

STRATEGIC PLAN

2015 -2018



MISSION STATEMENT

Our mission is to empower persons who are blind or visually impaired by providing vocational rehabilitation training, skills training and educational opportunities to achieve self-fulfillment through quality employment and independent living, to serve as a resource to families and employers and to expand public awareness regarding the potential of all persons who are blind or visually impaired.

VISION STATEMENT

To provide Idahoans who are blind or visually impaired the same opportunities as their sighted peers to pursue full and productive lives.

OPERATING PHILOSOPHY

We believe in the abilities of blind people and in each other as professional colleagues. We believe in respecting individual differences, facilitating individualized services both to our client partners and to each other. We believe blind people, like others in society, benefit most when contributing to their communities rather than completely depending upon them. We believe our services must be marked by effective communication, professionalism, mutual support, managed change, teamwork, and intra/interagency cooperation.

KEY FACTORS

With our aging population and our current economic situation our services and funding will be at a much higher demand.

Within the government there is a move towards consolidated manpower training programs. Our agency must maintain the unique and special services related to specialized training and vocational rehabilitation for the blind and visually impaired in order to place clients in an employment field where they can benefit the economy and society.

GOALS AND OBJECTIVES

GOAL 1: Increase Independence and Employment Outcomes through Quality Rehabilitation Services

Objective 1: ICBVI will meet or exceed the required federal indicators and the state expectations for state funded programs

Strategies/Actions:

On-going monitoring of ICBVI Programs:

To review Vocational Rehabilitation (VR), Independent Living (IL), Independent Living Older Blind (ILOB), Business Enterprise Program (BEP) and Sight Restoration Program (SR) cases on an annual basis.

Implement a pilot project on document imaging for more effective record retention of all programs.

Objective 2: Provide on-going training to Vocational Rehabilitation Counselors to assist them in blindness and rehabilitation knowledge and to meet or exceed productivity standards and federal indicators in ICBVI's Vocational Rehabilitation Program.

Strategies/Actions:

To provide consistent statewide service to blind and visually impaired clients whose goal is to obtain or maintain employment.

Work with eligible youth in school to develop ongoing transition, education, planning and services. These services are coordinated with other education and community partners.

Provide on-going staff training to insure qualified professional staff are knowledgeable in blindness and visual impairments, other disabilities, and vocational rehabilitation.

Objective 3: To increase Assessment and Training Center Program effectiveness:

Strategies/Actions:

Conduct a survey of ATC students two months after they leave the Center to determine if the training they received met their needs, was applicable to their employment search.

Cross train all ATC Staff in two subjects or more.

Educate ATC students on other resources in the community that will enhance their training experience and increase their employability.

To provide foodservice specific training to potential Business Enterprise Program vendors.

Objective 4: To promote the efficiency, profitability, professionalism, and image of the Business Enterprise Program (BEP) and its operators.

Strategies/Actions:

Expand the program through development and growth of current locations by adding new sites, integrating new business concepts, and upgrading equipment.

Offer more frequent training opportunities for current vendors to help them help themselves grow their business.

Continue to work on development of new locations for both current and future operators.

Objective 5: Continue the design of the Aid & Appliances Inventory System that was converted to a web-based environment for the accessibility for the blind and visually impaired staff.

Strategies/Actions:

Implement identified Aid & Appliances program reports, utilized for day-to-day transactions including:

- Detail Summary Report
- Refund/exchange A&A process

Objective 6: To initiate new services responding to identified consumer needs.

Strategies/Actions:

To work with the Special Education Directors and the State Board of Education to assist the transition of blind and visually impaired into the workforce.

As time permits send out ATC Instructors to regional offices to supplement client training.

Objective 7: To provide low vision rehabilitation for visually impaired people to determine if they can better use their remaining functional vision to perform tasks and activities.

Strategies/Actions:

Continue to educate the public and legislature about use of bioptics for driving.

To take the Low Vision Clinic to a minimum of six Idaho communities per year and use donated funds to provide services and devices for individuals in the OB/IL programs.

Performance Measure:

	*FFY 2012	*FFY 2013
Vocational Rehabilitation Clients served	506	496
Independent Living Clients served under the age of 55	104	91
Independent Living Clients served over the age of 55	676	579
Low Vision Clinic served	412	417
	**SFY 2012	**SFY 2013
Sight Restoration Program served	107	77
Aids & Appliances Store Revenue (Based on State Fiscal Year)	\$200,408	\$ 212,223

*FFY= Federal Fiscal Year October 1 – September 30.

**SFY=State Fiscal Year July 1 – June 30.

Benchmark:

ICBVI will meet or increase the amount of clients served and will meet or increase the amount of sales from the previous year.

GOAL 2: Increase public and client awareness of the mission, purpose, goals, function and services of the agency.

Objective 1: Improve outreach methods to reach more consumers, advocates, providers, employers and other stakeholders.

Strategies/Actions:

Implement recurring outreach activities to help minimize the effects that stakeholder turnover in other agencies or organizations have on the organizational knowledge of ICBVI services.

Emphasize programs and services that ICBVI offers to the blind and visually impaired.

Work with consumer groups, clients and secondary transition partners to increase the participation of the “Summer Work Experience Program” (SWEP) and “College Days” programs offered at ICBVI.

Increase awareness through outreach to the underserved populated areas of Idaho including the three Native American Indian Tribes and the Hispanic community.

ICBVI will update agency brochures into Spanish.

ICBVI will continue to conduct outreach through social media, i.e. Facebook.

Objective 2: To promote self-awareness and confidence through inclusion.

Strategies/Actions: ICBVI continues to implement group trainings for clients involving community venues which enables saturation and interaction and improves the clients' self-confidence while dealing with the public.

Performance Measure:

	FFY 2013	FFY 2014
Increase communication amongst entities involved in transition for students.	<p>ICBVI will work with IDVR and SDE to provide regional trainings throughout the state to school district personnel, ICBVI and IDVR staff for the goal of reaching better collaboration for transition services.</p> <p>ICBVI will continue to provide Assistive Technology and information about its services with the statewide Tools for Life Transition Conference held yearly.</p>	<p>Provide summer regional work experiences in the communities where the individual lives. The work experiences are for transition age youth 16-21.</p> <p>ICBVI will continue to provide Assistive Technology and information about its services with the statewide Tools for Life Transition Conference held yearly.</p>
Community Support & Outreach	<p>ICBVI will hold regional low vision clinics in Twin Falls, Lewiston, and Coeur d'Alene providing services for the underserved populations.</p> <p>ICBVI continues to work with regional transportation officials on transportation issues that affect people with blindness and other disabilities. Ada County Highway District has installed accessible pedestrian symbols at seven intersections throughout Ada and Canyon County.</p>	<p>ICBVI will maintain working with Valley Ride Regional Transit by providing consultation and advocacy for individuals with visual issues and other disabilities by serving on the Regional Coordination Council.</p> <p>ICBVI will work with Senior Solutions to sign up individuals who reside within Boise city limits for the Taxi Scrip Program, which provides discounted taxi fare coupons.</p> <p>ICBVI has assisted with 16 accessible pedestrian symbols with the Ada County Highway District and will work on 20 more over the next two years.</p> <p>The ICBVI Assessment and Training Center (ATC) will provide sensitivity training for Valley Ride bus drivers.</p>

		The ATC will also provide blindness training to community rehabilitation program job coaches every summer as part of the Summer Work Experience Program training.
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Benchmark:

Agency outreach will continue to increase the amount of clients served from the previous year in all programs under ICBVI with the use of new and existing marketing materials and increased communication amongst staff, providers, other agencies, and consumers.

Key External Factors:

ICBVI continues to experience growth in our blind and visually impaired older population here in Idaho. Some of the challenges are funding and purchasing items for those in financial need especially with limited case dollars for the Older Blind Program. ICBVI also faces geographical obstacles where many clients may not get the consistency and frequency of training and services due to their rural location and time limitations.

Signed: _____
Angela Jones, Administrator

Date: _____