

## Idaho State Rehabilitation Council Idaho Division of Vocational Rehabilitation Combined 2020 Annual Report

### MESSAGE: SRC CHAIR

Does the word “challenge” truly express the complexities of 2020? During IDVR’s 100th year, staff dealt with the COVID-19 crisis as much of the world, offering remote work for safety while maintaining quality service to all customers.

The SRC continued to provide consultation, guidance, and recommendations during the virtual meetings organized by IDVR to assure quarterly meetings were held amidst the pandemic.

The Membership Committee worked hard during this time gathering nominations and presenting candidates to the Council. On behalf of SRC, I welcome new appointees Randi Cole, Pam Harris, Lynn Jorgensen, Christine Meeuwsen, Nathan Ogden, and Paul Tierney.

The SRC would like to take this opportunity to extend an appreciative thanks to Lucas Rose of St. Maries, Idaho. Lucas served on the SRC for two full terms of dedicated service as a Business, Industry, and Labor representative as well as a personal advocate for citizens with disabilities. He exemplifies volunteerism, missing only one meeting in six years despite travel difficulties. Lucas is an example to all who endeavor to altruistically serve by actively participating on the Council. Truly yours, Mike Hauser, SRC Chair

The 2020-2021 Council Members are

- Mike Hauser, Chair, representing Disability Advocacy Group
- Janice Carson, Vice Chair representing Disability Advocacy Group
- Jane Donnellan, Ex-Officio representing Vocational Rehabilitation Administrator
- Ramona Medicine Horse representing American Indian Vocational Rehabilitation
- David White representing Vocational Rehabilitation Counselor Regional Manager
- Ron Oberleitner, Darin Lindig, Paul Tierney, and Lynn Jorgensen representing Business, Labor, and Industry
- Christine Meeuwsen representing Client Assistance Program
- Mel Leviton representing State Independent Living Council

Max Maxwell representing Disability Advocacy Group  
Sara Tueller representing Parent Training & Information Center  
Randi Cole representing State Department of Education  
Pam Harris representing Community Rehabilitation Provider  
Danielle “DR” Reff representing Former Applicant / Recipient  
Vocational Rehabilitation Services  
Baxter Q. Andrews Council Secretary  
Vacant Workforce Development Board

Message IDVR Administrator

What a year it has been! Amid the pandemic of COVID-19, the Vocational Rehabilitation program continues to forge ahead in providing individualized vocational counseling and guidance as well as other services to assist Idahoans with disabilities to reach their goal to become successfully employed.

I am proud to partner with the SRC in the publication of this 2020 Combined Annual Report. The Annual Report reflects the dedication and commitment of IDVR staff and their contributions impacting the lives of so many Idahoans with disabilities.

I take great pride in our work this past year, our achievements, and for all our innovative approaches we have achieved. Our staff have had to be flexible and pivot with the virtual world of counseling. Both our staff and our customers have demonstrated true grit under the most extraordinary times!

2020 marks the 100th Anniversary of the of the state/federal VR program. In fact, following the Congressional passage of the Smith Fess Act, also known as the Civilian Vocation Rehabilitation Act, signed into law June 2, 1920, Idaho’s VR program was established on December 27, 1920, by proclamation and the signing of legislation under Idaho’s 12th governor David William Davis. With a budget of \$5,000 and one counselor serving the entire state of Idaho, we began our 100 years of service.

A century of service demonstrates Idaho’s dedicated efforts and valuable contributions creating an Idaho where all individuals with disabilities can have the opportunity to participate in the workforce and employers’ value their contributions.

Enjoy this Annual Report! Jane Donnellan, MA, CRC IDVR Administrator

## 2020 At A Glance

5,896 Customers Served in 2020

### Customers by Disability Type

2,935 Mental Health;

1,000 Physical;

634 Communicative;

1,298 Cognitive; and

29 customers with sensory disability type.

### Customers by Age Range

600 Ages 0-16

1,003 Ages 17-18

877 Ages 19-24

1,894 Ages 25-44

804 Ages 45-54

357 Ages 55-59

339 Ages 60 plus

The total funds expended on training is \$1,947,972.

41 percent, \$795,261 four-year institution,

22 percent, \$430,085 is occupational vocational,

12 percent, \$238,719 truck driving,

9 percent, \$176,656 community college,

6 percent, \$124,268 graduate school,

6 percent, \$110,621 miscellaneous, and

4 percent, \$72,362 on-the-job training.

Eight hundred and eight customers were successfully employed. Customer wages increased 475% after receiving VR services.

These are actual wages of Customers who went to work after receiving vocational rehabilitation services:

\$54.09 Education Administrators

\$40.39 Computer and Information Research Scientists

\$35.58 Postsecondary Teachers

\$35.27 Human Resources Assistants

\$34.41 Registered Nurses

\$33.01 Real Estate Agents

These are six top occupation categories:

103 customers work as Personal Care and Service Occupations

51 customers work as Heavy and Tractor-Trailer Truck Drivers

46 customers work as Production Workers, Helpers

44 customers work as Janitors and Cleaners  
34 customers work as Food Prep and Serving  
30 customers work as Office Clerks

## Business Engagement

IDVR assists Idaho businesses in hiring and retaining qualified employees. IDVR's Business Engagement Team members are available in each region to address the needs of local Idaho businesses including providing technical assistance and training with accommodations on the job, connecting business with a relatively untapped and diverse labor pool, and help employers with their employees with disabilities keep or modify, even training to help move to a new position.

Teamwork Makes The Dream Job Work: IDVR and HP, Inc. continue to partner with the Spectrum Success Hiring Program

Meet Daniel Robertson, a Management Information Systems (MIS) student at the University of Idaho. After completing the Spectrum Success Hiring Program at HP, Inc. he was chosen to participate in a paid internship during the summer of 2019 in Boise, Idaho as a software engineer.

Throughout the summer, Daniel created a data model that engineers could use to collect information needed to design future HP products. His managers took note of his work ethic, enthusiasm, knowledge and his "great eye for detail" also noting that "he's been able to find problems that the rest of us couldn't."

Daniel was contacted by HP to interview for another summer internship position. This year he was hired on the spot as a data analyst intern. Daniel is carrying out his duties from home in Moscow, Idaho due to the COVID-19 pandemic. He is on track to graduate from the University of Idaho this December with his bachelor's degree in MIS.

This opportunity at HP gave Daniel the confidence and experience he needed personally and professionally. Daniel's main take away from this experience at HP is that he is "definitely a lot more confident" regarding future careers with HP and other companies. He also feels that he now "bring[s] something very important to the table" in terms of perspective employment opportunities.

Thanks to this great collaboration with HP, Daniel now has the experience, skills, references, and confidence to pursue a career in data analysis.

## Success Stories

### IDVR Helps Small Business Owner Continue to Serve His Rural Community

Randy is a retired contractor, truckdriver and operator. He has been a small business owner in rural Idaho since 2017. Randy's goal is to maintain his business to supplement his retirement benefits. Due to hearing loss, Randy had difficulties meeting customer service needs. IDVR assisted Randy with the purchase of hearing aids to alleviate the communication barrier with his customers.

Occupation: Self-Employed

Employer: RC Pawn Shop

Annual Salary: \$15,329

Weekly Hours: Up to 40

Location: Weiser, Idaho

### IDVR Services Foster Confidence and Improve Career Opportunities

Benny is a single mother struggling with depression and PTSD. She earned Associate of Applied Science degree from the Lewis Clark State College. Her employer considers Benny a great addition to the company and praises her qualifications and initiative. Her supervisor states that he "...is looking forward to seeing Benny develop and grow here at TD&H."

Occupation: Drafter

Employer: TD & H Engineering

Hourly Wage: \$16.00

Weekly Hours: 18-25

Location: Lewiston, Idaho

### Pre-Employment Transition Services (Pre-ETS)

#### Services to Students and Youth with Disabilities

IDVR continues to provide valuable Pre-ETS to students with a disability around the state, here are a few highlights.

### Paid Summer Work Experiences

Even with many students deciding to opt out of summer work due to Covid-19, 283 students were provided a summer work experience. The students participated in a week of job skills training, followed by five-weeks of paid work with businesses in 14 different local areas around the state; with additional on the job work training provided to students, if needed.

Several students were hired by the employer either during or after the program ended. Employers continue to express the importance of this program and assist students to learn on the job.

### 2019 Idaho Transition Institute

Idaho held another successful statewide transition institute with 350 educators, agency staff, and parents who attended the 2-day event at Boise State University in November 2019. Teams worked to create transition plans for their school districts. Attendees participated in breakout sessions, team planning sessions, and large group sessions to learn best practices for a successful transition from high school to adult life. During team planning sessions, school districts and VR staff worked with a facilitator to create an individual plan for districts to assist students.

These are the agencies collaborated to make 2019 Idaho Transition Institute a success:

Idaho Division of Vocational Rehabilitation

State Department of Education

Boise State University

Idaho Parents Unlimited

Idaho Council of Developmental Disabilities

Idaho Commission for Blind and Visual Impairments

Idaho Department of Labor

Idaho Assistive Technology Project

Nampa School District

Idaho Falls School District

Lake Pend Oreille School District

Idaho State University, ISU, Virtual Academy NExT, VAN.

The focus of VAN program helps students develop and practice communication and time management skills that support college and career readiness through the integration of technology for example Marco Polo, Moodle Community, WebQuests, and Virtual-game platforms developed by ISU staff.

This experience included:

Career exploration and readiness, job exploration, career counseling, interview skills, and mock interviews over Zoom;

Self-advocacy with independent living skills including time management, task management, community integration; and

Transition to college, discovering virtual office hours, technology exploration, and WebQuests completion to explore jobs.

#### STEM Action Center Extern & Video Development

This summer IDVR created two videos that are on our external website. These informational videos were requested by teachers and families to better understand Pre-ETS opportunities for students.

Our staff developed the videos with assistance from our summer STEM Action Center Extern Amber McVey. Our staff developed the content and Amber made the video.

#### Customer Satisfaction Survey

IDVR is a customer-driven organization, customers involvement is critical for success! To assure customers are prepared for success, the three focus areas of the Customer Satisfaction Survey are Treating the Customer with Respect, Plan Services, and Community Rehabilitation Providers.

Overall Treating the Customer with Respect is 87 percent

I understood from the start that employment was the goal of VR 95 percent.

VR staff treated me with respect 92 percent.

VR responded to my needs (questions/requests) in a timely manner 84 percent.

I would recommend VR to friends with disabilities who are looking to find work, keep work, or advance in their careers 84 percent.

Overall, I am satisfied with my experience with IDVR 80 percent.

Overall Plan Services is 88 percent

I had the opportunity to work together with my VR counselor to develop my plan 91 percent.

I had the opportunity to make decisions regarding which service Provider(s) would be used to deliver planned service 89 percent.

The services outlined in my plan for employment were provided in a timely manner 85 percent.

Overall Community Rehabilitation Providers, CRP, is 77 percent

I had a choice when picking a CRP 78 percent.

I am satisfied with the communication and interaction I had with the CRPs that assisted me with looking for work 78 percent.

The services provided by the CRPs that assisted me looking for work were helpful 77 percent.

I would recommend the CRP that assisted me to others in my community who need similar services 75 percent.

## IDVR Eight Regions

Region 1 Coeur d'Alene Serving Boundary, Bonner, Kootenai, Benewah, and Shoshone Counties

Region 2 Lewiston Serving Latah, Clearwater, Nez Perce, Lewis, and Idaho Counties

Region 3 Treasure Valley Central Serving Western Ada, Gem, Western Boise, Valley, and Northern Adams Counties

Region 4 Twin Falls Serving Camas, Blaine, Gooding, Lincoln, Jerome, Minidoka, Twin Falls, and Cassia Counties

Region 5 Pocatello Serving Bingham, Caribou, Power, Bannock, Oneida, Franklin, and Bear Lake Counties

Region 6 Idaho Falls Serving Lemhi, Custer, Butte, Clark, Jefferson, Fremont, Madison, Teton, and Bonneville Counties

Region 7 Treasure Valley West Serving Canyon, Washington, Southern Adams, Payette, and Western Owyhee Counties

Region 8 Treasure Valley East Serving Eastern Ada, Eastern Boise, Elmore, and Eastern Boise Counties

## SRC

### SRC MISSION

To review, analyze, and advise the Idaho Division of Vocational Rehabilitation regarding services and functions that affect the ability of individuals with disabilities to achieve individual rehabilitation goals.

### SRC Accomplishments

The SRC continued to provide input on IDVR activities throughout the year and during the SRC quarterly meetings.

Participated in IDVR's Strategic Planning session, collaboratively developed agency priorities.

Partnered with IDVR to offer recommendations on the Comprehensive Statewide Needs Assessment CSNA survey development.

Discussed and reviewed Customer Satisfaction Surveys to improve feedback to assist IDVR in meeting their goals.

Collaborated on reviewing of the revised Field Services Policy Manual.

Reviewed and provided input for the VR Services Portion of the Combined State Plan.

### Upcoming Quarterly Meeting in Boise

January 12, 2021

April 27, 2021

July 20, 2021

October 26, 2021

These are public meetings and visitors are welcome to attend. Meeting dates and locations may change at the discretion of the SRC, please contact the Council Secretary at 208-287-6443 to confirm the location and meeting date. If you require alternative formats, please request materials ten days before a scheduled meeting.

Century of Service Governor Brad Little and Idaho Secretary of State Lawrence Denney sign Proclamation

WHEREAS, the second day of June is designated Vocational Rehabilitation Day in order to commemorate the 100-year milestone of the June 2, 1920, passage of the Smith Fess Act, also known as the Civilian Vocational Rehabilitation Act; and WHEREAS, to raise public awareness of the importance of this Act, the Idaho Division of Vocational Rehabilitation, IDVR, services were established in Idaho December 27, 1920; and WHEREAS, the vision of IDVR is an Idaho where all individuals with disabilities can have the opportunity to participate in the workforce with employers that value their contributions; and WHEREAS, the mission of IDVR is to prepare individuals with disabilities for employment and career opportunities while meeting the needs of the employer; and WHEREAS, the IDVR program has an annual estimated economic impact of more than \$32 million in Idaho; and WHEREAS, Idahoans recognize the dedicated efforts of the professionals who ensure services meet individual and employer needs and are encouraged to learn more about IDVR's services and the positive impact it has on all our lives;

NOW, THEREFORE, I BRAD LITTLE, Governor of the State of Idaho, do here proclaim June 2, 2020, to be VOCATIONAL REHABILITATION DAY in Idaho

#### IDVR MISSION

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

#### IDVR VISION

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

State of Idaho 2021 Observed Holidays

January 1 New Year's Day

January 18 Martin Luther King Day

February 15 Presidents' Day

May 31 Memorial Day

July 5 Independence Day

September 6 Labor Day

October 11 Columbus Day

November 11 Veterans Day

November 25 Thanksgiving Day

December 24 Christmas Day

#### Contact Information

Idaho State Rehabilitation Council and Idaho Division of Vocational Rehabilitation an agency of the Idaho State Board of Education 650 West State Street Room 150, P.O. Box Boise Idaho 83720-0096.

Telephone number is 208-334-3390 and fax number 208-334-5305.

Visit us online at [www.vr.idaho.gov](http://www.vr.idaho.gov)

#### Funding

The Idaho Division of Vocational Rehabilitation receives 78.7 percent of its funding through a grant from the United States Department of Education.

For Federal fiscal year 2020, United States Department of Education awarded total federal grand funds of \$16,659,404. The State of Idaho funded the remaining 21.3 percent of the costs at \$4,505,835.