

## ***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 competitive integrated employment. In FY 2019, the average time needed for a person to complete a rehabilitation plan and become employed was 19 months. Furthermore, employment of individuals with disabilities resulted in a 543% 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 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 Treasure Valley West.

The VR program is comprised of 152 employees, of which 143 are full-time positions serving in thirty-six (36) offices throughout the state. Offices are located throughout the state including Boise, Meridian, Coeur d'Alene, Sandpoint, Lewiston, Orofino, Moscow, Twin Falls, Burley, Pocatello, Blackfoot, Preston, Idaho Falls, Salmon, Rexburg, Caldwell, and Nampa. There is one (1) Central Office, eight (8) Regional Offices, seven (7) general Sub-Offices, seven (7) Mental Health Sub-Offices, nine (9) School–Work Sub-Offices, and four (4) 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), Public Law 113-128 and is augmented by regulations promulgated and set forth at 34 CFR § 361, 363, and 397.

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 EES program is a State of Idaho appropriations program that provides needed long-term employment supports to individuals with disabilities in a competitive integrated employment setting or provides training services to individuals in a nonintegrated employment setting. The program contracts with providers to deliver the services on an individual basis.

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 2016	FY 2017	FY 2018	FY 2019
General Fund	\$7,086,525	\$8,265,536	\$7,840,641	\$8,648,300
Rehab Rev & Refunds	\$985,832	\$836,137	\$611,564	\$1,137,838
Federal Grant	\$14,457,626	\$15,743,762	\$15,402,420	\$14,431,087
Miscellaneous Revenue	\$661,707	\$641,677	\$703,883	\$686,992
<b>Total</b>	<b>\$23,191,690</b>	<b>\$25,478,112</b>	<b>\$24,558,508</b>	<b>\$24,904,217</b>
Expenditures	FY 2016	FY 2017	FY 2018	FY 2019
Personnel Costs	\$9,129,504	\$9,654,556	\$10,074,804	\$10,328,411
Operating Expenditures	\$1,464,243	\$1,747,556	\$1,530,745	\$1,558,712
Capital Outlay	\$90,337	\$75,972	\$447,493	\$107,304
Trustee/Benefit Payments	\$11,854,930	\$13,340,909	\$13,063,469	\$11,811,060
<b>Total</b>	<b>\$22,539,014</b>	<b>\$24,818,993</b>	<b>\$25,116,511</b>	<b>\$23,805,487</b>

\* For FY 2016 – FY 2018 IDVR used the federal fiscal year as the period for reporting financial data. For FY 2019 and forward IDVR is moving to the state fiscal year as the period for reporting financial data.

**Profile of Cases Managed and/or Key Services Provided**

Cases Managed and/or Key Services Provided	FY 2016	FY 2017	FY 2018	FY 2019
The Number of Individuals Served by Vocational Rehabilitation	12,177	12,283	11,209	9,368
The Number of Individuals Who Went to Work After Receiving VR Services	2,186	2,253	1,835	1,281

\*Under WIOA, VR program performance reporting shifted from federal fiscal year reporting (October 1 – September 30) to program/state year reporting (July 1-June 30). Data for FY 2019 is based on the state fiscal year, previous performance data is based on federal fiscal year timeframe.

**Red Tape Reduction Act**

Each agency shall incorporate into its strategic plan a summary of how it will implement the Red Tape Reduction Act, including any associated goals, objectives, tasks, or performance targets. This information may be included as an addendum.

	As of July 1, 2019
Number of Chapters	N/A
Number of Words	N/A
Number of Restrictions	N/A

Not applicable. All changes to Administrative Code are done through the authority of the State Board of Education and reported through the State Board of Education’s strategic plan and performance measure report.

**FY 2019 Performance Highlights**

The Division created an entirely new Strategic Plan for 2019-2023. This performance report includes the old performance measures from prior Strategic Plans and the new performance measures for the current Strategic Plan.

The Division continues to transition with the changes required by the Workforce Innovation and Opportunity Act (WIOA), including the transition to the new Common Performance Measures. The Division is collecting baseline data and has not negotiated performance targets with Rehabilitation Services Administration (RSA) for the new measures, to date. Many of the new performance measures are lagging indicators, such as median earnings 2nd quarter after exit, which will require additional time before complete data is available to determine reasonable targets. Rehabilitation Services Administration intends to negotiate targets for some of the performance measures, however the Division waits for further federal guidance.

**Part II – Performance Measures**

Performance Measures	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	
<b>Goal 1</b>						
<i>Provide quality, relevant, individualized vocational rehabilitation services to individuals with disabilities to maximize their career potential.</i>						
1. Number of students receiving Pre-employment Transition Services (Pre-ETS). Goal 1 Objective 1	actual	N/A	301	1180	947	-----
	target	N/A	N/A	≥ 301	≥ 1,180	≥ 947
<b>Goal 2</b>						
<i>Improve VR program efficiency through continuous quality improvement activities.</i>						
2. Common Performance Measure: Median Earnings 2 <sup>nd</sup> Quarter after Exit*	actual	N/A	N/A	\$3870	*\$3695	-----
	target	N/A	N/A	≥ \$4680	≥ \$4680	≥ \$4680
3. Customer satisfaction rate (as demonstrated by “agree” and “strongly agree” responses). Goal 2 Objective 2.2	actual	87.8%	89.1%	88.45%	81.3%	-----
	target	≥ 90%	≥ 90%	≥ 90%	≥ 90%	≥ 90%
4. Of those cases using CRP employment services, the percentage which contributed to successful case closure. Goal 2 Objective 2.4	actual	N/A	N/A	43%	42%	-----
	target	N/A	N/A	N/A	≥ 30%	≥ 30%

**New Performance Measure Explanatory Notes**

Under WIOA, VR program performance reporting changed from a federal fiscal year (October 1-September 30) to a program/state year (July 1-June 30). Performance data for FY 2016 - 2018 is reported on a complete federal fiscal year. FY 2019 data is reported for the program/state year.

\*Median Earnings for the 2<sup>nd</sup> quarter after program exit are preliminary (incomplete) data. Complete data for FY 2019 will be available and published in the FY2020 performance report.

VR Common Performance Measures are new federal performance measures. Benchmarks are preliminary until formally negotiated with Rehabilitation Services Administration (RSA) in state year 2021.

**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](mailto:jane.donnellan@vr.idaho.gov)