

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). Under the Federal Vocational Rehabilitation Program, each state has the ability to choose to have a combined or separate agency to serve individuals who are blind and/or 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/or visually impaired.

The public Vocational Rehabilitation program is one of the oldest and most successful State/Federal programs in the United States. Vocational Rehabilitation serves individuals with severe disabilities that impose significant barriers to their employment. In FY2022, the average time needed for a person to complete a rehabilitation plan and become employed was 25 months. Furthermore, employment of individuals with disabilities resulted in a 428% increase in customer weekly earnings and significantly decreases the need for public support.

The structure of the Vocational Rehabilitation program includes Field Services, Planning and Evaluation, Fiscal, Pre-Employment Transition Services, Business Engagement units, as well as a general Administrative unit. 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 in nineteen (19) offices throughout the state. Offices are located in Boise, Meridian, Coeur d'Alene, Sandpoint, Lewiston, Orofino, Twin Falls, Burley, Pocatello, Blackfoot, Preston, two (2) offices in Idaho Falls, Rexburg, and Nampa. There is one (1) Central Office, eight (8) regional offices, seven (7) 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. Effective July 1, 2022, Senate Bill No. 1399 transferred the administration of the Extended Employment Services (EES) program from the Idaho Division of Vocational Rehabilitation to the Idaho Department of Health and Welfare. This action warrants the removal of the EES program from future Division Performance Measure Reports.

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 2019	FY 2020	FY 2021	FY 2022
General Fund	\$8,648,300	\$7,550,130	\$7,719,300	\$8,207,401
Rehab Rev & Refunds	\$1,137,838	\$891,200	\$1,425,847	\$1,243,920
Federal Grant	\$14,431,087	\$15,153,542	\$13,572,235	\$13,608,811
Miscellaneous Revenue	\$686,992	\$681,692	\$533,797	\$414,596
Total	\$24,904,217	\$24,276,564	\$23,251,179	\$23,474,728
Expenditures	FY 2019	FY 2020	FY 2021	FY 2022
Personnel Costs	\$10,328,411	\$10,319,069	\$10,294,796	\$10,812,408
Operating Expenditures	\$1,558,712	\$2,155,746	\$2,128,335	\$1,788,619
Capital Outlay	\$107,304	\$96,148	\$42,017	\$378,777
Trustee/Benefit Payments	\$11,811,060	\$10,392,458	\$9,055,033	\$10,109,156
Total	\$23,805,487	\$22,963,421	\$21,520,181	\$23,088,960

The Extended Employment Services program was moved to the Dept. of Health and Welfare at the end of Fiscal Year 2022. Next year's Revenue and Expenditures report will reflect that change.

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2019	FY 2020	FY 2021	FY 2022
Number of Individuals Served by Vocational Rehabilitation	9,368	5,878	5,056	4,479
Number of Individuals Who Went to Work After Receiving VR Services	1,281	808	658	773

All VR program performance reporting is based upon the state year reporting (July 1-June 30).

Beginning FY2020, 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 continued to impact the Division's performance; however, performance is in the early phases of rebounding as seen by the increase in the number of individuals who went to work after receiving services.

FY2021 Performance Highlights

The Division continues to transition with the changes required by the Workforce Innovation and Opportunity Act (WIOA), including the transition to the Primary Performance Indicators (formerly referred to as Common Performance Measures). The Division formally negotiated federal performance targets with Rehabilitation Services Administration (RSA) in Spring 2022. The negotiated targets will be adjusted year-over-year based upon prior year performance and application of the federal Statistical Adjustment Module, used by the U.S. Departments of Education and Labor.

Median Earnings 2nd Quarter After Exit is a federal Primary Performance Indicator which data to calculate the indicator is lagging.

Part II – Performance Measures

Performance Measures		FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
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	947	*1027	*1216	*1945	
	target	≥ 1,180	≥ 947	≥ 1027	>1216	>1945
Goal 2						
<i>Improve VR program efficiency through continuous quality improvement activities.</i>						
2. Primary Performance Indicator: Median Earnings 2 nd Quarter after Exit	actual	\$4063	\$4121	\$4242	\$4446	
	target	≥ ^(P) \$4680	≥ ^(P) \$4680	≥ ^(P) \$4680	≥ ^(P) \$4680	≥\$4400
3. Customer satisfaction rate (as demonstrated by “agree’ and “strongly agree’ responses Goal 2 Objective 2.2	actual	81.3%	81.4%	80.91%	80.95%	
	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	42%	43.5%	44.3%	51.1%	
	target	≥ 30%	≥ 30%	≥ 30%	≥ 30%	≥ 30%

Performance Measure Explanatory Notes

The Division is aligning federal Primary Performance Indicator (PPI) data for SY2021 forward with Rehabilitation Service Administration (RSA) defined cohort periods for the respective state years, which allows the Division to report complete data versus preliminary data.

Performance measure two (2) is a federal PPI. Targets were formally negotiated with RSA for FY 2023 and the new target is below the previous year’s preliminary (P) estimated target. Data for FY2021 and FY2022 reflect RSA’s cohort periods 7/1/2019-6/30/2020 and 7/1/2020 – 6/30/2021 respectively.

Data for performance measure three (3) for FY2021 and FY2022 is based on the cohort periods 4/1/2020 – 3/31/2021 and 4/1/2021 – 3/31/2022.

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

For More Information Contact

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