



Idaho Division of  
Vocational Rehabilitation

2010 - 2014

## **Content and Format**

Since Federal and Idaho State governments operate according to different fiscal years, and since IDVR is accountable to Rehabilitation Services Administration (RSA) on a federal year basis (October 1 – September 30), the agency will use federal year statistics for reporting purposes in this Strategic Plan. This Plan will cover federal fiscal years 2010 through 2014.

The Plan is divided into three sections. The first section focuses on the Vocational Rehabilitation Program and presents specific goals, objectives and strategies for achieving these goals. The following section relates to the IDVR State Renal Disease Program. The final section addresses external factors impacting IDVR.

## **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 – Continually improve the quality of Vocational Rehabilitation services available to eligible Idahoans with disabilities to prepare for, obtain, maintain, or regain competitive employment and long term Supported Employment within the context of available resources.**

1. **Objective:** Increase the number of individuals who successfully become employed after receiving VR services.

**Performance Measure:** The number of individuals who successfully achieve the employment outcome objective.

**Benchmark:** The number of individuals exiting the VR program who achieved an employment outcome shall be equal to or exceed the previous year's performance.

2. **Objective:** Increase the number of transition age youth who successfully become employed after receiving VR services

**Performance Measure:** The number of transition age youth who successfully achieve the employment outcome objective.

**Benchmark:** The number of transition age youth exiting the VR program who achieved an employment outcome shall be equal to or exceed the previous year's performance.

3. **Objective:** Increase the earnings of individuals who successfully become employed after receiving VR services.

**Performance Measure:** The earning capacity of those who become employed.

**Benchmark:** The average hourly earnings of individuals exiting the VR program who achieved an employment outcome shall be equal to or exceed the previous year's performance.

4. **Objective:** Increase the number of individuals with significant disabilities placed in employment with long term job support.

**Performance Measure:** The number of individuals in employment who receive long term support.

**Benchmark:** The number of individuals with significant disabilities placed into employment with long term job support shall be equal to or exceed the previous year's performance.

5. **Objective:** Utilize Information Technology to its maximum capacity.

**A. Performance Measure:** Increase the efficiency and capacity of record storage.

**Benchmark:** Initiate a pilot project on document imaging in one region by 2010.

- B. **Performance Measure:** Information Technology/Skill Development of all personnel.  
**Benchmark:** Ongoing education and training will increase.
  - C. **Performance Measure:** Identify the most effective case management software to meet the agency's needs.  
**Benchmark:** On-going research by IT and Field staff to identify/review software solutions.
6. **Objective:** Statewide consistency for orientation and training to ensure continuity among all levels of staff.
- Performance Measure:** A comprehensive Training Manual for VR Counselors, VR Assistants, Regional Managers, and Assistant Regional Managers.  
**Benchmark:** One module of the Training Manual will be completed per year over the next four years.
7. **Objective:** Expand Employment Opportunities for Clients
- Performance Measure:** Implementation and use of the job development pilot project.  
**Benchmark:** Job development pilot project will be implemented and in use by 2010.
8. **Objective:** Enhance revenue opportunities for VR programs.
- Performance Measure:** Increase grant opportunities and collaboration with other agencies to develop shared projects.  
**Benchmark:** Collaboration with other agencies will meet or exceed the previous year.
9. **Objective:** Establish the most appropriate governance model for IDVR.
- Performance Measure:** During SFY2010, IDVR will work with the Governor's office to identify a future location for IDVR within state government.  
**Benchmark:** A location will be identified during SFY2010.

**Goal #2 - Ensure that all eligible individuals with disabilities have equal access to services.**

1. **Objective:** Assure that individuals of minority backgrounds have equal access to services
- Performance Measure:** Maintain or increase the number of individuals from minority backgrounds who successfully become employed after receiving Vocational Rehabilitation services.  
**Benchmark:** The number of individuals with disabilities from minority backgrounds exiting the VR program who achieved an employment outcome shall be equal to or exceed the previous year's performance.
2. **Objective:** Adequately meet the employment needs of the increasing Adult Corrections population statewide.

**Performance Measure:** Maintain or increase the number of individuals from the Adult Corrections population statewide who successfully become employed after receiving Vocational Rehabilitation services.

**Benchmark:** The number of individuals with disabilities from the Adult Corrections population exiting the VR program who achieved an employment outcome shall be equal to or exceed the previous year's performance.

3. **Objective:** Strengthen partnerships with community partners

A. **Performance Measure:** Participation in the meetings and activities of community programs including but not limited to the Consortium for Idahoans with Disabilities (CID), Workforce Investment Act (WIA), State Independent Living Council (SILC), Developmental Disabilities Council, Advisory Commission on Correctional Education and Programs, Interagency Working Group, and Secondary Transition Group to support their efforts.

**Benchmark:** Increase regular attendance

B. **Performance measure:** Increase collaboration with Community Rehabilitation Partners (CRP) to develop shared projects.

**Benchmark:** Collaboration with CRPs will meet or exceed previous year.

4. **Objective:** Create a collaborative effort with community partners, which results in a temporary homeless project for people with disabilities who currently encounter housing barriers that impede their capacity for employment.

**Performance Measure:** Decrease the number of individuals with disabilities who are incurring homelessness because of the current economic downturn.

**Benchmark:** The number of individuals with disabilities who are provided shelter assistance.

### **Goal #3 - Ensure that IDVR is compliant with the Rehabilitation Services Administration (RSA) 2009 Information Guide.**

**Objective:** Create an internal audit process that achieves the vocational outcome goals established by RSA.

**Performance Measure:** Monthly audits will be conducted statewide to address the current RSA performance objectives and policies.

**Benchmark:** IDVR will achieve a minimum of 90% compliance in all areas measured by the monthly audit review.

## State Renal Disease Program

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### **Mission**

To provide financial assistance for lifesaving medical care and treatment to Idaho residents who are experiencing end-stage renal disease; and who do not have the financial resources to meet all their end-stage renal disease medical needs; and for whom work is not an option; or are employed, but unable to afford lifesaving kidney related expenses on a continuing basis.

### **Vision**

No Idaho resident experiencing end-stage renal disease should be at risk of death solely due to the inability to financially secure timely and appropriate medical intervention.

### **Goal #1 – Provide Idahoans experiencing end-stage renal disease with a program for financial assistance for needs relating to life saving medical services.**

1. **Objective:** Achieve an overall satisfactory rating for the State Renal Disease Program.

**Performance Measure:** The percentage of Idaho residents served in the program.

**Benchmark:** Achieve a minimum of 90% overall satisfaction rating.

## External Factors Impacting IDVR

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

### **Technological Advances in Both Assistive Rehabilitation Products and Information Technology**

IDVR is dedicated to keeping current of the latest trends in both assistive rehabilitation technology and information technology, and in training Vocational Rehabilitation Counselors and staff. IDVR employs an Information Technology staff to develop innovative ways to utilize technology in carrying out its mission. IDVR also collaborates with the Idaho Assistive Technology Center located at the University of Idaho.

### **Changes in the Medical Industry**

Continuing advancements in the medical industry as well as changes relating to insurance and financial benefits pose complex questions for the Vocational Rehabilitation Counselor. This is especially true in determining eligibility and services. Many IDVR Counselors and Managers are involved with health and disability-related organizations to keep abreast of these changes.

### **Idaho's Economy**

While Idaho has seen tremendous growth in its population in the past ten years, the current economic downturn is posing unique and challenging barriers to Idahoans with disabilities. IDVR has received an economic stimulus budget from RSA. The distribution of this money is reflected within the three overarching goals outlined within the strategic plan.

### **Political Climate**

The political elements are by far the most difficult for IDVR to overcome since they are essentially out of the control of the Division. At the state level, the Division is subject to legislative action regarding annual budget requests including service dollars and personnel expansion. Any legislation pertaining to service provision either by public or private sectors will have a definite impact on Division services and service providers.

During SFY2009, the Governor's office determined that a study should be conducted to determine the best location within state government for this program. This undertaking has also been referenced within the strategic plan.

IDVR is also affected by decisions made at the federal level. The direction Congress chooses regarding reauthorization of the Rehabilitation Act will impact the future of Vocational

Rehabilitation in Idaho. Federal funding decisions, e.g., training grants, block grants, funding reductions, program deletions, changes in health care and employment standards and practices are areas that would impact the Division's planning process.

All staff of the Idaho Division of Vocational Rehabilitation take 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,