Question 7: What can the NCDSB agency or local office do to improve the provision of VR services to those who are blind or have low vision?

There were 51 comments about 6 different topics.

Administrative (11) that included more staff (6), consistent interpretation of guidelines, communication & cooperation,

- *Take a look at the regulations with an eye to providing the services the clients need rather than what sounds like the right boundaries,*
- *increase ability to decline service if no motivation to work, and*
- *pay better to attract and keep qualified employees.*

Public relations and outreach (9) included *hand each client a VR brochure* and *educate the public*.

Expand services (2)

Training (12) for staff (6) and clients (2). Suggestions for staff include training in blindness, programs and eligibility requirements, sign language (and other) secondary languages, positive aspects of employment, and have one meeting for all staff annually.

Transportation (6) that included lobbying for better services, become involved in local transportation boards.

Other (11) that included: return phone calls, work closer with SWB, advocacy, refer clients to other services when needed; make more referrals to VR,

- *Lobby for a cell phone tax that would pay for phone access software, and*
- *Be straightforward with them (clients) about their place in the job market.*

Section 4 Needs and Barriers for Minorities

Question 8: Are there services you feel are needed for minorities?

33 (60%) responded yes and 22 (40%) no. There were 32 comments with 14 of these stating that minorities have the *same needs as anyone else*. The remaining 18 comments were about 6 needs.

Citizenship status (1)

Knowledge of cultural differences (1)

Need for interpreters (2)

Linguistic differences (4)