



Idaho Division of
Vocational Rehabilitation

FY2024 - 2028

Content and Format

The Strategic Plan (Plan) is divided into three sections. The first two sections describe the programs administered under the Idaho Division of Vocational Rehabilitation (IDVR). Each program (Vocational Rehabilitation and the Council for the Deaf and Hard of Hearing), independently outline specific goals, objectives, performance measures, benchmarks and/or baselines for achieving their stated goals. The final section addresses external factors impacting the Division, and SBOE's strategic plan evaluation process.

Due to requirements outlined in the Workforce Innovation and Opportunity Act (WIOA) and from Rehabilitation Services Administration (RSA), IDVR programmatically operates under a Program Year instead of a Federal Fiscal Year. The Program Year (PY) aligns with Idaho's State Fiscal Year time period (July 1-June 30). This Plan covers fiscal years 2024 through 2028.

This is the fifth year of IDVR's Plan as a result of the significant changes resulting from the Workforce Innovation and Opportunity Act (WIOA) and the Division's latest Comprehensive Statewide Needs Assessment (CSNA), both of which impacted the goals and objectives for the Vocational Rehabilitation program. The mission statement reflects the focus on the dual customer, individuals with disabilities and employers. The Workforce Innovation and Opportunity Act dramatically shifted the performance indicators for the VR program to align with the other core WIOA programs. RSA negotiated targets for all Primary Performance Indicators (PPIs) every even year (e.g., April 2022) for the subsequent two program years. This Strategic Plan reflects the new negotiated targets. The majority of PPIs, except Measure Skill Gains, are lagging indicators. The Division has aligned all PPI data from SY2021 forward using RSA's defined cohort periods for the respective state years, this allows the Division to report complete data.

Vocational Rehabilitation

Vision

An Idaho where all individuals with disabilities have the opportunity to participate in the workforce and employers value their contributions.

Mission

To prepare individuals with disabilities for employment and career opportunities while meeting the needs of employers.

Vocational Rehabilitation

Goal 1 – Provide quality, relevant, individualized vocational rehabilitation services to individuals with disabilities to maximize their career potential.

Objective 1: Expand, monitor, and improve pre-employment transition services (Pre-ETS) to students with disabilities and similar services to youth.

Performance Measure 1.1: Number of students receiving Pre-employment Transition Services (Pre-ETS)

SY 2019	SY 2020	SY 2021	SY 2022	SY 2023	Benchmark	
					SY 2024	SY 2028
885	1012	1210	1968	Available July 2023	1968	2000

Benchmark: Greater than or equal to 1968 for SY24¹

Performance Measure 1.2: Number of youth applications for program participants under the age of 25.

SY 2019	SY 2020	SY 2021	SY 2022	SY 2023	Benchmark	
					SY 2024	SY 2028
738	586	496	496	Available July 2023	496	536

Benchmark: Greater than or equal to 496 for SY24²

Objective 2: Provide a comprehensive array of services to individuals with disabilities, including individuals with Most Significant Disabilities (MSD).

Performance Measure 2.1: For all successful Supported Employment closures: the percentage of customers employed in the 2nd quarter after exit.

SY 2019	SY 2020	SY 2021	SY 2022	SY 2023	Benchmark	
					SY 2024	SY 2028
81.67%	81.67%	77.77%	86.55%	Available July 2023	80%	85%

Benchmark: Greater than or equal to 80% for SY24³

Note: Data for SY2022 is based on RSA's cohort period 7/1/2020 - 6/30/2021.

Performance Measure 2.2: For all successful Supported Employment closures: the percentage of customers employed in the 4th quarter after exit.

SY 2019	SY 2020	SY 2021	SY 2022	SY 2023	Benchmark	
					SY 2024	SY 2028
74.2%	76.13%	67.56%	75.28%	Available July 2023	72.5%	75%

Benchmark: Greater than or equal to 72.5% for SY24⁴

Note: Data for SY2022 is similar to RSA's cohort period 1/1/2020 – 12/31/2020.

Performance Measure 2.3: Number of Regions where Customized Employment is available.

SY 2019	SY 2020	SY 2021	SY 2022	SY 2023	Benchmark	
					SY 2024	SY 2028
3	3	2	0	0	0	8 Regions (100%)

Benchmark: Present in 4 (50%) of Regions⁵ (by SY25)

Note: Customized Employment stalled in SY20. National efforts to launch this new service have also experienced challenges. The Division is committed to launch a new pilot in SY25.

Objective 3: Hire and retain qualified staff to deliver quality vocational rehabilitation services.

Performance Measure 1: Percentage of counselors who meet Comprehensive System of Personnel Development (CSPD) compliance.

SY 2019	SY 2020	SY 2021	SY 2022	SY 2023	Benchmark	
					SY 2024	SY 2028
68%	70.5%	70.8%	74.00%	Available July 2023	85%	85%

Benchmark: Greater than 85% for SY24⁶. This continues to be a stretch goal for the Division.

Goal 2 – Improve VR program efficiency through continuous quality improvement activities.

Objective 1: Meet or exceed targets for the first five Primary Performance Indicators established by the US Department of Education, Rehabilitation Services Administration (RSA).

Performance Measure 2.1: Meet or exceed negotiated targets on the following five Primary Performance Indicators (PPIs).

Performance Measure	SY2019	SY2020	SY2021	SY2022	SY2023	Benchmark	
						SY2024	SY2028
1. <i>Employment Rate – 2nd Qtr after Exit</i>	60.4%	60.4%	60.2%	63.2%	Avail July 2023	60.0%	62.0%
2. <i>Employment Rate – 4th Qtr after Exit</i>	58.2%	57.4%	58.2%	57.3%	Avail July 2023	58.3%	60.0%
3. <i>Median Earnings – 2nd Qtr after Exit (per quarter)</i>	\$4,075	\$4,025	\$4,125	\$4,456	Avail July 2023	\$4,500	\$5,000
4. <i>Credential Attainment</i>	33.1%	30.4%	41.9%	56.9%	Avail July 2023	44%	48.5%
5. <i>Measurable Skill Gains</i>	35.3%	51.2%	55.7%	58.6%	Avail July 2023	57.6%	65.1%

Benchmarks: All PPI benchmarks are negotiated with RSA for a two-year period in alignment with the Combined State Plan cycle. Benchmarks for SYs 23 & 24 were negotiated in April 2022 and are reflected in this plan.¹¹ Benchmarks for SY2028 are projected.

Note: Data for SY2022 for PPI’s 1 & 3 above reflects RSA’s cohort period 7/1/2020-6/30/2021 & data for PPI’s 2 and 4 above reflects RSA’s cohort period 1/1/2020–12/31/2020.

Objective 2.2: Evaluate the satisfaction of customer’s vocational rehabilitation experience and service delivery.

Performance Measure 2.2: Customer satisfaction rate.

SY 2019	SY 2020	SY 2021	SY 2022	SY 2023	Benchmark	
					SY 2024	SY 2028
80.1%	80.3%	80.7%	82.86%	Available July 2023	90%	90%

Benchmark: Greater than or equal to 90% for SY24¹². This continues to be a stretch goal for the Division.

Objective 2.4: Collaborate with Community Rehabilitation Program partners to improve the quality of services.

Performance Measure 2.4: Of those cases using CRP employment services (non-assessment), the percentage which contributed to successful case closure.

SY 2019	SY 2020	SY 2021	SY 2022	SY 2023	Benchmark	
					SY 2024	SY 2028
42.5%	43.13%	44.35%	51.1%	Available July 2023	51%	55%

Benchmark: Greater than or equal to previous year in SY24¹³.

Goal 3 – Meet the needs of Idaho businesses

Objective 3.1: IDVR to be recognized by the business community as the disability experts in the workforce system by providing employers with skilled workers who maintain employment with that employer.

Performance Measure 3.1.1: Retention Rate with the Same Employer the 4th quarter after exit.

SY 2019	SY 2020	SY 2021	SY 2022	SY 2023	Benchmark	
					SY 2024	SY 2028
*68.8%	*71.2%	*69.1%	*70.6%	Available July 2023	70%	72.5%

Benchmark: Greater than or equal to 70% for SY24 ¹⁴

Note: Data for SY2022 reflects RSA’s cohort period 1/1/2020 – 12/31/2020. This continues to be a ‘pilot’ measure and has not been formally negotiated with RSA. The current benchmark is proxy until formal negotiation occur sometime in the future.

*The rates for this measure were previously underreported, as the measure asks only for participants who were employed in both the 2nd and 4th quarters after exit in the denominator. This impacted previous Strategic Plan reporting for SYs 2019-2022. This report includes corrected performance data.

Council for the Deaf and Hard of Hearing (CDHH)

Role of CDHH

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 following is the Council for the Deaf and Hard of Hearing’s Strategic Plan.

Mission

Dedicated to making Idaho a place where persons, of all ages, who are deaf or hard of hearing have an equal opportunity to participate fully as active, productive and independent citizens.

Vision

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.

Goal #1 – Work to increase access to employment, educational and social-interaction opportunities for persons who are deaf or hard of hearing.

1. **Objective:** Continue to provide information and resources.

Performance Measure 1.1: Track when information and resources are given to consumers.

SY 2019	SY 2020	SY 2021	SY 2022	SY 2023	Benchmark	
					SY 2024	SY 2028
20 Library loans 24 packages of information 112 FB posts	43 Library loans 90 pkgs of info 108 FB posts 667 clear masks & 11,340 paper masks distributed	59 Library loans 40 pkgs of info 166 FB posts clear masks & 11,340 paper masks distributed	70 Library loans 80 pkgs of info 169 FB posts 14,578 people reached	Available July 2023	85 Library loans 90 pkgs of info 185 FB posts	100 Library loans 105 pkgs of info 200 FB posts

Benchmark: 2 or more new brochures or information packets created in SY24 ¹⁵

Goal #2 – Increase the awareness of the needs of persons who are deaf and hard of hearing through educational and informational programs.

1. **Objective:** Continue to increase the awareness.

Performance Measure 2.1: Deliver presentations and trainings to various groups through education and social media.

SY 2019	SY 2020	SY 2021	SY 2022	SY 2023	Benchmark	
					SY 2024	SY 2028
89	89	51	49	Available July 2023	60	70

Benchmark: 49 or more presentation delivered in SY24¹⁶

Goal #3 – Encourage consultation and cooperation among departments, agencies, and institutions serving the deaf and hard of hearing.

1. **Objective:** Continue encouraging consultation and cooperation.

Performance Measure 3.1: Track when departments, agencies, and institutions are cooperating (such as Department of Corrections and Health and Welfare).

SY 2019	SY 2020	SY 2021	SY 2022	SY 2023	Benchmark	
					SY 2024	SY 2028
64	48	48	50	Available July 2023	55	55

Benchmark: Present at 50 or more local, state and federal agencies in SY24¹⁷

Goal #4 – Provide a network through which all state and federal programs dealing with the deaf and hard of hearing individuals can be channeled.

1. **Objective:** The Council’s office will provide the network.

Performance Measure 4.1: Track when information is provided.

SY 2019	SY 2020	SY 2021	SY 2022	SY 2023	Benchmark	
					SY 2024	SY 2028
2,456 calls	5,777 calls	7,173 calls	5,299 calls/text 12,155 emails	Available July 2023	Track calls	Track calls

Benchmark: Track all calls in SY24¹⁸

Goal #5 – Determine the extent and availability of services to the deaf and hard of hearing, determine the need for further services and make recommendations to government officials to ensure that the needs of deaf and hard of hearing citizens are best served.

1. **Objective:** The Council will determine the availability of services available.

Performance Measure 5.1: The Council will administer assessments and facilitate meetings to determine the needs.

SY 2019	SY 2020	SY 2021	SY 2022	SY 2023	Benchmark	
					SY 2024	SY 2028
Met	Met	Met	Met	Available July 2023	Meet goal	Meet goal

Benchmark: Meet goal in SY24 ¹⁹

Goal #6 – To coordinate, advocate for, and recommend the development of public policies and programs that provide full and equal opportunity and accessibility for the deaf and hard of hearing persons in Idaho.

1. **Objective:** The Council will make available copies of policies concerning deaf and hard of hearing issues.

Performance Measure 6.1: Materials that are distributed about public policies.

SY 2019	SY 2020	SY 2021	SY 2022	SY 2023	Benchmark	
					SY 2024	SY 2028
Met	Met	Met	Met	Available July 2023	Meet goal	Meet goal

Benchmark: Meet goal in SY24 ²⁰

Goal #7 – To monitor consumer protection issues that involve the deaf and hard of hearing in the State of Idaho.

1. **Objective:** The Council will be the “go to” agency for resolving complaints from deaf and hard of hearing consumers concerning the Americans with Disabilities Act.

Performance Measure 7.1: Track how many complaints are received regarding the ADA.

SY 2019	SY 2020	SY 2021	SY 2022	SY 2023	Benchmark	
					SY 2024	SY 2028
168 ADA Issues	172 ADA Issues	160 ADA Issues	155 ADA Issues	Available July 2023	Track Issues	Track Issues

Benchmark: Track all complaints in SY24 ²¹

Goal #8 – Submit periodic reports to the Governor, the legislature, and departments of state government on how current federal and state programs, rules, regulations, and legislation affect services to persons with hearing loss.

1. Objective: The Council will submit reports.

Performance Measure 8.1: Reports will be accurate and detailed.

SY 2019	SY 2020	SY 2021	SY 2022	SY 2023	Benchmark	
					SY 2024	SY 2028
Completed	Completed	Completed	Completed	Available July 2023	Pending	Pending

Benchmark: Complete for SY24 ²²

External Factors Impacting IDVR

The field of Vocational Rehabilitation is dynamic due to the nature and demographics of the customers served and the variety of disabilities addressed. Challenges facing the Division include:

Recruitment and Retention of Qualified Personnel

IDVR is dedicated to providing the most qualified personnel to address the needs of the customers served by the organization. Challenges in staff recruitment and retention continue to be problematic and persistent over the past several years. Recruitment challenges continue due to lower wages as compared to the private sector, other Idaho state agencies as well as neighboring states higher wages and the fact that employers are all competing for the same human talent. The Division continues to evaluate and implement new strategies in an effort to improve the recruitment and retention rates of qualified personnel (e.g., providing tuition assistance, offering recruitment and retention bonuses, etc.). IDVR continues to develop relationships with universities specifically offering a Master's Degree in Rehabilitation Counseling, as well as engaging with related Bachelor Degree programs to help feed the talent pipeline.

State and Federal Economic and Political Climate

While Idaho has seen continuous and sustained improvement in its economic growth over the past several years there are a variety of influences which can affect progress. Individuals with disabilities continue to experience much higher unemployment rates, even in strong economic times. IDVR recognizes this and strives to develop relationships within both the private and public sectors in an effort to increase employment opportunities and livable wages for its customers.

IDVR is impacted by decisions made at the federal level. The VR program continues to experience pressures added by the requirements of the Workforce Innovation and Opportunity Act (WIOA). The expanded customer base (potentially eligible students and serving Idaho businesses), and Idaho's population growth, along with additional data and reporting requirements has forced the agency to reevaluate the way work is accomplished and by who. The Division has launched a major initiative to explore efficiencies including technology and work processes to partially alleviate excessive pressures.

Serving students and youth with disabilities continues to be an essential goal and priority for the Division. WIOA mandates VR agencies reserve 15% of their budgets for the provision of Pre-employment transition services (Pre-ETS). This change has shifted the population served but also serving that population in innovative ways.

EVALUATION PROCESS

The State Board of Education Planning, Policy, and Governmental Affairs Committee reviews the Idaho Division of Vocational Rehabilitation strategic plan on an annual basis. Changes may be brought forward to the Board for consideration in future meetings. This review and re-approval takes into consideration performance measure progress reported to the Board in the October meeting.

Footnotes:

¹ Benchmarks are set based on an internal measure of performance and informed by the Division's SRC. Services for students are a major focus under WIOA.

² Benchmarks are set based on an internal measure of performance and informed by the Division's SRC. Services for youth are a major focus.

³ Benchmarks are set based on an internal measure of performance and informed by the Division's State Rehabilitation Council (SRC) and are similar to the federal common performance measures.

⁴ Benchmarks are set based on an internal measure of performance and informed by the Division's State Rehabilitation Council (SRC) and are similar to the federal common performance measures.

⁵ Benchmarks are set based on an internal measure of performance and informed by the SRC, implementing the CE pilot services across the state is the goal.

⁶ Benchmarks are set based on an internal program measure and represents a commitment to the development of quality vocational rehabilitation counselors, meeting this standard ensures that individuals with disabilities in Idaho receive services through certified professionals and promotes more efficient, comprehensive, and quality services. The baseline is an arbitrary percentage established by IDVR and is a stretch goal the agency aspires to achieve.

⁷ Benchmarks are set based on federally negotiated targets for a two-year period (SY 2023 & 2024).

⁸ Benchmarks are set based on federally negotiated targets for a two-year period (SY 2023 & 2024).

⁹ Benchmarks are set based on federally negotiated targets for a two-year period (SY 2023 & 2024).

¹⁰ Benchmarks are set based on federally negotiated targets for a two-year period (SY 2023 & 2024).

¹¹ Benchmarks are set based on federally negotiated targets for a two-year period (SY 2023 & 2024).

¹² Benchmarks are set based on an internal measure of performance and was established by the Division's SRC to gauge customer satisfaction with program services and identify areas for improvement. The benchmark of 90% is arbitrary; however, it is typically utilized as a threshold for quality performance.

¹³ Benchmarks are set based on an internal measure of performance and informed by the Division's SRC. The emphasis is on quality services provided by Community Rehabilitation Programs.

¹⁴ Benchmarks are established based on federally negotiated targets. The Vocational Rehabilitation program is in a period of "transition" to continue to collect baseline data to establish performance levels which will be used to inform negotiated targets in future year beginning with SY 2023. (*RSA-TAC-18-01, January 19, 2019*) This performance measure is useful in determining whether VR is serving employers effectively by improving the skills of customers and decreasing employee turnover.

¹⁵ Benchmarks are set based on an internal program measure to expand information to Idaho's deaf and hard of hearing population, to include brochures and information via electronic and social media. The Council is the only clearinghouse of information in Idaho about deaf and hard of hearing issues. This benchmark was established to adhere to Idaho statute 67, chapter 73.

¹⁶ Benchmarks are set based on internal program measure to provide information about the needs of persons who are deaf or hard of hearing. The benchmark was created because the Council is the only state agency to provide this type of information. CDHH has hired a part time Communications and Outreach Coordination to increase awareness and make presentations throughout the state. This benchmark was established to adhere to Idaho statute 67, chapter 73.

¹⁷ Benchmarks are set based on internal program measure to provide information about deaf and hard of hearing issues. CDHH partnered with JFAC to procure funding for a full-time interpreter and partnered with the Sexual Abuse/Domestic Violence Coalition. This benchmark was established to adhere to Idaho statute 67, chapter 73.

¹⁸ The Council has historically been the organization where individuals and groups come for information concerning deaf and hard of hearing issues. The benchmark was created to continue tracking the information. This benchmark was established to adhere to Idaho statute 67, chapter 73.

¹⁹ Benchmarks are set based on internal program measure to determine the need for public services for deaf and hard of hearing community and was established because there was a Task Force that met to determine the need of mental health services that need to be provided to deaf and hard of hearing individuals. This benchmark was established to adhere to Idaho statute 67, chapter 73.

²⁰ Benchmarks are set to provide information where interpreters can get information about current issues and has established a printed list of Sign Language Interpreters and also on the Council's website. This benchmark was established per the request of the Idaho Registry of Interpreters of the Deaf to support the legislation. This benchmark was established to adhere to Idaho statute 67, chapter 73.

²¹ Benchmarks are set based to provide information, in collaboration with the Northwest ADA Center, about the Americans with Disability Act (ADA). The benchmark was established to continue that partnership and to adhere to Idaho statute 67, chapter 73.

²² Benchmarks are set based on internal program measure to provide information about deaf and hard of hearing issues, this benchmark was established to adhere to Idaho statute 67, chapter 73.