

Part I – Agency Profile

Agency Overview

The Idaho Division of Vocational Rehabilitation (IDVR) is an agency under the oversight of the Office of the State Board of Education. Jane Donnellan is the Administrator for the Division. IDVR is charged with several major responsibilities: Management of the State/Federal Vocational Rehabilitation Program, Extended Employment Services (EES) and the fiscal management of the Council for the Deaf and Hard of Hearing (CDHH). It should be noted that nationally, under the Federal Vocational Rehabilitation Program, each state has the ability to choose to have a combined or separate agency to serve the blind and visually impaired. In Idaho, a separate state agency (the Idaho Commission for the Blind and Visually Impaired) provides vocational rehabilitation services for those who have a primary disability of blind and visually impaired.

The Public Vocational Rehabilitation program is one of the oldest and most successful Federal/State programs in the United States. Vocational Rehabilitation serves individuals with severe disabilities that impose significant barriers to gainful employment. In FFY 2015, the average time needed for a person to complete a rehabilitation plan and become employed was 21 months. Furthermore, employment of individuals with disabilities resulted in a 366% increase in customer weekly earnings and significant decreases in the need for public support.

The structure of IDVR includes a Field Services unit as well as a Planning and Evaluation, Fiscal, Information Technology and Extended Employment Services units. Under the Field Services unit, there are eight (8) regional managers who supervise field staff in the following regions: Coeur d'Alene, Lewiston, Boise, Treasure Valley Special Programs, Twin Falls, Pocatello, Idaho Falls, and Caldwell.

IDVR is comprised of 150 employees, of which 142 are full time positions serving in forty (40) offices throughout the state. Offices are located throughout the state to include: Boise, Meridian, Coeur d'Alene, Sandpoint, Lewiston, Orofino, Moscow, Twin Falls, Burley, Pocatello, Blackfoot, Preston, Idaho Falls, Salmon, Rexburg, Caldwell, Nampa, and Payette. There is one (1) Central Office, eight (8) Regional Offices, ten (10) general Sub-Offices, seven (7) Mental Health Sub-Offices, nine (9) School-Work Sub-Offices, and five (5) Corrections Sub-Offices.

Core Functions/Idaho Code

Legal Authority for the Idaho Division of Vocational Rehabilitation is Idaho Code, 33-2301 and the Rehabilitation Act of 1973, as amended by the Workforce Innovation and Opportunity Act (WIOA), 29 U.S.C. 720, and is augmented by regulations promulgated and set forth at 34 CFR § 361.

Services that may be available include evaluation of rehabilitation potential, vocational guidance and counseling, physical and mental restoration, vocational, academic and other training, job placement and other services, which can reasonably be expected to benefit the individual in terms of employment.

The Extended Employment Services (EES) program provides funding to individuals with severe disabilities who are deemed unable to maintain employment without on-going support. A state financial allotment is provided annually to be distributed by the EES Program Manager to contracted Community Rehabilitation Programs who subsequently provide the long term support to eligible customers (IDAPA 47.01.02 Rules and Minimum Standards Governing Extended Employment Services under the authority of Idaho Code 33-2303).

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 Council's vision is 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 (Idaho Code, Title 67, Chapter 73, Idaho State Council for the Deaf and Hard of Hearing 67-7301 – 67-7308).

Revenue and Expenditures

Revenue	FY 2013	FY 2014	FY 2015	FY 2016
General Fund	\$7,222,720	\$7,350,178	\$7,344,535	\$7,086,525
Rehab Rev & Refunds	\$586,887	\$653,069	\$310,456	\$985,832
Federal Grant	\$11,316,948	\$12,473,938	\$13,710,931	\$14,457,626
ARRA	\$0	\$8,567	\$0	\$0
Miscellaneous Revenue	\$729,208	\$467,798	\$755,359	\$661,707
Total	\$19,855,763	\$20,953,550	\$22,121,281	\$23,191,690
Expenditures	FY 2013	FY 2014	FY 2015	FY 2016
Personnel Costs	\$7,903,578	\$8,577,431	\$9,168,672	\$9,129,504
Operating Expenditures	\$1,543,577	\$1,553,005	\$1,831,248	\$1,464,243
Capital Outlay	\$23,025	\$99,255	\$50,271	\$90,337
Trustee/Benefit Payments	\$10,096,090	\$10,852,261	\$11,503,155	\$11,854,930
Total	\$19,566,270	\$21,081,952	\$22,553,346	\$22,539,014

**IDVR is primarily a federally funded program that assesses finances on a Federal Fiscal Year basis (October 1-September 30). For this reason, chart data represents figures that are different from State Fiscal year data. Example, FY2016 represents FFY2015.*

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2013	FY 2014	FY 2015	FY 2016
The Number of Individuals Served by Vocational Rehabilitation	13,129	11,324	11,704	12,177
The Number of Individuals Who Went to Work After Receiving VR Services	1814	1827	1978	2186

**Under WIOA, VR program performance reporting changed from a Federal Fiscal Year basis (October 1-September 30) to a Program Year (July 1-June 30) effective July 1, 2016. For this report performance is reported on a complete Federal Year. Example, FY2016 represents FFY2015. Future Performance Measurement Reports will report Program Year (PY) performance.*

Performance Highlights

IDVR continues to strive to increase the opportunities for employment for individuals with disabilities by developing new strategies for future success. The following highlights efforts to increase successful rehabilitations:

In FFY2016, IDVR had a 10.5% increase in successful employment outcomes from FFY2015. This increase demonstrates a positive trajectory in maintaining or returning Idahoans with disabilities back to work. Furthermore, 85% of VR customers who achieved or maintained employment reported their wages as their primary means of support. This demonstrates an increase in self-sufficiency and decrease in dependency on public assistance and family support.

Significant changes impacting the Vocational Rehabilitation program came to light on July 22, 2014, with the enactment of the Workforce Innovation and Opportunity Act (WIOA). This law replaces the Workforce Investment Act (WIA), which formerly governed the Vocational Rehabilitation program. WIOA includes many substantial changes aimed to improve the nation’s workforce development system to help states and local areas better align workforce programs with each other and with the needs of employers for a skilled workforce.

On June 30, 2016 an advanced posting of the final rules was announced. IDVR has taken steps to strategize and incorporate elements of the law that could be implemented prior to these final rules. The Division will continue to further our understanding and adapting to changes described in the recently published final rule. IDVR continues to work with the core WIOA partners to develop strategies on initiatives that require joint collaboration, such as the combined state plan and common performance measures.

WIOA requires IDVR to implement substantial programmatic changes. These changes will impact policy development, staff training, and compliance reporting requirements. Fiscal and programmatic requirements to State of Idaho

increase and expand services to students and youth with disabilities continue to be one of the division's highest priorities.

IDVR is in a period of transition for the next two program years (July 1-June 30) regarding performance accountability measures. Performance measures have changed dramatically for the program under WIOA. All prior performance measures are replaced with new WIOA common performance measures. IDVR will use the next two years to collect baseline data to establish benchmarks making next year's Performance Measurement Report challenging to formulate. It will appear substantially different from this performance report.

Part II – Performance Measures

Performance Measure		FY 2013	FY 2014	FY 2015	FY 2016	Current Year
Goal 1						
<i>To provide excellent and quality customer service to individuals with disabilities while they prepare to obtain, maintain, or regain competitive employment and long term supported employment.</i>						
1. Number of individuals exiting the VR program who achieved an employment outcome	actual	1814	1827	1978	2186	-----
	benchmark	N/A	1815	1828	1979	2187
2. Number of transition age youth exiting the IDVR program who achieved an employment outcome will exceed the previous year's performance	actual	542	553	546	576	-----
	benchmark	581	543	554	547	577
3. Meet or exceed the percentage of individuals who exit the VR Program after receiving services who are determined to have achieved an employment outcome	actual	42.36%	60.04%	58.19%	56.59%	-----
	benchmark	55.8%	55.8%	55.8%	55.8%	55.8%
Goal 2						
<i>To provide organizational excellence within the agency</i>						
1. Maintain a customer satisfaction survey rate of at least 90% as demonstrated by "agree" and "strongly agree" responses	actual	N/A	95.8%	93.6%	87.8%	-----
	benchmark	N/A	95%	95%	90%	90%
Goal 3						
<i>To have strong relationships with our stakeholders and partners engaged in the mission of Vocational Rehabilitation.</i>						
1. Increase the number of different occupational areas/categories employers are hiring IDVR customers**	actual	10	13	16	12	-----
	benchmark	9	11	14	17	13

Performance Measure Explanatory Notes

The benchmark of 55.8% for individuals who exit the VR program after receiving services who are determined to have achieved an employment outcome is a minimum requirement of the agency established by the federal Rehabilitation Services Administration.

***Occupational categories are defined by the Bureau of Labor Statistics, Federal Occupational Employment Statistics (OES) program which produces employment and wage estimates annually for over 800 occupations.*

For More Information Contact

Jane Donnellan, Administrator
Idaho Division of Vocational Rehabilitation
650 W State St., Rm. 150
PO Box 83720
Boise, ID 83720-0096
Phone: (208) 287-6466
E-mail: jane.donnellan@vr.idaho.gov