

**State Plan for the State
Vocational Rehabilitation Program
and
State Plan Supplement for the State
Supported Employment Program**



**Federal Fiscal Year 2015
(submitted FY 2014)**

Table of Contents

Attachment 4.8(b)(1)	Cooperative Agreements with Agencies Not Carrying Out Activities Under the Statewide Workforce Investment System
Attachment 4.8(b)(2)	Coordination with Education Officials
Attachment 4.8(b)(3)	Cooperative Agreements with Private Nonprofit Organizations
Attachment 4.8(b)(4)	Arrangements and Cooperative Agreements for the Provision of Supported Employment Services
Attachment 4.10	Comprehensive System of Personnel Development
Attachment 4.11(a)	Statewide Assessment
Attachment 4.11(b)	Annual Estimates
Attachment 4.11(c)(1)	State Goals and Priorities
Attachment 4.11(c)(3)	Order of Selection
Attachment 4.11(c)(4)	Goals and Plans for Distribution of Title VI, Part B Funds
Attachment 4.11(d)	State's Strategies
Attachment 4.11(e)(2)	Evaluation and Reports of Progress
Attachment 6.3	Quality, Scope, and Extent of Supported Employment Services

Attachment 4.8(b)(1) Cooperative Agreements with Agencies Not Carrying Out Activities Under the Statewide Workforce Investment System

ICBVI is an active and required partner under the WIA and the Workforce Development Council Committee and the One-Stop Center in the State of Idaho. The statewide agreement encompasses all the partner agencies. Idaho Rural Development does not have any employment programs in the State.

Attachment 4.8(b)(2) Coordination with Education Officials

ICBVI has a cooperative agreement with the State Department of Education and the Idaho Division of Vocational Rehabilitation (IDVR) that outlines the coordination between the two VR agencies and the school system to provide transition services from school to work or higher education. Included in the agreement are provisions for consultations and technical assistance, transition planning, coordinating the IEP and the IPE for students roles and responsibilities, and financial responsibilities and procedures for outreach. The cooperative agreement is a non-workforce system agreement.

ICBVI VR Counselors and Administrative Office staff often coordinates with education officials to work with blind and visually impaired students transitioning from the K-12 school system. VR counselors regularly meet with the Special Education teachers, teachers of the visually impaired, school counselors, school nurses and other personnel involved in school work transition. Individuals are often referred to ICBVI at age 14. A transition IPE is developed shortly after referral - no more than 4 months. This allows the agency to provide services to individual that will assist with their successful transition.

ICBVI updated and implemented a new cooperative agreement during FFY 2011 with Idaho Educational Services for Deaf and Blind. This agreement outlines how the two agencies will coordinate referrals, services and communication to benefit the transition of students with blindness and visual impairments throughout the State.

Attachment 4.8(b)(3) Cooperative Agreements with Private Nonprofit Organizations

ICBVI does not have cooperative agreements with private non profit service providers as we pay fee for service. Idaho procurement rules do not require purchasing certain goods/services from disability-related organizations and ICBVI does not participate in a group providing oversight to such a rule.

Attachment 4.8(b)(4) Arrangements and Cooperative Agreements for the Provision of Supported Employment Services

ICBVI coordinates with Health and Welfare and the IDVR Extended Employment Program to provide long-term support for clients with the most significant disabilities who require supported employment and extended services. The Medicaid program in the Department of Health and Welfare has the Home and Community Based Services Waiver which provides long-term support for Community Supported Employment and IDVR administers the Extended Employment Program for long-term CSE support for those who do not qualify for Medicaid Waiver. ICBVI collaborates extensively with IDVR on CSE cases as usually those clients requiring CSE have multiple disabilities including developmental disabilities, traumatic brain injury or mental illness which qualifies them for the long-term support programs.

Attachment 4.10 Comprehensive System of Personnel Development

1. Describe the development and maintenance of a system for collecting and analyzing on an annual basis data on qualified personnel needs:

The collection and analysis of data on all personnel includes the following:

- ICBVI maintains a system of job descriptions and incumbent staff in all positions.
- An annual needs assessment is conducted internally by ICBVI to identify and analyze the training and development needs of all ICBVI rehabilitation personnel.
- The Technical Assistance and Continuing Education Center (TACE) also conducts an annual needs assessment of ICBVI staff and summarizes the results of this assessment.
- The analysis of current and future staffing needs is ongoing.

(1)(A) Our current ratio of VR counselors to clients served per fiscal year is 1: 72

(1)(B) ICBVI currently employs a total of 41 staff. The breakdown of personnel is as follows:

Professional staff:

- 1 Administrator
- 1 Rehabilitation Services Chief
- 5 Program Managers (ATC, BEP, IL, Fiscal/HR, Management Assistant)
- 5 Senior VR Counselors for the Blind
- 1 VR Counselor for the Blind
- 14 Instructors for the Blind (Including one State Wide Assistive Technologist)

Administrative staff:

- 1 IT Technology Senior
- 1 Fiscal Technician
- 5 Vocational Rehabilitation Assistants
- 1 BEP specialist
- 2 Reader-drivers
- 1 Storekeeper
- 1 Receptionist

2 Office Specialists

- (1)(C) Over the next three years, we anticipate that ICBVI will need 2 additional Senior Vocational Rehabilitation Counselors for the Blind due to retirement and program growth.

Based on projected population growth, age and age related visual impairment disability issues; ICBVI anticipates the need for an additional two to three Instructors for the Blind positions.

2. Describe the development and maintenance of a system for collecting and analyzing on an annual basis data on personnel development:

- (2)(A) Idaho only has one institution of higher education, the University of Idaho (U of I), that prepares VR counselors. This program began serving students in the Boise area in 2012. ICBVI continues to provide internships to students, when these are requested.
- (2)(B) The number of students enrolled in the Master's counseling program including VR counselors at the U of I is 13. 26 students are expected to start in the program in 2014.
- (2)(C) The number of students who will be graduating from the Master's program for VR counselors at the U of I during 2014 with the credentials for certification was 11. Projected for 2015 is 2, and for 2016 the projected number of graduates is 21. Presently, the program has a Memorandum of Understanding with the State of Idaho Vocational Rehabilitation Division to work collaboratively to increase services. Because the program is a 60 credit counseling program and accredited by CORE the State of Idaho licensing board has historically accepted graduates from this program for licensure as a professional counselor. The State of Idaho licensing board requires applicants to pass their National Counseling Examination [NCE] to become a licensed professional counselor.

Plan for Recruitment, Preparation, and Retention of Qualified Personnel

Describe the development (updated on an annual basis) and implementation of a plan to address the current and projected needs for qualified personnel including, the Coordination and facilitation of efforts between the designated state unit and institutions of higher education and professional associations to recruit, prepare, and retain personnel who are qualified, including personnel from minority backgrounds and personnel who are individuals with disabilities.

ICBVI will continue to recruit qualified staff from the U of I and at other regional and national institutions of higher education. We maintain periodic contact with Western Washington University, Utah State University, Portland State University, Western Oregon University, University of Wisconsin-Stout, University of Northern Colorado and Montana

State University, all of which have Master's programs in Rehabilitation Counseling.

ICBVI also uses the following for recruitment of Senior VR Counselors and Senior Instructors for the Blind:

- Rehabilitation Recruitment Center
- The AER Website
- The Internet as utilized by the Idaho Division of Human Resources
- Word of mouth between the universities in the Western United States
- Internships in which individuals complete it with ICBVI
- Personal contact with instructors in university programs
- National Federation of the Blind Website

To address the future need of eligible Certified Rehabilitation Counselor (CRC), ICBVI is providing funding for one VRC staff person to obtain a Master's Degree from the University of Idaho. This individual will be eligible to sit for the CRC in December 2014. Also to address continued leadership needs ICBVI is providing funding for the Administrator to obtain a Bachelor's Degree from Boise State University.

ICBVI has provided internships for Master level students in VR over the last five years and anticipates that it will provide an additional one to three internships in the next four years.

ICBVI is anticipating one additional retirement by the end of FFY 15. Recruitment issues are handled by the hiring manager responsible for the position.

ICBVI continues to prioritize its recruitment efforts to meet the CSPD standards. When ICBVI is not able to hire a Senior Level Counselor it will utilize the under fill Counselor position and support the staff in necessary education and training to meet the CSPD requirements. ICBVI has utilized both strategies effectively to recruit, hire and retain qualified personnel.

Presently, we employ 14 individuals with a disability, nine of whom are blind or visually impaired and 2 individuals are from a minority background. With a total staff of 41, this amounts to 34% of ICBVI's staff. Currently 86% of our vocational rehabilitation staff has obtained the Certified Rehabilitation Counselor Credential, including the Chief of Rehabilitation Services.

We have 14 Instructors for the Blind and five of them have Master's degrees and/or AER Certification in Rehabilitation Teaching or Orientation and Mobility. We continue to encourage and financially support further formal education and certification.

ICBVI salaries compare favorably with the surrounding states in the Pacific Northwest. The agency also encourages and supports, costs, training/education time of staff and formal education and certification for staff.

Personnel Standards

Describe the state agency's policies and procedures for the establishment and maintenance of personnel standards to ensure that designated state unit professional and paraprofessional personnel are adequately trained and prepared:

In order for ICBVI to hire any person into a permanent position from a temporary position they have to meet the minimum standards for that position as determined by the State of Idaho's Department of Human Resources for that classified position.

- (1) ICBVI's minimum standards for Senior VR Counselor for the Blind are consistent with the national standard of CRC.
- (2) ICBVI places great importance on recruiting, hiring and retraining staff that are appropriately and adequately trained to provide services to our blind and visually impaired clients. We currently have eight staff with CRC certification.
- (3)(A) ICBVI continues to encourage further formal education and ICBVI financially supports this. We also provide ongoing In-Service training through funds from the In-service Training Grant and 110 grant monies. Training is also received from different training conferences put on by national groups such as AER, Helen Keller National Center, RSA, TACE, and other entities.
- (3)(B) Our goal is to have all newly hired Senior VR Counselors for the Blind either meet the highest standard at the time of hire or to complete the Master's Degree and CRC certification as soon as possible not to exceed 5 years from date of hire. Master's Degrees in the following disciplines can be accepted as initial minimum qualifications, Psychology, Special Education, and Social Work. Requisite training and classes needed to complete the CRC will be paid for by ICBVI.
- (3)(C) Assessment of ICBVI's progress in hiring and retraining personnel is monitored by the hiring manager on an ongoing basis through annual performance evaluations and employee development plans. Identification of minimum standards is described in Attachment 4.10(b)
- (3)(D) When we are unable to hire Senior VR Counselors for the Blind with the initial minimum qualifications, we will under fill the position until the formal education and CRC certification has been obtained or else classifies them as a VR counselor for the Blind, which is the paraprofessional classification with oversight by a CRC for eligibility determination, plan, and closure approval. A plan will be developed by the Rehabilitation Services Chief outlining the timeframes and steps needed in order for a VR counselor to achieve the Senior VR counselor level within the 5-year time frame. A plan will be developed by the hiring manager outlining the timeframes and steps needed for any staff position to meet the minimum standards for that position within the 6 month time frame.

Staff Development

Describe the state agency's policies, procedures, and activities to ensure that all personnel employed by the designated state unit receive appropriate and adequate training in terms of:

- 1. a system of staff development for professionals and paraprofessionals within the designated state unit, particularly with respect to assessment, vocational counseling, job placement, and rehabilitation technology; and**
- 2. procedures for the acquisition and dissemination to designated state unit professionals and paraprofessionals significant knowledge from research and other sources**

- (1) ICBVI tracks and monitors each employee's individual training and development. Special emphasis is placed on training required to maintain CRC, LPC, or AER certification. This includes training on disability topics, vocational counseling, ethics, case management, assessment, job placement strategies and especially assistive technology for the blind and visually impaired.
- (2) ICBVI conducts an annual training needs survey of all staff to provide appropriate In-Service and other training opportunities. The needs identified are then addressed through individual training plans, specialized group training or the annual all staff In-Service.

Specific areas of training that are emphasized are training on the Rehabilitation Act and its regulations, Social Security Work Incentives and employment, IDEA for transition age students with blindness and visual impairment, the Workforce Investment Act and vision related disabilities. Additionally, staff will be trained more specifically in Assistive Technology to better serve clients in the areas they live. This is accomplished through our monthly VRC conference calls, group training and annual In-Service. All these activities help with staff retention.

Succession planning and leadership development are discussed and emphasized to assist staff to enhance current skills or to build their skills for future opportunities for advancement within the agency. ICBVI has a policy to promote from within, which gives opportunities for current employees to advance and remain with the agency. ICBVI will be supporting one staff in 2014 with further education related to succession planning for VRCs.

All agency personnel have an annual evaluation of his or her performance, goals and plans. It is during this process that ICBVI assesses how training has impacted an employee's ability to perform the essential functions of his or her position.

Personnel to Address Individual Communication Needs

Because of the agency's small size, ICBVI has chosen to purchase sign language

interpreting services for individuals who are deaf. In cases where the client is deaf and blind; ICBVI will often work collaboratively with the general VR agency and the Helen Keller's national and regional centers to provide services. If we have a client who is monolingual speaking we will hire interpreters.

Coordination with Personnel Development under IDEA

ICBVI continues to look for opportunities to collaborate on training and staff development with the Dept. of Education and the schools. ICBVI coordinates its CSPD activities with those provided under IDEA. We currently participate in:

- The Interagency Task Force on Transition from School to Work
- Transition and Assistive Technology School to Work Conference: Tools for Life. Two ICBVI staff are on the planning committee for this conference, and four gave presentations and had a booth demonstrating assistive technology and other information for the blind and visually impaired.
- Independent Living Conference
- Training Conferences provided by the Association for the Education (AER) and Rehabilitation for the Blind and Visually Impaired.
- Collaborative Training with the Idaho Educational Services for the Deaf and Blind

Our most important collaboration under IDEA was a joint agency conference held among ICBVI, IDVR and senior educators who function as coaches and mentors around the state. This was a first step in greater collaboration and better understanding of all the programs amongst the participants. This conference is planned every two years, last conference held September 2013.

ICBVI will continue to work closely with the Idaho Educational Services for the Deaf and Blind addressing the needs of the transition population of the blind or visually impaired.

Attachment 4.11(a) Statewide Assessment

4.11(a) Results of Comprehensive Statewide Assessment of Rehabilitation Needs of Individuals with Disabilities and Need to Establish, Develop or Improve Community Rehabilitation Programs

- (1)(A) ICBVI completed a Comprehensive Needs Assessment in FFY 2014 in accordance with the requirements of Section 101.15 of the Rehabilitation Act as amended. Three separate surveys were developed to thoroughly assess the needs of Idahoans who are blind or visually impaired. The survey participants included a random sample of closed VR clients, State and Federal Government Agencies, Consumer Groups, Secondary and Post Secondary Educational Institutions, non-profit and profit organizations providing services and or advocacy, staff, Client Assistant Program, Independent Living Centers, Lions

Club, WIA partners, and Community Rehabilitation Programs. The Statewide Comprehensive Needs Assessment will be conducted every three years.

The Needs Assessment was broken down into the following areas;

- Client Survey Results
- ICBVI VR Staff Survey Results
- VR Partner Results

Client Survey Results - The Comprehensive Needs Assessment for the Vocational Rehabilitation Program showed that most clients were very happy with the services, counseling, & products they have received from ICBVI. Of the 100 clients contacted 31 clients were willing to answer the survey questions. All clients were thankful for the services received from their VR counselor.

The greatest problem for those not employed was revolved around transportation. The clients said that transportation was very helpful in the past, but the budget cuts hurt the good transportation system they once received. Many of them cannot afford to pay for personal, reliable transportation to and from work. 28% of clients expressed their disability checks were not enough to cover the transportation costs. Walking to work was only an option for a few in the summer if they lived close enough.

94% of clients felt that services through ICBVI were provided in a timely manner, 3% did not and 3% were not applicable. 81% of clients had their VR Counselor discuss vocational options and goal choices when developing a plan for employment. 65% received all the services that were part of their agreed plan for employment. 65% of clients were made aware of the Assessment and Training Center, 16% were not, and 19% this didn't apply to. 65% received assistive technology assessments or services in the VR process, 16% did not, and 19% this did not apply to. 36% of clients found employment as a result of VR services, 29% did not, and 35% this did not apply to. 36% were satisfied with the employment after receiving VR services, 29% were not, and 35% did not apply to. And finally 64% of clients felt that ICBVI could do better to help them with employment, 13% did not, and 23% this did not apply to.

The greatest strength overall seemed to be with the products and the services provided by ICBVI. All of the clients love products like the books on tape, braille and the talking watches. There was a tremendous amount of positive feedback on the services provided by all of the VR counselors.

ICBVI VR Staff Survey Results - The Comprehensive Needs Assessment for the Vocational Rehabilitation Program were emailed to 11 staff members. Of those emailed, 61% filled out the survey providing 7 completed surveys to analyze. Of those surveyed, 86% believe that services are needed for this specific population. Most of the completed surveys added that ICBVI is doing the best they can to provide excellent service with the resources they are given.

From their experience with individuals with significant disabilities 86% of staff felt that services are needed for this population, 14% and 86% believed there are barriers to the provision of these services, 14%.

From their experience with individuals with most significant disabilities 86% of staff felt that services are needed for this population, 86% believed there are barriers to the provision of these services.

From their experience with minority individuals with disabilities 86% of staff felt that services are needed for this population, 14% did not, 29% believed there are barriers to the provision of these services, 57% did not, and 14% were unsure.

From their experience with underserved and unserved populations of individuals with disabilities 57% of staff felt that services are needed for this population, 29% did not, 14% were unsure, 57% believed there are barriers to the provision of these services, 29% did not, and 14% were unsure.

28% of staff felt there is a need to establish new CRPs in the state, 43% did not, and 29% were unsure.

VR Partner Results - The Comprehensive Needs Assessment for the Vocational Rehabilitation surveys were emailed to 208 partners of ICBVI. Of those surveys emailed, only 13 were completed and returned back. Thus, 6% of the surveys were completed. The other 94% may not have responded for various reasons such as: incorrect email address, "out of office" replies, busy schedules, or simply they may not have seen the email in their inbox. They were given 2 weeks to fill out the survey.

Results for the partners showed that 85% of respondents believe there is a great need for VR services to those with a disability, and results also indicated that 62% believe there are unserved & underserved populations with disabilities. 77% of respondents believe there is a need for employment supportive services, and 54% believe there are additional service needs in our overall workforce system. Lastly, 62% think there is in fact a need for establishment, development, and improvement of Community Rehabilitation Programs.

The following are the two major areas that were identified from the Comprehensive Needs Assessment as areas of opportunity for ICBVI to increase its effectiveness in meeting the rehabilitation needs of Idahoans with Blindness and Visual Impairments.

Expansion of Services/Additional Services

The Comprehensive Needs Assessment indicated that expansion of current services and additional services is a need. This is represented in specific recommendations being made to staff to provide services to both transition and post-transitional students, in various locations throughout the state. This included working with school districts to create classes such as Adapted Daily Living Skills, helping parents navigate choices, and providing work experiences.

Awareness of Agency Services

The comprehensive needs survey indicated that there was a need for ICBVI to more thoroughly communicate the specific programs within the overall VR/IL/OB programs. This was true primarily for organizations. Although organizations overall had a good awareness of ICBVI, it was the specific programs within the agency where awareness diminished.

4.11(b) Annual Estimates of Individuals to Be Served and Cost of Services

- (1) The estimated number of all individuals who are eligible for services under this plan is 3,393.
- (2) The estimated number of eligible clients who will receive ICBVI services in FFY 2014 under:
 - Title I, Part B is 496
 - Title VI Part B is 2
- (3) The estimated cost for services in FFY 2014:
 - Title I Part B \$677,000
 - Title VI Part B \$3,000

Based upon data from the American Foundation for the Blind – 01/2014

4.11(c) (1) State Goals and Priorities

The following goals are based on the analysis of the Statewide Comprehensive Needs Assessment completed in 2014 with priorities developed for FY 2014-2017 period; the agency's performance on standards and indicators; input from consumers, advocates, providers and other stakeholders. The following identifies our three major goals which are:

- (1) Increase Independence and Employment Outcomes through quality rehabilitation services.

ICBVI will implement the following strategies:

- Work with Transition youth at the start of high school to foster the development of ongoing transition planning and services specifically connecting School Districts throughout the State.
- ICBVI will meet or exceed the required federal indicators.
- Emphasize the use of work incentives from Social Security Administration that promotes the transition of dependence on benefits to the independence of part or full time employment.

- Provide ongoing staff training to insure qualified professional staff knowledgeable in blindness, visual impairments as well as secondary disabilities; counseling techniques, vocational rehabilitation, community and secondary transition.
 - Conduct Assistive Technology Assessments where needed.
- (2) Increase public and client awareness of the mission, purpose, goals, function and services of the agency.

ICBVI will implement the following strategies:

- Specific outreach methods to reach identified groups: ophthalmologists; tribal 121 programs and School District personnel.
- Continue recurring outreach activities to help minimize the effects of turnover in staff of organizations has on the organizational knowledge of ICBVI services.
- Emphasize the specialized programs and services that ICBVI offers to the Blind and Visually Impaired.
- Continue to utilize the current staff in nontraditional roles to increase client access to training and technology.

- (3) Increase training availability, effectiveness and access for clients.

ICBVI will implement the following strategies:

- Continue flexible time frames to ATC schedule to better accommodate clients rehabilitation needs.
- Develop additional materials to better communicate to clients about the purposes for and preparation needs to participate in ICBVI trainings.
- Work with Consumer Groups, Clients and Secondary Transition Partners to increase the effectiveness of the “Summer Work Experience Program” SWEP and “College Days” Programs offered at ICBVI. In FFY 2013, the SWEP Program was canceled due to the funding cuts related to sequestration. In FFY 2013, there were 8 individuals that participated in College Days, an increase of 2 from the previous year.

4.11(c) (3) Order Of Selection

ICBVI is not in an Order of Selection.

4.11(c) (4) Goals and Plans for Distribution of the Title VI, Part B Funds

ICBVI receives only 1% or \$3,000 of the \$300,000 allotted to the state of Idaho for Community Supported Employment (CSE). This funding amount may cover the upfront training costs for one to three individuals. In Idaho there are not any long-term support funds for clients with visual impairments only, so given these circumstances and the fact that most people requiring CSE are individuals with multiple disabilities, ICBVI counselors

collaborate with their peers in the general agency to insure that clients receive the appropriate services. ICBVI has and will continue to support clients that need supported employment level services through the basic support grant during the active VR case and work with community partners, families, and other organizations to develop long term support or natural supports whenever feasible.

4.11(D) Strategies to Achieve Goals and Priorities and Support Innovation and Expansion Activities

ICBVI's specific Innovation and Expansion (I&E) strategy for FFY 2014 is to continue the project of a Statewide Assistive Technologist to the Vocational Rehabilitation program. This strategy is designed to streamline Assistive Technology assessments and trainings for Vocational Rehabilitation clients. To increase accessibility all the offices in the state were either remodeled or relocated.

(1)(A) Strategies to Expand and Improve Services to Clients Including Provision of Assistive Technology

- Conduct an assessment of blindness skills on all VR clients to determine their level of competence with the alternative skills of blindness.
- Continue implementing training curricula and timelines for clients to learn how to best utilize their Assistive Technology devices.
- Utilize loaner system and increase the number of models of adaptive technology for clients to try out before we purchase items.
- Utilize our Boise location for easier customer access to the Low Vision Clinic, VR Counselors and Rehab Teachers. Also for training in the ATC where clients can use our onsite dorm rooms.
- Utilize computer stations for clients to practice on and complete homework assignments while attending the ATC.
- Continue membership in the Chamber of Commerce statewide.

(1)(B) Strategies to Conduct Outreach to Identify and Serve Minorities and Unserved or Underserved Populations

ICBVI will work collaboratively with the Native American Indian Tribes that reside within the State to identify methods to better communicate the mission, goals, purpose and programs of ICBVI, and to identify processes to better facilitate referrals into ICBVI programs as well as implementation and completion of programs for employment outcomes.

ICBVI will work collaboratively with Department of Labor and the Idaho Commission on Hispanic Affairs to identify methods to better communicate the mission, goals, purpose and programs of ICBVI, and to identify processes to better facilitate referrals into ICBVI programs as well as implementation and completion of programs for employment outcomes.

ICBVI will continue to collaborate with Department of Education to insure that transition age students are made aware of ICBVI services and how to access them. This is occurring at a State level with ICBVI's involvement in the Interagency Transition Council as well as regional level where the VR counselors are in direct communication with individual school staff.

ICBVI will continue to strengthen its collaborative work with Idaho Educational Services for the Blind and Visually Impaired (IESDB).

(1)(C)Strategies to Improve Community Rehabilitation Programs

CRPs have been invited to attend the ATC, Assessment and Training Center to increase their knowledge of blindness and visual impairments. The CRPs will also be give copies of all of our program videos to assist in training of their staff. CRP staff that work with SWEF participants are provided week long training before SWEF begins.

(1)(D)Strategies to Improve Performance on the Standards and Indicators

- Increase outreach to all eligible Idahoans.
- Continue working with high school transition students earlier to evaluate potential assistive technology needs and employment goals as they transition from school to the adult world of work.
- Emphasize jobs with higher wages.
- Emphasize upfront counseling and guidance.
- Emphasize functional evaluations.
- Fully implement upgraded computerized case management system to provide more effective data for evaluation of progress and outcomes.
- Provide intense training on blindness and visual impairments to new VRC staff.
- Provide training in effective Case Management to new VRCs if needed.
- Provide one to one mentoring and team mentoring to new VR staff to increase effectiveness.

(1)(E)Strategies for Assisting Individuals Served Through Other Components of the Statewide Workforce Investment System

Continue to work with Department of Labor and the One-Stop System in checking accessibility for Blind and Visually Impaired. Continue to encourage ICBVI's clients to visit the One-Stops or use the online Idaho Works System

Continue to coordinate and collaborate with the staff at the Department of Labor to assist ICBVI in securing employment opportunities for our clients being served in our Summer Work Experience Program as well as providing job readiness training.

4.11(E) (2) Evaluation and Reports of Progress

- 1. Clearly identify all VR program goals consistent with the goals described in the FY 2014 Attachment 4.11(c)(1), including an evaluation of the extent to which the VR program goals were achieved.**

Goal 1 - Increase Independence and Employment Outcomes through Quality Rehabilitation Services.

- Passed Standards and Indicators for FFY 2013.
- The ICBVI's Assistive Technologist continues to maintain consistent monthly contact providing direct client assessments. Continued e-mail/telephone consultation with Teachers of the Visually Impaired (TVI).
- Continued training of VR staff in order to provide needed services to clients with benefits.
- Regional meetings which include VR staff from both agencies, and School District staff, which are held every other year, last one was completed in September 2013.

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

- Ongoing development of staff who are required to provide a set number of outreach activities per year to increase public and client awareness. This staff requirement has been effective as it makes outreach a priority for all staff.
- ICBVI will continue to collaborate and coordinate with Native American tribes within the state of Idaho. Example: ICBVI will held regional low vision clinics in Twin Falls, Lewiston, and Coeur d'Alene providing services for the underserved populations.
- ICBVI continues to work with regional transportation officials on transportation issues that affect people with blindness and other disabilities. Ada County High District has installed accessible pedestrian symbols at seven intersections throughout Ada and Canyon County.

Goal (3) - Increase training availability, effectiveness and access for clients.

- The ATC has continued to offer part-time flexible schedules to students attending to accommodate their rehabilitation needs.
- Continue to develop additional materials to better communicate to clients about the purpose and need to participate in ATC trainings.

- The agency is on track for FFY 2014 to hold a College Days program for one week, and also a SWEPP program for 6 weeks.

2. Identify all supported employment program goals consistent with the goals described in Attachment 4.11(c)(4), including an evaluation of the extent to which the supported employment program goals were achieved.

Due to the 1% or \$3,000 CSE budget allotted to ICBVI, the agency has collaborated with the general agency to serve clients with CSE needs. This has been a successful strategy. The impediment has been in demand for CSE services statewide which has exceeded budget amounts.

3. Provide an Assessment of the performance of the VR program on the standards and indicators for FY 2013

Performance Indicator 1.1

ICBVI passed this indicator.

Performance Indicator 1.2

ICBVI passed this indicator.

Performance Indicator 1.3

ICBVI passed this indicator.

Performance Indicator 1.4

ICBVI passed this indicator.

Performance Indicator 1.5

ICBVI passed this indicator.

Performance Indicator 1.6

ICBVI passed this indicator.

Performance Indicator 2.1

ICBVI passed this indicator.

4. Provide a report on how the funds reserved for innovation and expansion (I&E) activities were utilized in FY 2013

The Idaho Falls, Twin Falls, and Couer D' Alene Regional Offices were relocated to a new locations. The Pocatello and Lewiston Regional Offices were remodel and expanded. All of these changes were an effort to increase accessibility.

Attachment 6.3 Quality, Scope, and Extent of Supported Employment Services

Supported employment services are provided to our blind or visually impaired clients who have multiple disabilities, who have the most significant disabilities, who are consequently are eligible to receive community supported employment services. These multiple disabilities include developmental disabilities, traumatic brain injuries, and mental illness or a combination of these disabilities. CSE services are provided by the community rehabilitation programs which are accredited by CARF or RSAS. Services include assessment, job site development, job coaching, and communication with the employers. ICBVI and IDVR provide the upfront training until the clients are stabilized on their jobs and at that point they are transferred to the long-term support services through Health and Welfare HCBS waiver or the IDVR Extended Employment Program.