



Idaho Division of
Vocational Rehabilitation

FY2018 - FY2022

Content and Format

The Plan is divided into four sections. The first three sections describe the programs administered under the Idaho Division of Vocational Rehabilitation (IDVR). Each of the programs described, Vocational Rehabilitation, Extended Employment Services, and the Council for the Deaf and Hard of Hearing, outline specific goals, objectives, performance measures, benchmarks, and baselines for achieving their stated goals. The final section addresses external factors impacting IDVR.

Since federal and Idaho State government operate according to different fiscal years, and since IDVR is accountable to Rehabilitation Services Administration (RSA) on a federal fiscal year (FFY) basis (October 1 – September 30), the agency will use federal year statistics for reporting the Vocational Rehabilitation program portion of Plan. Any comparisons noted in benchmarks will reflect the most recently complete FFY data available. Since the Extended Employment Services and the Council for the Deaf and Hard of Hearing programs are state funded only, all reporting will be based on a state fiscal year. This Plan covers fiscal years 2018 through 2022.

Several of the performance measures and benchmarks included in this strategic plan were adopted because of the mandatory federal standards and indicators of the Vocational Rehabilitation (VR) program.

IDVR's priorities are shifting. The Workforce Innovation and Opportunity Act substantially modify the standards and indicators utilized to gauge the performance of VR agencies. Many of these new primary performance measures are longitudinal and IDVR is not able to fully report on these measures until data becomes available in the next SFY. Because IDVR is not able to report on new baselines and benchmarks, and lacks the ability to set benchmarks until initial baseline information emerges, the Division will continue to use the goals and targets used in previous Strategic Plans for a final year.

Vocational Rehabilitation

Vocational Rehabilitation Program Vision Statement

Your success at work means our work is a success.

Vocational Rehabilitation Program Mission Statement

Preparing individuals with disabilities for employment and community enrichment.

Vocational Rehabilitation Program Goals

Goal #1 – Provide excellent vocational rehabilitation services to individuals with disabilities while they prepare to obtain, maintain, or regain competitive integrated employment.

1. Objective: Provide appropriate and effective vocational rehabilitation services to eligible customers to include job supports and training to increase employment opportunities, job stability, and employment retention.

Performance Measure 1.1.1: The number of customers who successfully achieve employment.

FFY2013	FFY2014	FFY2015	FFY2016	Benchmark
1,827	1,978	2,186	2,253	≥ 2,253

Benchmark: Maintain or improve number of customers who successfully achieve employment in FY 18₁

Performance Measure 1.1.2: Average hourly wage of customers who successfully obtain employment.

FY2013	FY2014	FY2015	FY2016	Benchmark
\$10.98	\$11.16	\$11.74	\$12.12	≥ minimum wage

Benchmark: Greater than or equal to minimum way in FY 18₂

2. Objective: Deliver comprehensive transition services to transition age students and youth with disabilities to prepare them for employment.

Performance Measure 1.2.1: The number applications for students and youth entering the IDVR program.

FFY2013	FFY2014	FFY2015	FFY2016	Benchmark
N/A	1,629	1,777	2,020	≥ 2,020

Benchmark: Greater than or equal to 2,020 for FY 18₃

Performance Measure 1.2.2: The number of students and youth who achieve an employment outcome.

FFY2013	FFY2014	FFY2015	FFY2016	Benchmark
542	553	546	576	≥ 576

Benchmark: Greater than or equal to 576 for FY 18₄

3. **Objective:** Increase customer engagement in the VR process.

Performance Measure 1.3.1: The number of first time approved Individualized Plans for Employment (IPE).

FFY2013	FFY2014	FFY2015	FFY2016	Benchmark
3,066	3,523	3,860	3,966	≥ 3,966

Benchmark: Greater than or equal to 3,966 for FY 18₅

Performance Measure 1.3.2: The rehabilitation rate of individuals exiting the IDVR program.

	FFY2014	FFY2015	FFY2016	Benchmark
60.04%	58.23%	56.59%	57.83	55.8%

Benchmark: Greater than or equal to 55.8% for FY 18₆

Goal #2 - Provide organizational excellence within the agency through increased customer satisfaction and federal and state compliance.

1. **Objective:** Evaluate the satisfaction of customer’s vocational rehabilitation experience and service delivery.

Performance Measure 2.1.1: Customer satisfaction rate.

FY2013	FY2014	FY2015	FY2016	Benchmark
95.8%	93.6%	87.8%	89.1%	90% satisfaction rate

Benchmark: Greater than or equal to 90% for FY 18₇

2. **Objective:** Demonstrate compliance with state and federal regulations.

Performance Measure 2.2.1: The number of federal and state audit findings.

FFY2013	FFY2014	FFY2015	FFY2016	Benchmark
6	1	4	3	“0” (zero) audit findings

Benchmark: No audit findings in FY 18₈

3. **Objective:** IDVR will recruit, employ and retain the most qualified staff to deliver quality services to individuals with disabilities.

Performance Measure 2.3.1: Comprehensive System of Personnel Development (CSPD) compliance.

FFY2013	FFY2014	FFY2015	FFY2016	Benchmark
87.0%	89.8%	85.7%	79%	≥ 85%

Benchmark: Greater than 85% for FY 18₉

Goal #3 - Develop strong relationships with businesses and employers to provide quality employment opportunities for individuals with disabilities.

1. **Objective:** IDVR to be recognized as the disability expert in the workforce system to meet the needs of the business community.

Performance Measure 3.1.1: The number of different employers hiring IDVR customers.

FFY2013	FFY2014	FFY2015	FFY2016	Benchmark
N/A	N/A	N/A	1,740	≥ previous year performance

Benchmark: Greater than or equal to 1,740 for FY 18₁₀ *Revised performance measure from previous Plan to better measure business involvement.

Extended Employment Services

Mission

Idahoans with significant disabilities are some of the state’s most vulnerable citizens. The Extended Employment Services (EES) Program provides individuals with significant disabilities employment opportunities either in a community supported or workshop setting.

Vision

Provide meaningful employment opportunities to enable citizens of Idaho with the most severe disabilities to seek, train-for, and realize real work success.

Goal #1 – Provide employment opportunities for individuals who require long-term support services through the Extended Employment Services program.

1. **Objective:** Maximize the use of State funds to serve individuals who require long-term vocational supports, using the principles of informed choice, for meaningful employment.

Performance Measure 1.1.1: Number of individuals served.

SFY2013	SFY2014	SFY2015	SFY2016	Benchmark
N/A	N/A	N/A	647	≥ previous year performance

Benchmark: Greater than or equal to previous year in FY 18¹¹ *Revised benchmark as of SFY2016.

Performance Measure 1.1.2: Number of individuals on the EES waitlist.

SFY2013	SFY2014	SFY2015	SFY2016	Benchmark
N/A	N/A	N/A	292	≤ on waitlist from previous year

Benchmark: Greater than or equal to previous year in FY 18¹² *Revised benchmark as of SFY2016.

Council for the Deaf and Hard of Hearing (CDHH)

Role of CDHH

CDHH is an independent agency. This is a flow-through council for budgetary and administrative support purposes only with no direct programmatic implication for IDVR. The following is the Council for the Deaf and Hard of Hearing’s Strategic Plan.

Mission

Dedicated to making Idaho a place where persons, of all ages, who are deaf or hard of hearing have an equal opportunity to participate fully as active, productive and independent citizens.

Vision

To ensure that individuals who are deaf, hard of hearing, or hearing impaired have a centralized location to obtain resources and information about services available.

Goal #1 – Work to increase access to employment, educational and social-interaction opportunities for persons who are deaf or hard of hearing.

1. *Objective:* Continue to provide information and resources.

Performance Measure 1.1.1: Track when information and resources are given to consumers.

FY2013	FY2014	FY2015	FY2016	Benchmark
N/A	N/A	2 brochures 53 FB posts	2 addt'l brochures 49 FB posts	Continue to create brochures, social interaction, & website development

Benchmark: 2 or more new brochures created in FY 18¹³

Goal #2 – Increase the awareness of the needs of persons who are deaf and hard of hearing through educational and informational programs.

1. *Objective:* Continue to increase the awareness.

Performance Measure 2.1.1: Deliver presentations and trainings to various groups through education and social media.

FY2013	FY2014	FY2015	FY2016	Benchmark
N/A	N/A	27	23	Presentations delivered

Benchmark: 23 or more presentations delivered in FY 18¹⁴

Goal #3 – Encourage consultation and cooperation among departments, agencies, and institutions serving the deaf and hard of hearing.

1. *Objective:* Continue encouraging consultation and cooperation.

Performance Measure 3.1.1: Track when departments, agencies, and institutions are cooperating (such as Department of Corrections and Health and Welfare).

FY2013	FY2014	FY2015	FY2016	Benchmark
N/A	N/A	11	12	Present to various local, state & federal agencies

Benchmark: Present at 12 or more local, state and federal agencies in FY 18¹⁵

Goal #4 – Provide a network through which all state and federal programs dealing with the deaf and hard of hearing individuals can be channeled.

1. *Objective:* The Council’s office will provide the network.

Performance Measure 4.1.1: Track when information is provided.

FY2013	FY2014	FY2015	FY2016	Benchmark
N/A	N/A	200 calls	120 calls	Maintain network through website, social media, brochures, telephone inquiries, & personal communication

Benchmark: Track all calls in FY 18¹⁶

Goal #5 – Determine the extent and availability of services to the deaf and hard of hearing, determine the need for further services and make recommendations to government officials to insure that the needs of deaf and hard of hearing citizens are best served.

1. *Objective:* The Council will determine the availability of services available.

Performance Measure 5.1.1: The Council will administer assessments and facilitate meetings to determine the needs.

FY2013	FY2014	FY2015	FY2016	Benchmark
N/A	N/A	Met	Met	Continued work with mental health personnel

Benchmark: Met in FY 18¹⁷

Goal #6 – To coordinate, advocate for, and recommend the development of public policies and programs that provide full and equal opportunity and accessibility for the deaf and hard of hearing persons in Idaho.

1. *Objective:* The Council will make available copies of policies concerning deaf and hard of hearing issues.

Performance Measure 6.1.1: Materials that are distributed about public policies.

FY2013	FY2014	FY2015	FY2016	Benchmark
N/A	N/A	Met	Met	Facilitate meetings with various agencies and group

Benchmark: Met in FY 18₁₉

Goal #7 – To monitor consumer protection issues that involve the deaf and hard of hearing in the State of Idaho.

1. *Objective:* The Council will be the “go to” agency for resolving complaints from deaf and hard of hearing consumers concerning the Americans with Disabilities Act.

Performance Measure 7.1.1: Track how many complaints are received regarding the ADA.

FY2013	FY2014	FY2015	FY2016	Benchmark
N/A	N/A	10 ADA Issues	10 ADA Issues	Create information resulting from ADA complaint

Benchmark: Track all complains in FY 18₂₀

Goal #8 – Submit periodic reports to the Governor, the legislature, and departments of state government on how current federal and state programs, rules, regulations, and legislation affect services to persons with hearing loss.

1. Objective: The Council will submit reports.

Performance Measure 8.1.1: Reports will be accurate and detailed.

FY2013	FY2014	FY2015	FY2016	Benchmark
N/A	N/A	Completed	Completed	Submit accurate reports.

Benchmark: Completed for FY 18²¹

External Factors Impacting IDVR

The field of Vocational Rehabilitation is dynamic due to the nature and demographics of the customers served and the variety of disabilities addressed. Challenges facing the Division include:

Adequate Supply of Qualified Personnel

IDVR is dedicated to providing the most qualified personnel to address the needs of the customers served. Challenges in recruitment have been prevalent over the past several years. Recruiting efforts have been stifled by low wages as compared to other Idaho state agencies as well as neighboring states. IDVR has identified the need to develop relationships with universities specifically offering a Master's Degree in Rehabilitation Counseling. Furthermore, IDVR has identified universities offering coursework for other degree programs that will meet eligibility for the Certified Rehabilitation Counselor (CRC).

State and Federal Economic and Political Climate

While Idaho has seen some improvement in its economic growth over the past several years there are a variety of influences which can affect progress. Individuals with disabilities have historically experienced much higher unemployment rates, even in strong economic times. Furthermore, Idaho has one of the highest percentages per capita of workers in the country making minimum wage. IDVR recognizes this and strives to develop relationships within both the private and public sectors in an effort to increase employment opportunities and livable wages for its customers.

IDVR is also affected by decisions made at the federal level. The Workforce Innovation and Opportunity Act (WIOA), which replaces the Workforce Investment Act, bring substantial changes to the VR program. WIOA's changes aim to improve the nation's workforce development system through an alignment of various workforce programs, and improve engagement with employers to address skilled workforce needs.

WIOA will require IDVR to implement substantial programmatic changes. These changes will impact policy development, staff training, fiscal requirements, and compliance reporting requirements. The most impactful changes are the fiscal and programmatic requirements to increase and expand services to students and youth with disabilities. WIOA mandates state VR agencies reserve 15% of their budgets for the provision of Pre-employment transition services (Pre-ETS) which are essentially services the Division was not previously providing. This change will result in an agency which is shifting not only the population it serves, but is serving that population in different and innovative ways. As a result, future benchmarks will be established, but with a high degree of error that will diminish as IDVR completes its transition to business as usual under WIOA, and new baselines are realized. The Division has diligently been working to address the new requirements and continues to move forward with the implementation of Pre-employment transition services and a strategic evaluation of the impact of these requirements. These new mandates will require a substantial modification of this strategic plan in the near future. Modifications will also include the transition to new primary performance measures. Due

to these major changes Vocational Rehabilitation programs are allowed a two year period to “baseline” or capture the required data before negotiating expected levels of performance. The first full reporting year is State Year 2018.

Adequate Availability of Services

Due to the rural nature of Idaho, there are isolated pockets of the state with limited vendor options. This can directly impact customer informed choice. Furthermore, a vendor’s inability to meet required credentialing under IDAPA could impact a customer’s options. Lastly, changes to other program criteria could eliminate services to customers. A change in Health and Welfare’s criteria for the HCBS Medicaid Waiver is one example affecting program services.

Technological Advances in Both Assistive Rehabilitation Products and Information Technology

IDVR recognizes the importance of both information and assistive technology advances as intricate to the success of the Division as well as the customers it serves. The cost and rapid changes in these technologies influence the overall success of the program. IDVR is dedicated to keeping abreast in advances in both assistive rehabilitation technology and information technology, and in investing in training to keep Vocational Rehabilitation staff current in their understanding of these advances. IDVR employs Information Technology staff to develop innovative ways to utilize technology in carrying out its mission. IDVR also collaborates with the Idaho Assistive Technology Project through the University of Idaho with center locations throughout the state.

All staff of the Idaho Division of Vocational Rehabilitation takes pride in providing the most effective, efficient services available to individuals with disabilities seeking employment. Management is committed to continued service to the people of Idaho. The goals and objectives outlined in the IDVR Strategic Plan are designed to maximize the provision of services to Idahoans with disabilities as well as promote program accountability.

Cybersecurity Plan for IDVR

Idaho Division of Vocational Rehabilitation (IDVR) has adopted of the National Institute of Standards and Technology (NIST) Cybersecurity Framework and will be implementing Center for Internet Security (CIS) Controls, Critical Security Controls #1-5 By June 30, 2018.

IDVR will be collaborating with the Idaho Office of Administration on the purchase of the Veronis and Avanti/Landesk software packages to accomplish the implementation of the top 5 controls by the specified date.

Footnotes: External Factors Impacting IDVR_____

- 1 Benchmarks are set based on federal requirement to meet or exceed the previous year's level of performance.
- 2 Benchmarks are set based on federal requirement to meet or exceed the previous year's level of performance
- 3 Benchmarks are set based on an internal measure of performance and informed by the Division's State Rehabilitation Council (SRC) and are a major focus.
- 4 Benchmarks are set based on an internal measure of performance and informed by the Division's SRC. Students and youth are a major focus.
- 5 Benchmarks are set based on an internal measure of performance and informed by the SRC; plan volume is one way to gauge customer involvement.
- 6 Benchmarks are set based on federal requirement to meet or exceed 55.8% threshold.
- 7 Benchmarks are set based on an internal measure of performance and was established by the Division's SRC to gauge customer satisfaction with program services and identify areas for improvement. The benchmark of 90% is arbitrary; however it is typically utilized as a threshold for quality performance.
- 8 Benchmarks are set based on an internal program measure and established by the SRC and intended to inform the council of relevant findings emerging from audits or monitoring. The benchmark of zero reflects the perfection the Division seeks in adhering to state and federal regulations.
- 9 Benchmarks are set based on an internal program measure and represents a commitment to the development of quality vocational rehabilitation counselors, meeting this standard ensures that individuals with disabilities in Idaho receive services through certified professionals and promotes more efficient, comprehensive, and quality services. The baseline is an arbitrary percentage established by IDVR and is a stretch goal the agency aspires to achieve.
- 10 Benchmarks are set based on new federal requirements and replaces the previous year's measure to focus on the volume of individual businesses that hire IDVR customers and is one method of gauging business involvement. The benchmark was set to maintain or improve performance over the prior year.
- 11 Benchmarks are set based on an internal program measure and were new as of the 2017-2022 Strategic Plan. This measure represents a better indicator of performance for the EES program.
- 12 Benchmarks are set based on an internal program measure and were new as of the 2017-2022 Strategic Plan. This measure represents a better indicator of performance for the EES program.
- 13 Benchmarks are set based on an internal program measure to expand information to Idaho's deaf and hard of hearing population, to include brochures and information via electronic and social media. The Council is the only clearinghouse of information in Idaho about deaf and hard of hearing issues. This benchmark was established to adhere to Idaho statute 67, chapter 73.
- 14 Benchmarks are set based on internal program measure to provide information about the needs of persons who are deaf or hard of hearing. The benchmark was created because the Council is the only state agency to provide this type of information. This benchmark was established to adhere to Idaho statute 67, chapter 73.
- 15 Benchmarks are set based on internal program measure to provide information about deaf and hard of hearing issues. This benchmark was established to adhere to Idaho statute 67, chapter 73
- 16 The Council has historically been the organization where individuals and groups come for information concerning deaf and hard of hearing issues. The benchmark was created to continue tracking the information. This benchmark was established to adhere to Idaho statute 67, chapter 73.

¹⁷ Benchmarks are set based on internal program measure to determine the need for public services for deaf and hard of hearing community and was established because there was a Task Force that met to determine the need of mental health services that need to be provided to deaf and hard of hearing individuals. Benchmarks are set to provide information where interpreters can get information about current issues and has established a printed list of Sign Language Interpreters and also on the Council's website. This benchmark was established per the request of the Idaho Registry of Interpreters of the Deaf to support the legislation. This benchmark was established to adhere to Idaho statute 67, chapter 73.

¹⁸ This benchmark was established to adhere to Idaho statute 67, chapter 73.

¹⁹ Benchmarks are set based to provide information, in collaboration with the Northwest ADA Center, about the Americans with Disability Act (ADA). The benchmark was established to continue that partnership and to adhere to Idaho statute 67, chapter 73.

²⁰ Benchmarks are set to adhere to Idaho statute 67, chapter 73.

²¹ Benchmarks are set based on internal program measure to provide information about deaf and hard of hearing issues, this benchmark was established to adhere to Idaho statute 67, chapter 73.