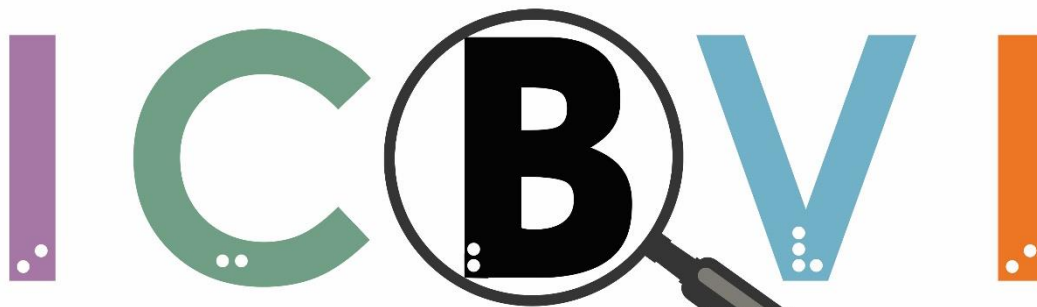


STRATEGIC PLAN

2021 -2024



**Idaho Commission for the
Blind and Visually Impaired**

MISSION STATEMENT

Our mission is to empower persons who are blind or visually impaired by providing vocational rehabilitation, skills training, and educational opportunities to achieve self-fulfillment through quality employment and independent living.

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 people who are blind or visually impaired 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 people who are blind or visually impaired, 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 EXTERNAL FACTORS

Because our population is rapidly aging, and our state is quickly growing, the demand for our services is increasing as are our funding needs. In Idaho, we continue to be faced with geographical obstacles which can result in clients not receiving the consistency and frequency of training that is needed.

ICBVI must remain autonomous in order to provide specialized services required to meet the needs of people who are blind or visually impaired.

With the passing of the Workforce Innovation and Opportunity Act (WIOA PL 113-128 enacted July 22, 2014), we are now required to reserve 15% of our federal Vocational Rehabilitation Grant for transition age (15-21) students for Pre-Employment Transition Services (34 CFR 361.48 (a) 34 CFR 361.65(a). This requirement will impact service delivery for our other consumers.

GOALS AND OBJECTIVES

GOAL 1: Increase independence and employment outcomes through quality rehabilitation services

Objective 1: ICBVI will follow federal guidelines and meet required expectations for state and federally funded programs to provide services that lead to employment outcomes or independent living.

Strategies/Actions:

Continue on-going monitoring of comprehensive state-wide needs assessment (CSNA) and reporting of programs performance. Surveys will be used to evaluate each program periodically, ranging from quarterly to every three years, depending on specific program requirements and guidelines.

Review Vocational Rehabilitation (VR), Independent Living (IL), Older Individuals who are Blind (OIB), Business Enterprise Program (BEP), and Sight Restoration Program (SR) cases on an annual basis.

Provide consistent statewide service to clients who are blind or visually impaired whose goal is to obtain or maintain competitive integrated employment as defined by 34 CFR 361.5(c)(9).

Provide quality independent living skills training.

Objective 2: ICBVI will provide on-going staff training to ensure a comprehensive system of personnel development (CSPD), as required by WIOA 34 CFR 361.18.

Strategies/Actions:

Promote training opportunities such as in-service training, webinars, local workshops, and national conferences for ICBVI staff as identified by the Comprehensive Statewide Personnel Development as required by Workforce Innovation and Opportunity Act (WIOA) Combined State Plan.

Provide staff training to ensure that staff are knowledgeable in blindness and visual impairments, other disabilities and vocational rehabilitation.

Objective 3: ICBVI will provide quality skills training to our clients in the Assessment and Training Center (ATC) Program in order to reduce barriers to employment and to assist individuals in reaching their goals of independence.

Strategies/Actions:

Administer the ATC satisfaction survey after the clients leave the Center, to evaluate if the training was effective and if it can be improved in any way.

Educate ATC students on other resources in the community including the One-Stop System that will enhance their training experience and increase their employability.

Objective 4: ICBVI will promote the efficiency, profitability, professionalism, and image of the Business Enterprise Program (BEP) and its operators.

Strategies/Actions:

Expand the program through development and growth of current locations by adding new sites, integrating new business concepts, and upgrading equipment with collaboration from Idaho Blind Merchants Committee (IBMC)

Provide vendors training opportunities to attain the skills they need for upward mobility.

Continue to work with the ATC to evaluate and enhance a skills training program for future Business Enterprise candidates. Solicit input and ongoing feedback from the IBMC on the development and implementation of the new vendor training program. Continue to provide onsite training to new vendors with participation from licensed vendors.

Objective 5: ICBVI will provide assessments to meet the rehabilitation needs of people who are blind or visually impaired.

Strategies/Actions:

Continue Boise and regional low vision clinics to provide services for individuals who are blind and visually impaired.

Provide rehabilitative assessments to evaluate the need for aids and appliances, assistive technology, career interests, and functional limitations.

Performance Measures for Goal #1:

		SFY2021	SFY2022	SFY2023	SFY2024
1. Vocational Rehabilitation Clients served	<i>benchmark</i>	300	300	370	370
2. All Independent Living Clients Served	<i>benchmark</i>	800	800	800	800
3. Sight Restoration Program Clients Served	<i>benchmark</i>	60	60	60	60
4. Low Vision Clinic Served	<i>benchmark</i>	450	450	450	450
5. Average Hourly Wage of VR clients at program exit	<i>benchmark</i>	\$10.00	\$10.00	\$10.00	\$10.00
6. Staff Receiving Specialized Training	<i>benchmark</i>	20	20	20	20
7. Average Vendor Earnings in the Business Enterprise Program	<i>benchmark</i>	\$35,750	\$39,325	\$43,260	\$47,586
8. Number of clients that participated in ATC training	<i>benchmark</i>	10	16	30	30

Performance Measure Explanatory Notes:

1. Programmatic changes due to WIOA resulted in the VR program serving participants in a different way. We also anticipate an initial drop in clients due to the COVID-19 Pandemic.
2. We anticipate this number to remain consistent over the next four years.
3. Due to the reduction in General funding, Sight Restoration anticipates serving fewer individuals.
4. We anticipate this number to remain consistent over the next four years.
5. One of the new performance measures under WIOA is average earnings at program exit. The VR programs continue to work on data sharing systems with the Idaho Department of Labor (IDOL) and building a baseline for this measure. Average wages at program exit will be a negotiated benchmark with our federal partner. The current projection for wages at exit is based on historical ICBVI data and remain flat until our new benchmarks have been established.
6. Based on the number of staff at ICBVI, number of trainings that occur annually, and the amount of funds for training, we predict these numbers to remain the same.
7. Due to recent re-structuring of vendor locations, we anticipate the average vendor earnings to have a slight increase each year after recovering from the impact of the COVID-19 pandemic.

8. Considering the COVID-19 Pandemic and social distancing requirements we have reduced the number of students who are participating in the Assessment and Training Center.

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

Objective 1: ICBVI will continue outreach to consumers, advocates, providers, employers and other stakeholders.

Strategies/Actions:

Promote programs and services that ICBVI offers to persons who are blind and visually impaired.

Work with consumer groups, clients, and secondary transition partners to increase student participation in Pre-Employment Transition Services.

Continue outreach and collaboration with the four Native American Tribes, per the State Tribal VR Memorandum of Understanding.

Continue outreach to underserved populations, including rural communities, and to individuals who have significant barriers to employment.

Continue to partner with the Idaho Chapter of the National Federation of the Blind on the summer program BELL (Braille Enrichment Learning and Literacy) for children who are blind or visually impaired.

Objective 2: ICBVI will promote and support self-awareness and confidence through statewide peer support groups.

Strategies/Actions:

Continue to support group trainings for clients involving community venues, which improve the clients' self-confidence while participating in the community.

Performance Measures for Goal #2:

Performance Measures		SFY 2021	SFY 2022	SFY 2023	SFY 2024
1. Idaho Education Services for the Deaf and Blind (IESDB) Work Readiness Training	<i>benchmark</i>	<i>4 days</i>	<i>4 days</i>	<i>4 days</i>	<i>4 days</i>
2. Low Vision Clinics held Regionally	<i>benchmark</i>	<i>2 days</i>	<i>5 days</i>	<i>5 days</i>	<i>5 days</i>
3. IESDB ADL Training at ATC	<i>benchmark</i>	<i>8 days</i>	<i>8 days</i>	<i>8 days</i>	<i>8 days</i>
4. Idaho Interagency Council on Secondary Transition	<i>benchmark</i>	<i>8 days</i>	<i>8 days</i>	<i>8 days</i>	<i>8 days</i>
5. Consortium of Idahoan's with Disabilities	<i>benchmark</i>	<i>7 days</i>	<i>7 days</i>	<i>7 days</i>	<i>7 days</i>

6. State Independent Living Council	<i>benchmark</i>	<i>4 days</i>	<i>6 days</i>	<i>6 days</i>	<i>6 days</i>
7. Commission for Libraries Talking Book Program	<i>benchmark</i>	<i>4 days</i>	<i>4 days</i>	<i>3 days</i>	<i>4 days</i>
8. Workforce Opportunity and Innovation Working Group Partners Meetings	<i>benchmark</i>	<i>14 days</i>	<i>14 days</i>	<i>14 days</i>	<i>4 days</i>
9. Number of Consumers who participate in peer support groups	<i>benchmark</i>	<i>320</i>	<i>1,200</i>	<i>1,200</i>	<i>1,200</i>

Performance Measure Explanatory Notes:

1. All Goal 2 Performance Measures are in relation to outreach, membership and participation of ICBVI Staff. Performance Measures 1-8 are based on a state fiscal year and how many days out of that year staff were involved. This goal is monitored by the ICBVI Management Team.
2. Performance Measure 9- Peer support group numbers have decreased due to some past participants passing on and the lack of new individuals joining those groups. The COVID-19 Pandemic has really skewed these numbers as well since most groups have decided to wait until COVID-19 passes before meeting again.

GOAL 3: Improve services for students by developing new and innovative strategies for providing Pre-Employment Transition Services.

Objective 1: Increase work-based learning experiences for students prior to exiting high school.

Strategies/Actions:

Revise current policies around work-based learning experiences to reflect a more curriculum-based approach to these activities.

Begin developing outcome measures for all Pre-Employment Transition Services.

Objective 2: Engage Work Force partners in the development and provision of Pre-Employment Transition Services.

Strategies/Actions:

Collaborate with regional Community Rehabilitation Providers (CRP's) in the development and provision of work-based learning experiences for students with disabilities.

Provide consultation and accessibility training to One-Stop partners to address barriers to individuals who are blind or visually impaired.

Update the current Memorandum of Understanding (MOU) to reflect policy changes in Pre-Employment Transition Services.

Continued participation in the development of the One-Stop system, with emphasis on service delivery to rural communities.

Objective 3: Continue emphasizing training and education of key stakeholders on ICBVI programs and services, with emphasis on Pre-employment Transition Services.

Strategies/Actions:

Engage Local Education Agency's (LEA's) and other key education (Idaho State Board of Education, State Department of Education) stakeholders in the provision of transition services.

Continue its collaborative efforts with the Idaho Division of Vocational Rehabilitation in the coordination, monitoring, and evaluation of Pre-employment Transition Services in the state.

GOAL 4: ICBVI will comply with the State of Idaho's Cybersecurity as directed by Executive Order 2017-02.

Objective 1: Adoption of the National Institute of Standards and Technology (NIST) Cybersecurity Framework and Implementation of Center for Internet Security (CIS) Critical Security Controls 1-5.

Strategies/Actions:

As a technology customer of the Office of Information Technology Services (ITS) in the Governor's Office, we are using the cyber security systems and technical expertise in ITS to fulfill requirements related to Executive Order 2017-02. Staff from ITS briefed the NIST Core Framework, CIS Controls 1-5, and their plan for adoption of the NIST Cybersecurity Framework. We participate in Division of Human Resources (DHR) and ITS administered cybersecurity training, as awareness is a critical component of an effective cybersecurity program. As briefed by ITS staff, implementation of the CIS Controls 1-5 will be their responsibility for the systems they operate and, as technological tools applied to the computer systems, legally invisible to us as a customer. ITS, working through the multi-agency Incident Response Task Force, has developed and incident Response Program Support of our agency.

Addendum:**Red Tape Reduction Act**

Pursuant to Executive Order No. 2019-02 (Red Tape Reduction Act), ICBVI appointed a Rules Review Officer. Deadlines for the Notice of Omnibus Rulemaking (the republishing of existing rules and the expiration of obsolete and outdated rules) were achieved.

ICBVI will not be proposing any rule changes in SFY21.

ICBVI does anticipate making changes to 15.02.30 in SFY 22 to propose the expiration of obsolete and outdated rules in this chapter.

ICBVI has 4 chapters of Administrative Code:

- 15.02.02 – Vocational Rehabilitation
- 15.02.03 – Independent Living Program
- 15.02.03 – Sight Restoration Program
- 15.02.30 – Business Enterprise Program

The following table illustrates ICBVI Administrative Code as a result of the Red Tape Reduction Act:

	Prior to Red Tape Act		After Red Tape Act Implementation	
	# of words	# of restrictions	# of words	#of restrictions
15.02.02	4,427	46	3,406	35
15.02.03	1,116	12	995	10
15.02.04	1,083	13	1,001	10
15.02.30	7,155	172	6,986	167