

# STRATEGIC PLAN

2017 -2020



### **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 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 EXTERNAL FACTORS**

Because our population is rapidly aging, the demand for our services is rapidly 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 persons who are blind or visually impaired.

With the passing of the Workforce Innovation and Opportunity Act (WIOA), we are now required to reserve 15% of our federal Vocational Rehabilitation Grant for transition age (14-21) students for Pre-Employment Transition Services. 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.

**Strategies/Actions:**

Continue on-going monitoring and reporting of Programs. Programs will send customer surveys to evaluate programs periodically, ranging from quarterly to every three years, depending on specific program requirements and guidelines.

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

Provide consistent statewide service to blind and visually impaired clients whose goal is to obtain or maintain employment.

Work with eligible youth in school to develop ongoing transition, education, planning, and services. These services are coordinated with other education and community partners.

**Objective 2:** ICBVI will provide on-going staff training to ensure qualified professional staff are knowledgeable in blindness and visual impairments, other disabilities, and vocational rehabilitation.

**Strategies/Actions:**

Promote training opportunities such as webinars, local workshops, and national conferences for VR Counselors and staff.

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

**Strategies/Actions:**

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

Educate ATC students on other resources in the community that will enhance their training experience and increase their employability.

Assign an ATC Staff Advisor who is readily available to clients when they have questions, need schedule changes, need to schedule appointments, or have suggestions for the program.

**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)

Offer more frequent training opportunities for current vendors to help them grow their business by participating in upward mobility opportunities.

Continue to work with the ATC to develop a thorough 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 continue the design of the Aid & Appliances Inventory System to be used for accessibility by all staff including blind and visually impaired staff.

**Strategies/Actions:**

Implement identified Aids & Appliances program reports, utilized for day-to-day transactions including:

- Detail Summary Report
- Refund/exchange A&A process

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

**Strategies/Actions:**

Collaborate with Workforce Innovation and Opportunity Act (WIOA) partners to assist the transition of blind and visually impaired into the workforce.

Send ATC Instructors as time permits to regional offices to supplement client training.

Continue to offer ATC Discovery Days program once a year for clients who are unsure of long term training.

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 with a visual impairment.

**Objective 7:** ICBVI will provide low vision rehabilitation for visually impaired people to determine if they can better use their remaining functional vision to perform tasks and activities.

**Strategies/Actions:**

Continue regional low vision clinic services to those who are not in the Boise area and use donated funds to provide services and devices for individuals in the OB/IL programs.

**Performance Measures for Goal #1:**

	* FFY 2014	*FFY 2015
Number of Vocational Rehabilitations Clients Employed		85
Vocational Rehabilitation Clients served	515	528
Average Hourly Wage at Closure of a Vocational Rehabilitation Client		\$10.95
Staff receiving specialized Skills Training		29
Independent Living Clients served under the age of 55	105	96
Independent Living Clients served over the age of 55	675	727
Number of consumers who participate in a peer support group		1,587
Low Vision Clinic served	431	470
Average Vendor Earnings in the Business Enterprise Program		\$49,875
Aids & Appliances Store Revenue	\$253,000	\$279,000
Number of Aids & Appliances Store Transactions		2,692
	**SFY 2014	**SFY 2015
Sight Restoration Program Clients served	92	75

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

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

**Benchmark:**

ICBVI Rehabilitation Services will meet or increase the number of clients served.

**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 as needed.

**Strategies/Actions:**

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

Work with consumer groups, clients, and secondary transition partners to increase participation in the “Summer Work Experience Program” (SWEP) and “College Days” programs offered at ICBVI.

Continue outreach to the underserved populated areas of Idaho including the three Native American Indian Tribes and the Hispanic community.

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

**Strategies/Actions:**

Continues to implement group trainings for clients involving community venues, which improve the clients’ self-confidence while participating in the community.

**Performance Measures for Goal #2:**

Measure	FFY 2015	FFY 2016
Continue outreach to consumer, advocates, providers, employers and stakeholders.	<p>Remained involved with Tools for Life Conference on a yearly basis and stayed actively involved with the Assistive Technology Project by attending board meetings.</p> <p>Implemented summer regional work experiences in clients’ community with the goal of 2 clients per regional area per summer.</p> <p>The ICBVI Board reviewed and received input on consumer needs at four meetings a year</p>	<p>Outreach continues with many ICBVI staff involved in the following:</p> <ul style="list-style-type: none"> <li>--Collaboration with IESDB on Work Readiness Transition Camp, Monthly ADL Sessions at the ATC, Assistive Tech training with IESDB Outreach Teachers.</li> <li>--Regional Low Vision Clinics</li> <li>--Idaho Interagency Council on Secondary Transition</li> <li>--Membership of Consortium of Idahoan’s with Disabilities; State Independent Living Council; Commission for Libraries Talking Book Program, and WIOA partners group.</li> </ul>

		--ICBVI Tours to Public Education Classes and Community Groups.
Community Support & Outreach	<p>ICBVI continued to be involved with two major transportation entities in Ada and Canyon Counties. These groups ensure riders have accessible public transportation options.</p> <p>Continued to support more accessible vehicles and bus stops with accessibility to riders' information via web and phone.</p> <p>Continued to support the installation of truncated domes at all new and remodeled intersections.</p>	ICBVI Regional and Assessment and Training Center Staff continue to be involved in public transportation meetings. This outreach includes accessibility with mass transit and pedestrian walk ways.

**Benchmark:**

Agency outreach will continue to increase the number 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.

Completion date of Goals number one and two are based on state and federal fiscal years and are monitored by the ICBVI Management Team.