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**Supported Employment and Systems Change:
Findings from a National Survey of State Vocational Rehabilitation Agencies**

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Abstract: This paper presents findings from a national survey of state Vocational Rehabilitation agencies regarding systems change in supported employment. Respondents from the 50 states and the District of Columbia assessed the impact of state systems change activities and policy implementation efforts on supported employment. Activities perceived to be most important to the implementation and expansion of state supported employment programs were training, technical assistance, capacity building, and policy and funding initiatives. While respondents reported that significant efforts were devoted to conversion during state Title III supported employment system change projects, they reported a lower level of sustained effort following the conclusion of these projects. Respondents from 26 states reported that fiscal incentives exist to provide supported employment services over segregated services. Fiscal disincentives were also reported. Federal and state policies and practices were perceived to influence the administration and operation of state supported employment programs.

Keywords: conversion, policy implementation, supported employment, systems change, vocational rehabilitation

Supported Employment and Systems Change:

Findings from a National Survey of State Vocational Rehabilitation Agencies

1. Introduction

The roots of supported employment can be traced back twenty years or more to a small number of well-publicized projects that demonstrated the ability of people with significant disabilities to work in community jobs with the necessary individualized supports [1,3,24]. Prior to this time, the only options available to these individuals were in segregated and non-work settings. Once it was clearly demonstrated that people with significant disabilities could work successfully in integrated workplaces, attention was turned to *statewide* systems change [12,22]. In 1985, the U.S. Department of Education issued a request for proposals with the intent of fostering systematic statewide efforts to provide paid, integrated community employment opportunities for people with significant disabilities who require ongoing support to participate successfully in the competitive labor force. The federal grant initiative emphasized conversion of traditional segregated day activity programs to integrated supported employment service programs. Nearly all states accepted the challenge to implement supported employment and to improve their service systems, and by 1998, all but two states had received one or more supported employment systems change (i.e., Title III) grants from the Department of Education [13].

Over the past two decades, supported employment has increasingly become an effective vehicle for assisting individuals with significant disabilities secure integrated employment in their communities. Participation in supported employment programs has grown from 9,800 in 1986 to over 140,000 in 1995 [27]. Across the nation, documented employment successes have been achieved by individuals with the most challenging support needs [9,20] and by individuals

with various disabilities, including developmental disabilities [14], psychiatric disabilities [2], physical disabilities [11], and traumatic brain injuries [28]. Recent advances in the field have resulted in increased opportunities for entrepreneurial activities such as self-employment in rural areas of a state [10].

Outcome data clearly support the benefits of supported employment over segregated facility-based options. In a recent study, Rogan, Grossi, Mank, Haynes, Thomas, and Majd [19] examined changes in wages, work hours, benefits, and integration outcomes experienced by former sheltered workshop participants who moved to supported employment. Findings indicated that the employees held a wider array of jobs in the community than the primarily assembly and manufacturing work they had performed in the sheltered facility. Employees earned over twice the wages, on average, in community jobs than they had earned in the sheltered facility. Mean hourly wage was \$5.75 for supported employment and \$2.30 for sheltered work. Mean monthly wage was \$455.97 for supported employment and \$175.69 for sheltered work. Only 38% received benefits when they were in the sheltered facility, whereas 50% received benefits when they obtained integrated employment. In addition, employees' level of contact with people without disabilities was significantly higher in integrated work settings than in segregated facilities. While in sheltered facilities most (73%) had no contact with people without disabilities in their immediate environment. By comparison, in supported employment almost all supported employees (94.1%) had nondisabled coworkers in their immediate work environment.

Despite strong growth in supported employment and the fact that integrated employment has been proven to be a viable alternative to segregated day programs, true systems change from facility-based to community-based services has been slow. The bulk of state Mental

Retardation/Developmental Disability funding continues to support facility-based and non-work programs [4,23]. In fact, while participation in supported employment has continued to grow, so too have the numbers of people entering sheltered settings. The percentage of individuals with developmental disabilities in integrated employment across the country has shown almost no change since 1996 [7]. What's more, thousands of these individuals are on waiting lists for services or in non-work day activity programs and other segregated environments. At the same time, supported employment has fallen short of its potential, needing improvement in such areas as earnings and benefits, job retention, work hours, and career advancement opportunities [23].

Why has systems change to integrated, community-based services been slow to happen? Why has supported employment been unable to fulfill its potential for the many individuals with significant disabilities who want to work in their communities yet remain in sheltered settings?

The purpose of this paper is to describe findings from a national survey of state Vocational Rehabilitation agencies regarding supported employment and systems change. The study was undertaken to gain an understanding of the impact of state systems change activities and policy implementation efforts on supported employment from the perspective of state supported employment administrators. The authors were also interested in exploring fiscal incentives within states that favor the provision of either integrated or segregated services. Specifically, the study focused on three questions:

1. What systems change activities undertaken by states have most encouraged the implementation and expansion of supported employment?
2. What efforts have states made to facilitate conversion from segregated services to supported employment services and what have been the results of these efforts? and

3. What has been the impact of federal and state policies and practices on supported employment implementation efforts?

2. Methodology

2.1. Respondents

Target respondents for the study were the Vocational Rehabilitation (VR) representatives from each state who were most directly responsible for the administration of the state supported employment program (e.g., Title VI, Part C). Supported employment representatives from the general/combined Vocational Rehabilitation agencies of all 50 states and the District of Columbia returned the surveys.

2.2 Instrumentation

A written survey was developed specifically for this study. Survey items were organized around three main topic areas: (a) supported employment systems change activities undertaken by states and the perceived outcomes of these activities; (b) state level efforts to convert from segregated, facility-based services to supported employment services, and the results of these efforts; and (c) federal and state policies and practices perceived to impact supported employment implementation. Several survey questions requested factual information such as status 26 closure rates, number of new supported employment agencies established, and types of demonstration projects funded by Vocational Rehabilitation.

Instrument development proceeded in three stages. First, survey items were designed based on a review of supported employment, rehabilitation, and disability policy literature. The literature review guided the generation of items and the operationalization of key concepts. Two additional sources of existing data were utilized. RSA Title III Systems Change Project Final Reports from 18 states were used to develop items targeting states' systems change grant

activities. The second source of data was a systems change and policy analysis survey [15] sent to the Association for Persons in Supported Employment (APSE) state chapter presidents in 1998. The APSE survey responses provided anecdotal examples of exemplary state supported employment practices and barriers to the implementation and expansion of state supported employment programs.

Second, a panel of experts provided feedback on the survey instrument [6]. The 11-member review panel consisted of state agency administrators and researchers with expertise in supported employment, disability policy, and survey design. The panel reviewed the survey to assess its content, clarity, and feasibility. Based on suggestions from panel members, several items were rewritten to be clearer and a number of items were dropped due to low likelihood of response. The resulting survey consisted of 21 questions.

Third, the Council of State Administrators of Vocational Rehabilitation (CSAVR) research committee was asked to review the survey to assess the appropriateness of item content and study procedures. CSAVR suggested minor revisions to the study procedures and approved the survey for distribution.

2.3 Data Collection Procedure

A list of state VR directors was obtained from the Rehabilitation Services Administration and the directors were sent the survey instrument in March 2000. A cover letter sent with the survey instructed VR directors to identify the primary supported employment contact person within their agency to coordinate completion of the survey. Approximately 10 days after the surveys were mailed out, VR directors were contacted by phone or e-mail to verify that they had received the survey and had forwarded it to the appropriate individual. VR directors were asked for the names and contact information of the intended survey respondents.

Once the survey had been forwarded, several rounds of contacts were made to survey respondents to answer any questions they had and to facilitate survey completion. Because the survey requested information about Title III supported employment systems change grants from as far back as 1985 as well as information about current VR policy and planning activities, it was sometimes necessary for the contact person to obtain information from other state agency representatives. By July of 2000, surveys had been returned from all 50 states and the District of Columbia. Survey responses were reviewed for completeness and follow-up contacts were made to fill in missing or incomplete data.

2.4 Data Analysis

Quantitative data were aggregated and descriptive statistics such as means, frequencies, and proportions were calculated. Responses to open-ended questions were recorded and classified according to inductive, analyst-constructed typologies [17].

3. Results

The results presented are descriptive in nature. Survey findings are organized into the following three areas: (a) systems change in supported employment, (b) conversion efforts, and (c) federal and state policies and practices.

3.1 Systems Change in Supported Employment

3.1.1 Title III Systems Change Projects

The survey requested information about states' Title III grant(s) and systems change activities. Respondents were given a list of systems change activities and were asked to indicate (a) the priority their state VR agency devoted to the activity during the Title III systems change project(s), (b) the impact these efforts had upon statewide systems change, and (c) the level of

sustained effort that has been focused on the activity since the conclusion of the state systems change project(s).

Table 1 lists the number of respondents who rated each systems change activity high in terms of priority, impact, and sustained effort. The activities highly prioritized by the largest number of states were training provided to vocational rehabilitation staff, community rehabilitation providers, and developmental disabilities and/or mental health agency staff; technical assistance provided to vocational rehabilitation staff, community rehabilitation providers, and developmental disabilities and/or mental health agency staff; conversion efforts; building capacity by expanding existing provider service options; and, policy and funding initiatives.

Insert Table 1 about here

The activities reported by the largest number of states to have highly impacted statewide systems change efforts were similar to those that were highly prioritized by states. At least three quarters of reporting states rated the following activities as having a high impact on statewide supported employment systems change: training provided to vocational rehabilitation staff, community rehabilitation providers, and developmental disabilities and/or mental health agency staff; technical assistance provided to vocational rehabilitation staff and community rehabilitation providers; conversion efforts; and, building capacity by expanding existing provider service options.

Respondents were also asked to choose the three most important systems change activities undertaken by their states. Activities ranked most important by the largest number of

states were: (a) formal statewide, regional and local training (36), (b) technical assistance (26), (c) capacity building (24), and (d) policy and funding initiatives (24).

Thirty-two states established a formal statewide training and technical assistance system for supported employment with Title III funds. All states that received a Title III systems change grant funded three or more types of demonstration projects with grant monies. The areas most commonly targeted were (a) developmental disabilities services (44), (b) mental health services (37), (c) new providers (36), (d) transition (32), and (e) conversion (32).

3.1.2 Current Systems Change Activities

In general, fewer states reported a high level of sustained effort directed toward systems change activities following the conclusion of the systems change grant period (see Table 1). A high level of sustained effort was reported by at least half the reporting states for the following activities: building capacity by expanding existing provider service options; policy and funding initiatives; technical assistance to vocational rehabilitation staff and community rehabilitation providers; training to vocational rehabilitation staff and community rehabilitation providers; and, advocacy.

Thirty-nine states reported having at least one statewide training and technical assistance system currently in place. The most common providers of training and technical assistance were (a) Vocational Rehabilitation (26), (b) university groups (25), and (c) state chapters of the Association for Persons in Supported Employment (APSE; 20).

Following the conclusion of state Title III systems change grants, over 80 percent of states continued to fund demonstration projects. The areas most often reported to have received continued funding were (a) mental health services (25), (b) brain injury (25), (c) new providers (22), (d) transition (22), and (e) developmental disabilities services (22). Brain injury is the only

area in which more states reported having demonstration projects following the Title III grants (25) than during the grant period (19).

3.2 Conversion

3.2.1 Conversion Efforts and Outcomes

In general, respondents reported that significant efforts were devoted to conversion during Title III system change projects, but a lower level of sustained effort has been focused on conversion since the conclusion of these projects (see Table 1). Survey results also suggest that state conversion efforts between Fiscal Years 1996 and 1998 were characterized by an increase in the number of new supported employment provider agencies with little overall change in the number of sheltered workshops or segregated service programs. These findings are presented in Table 2.

Insert Table 2 about here

One way to measure the success of conversion efforts is to track the change in VR successful rehabilitation closure (status 26) rates in various service categories over time. The present survey requested state numbers for competitive, supported, and sheltered status 26 closures for FY 1996 and FY 1998. At the state level of analysis, equal numbers of states reported an increase or decrease in sheltered closures between 1996 and 1998. While four out of every five states reported an increase in the number of competitive closures during this time period, only slightly more than half of states indicated an increase in the number of supported employment closures. Mean supported employment closures increased from 327.5 to 378.9 (16%) between 1996 and 1998 whereas mean sheltered closures decreased slightly from 145.2 to

138.4 (5%). There were nearly three times more supported employment 26 closures than sheltered 26 closures reported for 1998.

The results are presented as averages across states and therefore should be interpreted with caution. An examination of individual state closure data reveals substantial variation across states. Seven states reported a greater number of sheltered closures than supported closures in 1998, while three states reported no sheltered closures for that year.

3.2.2 Fiscal Incentives

Survey respondents were asked to indicate whether fiscal incentives exist within their state to provide supported employment or segregated services and to describe any incentives that exist. One or more respondents reported each incentive listed below. Several respondents reported distinct incentives for both types of service options.

Over half of the respondents ($n = 28$) reported that provider agencies in their state have a fiscal incentive to provide supported employment services over segregated services. Examples include:

- VR reimburses community rehabilitation providers only for services provided within integrated settings.
- VR provides up-front funding to community rehabilitation providers for job development and placement services.
- VR rate structures in 11 states favor integrated services. In some states, the hourly reimbursement rate for supported employment services is significantly higher than daily rate for sheltered employment services. In others, a results-based funding system reimburses community rehabilitation providers at a higher rate for supported employment outcomes than segregated outcomes.

- Any new funding made available through the state VR, developmental disabilities, or mental health agency is restricted to integrated service options.
- Extended services funds from the state mental health agency do not cover segregated services.
- For extended services, community rehabilitation providers who provide supported employment services are likely to retain funds for another consumer if one leaves the program. If a consumer leaves a sheltered setting, the community rehabilitation provider automatically loses the funding slot.
- State developmental disability agency offers a \$300 per person per year subsidy to county boards for each person served in community employment.
- State mental health and developmental disabilities agencies have cut funding for sheltered programs while increasing funding for competitive employment programs.

Twenty percent of survey respondents ($n = 10$) reported that provider agencies in their state have a fiscal incentive to provide facility-based services over supported employment services. Examples include:

- It is less expensive for community rehabilitation providers to provide segregated services.
- The funding source available for segregated services is more stable than funding sources available for supported employment services.
- Traditional extended services funding streams (such as Medicaid and developmental disability agency) predominantly fund segregated services.
- State work center grants are made available through legislative appropriations.

3.3 Federal and State Policies and Practices

The survey contained questions regarding state-level implementation of policies and practices with potential implications for supported employment. Respondents were presented with a list of potentially relevant policies and practices and were asked to indicate (a) which of these have had an impact on supported employment within their state, and (b) how they would rate the impact on a scale from -2 (*strongly discourages supported employment*) to $+2$ (*strongly encourages supported employment*). A response of 0 indicates that the policy or practice was perceived to have little or no impact on supported employment implementation efforts. Figure 1 displays the number of respondents who indicated that each policy or practice was applicable to their state as well as the mean perceived impact of that policy or practice across states.

3.3.1 Incentives for Supported Employment Implementation

Five policies or practices received a mean impact rating greater than 1.0. This indicates that these policies or practices were perceived to encourage or strongly encourage supported employment implementation efforts within states. The five policies or practices include (a) initiatives that tie funding to people (such as Choice Demonstration Projects and Robert Wood Johnson Self-Determination Projects), (b) funding for services and resources managed at the state level, (c) court-ordered deinstitutionalization, (d) organized state efforts for accessible transportation, and (e) state-mandated minimum qualification requirements for direct employment services staff. Other beneficial policies and practices listed by states include interagency councils and interagency agreements between state agencies to provide extended services; RSA special projects and grants; centralized administration of Title VI(C) funds within the state VR system; and the increased emphasis on inclusion and transition in recent Rehabilitation Act Amendments.

Insert Figure 1 about here

3.3.2 Barriers to Supported Employment Implementation

Survey results also highlight several perceived systems level barriers to supported employment implementation within states. First, 33 respondents reported that individuals with various types of disabilities are denied access to supported employment because of a lack of a long-term funding source for follow-along services. Several respondents noted that their state has no identified long-term funding source for individuals with brain injury or mental illness, while others noted a limited availability of long-term funding across all disability categories. Overwhelmingly, respondents reported that inadequate long-term funding discourages supported employment implementation efforts. Second, 26 respondents reported that their state has no organized effort to promote accessible transportation. Of these, over half viewed this as a barrier to supported employment implementation, particularly in rural areas. Third, other policies and practices reported by respondents to discourage supported employment were funding structures that favor segregated service options and a lack of state legislative commitment to programs that serve people with significant disabilities.

Interpreting the low impact ratings of several policies and practices requires further explanation. An examination of the response distributions and comments for several items reveals that the low mean ratings may be misleading. For example, the perceived impact of *Welfare-to-Work reform, the Social Security Administration's (SSA) Alternate Participant Program, and Medicaid Waiver Programs* may be lower than one would expect. It is important to note that state supported employment administrators may not have been in the best position to respond to these particular items, an interpretation supported by several respondent comments.

On the other hand, other respondents commented that the target populations for Welfare-to-Work reform and SSA's Alternate Participant Program often do not include persons typically served by supported employment programs. Thus, there are at least two plausible explanations for the low mean impact ratings for these items. As a second example, the average impact rating for *linkages between the generic workforce development system and the VR* was .46. Seven respondents commented that it is too early in the implementation phase of generic workforce development systems to determine their impact on supported employment. This factor partially accounts for the low mean impact rating for this item.

4. Discussion

The purpose of the federal investment in supported employment over the last two decades, by design, has been to promote systems change from an entrenched system of congregate, segregated services to a system of individualized and integrated services and supports. In an attempt to promote change, nearly every state invested in personnel training and technical assistance, and most states have been able to sustain some kind of effort in training. States that do not have formal statewide systems of training and technical assistance are at a disadvantage. High staff turnover rates and the ever-changing nature of employment-related services require access to ongoing, high quality, affordable training.

Much of the systems change efforts were intended to expand the capacity of existing providers of services to provide integrated employment opportunities. About half of the states invested in creating new stand-alone providers of supported employment services. This effort was, and continues to be, necessary in order to offer consumers a true option for integrated services and to demonstrate that it is not necessary to have a facility in order to serve people with disabilities in their communities.

Although the focus of systems change efforts was on increasing the capacity of organizations to provide supported employment, there was not a corresponding focus on reducing the number of people in segregated day services, as indicated by the mere 5% reduction in 26 closures into sheltered work between 1996 and 1998. It is interesting to note that while Title III projects specified “systems change,” only about ten states have a formal state commitment to “down-size” or close sheltered workshops or segregated day programs. An equal number of states indicated they have opened or expanded sheltered options, and one in five states still report a fiscal incentive to provide facility-based rather than community-based services.

Supported employment continues to evolve based upon a set of strong values and practices that include self-determination, choice and control, person-centered planning, individualized supports, inclusion, career growth, and parity in job wages and benefits. During the past two decades employment professionals have learned how to assist individuals with significant disabilities get and keep employment. They have successfully built business partnerships and facilitated workplace supports. Technological innovations have enabled even those with intensive support needs to become gainfully employed. Many individuals with disabilities have taken control of their lives through self-determination initiatives and opportunities for true choice and control of their services and supports. Thus, the knowledge base exists at the service delivery level for systems change to supported employment. At the organizational level, there are examples of agencies throughout the United States that have changed from facility-based to totally community-based services. Leaders within these organizations have found ways to convert their services, despite the barriers.

State supported employment programs operate within larger state and national environments replete with conflicting policies and competing priorities. As a result, integrated service options such as supported employment often exist alongside segregated service options

such as sheltered work. Some states have been progressive in developing state structures, policies, and practices that promote supported employment, but outcomes vary widely from state to state [19].

Clearly, many barriers still impede the provision of integrated employment and related supports. Results of this survey highlight the lack of long-term funding for some people, transportation issues, funding disincentives to provide community-based services, and a lack of legislative commitment in some states to provide integrated services to people with significant disabilities. Other barriers include Social Security and Medicaid disincentives to work, the lack of qualified staff, and negative attitudes and low expectations on the part of employers, service providers, and community members [21].

Survey results point to some promising federal and state policies and practices with the potential to promote true systems change. Included among these are funding tied to individuals, organized state efforts for accessible transportation, court-ordered deinstitutionalization, the use of Medicaid waivers for supported employment and community supports, and mandated minimum qualifications for employment services staff. Used in combination, these innovations create possibilities that did not exist ten years ago.

Other new policies and practices have emerged that have had, and will continue to have, a positive influence on systems change. The Rehabilitation Services Administration recently redefined the term “employment outcome” to mean integrated employment [8]. Sheltered workshop closures are no longer considered acceptable closures. The 1999 Olmstead decision [16], which obliges states to administer services “in the most integrated setting appropriate to the needs of qualified individuals with disabilities,” has major implications for day services. The national self-determination initiative has increased the voice of self-advocates and has demonstrated the ability of choice and personal budgets to shift the service structure from a

professional-directed to a customer-directed approach [5]. Medicaid Buy-in legislation and Social Security work incentives enable people to work without losing their benefits. Results-based funding efforts are focusing on and rewarding employment outcomes. The Business Leadership Network is promoting business-to-business communication about hiring people with disabilities. The generic employment system, via One-Stop Centers and customized employment, is now working to serve people with disabilities. School and transition services in some areas are preparing youth with disabilities to pursue their post school goals, including entry into the competitive workforce. This emphasis on transition, though not yet widespread, is a key to bypassing the system of segregated services, thereby reducing the demand for such services.

5. Conclusion

The results of this study provide a glimpse of the past, present, and possible future of systems change in employment services for people with significant disabilities. The fact that numbers in *both* sheltered workshops and supported employment continue to grow indicates that states are supporting dual systems of service delivery. Competing priorities within and between state and federal agencies necessarily limit the expansion of supported employment. The recent change in the Rehabilitation Services Administration's definition of an employment outcome highlights the federal government's commitment to supporting people in integrated, community settings. Individual states must, likewise, clarify the values inherent in their policies regarding employment services for people with disabilities. Several states are leading the way by paying only for VR services provided in integrated settings, by allocating new funds available through state Developmental Disabilities and Mental Health agencies entirely to integrated service options, and by finding new ways to use Medicaid dollars to fund community-based services.

If the full potential of supported employment to yield valued employment outcomes is to be realized, fiscal incentives must exist to provide integrated employment services for people

with disabilities, including those with high support needs. Efforts must continue to align conflicting policies and practices, shift funding to community-based services, promote quality school and transition services, encourage the development of customer-directed service models, emphasize employment outcomes, and track and reward desired outcomes. Ultimately, the success of systems change will be judged in terms of how individuals with disabilities view the quality of their lives.

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Table 1

Systems Change Activities Rated High Priority, Impact, and Sustained Effort

Activities undertaken with state systems change grants	Rated as High		
	Priority n (%)	Impact n (%)	Sustained Effort n (%)
Employer development	29 (62)	19 (41)	19 (40)
Training provided to			
Vocational rehabilitation staff	46 (96)	43 (92)	23 (49)
Providers	46 (96)	44 (92)	26 (54)
Consumers and/or families	37 (77)	35 (73)	12 (26)
DD ^a and/or mental health staff	44 (92)	42 (88)	22 (47)
Technical assistance provided to			
Vocational rehabilitation staff	41 (85)	39 (81)	26 (54)
Providers	45 (94)	43 (90)	28 (58)
Consumers and/or families	30 (63)	26 (54)	18 (38)
DD ^a and/or mental health staff	37 (77)	35 (73)	21 (44)
Conversion efforts	38 (79)	28 (59)	24 (50)
Capacity building			
Establishment of stand-alone SE ^b providers	27 (56)	24 (50)	20 (42)
Expansion of existing provider service options	42 (89)	41 (85)	33 (69)
Demonstrations	26 (54)	21 (44)	14 (30)
Advocacy	27 (56)	25 (52)	25 (52)
Policy and funding initiatives	41 (85)	36 (75)	33 (69)
Other	8 (18)	8 (18)	9 (20)

Note. Each item had a response range of 1 (*low*) to 4 (*high*). A response of 3 or 4 was coded as *high*.

n = number of states (including District of Columbia) that rated a particular activity as *high*;

% = percentage of responding states that rated a particular activity as *high*.

^aDevelopmental disabilities ^bSupported employment

Table 2

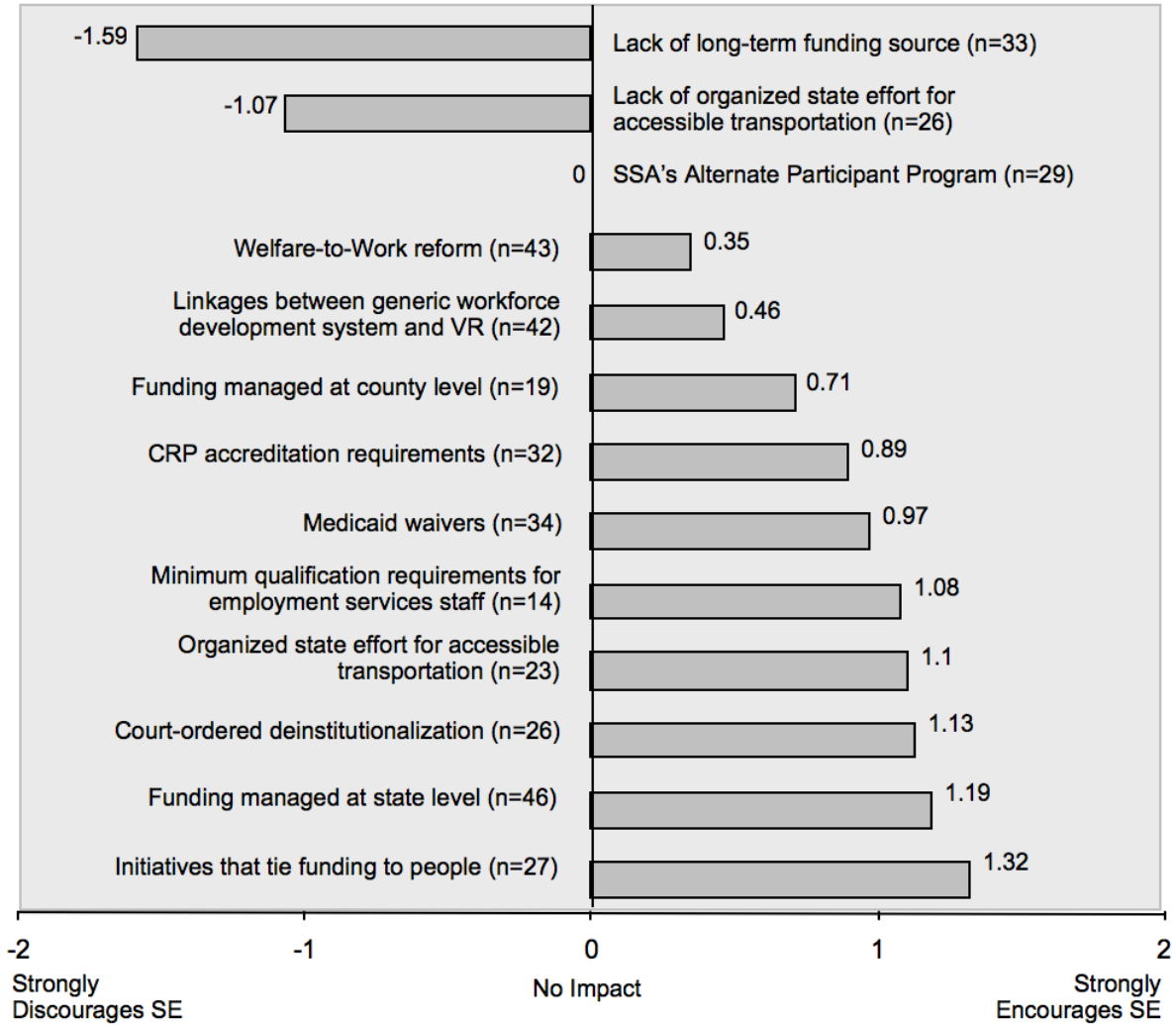
State Conversion Efforts Reported by Supported Employment Administrators

Conversion Efforts	<i>n/N</i> ^a
A formal state commitment (i.e., state policy directive) exists to downsize or close sheltered workshops and/or segregated day services.	10/50
Title III funds were allocated to promote changeover from segregated to integrated services (e.g., bridge funding, training and technical assistance).	33/50
Other state funds (not including Title III monies) have been allocated to promote changeover from segregated to integrated services.	33/50
The state VR agency reimburses community rehabilitation providers for one or more services provided within a sheltered work setting.	33/50
Within the last three fiscal years (FYs 1996, 1997 and 1998)	
New supported employment providers have been established. ($M = 13.6$, $SD = 21.7$) ^b	42/49
Sheltered workshops or day programs have closed as a result of conversion efforts. ($M = 0.9$, $SD = 2.9$) ^b	14/48
New sheltered workshops or day programs have opened or existing segregated services have been expanded. ($M = 0.5$, $SD = 1.9$) ^b	10/48
Funds have been allocated to promote changeover from segregated to integrated services.	22/50

^a*n* = number of respondents who reported a statement accurately describes their state's conversion efforts; *N* = total number of individuals who responded to a particular item. ^b*M* = mean number of agencies; *SD* = standard deviation.

Figure 1

Perceived Influences on Supported Employment Implementation Efforts



Note. n = number of respondents reporting that a policy or practice is applicable to their state