2.3
<b>LANGUAGE SPOKEN AT HOME</b>				
<b>Population 5 years and over</b>	<b>1,249,886</b>	<b>+/-971</b>	<b>1,249,886</b>	<b>(X)</b>
English only	1,149,610	+/-6,266	92.0%	+/-0.5
Language other than English	100,276	+/-6,349	8.0%	+/-0.5
Speak English less than "very well"	32,263	+/-3,725	2.6%	+/-0.3
Spanish	29,053	+/-2,599	2.3%	+/-0.2
Speak English less than "very well"	9,475	+/-1,813	0.8%	+/-0.1
Other Indo-European languages	51,742	+/-5,333	4.1%	+/-0.4
Speak English less than "very well"	14,374	+/-2,975	1.2%	+/-0.2
Asian and Pacific Islander languages	13,059	+/-2,299	1.0%	+/-0.2
Speak English less than "very well"	5,964	+/-1,511	0.5%	+/-0.1
Other languages	6,422	+/-2,198	0.5%	+/-0.2
Speak English less than "very well"	2,450	+/-1,547	0.2%	+/-0.1
<b>ANCESTRY</b>				
<b>Total population</b>	<b>1,324,575</b>	<b>*****</b>	<b>1,324,575</b>	<b>(X)</b>
American	53,619	+/-4,679	4.0%	+/-0.4
Arab	7,450	+/-2,098	0.6%	+/-0.2
Czech	2,045	+/-659	0.2%	+/-0.1
Danish	3,661	+/-1,062	0.3%	+/-0.1
Dutch	12,216	+/-1,984	0.9%	+/-0.1
English	247,568	+/-9,373	18.7%	+/-0.7
French (except Basque)	220,724	+/-9,425	16.7%	+/-0.7
French Canadian	117,526	+/-6,649	8.9%	+/-0.5
German	120,635	+/-7,287	9.1%	+/-0.6
Greek	20,280	+/-3,414	1.5%	+/-0.3
Hungarian	3,583	+/-1,032	0.3%	+/-0.1
Irish	296,974	+/-10,942	22.4%	+/-0.8
Italian	140,314	+/-9,286	10.6%	+/-0.7
Lithuanian	7,927	+/-1,829	0.6%	+/-0.1
Norwegian	11,229	+/-2,500	0.8%	+/-0.2
Polish	64,717	+/-5,745	4.9%	+/-0.4
Portuguese	20,707	+/-3,707	1.6%	+/-0.3

<b>Selected Social Characteristics in the United States</b>	<b>Estimate</b>	<b>Margin of Error</b>	<b>Percent</b>	<b>Margin of Error</b>
Russian	13,205	+/-2,177	1.0%	+/-0.2
Scotch-Irish	15,142	+/-2,107	1.1%	+/-0.2
Scottish	63,697	+/-5,260	4.8%	+/-0.4
Slovak	1,467	+/-621	0.1%	+/-0.1
Subsaharan African	4,248	+/-1,322	0.3%	+/-0.1
Swedish	29,667	+/-3,665	2.2%	+/-0.3
Swiss	2,911	+/-1,085	0.2%	+/-0.1
Ukrainian	2,819	+/-904	0.2%	+/-0.1
Welsh	9,596	+/-2,198	0.7%	+/-0.2
West Indian (excluding Hispanic origin groups)	4,961	+/-1,803	0.4%	+/-0.1

**Selected Social Characteristics in the United States**

Source: U.S. Census Bureau, 2009 American Community Survey

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see [Accuracy of the Data](#)). The effect of nonsampling error is not represented in these tables.

Notes:

- Ancestry listed in this table refers to the total number of people who responded with a particular ancestry; for example, the estimate given for Russian represents the number of people who listed Russian as either their first or second ancestry. This table lists only the largest ancestry groups; see the Detailed Tables for more categories. Race and Hispanic origin groups are not included in this table because official data for those groups come from the Race and Hispanic origin questions rather than the ancestry question (see Demographic Table).
- Starting in 2008, the Scotch-Irish category does not include Irish-Scotch.
- The Census Bureau introduced a new set of disability questions in the 2008 ACS questionnaire. Accordingly, comparisons of disability data from 2008 or later with data from prior years are not recommended. For more information on these questions and their evaluation in the 2006 ACS Content Test, see the [Evaluation Report Covering Disability](#).
- Data for year of entry of the native population reflect the year of entry into the U.S. by people who were born in Puerto Rico, U.S. Island Areas or born outside the U.S. to a U.S. citizen parent and who subsequently moved to the U.S.
- While the 2009 American Community Survey (ACS) data generally reflect the November 2008 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.
- Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2000 data. Boundaries for urban areas have not been updated since Census 2000. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Explanation of Symbols:

1. An '\*\*\*' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '\*\*\*\*' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '\*\*\*\*\*' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.



## State Plan Goals and Priorities

NH Vocational Rehabilitation's goals and priorities in carrying out the vocational rehabilitation and supported employment programs

Goal 1---Quality self-determined employment outcomes for persons with disabilities in New Hampshire.

Goal 2---Effective and efficient use of resources

Goal 3---Increase educational attainment, employment and self sufficiency of transition-aged youth

Goal 4---Promote an environment that supports the Vocational Rehabilitation Counselor-Customer relationship

Goal 5---Provide ongoing support for the State Rehabilitation Council (SRC) and the Statewide Independent Living Council (SILC)