

## ***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. Judy B. Taylor is the Interim Administrator for the Division. IDVR is charged with management of the State/Federal Vocational Rehabilitation Program and the fiscal management of the Council for the Deaf and Hard of Hearing (CDHH). Under the Federal Vocational Rehabilitation Program, each state can choose 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 blindness 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 FY2024, the average time needed for a person to complete a rehabilitation plan and become employed was 22 months. Furthermore, employment of individuals with disabilities resulted in a 511% 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 for students, Business Engagement units, as well a general administrative unit. Under the Field Services unit, there are four (4) center managers who supervise field staff in the following regions: Customer Center North, Customer Center South West, Customer Center South Central, and Customer Center South East.

The VR program has 141.5 FTPs and is comprised of 145 employees, of which 137 are full-time positions. There are nineteen (19) offices statewide located in Boise, Meridian, Coeur d'Alene, Sandpoint, Lewiston, Orofino, Twin Falls, Burley, Pocatello, Blackfoot, Preston, Rexburg, Nampa, and two (2) offices in Idaho Falls. There is one (1) Operations Support Center, 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 to individuals with disabilities include evaluation of rehabilitation potential, vocational guidance and counseling, physical and mental restoration, vocational, academic, and other related training, and job placement and other support services, which can reasonably be expected to benefit the individual in terms of employment.

Effective July 1, 2022 (FY 23), 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. The Division will no longer report information on this program but will retain this statement while the period remains reflected in the Performance Management Report.

Council for the Deaf and Hard of Hearing (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 has 4.5 FTP, of which four are full-time and one is a part-time position. 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 available services (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 2021	FY 2022	FY 2023	FY2024
General Fund	\$7,719,300	\$8,207,401	\$4,987,150	\$4,608,879
Rehab Rev & Refunds	\$1,425,847	\$1,243,920	\$1,008,745	\$624,622
Federal Grant	\$13,572,235	\$13,608,811	\$15,992,542	\$17,512,226
Miscellaneous Revenue	\$533,797	\$414,596	\$368,130	\$365,521
<b>Total</b>	<b>\$23,251,179</b>	<b>\$23,474,728</b>	<b>\$22,356,567</b>	<b>\$23,111,248</b>
Expenditures	FY 2021	FY 2022	FY 2023	FY2024
Personnel Costs	\$10,294,796	\$10,812,408	\$11,332,394	\$11,399,104
Operating Expenditures	\$2,128,335	\$1,788,619	\$2,177,563	\$2,308,031
Capital Outlay	\$42,017	\$378,777	\$346,596	\$401,444
Trustee/Benefit Payments	\$9,055,033	\$10,109,156	\$9,110,117	\$11,773,579
<b>Total</b>	<b>\$21,520,181</b>	<b>\$23,088,960</b>	<b>\$22,966,670</b>	<b>\$25,882,158</b>

**Notes:**

The decrease in FY 2023 General Fund revenue is a result of the transfer of the Extended Employment Services program.

Portions of previous years' fund balances in both the Rehab Rev & Refunds and Miscellaneous Revenue Funds were utilized in FY2023 resulting in expenditures exceeding revenue in FY2023.

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

Cases Managed and/or Key Services Provided	FY 2021	FY 2022	FY 2023	FY2024
Number of Participants Receiving Services by IDVR	5,056	4,479	4,323	4,979
Total Number of Individuals Served by IDVR	*7,667	*7,852	8,738	11,848
Number of Individuals Who Went to Work After Receiving VR Services	658	773	690	682

**Notes:**

Total Number of Individuals Served': This includes potentially eligible students who receive a service in the current year or any individual who has an open VR case in the year.

\*SY2023 is the first year the Division included this data element. The data were updated after initial report submission for past data to align with the change.

**FY2024 Performance Highlights**

The Division utilizes the Primary Performance Indicators (PPI) as required by the Workforce Innovation and Opportunity Act (WIOA) as well as other internal measures to gauge performance. The Division last negotiated federal performance targets with Rehabilitation Services Administration (RSA) in Spring 2024. The negotiated targets will be adjusted year-over-year based upon prior year performance and application of the federal Statistical Adjustment Model, per the U.S. Departments of Education and Labor. The Division continues to outperform established federal targets.

**Part II – Performance Measures**

Performance Measures		FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
<b>Goal 1: Maximize the career potential of Idahoans with disabilities engaged with the Division</b>						
1.1 Customer Primary Performance Indicator: Median Earnings 2nd Quarter after Exit (Goal 1, Objective 1)	actual	\$4,242	\$4,446	\$4,944	\$5,361	--
	target	*	*	\$4,499	\$4,500	\$5,000
1.2 Customer satisfaction rate as demonstrated by “agree’ and “strongly agree’ responses (Goal 1, Objective 1)	actual	80.91%	80.95%	81.35%	81.25%	--
	target	90%	90%	90%	90%	90%
1.3 Of those cases using CRP employment services, the percentage which contributed to successful case closure (Goal 1, Objective 3)	actual	44.30%	51.10%	50.80%	48.90%	--
	target	30%	30%	30%	30%	30%
<b>Goal 2: Expand utilization and improve quality of Pre-Employment Transition Services (Pre-ETS) and similar services for youth.</b>						
2.1 Number of Pre-employment transition services provided for students and youth (Goal 2, Objective 1)	actual	1216	1945	2784	2940	--
	target	1027	1216	1945	2784	2940
<b>Goal 3: Improve outreach and engagement through individualized services to Idaho businesses.</b>						
3.1 Number of individualized services provided to Idaho businesses (Goal 3, Objective 1)	actual	814	1552	1452	1726	--
	target	*	814	1552	1452	1726

**Performance Measures Explanatory Notes:**

*\*New Measure or Negotiated targets were not in effect prior to IFY therefore historical data is not presented.*

*Performance measure one (1.2) includes services purchased from vendors and services provided by VR counselors.*

**For More Information Contact**

Judy B. Taylor, Interim Administrator  
Idaho Division of Vocational Rehabilitation  
650 W State St., Rm. 150  
PO Box 83720  
Boise, ID 83720-0096  
Phone: (208) 287-6477  
E-mail: [judy.taylor@vr.idaho.gov](mailto:judy.taylor@vr.idaho.gov)

## ***Director Attestation for Performance Report***

---

In accordance with *Idaho Code 67-1904*, I certify the data provided in the Performance Report has been internally assessed for accuracy, and, to the best of my knowledge, is deemed to be accurate.

Department: \_\_\_\_\_

*Judy Taylor JT*

\_\_\_\_\_  
Director's Signature

\_\_\_\_\_  
Date

Please return to:

Division of Financial Management  
304 N. 8<sup>th</sup> Street, 3<sup>rd</sup> Floor  
Boise, Idaho 83720-0032

FAX: 334-2438  
E-mail: [info@dfm.idaho.gov](mailto:info@dfm.idaho.gov)