

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 their employment. In FY 2021, the average time needed for a person to complete a rehabilitation plan and become employed was 25.5 months. Furthermore, employment of individuals with disabilities resulted in a 377% increase in customer weekly earnings and significantly decreases the need for public support.

The structure of the Vocational Rehabilitation program includes a Field Services unit as well as a Planning and Evaluation and Fiscal units. Under the Field Services unit, there are eight (8) regional managers who supervise field staff in the following regions: Coeur d'Alene, Lewiston, Treasure Valley East, Treasure Valley Central, Treasure Valley West, Twin Falls, Pocatello, and Idaho Falls.

The VR program is comprised of 147 employees, of which 138 are full-time positions serving in twenty (20) offices throughout the state. Offices are located throughout the state including Boise, Meridian, Coeur d'Alene, Sandpoint, Lewiston, Orofino, Twin Falls, Burley, Pocatello, Blackfoot, Preston, Idaho Falls, Salmon, Rexburg, Caldwell, and Nampa. There is one (1) Central Office, eight (8) regional offices, eight (8) general Sub-Offices, and three (3) 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 in 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 operates with three full-time employees and 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 program is comprised of four employees, of which three are full-time positions. 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 2018	FY 2019	FY 2020	FY 2021
General Fund	\$7,840,641	\$8,648,300	\$7,550,130	\$7,719,300
Rehab Rev & Refunds	\$611,564	\$1,137,838	\$891,200	\$1,425,847
Federal Grant	\$15,402,420	\$14,431,087	\$15,153,542	\$13,572,235
Miscellaneous Revenue	\$703,883	\$686,992	\$681,692	\$533,797
Total	\$24,558,508	\$24,904,217	\$24,276,564	\$23,251,179
Expenditures	FY 2018	FY 2019	FY 2020	FY 2021
Personnel Costs	\$10,074,804	\$10,328,411	\$10,319,069	\$10,294,796
Operating Expenditures	\$1,530,745	\$1,558,712	\$2,155,746	\$2,128,335
Capital Outlay	\$447,493	\$107,304	\$96,148	\$42,017
Trustee/Benefit Payments	\$13,063,469	\$11,811,060	\$10,392,458	\$9,055,033
Total	\$25,116,511	\$23,805,487	\$22,963,421	\$21,520,181

For FY 2018 IDVR used the federal fiscal year as the period for reporting financial data, all subsequent years use 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 2018	FY 2019	FY 2020	FY 2021
Number of Individuals Served by Vocational Rehabilitation	11,209	9,368	5,878	5,056
Number of Individuals Who Went to Work After Receiving VR Services	1,835	1,281	808	658

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) as of FY 2019. FY 2018 performance data is based on federal fiscal year timeframe.

Beginning FY 2020, the definition of ‘individuals served’ changed to match the federal definition of ‘participants served’: Individuals who received at least one service under an Individualized Plan for Employment (IPE).

COVID-19 has had a considerable impact on the Division’s performance, specifically related to the number of individuals served and the number of individuals who obtained employment. The impact began the 4th quarter of FY 2020 and is substantially more evident in FY 2021 data as COVID restrictions existed during the entire performance year.

FY 2021 Performance Highlights

The Division continues to transition with the changes required by the Workforce Innovation and Opportunity Act (WIOA), including the transition to the Common Performance Measures. The Division is collecting baseline data for four of the five performance measures and negotiated performance targets with Rehabilitation Services Administration (RSA) for one measure; Measurable Skill Gains. The negotiated targets change year over year based upon prior year performance and application of the federal Statistical Adjustment Module, used by the U.S. Departments of Labor and Education.

Three of Common Performance Measures are lagging indicators, including Median Earnings 2nd Quarter After Exit. Targets for this performance indicator will be negotiated with RSA June 2022 for the following performance year.

Part II – Performance Measures

Performance Measures		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Goal 1						
<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	1180	947	*1027	*1216	-----
	target	≥ 301	≥ 1,180	≥ 947	≥ 1027	≥1216
Goal 2						
<i>Improve VR program efficiency through continuous quality improvement activities.</i>						
2. Common Performance Measure: Median Earnings 2 nd Quarter after Exit	actual	\$3870	\$4063	**4121	^(P) 4287	-----
	target	≥ ^(P) \$4680	≥ ^(P) \$4680	≥ ^(P) \$4680	≥ ^(P) \$4680	≥ ^(P) \$4680
3. Customer satisfaction rate (as demonstrated by “agree’ and “strongly agree’ responses Goal 2 Objective 2.2	actual	88.45%	81.3%	81.4%	^(P) 81.6%	-----
	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	43%	42%	43.5%	44.3%	-----
	target	N/A	≥ 30%	≥ 30%	≥ 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 FYs 2017 and 2018 are reported on a complete federal fiscal year. FY 2019 data and later is reported for the program/state year.

Common Performance Measures are new federal performance measures. Benchmarks are preliminary until formally negotiated with Rehabilitation Services Administration (RSA) in June 2022.

*Includes services purchased from vendors and services provided by VR counselors.

**Median Earnings for the 2nd quarter after program exit for FY 2020 are updated and reflect complete data.

^(P) Data for FY 2021 are preliminary (incomplete) as well as the target. Complete data for FY 2021 will be available and published in the FY 2022 performance report.

For More Information Contact

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