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# STRATEGIC PLAN

2010 -2014



## **MISSION STATEMENT**

Our mission is to empower persons who are blind or visually impaired by providing vocational rehabilitation training, skills training and educational opportunities to achieve self-fulfillment through quality employment and independent living, to serve as a resource to families and employers and to expand public awareness regarding the potential of all persons who are blind or visually impaired.

## **VISION STATEMENT**

To provide Idahoans who are blind or visually impaired the same opportunities as their sighted peers to pursue full and productive lives.

## **OPERATING PHILOSOPHY**

We believe in the abilities of blind people and in each other as professional colleagues. We believe in respecting individual differences, facilitating individualized services both to our client partners and to each other. We believe blind people, like others in society, benefit most when contributing to their communities rather than completely depending upon them. We believe our services must be marked by effective communication, professionalism, mutual support, managed change, teamwork, and intra/interagency cooperation.

## **KEY FACTORS**

With our population increasing and especially our baby boomers aging our services and funding for those clients will be at a much higher demand.

Within the government there is a move towards consolidated manpower training programs. Our agency must maintain the unique and special services related to specialized training and vocational rehabilitation for the blind and visually impaired in order to place clients in an employment field where they can benefit the economy and society.

The lack of public and government awareness regarding the issues and concerns of blind people, as well as a lack of public awareness regarding our agency's programs and services is a continuing concern and challenge.

## **GOALS AND OBJECTIVES**

### **GOAL 1: Increase Independence and Employment Outcomes through Quality Rehabilitation Services**

**Objective 1:** ICBVI will meet or exceed the required federal indicators.

**Action/Strategies:**

On-going monitoring of ICBVI Programs:

To review Vocational Rehabilitation (VR), Independent Living (IL), Independent Living Older Blind (ILOB), Business Enterprise Program (BEP) and Sight Restoration Program (SRP) cases on an annual basis.

Develop and implement enhancements to ICBVI's computerized case management system to more effectively manage and evaluate data for the agency's ability to meet and exceed the federal requirement and allow individual program managers to better manage and evaluate data for staff performance.

Create and implement trainings to Community Rehabilitation Programs (CRPs) and other stakeholders to increase their working relationships with our clients.

Increase staff knowledge and skills in assistive technology through staff training.

**Objective 2:** Emphasize the role that functional skills have on employment outcomes.

**Action/Strategies:**

To provide intensive compensatory skills training to blind and visually impaired clients who wish to obtain or maintain employment.

Emphasize stronger upfront counseling and guidance.

Identify and utilize medical consultants for secondary disabilities functioning knowledge.

Work with transition youth at the start of high school to foster the development of ongoing transition planning and services.

Assessments on all new VR clients.

Mandatory tour of the ATC Program for new full time potential ATC clients entering program to better educate and market agency programs and services as a whole.

Provide ongoing staff training to insure qualified professional staff knowledgeable in blindness ,visual impairments as well as secondary disabilities; counseling techniques,

vocational rehabilitation, community and secondary transition.

To increase ATC Program effectiveness:

- To conduct a survey of ATC students two months after they leave the center to determine if the training they received met their needs, was applicable to their employment search.
- Cross train all ATC Staff.
- Educate ATC students on other resources in the community that will enhance their training experience and increase their employability.

**Objective 3:** To promote the efficiency, profitability, professionalism, and image of the Business Enterprise Program (BEP) and its operators.

**Strategies/Actions:**

Create and obtain new locations to expand the program's opportunities for current and future blind merchants.

Create a more efficient system for tracking performance and progress of the vendors.

Continue marketing materials in all locations to educate Idahoans about ICBVI and the services offered.

Update the BEP training program for vendors across the state.

**Objective 4:** Make the Aid & Appliances Inventory System that was converted to a web-based environment entirely accessible for the blind and visually impaired staff.

**Strategies/Actions:**

Implement identified Aid & Appliances program needs.

**Objective 5:** Keep inventory at a two to three month sales level for all stores.

**Strategies/Actions:**

Place non-moving product on sale, to eliminate from inventory.

Boise Storekeeper will make all purchasing/pricing decisions and adjustments on all inventories, to include regional stores to avoid duplication and inventory discrepancies.

**Objective 6:** To initiate new services responding to identified consumer needs.

**Strategies/Actions:**

To request funding to support Newslines.

To request an Assistive Technology Instructor for ICBVI.

To work with the Special Education Directors and the State Board of Education to assist the transition of blind and visually impaired into the workforce.

To develop adequate financial resources to take the Low Vision Clinic to local communities in Idaho on a periodic basis.

Implement a traveling Assessment and Training Center (ATC).

To promote students from out-of-state to attend the ATC.

**Objective 7:** To provide low vision rehabilitation for visually impaired people to make use of their remaining vision to perform tasks/activities.

**Strategies/Actions:**

To promote training in the latest techniques and low vision aids, including bioptics for driving.

Continue to develop a bioptic driving recommendation guide for all areas of the state, and to help drivers training businesses to develop a unified program.

To continue to take the Low Vision Clinic to local communities in Idaho on a periodic basis.

**Objective 8:** To provide the necessary reports for financial or client data information to enable staff to make informed decisions based on that information.

**Strategies/Actions:**

Provide financial reports for all Commission programs that will provide accurate and timely data to monitor budgets by the 15th of each month for the Administrator and program managers, and to partner with them in providing oversight.

Due to the enhancements of the Case Management System, more client data will be available.

Provide appropriate training in the use of financial or client data decision-making.

**Performance Measure:**

	*FFY 2007	*FFY 2008
Vocational Rehabilitation Clients served	464	455
Independent Living Clients served under the age of 55	53	65
Independent Living Clients served over the age of 55	463	579
Low Vision Clinic served	344	392
	**SFY 2007	**SFY 2008
Sight Restoration Program served	196	186
Aids & Appliances Store Revenue (Based on State Fiscal Year)	\$205,000	\$211,000

\*FFY= Federal Fiscal Year October 1 – September 30.

\*\*SFY=State Fiscal Year July 1 – June 30.

**Benchmark:**

ICBVI will meet or increase the amount of clients served and will meet or increase the amount of sales from the previous year.

**GOAL 2: Increase public and client awareness of the mission, purpose, goals, function and services of the agency.**

**Objective 1:** Improve outreach methods to reach more consumers, advocates, providers, employers and other stakeholders.

**Strategies/Actions:**

Implement recurring outreach activities to help minimize the effects of turnover in other agency staff or organizations has on the organizational knowledge of ICBVI services.

Emphasize the specialized programs and services that ICBVI offers to the blind and visually impaired.

Create a School Transition Brochure for parents and students.

Create a School Transition Brochure for school personnel.

Develop additional materials to better communicate to clients about the purposes for and preparation needs to participate in ICBVI trainings.

Work with Consumer Groups, Clients and Secondary Transition Partners to increase the effectiveness of the “Summer Work Experience Program” (SWEP) and “College Days” Programs offered at ICBVI.

**Performance Measure:**

	FFY 2008	FFY 2009
Increase communication amongst entities involved in transition for students.	Three additional regional meetings around the state will be held for additional school staff, ICBVI & IDVR Counselors to participate in regarding transition services for students.	Conduct training for ICBVI VR Counselors and Rehab Teachers and the Idaho School for the Deaf and Blind Outreach Teachers here in Boise, and across the state by means of video conferencing.
Community Support & Outreach	Create an ICBVI mural display board for use in each region for information fairs, job fairs, school fairs, etc.	Update the ICBVI public website and create a school transition brochure for parents, students and school personnel.

**Benchmark:**

Agency outreach will continue to increase the amount of clients served from the previous year in all programs under ICBVI with the use of new and existing marketing materials and increased communication amongst staff, providers, other agencies and consumers.

Signed: \_\_\_\_\_  
 Angela Jones, Administrator

Date: \_\_\_\_\_