

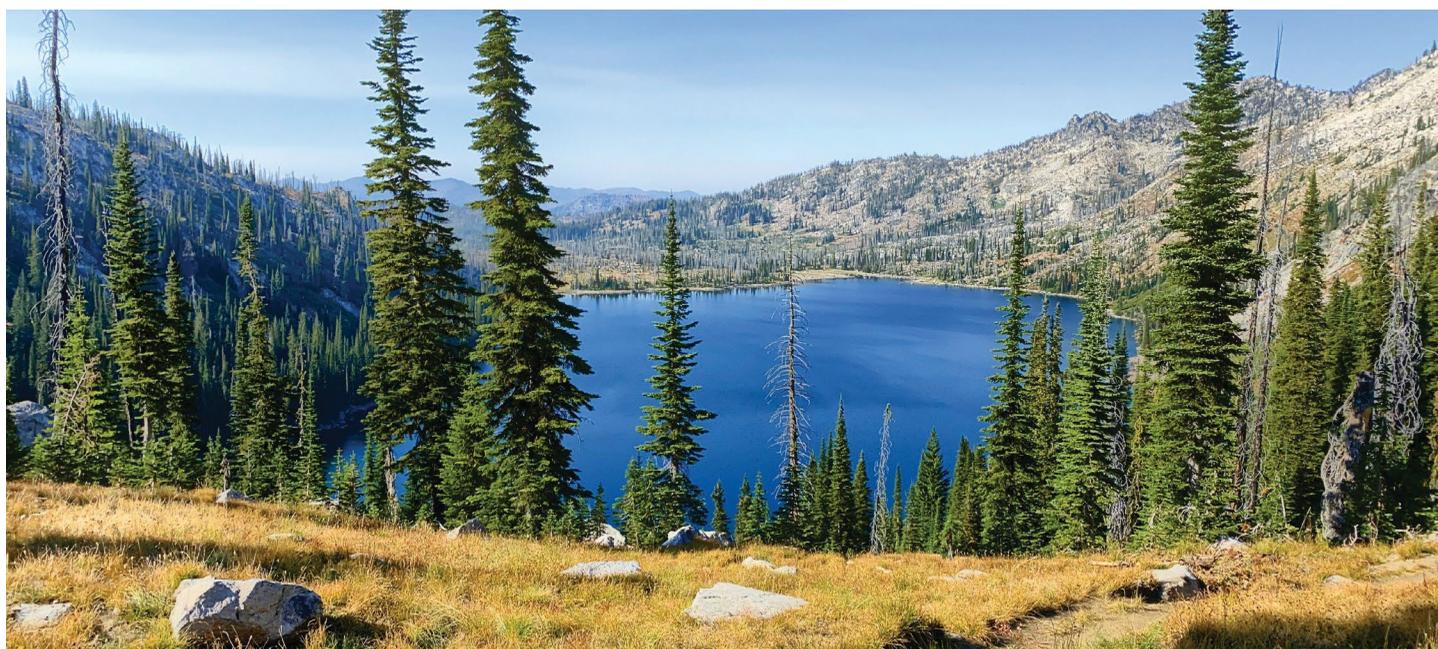


Idaho State Rehabilitation Council
Idaho Division of Vocational Rehabilitation

Combined 2022 Annual Report



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Information and data within this report is reflective of State Fiscal Year (SFY) 2022 (July 1, 2021, through June 30, 2022)

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Cover photograph by Mike MacGuffie

Council Chair	Janice Carson
Council Vice Chair	Darin Lindig
Disability Advocacy Group Representatives	Janice Carson Tim Blonsky David “Max” Maxwell Nathan Ogden
Former Applicant or Recipient Representative.....	Mark Reinhardt Stephanie Taylor-Silva
Community Rehabilitation Program Representative	Pam Harris
Client Assistance Program Representative	Nancy Grant
Business/Industry & Labor Representatives	Darin Lindig Ron Oberleitner Diana Colegrove Vacant
Idaho’s Native American Tribe Representatives	Ramona Medicine Horse
Parent Training & Information Center Representative	Sarah Tueller
State Independent Living Council Representative	Jami Davis
State Department of Education Representative	Randi Cole
Workforce Development Council Representative.....	James Pegram
Idaho Division of Vocational Rehabilitation Representatives	
Ex-Officio	Jane Donnellan, Administrator
Ex-Officio	David White, Assistant Regional Manager/ VR Counselor
Council Secretary	Wendy Page, Management Assistant

Message from State Rehabilitation Council Chair

The State Rehabilitation Council (SRC) continued our responsibilities alongside Idaho's Division of Vocational Rehabilitation (IDVR) in a mix of face-to-face and online meetings due to the continued COVID pandemic

Committee Work

The SRC members participated on one or more of our three committees: Executive, Program Effectiveness, and Planning and Public Policy.

The Executive Committee identified new members and worked on the annual report. Vice Chairman Lindig and the Membership Committee developed a clearly (IBE), defined membership flow process including check points to ensure applicants are educated on their role and the expectations of serving on the SRC.



The Program Effectiveness. Committee and the rest of the SRC members provided input and reviewed the IDVR portion of the combined state plan.

The Planning and Public Policy Committee and full SRC membership were informed of minor changes in the policy manual by IDVR staff.

Shoulder-to-Shoulder

SRC Members worked collaboratively with the IDVR staff on a variety of projects:

- The SRC reviewed the full State Plan and provided comments in addition to writing our designated section – Input of the State Rehabilitation Council (SRC)
- SRC Members participated in an engaging discussion with the IDVR staff focused on setting the State Plan Goals and priorities.
- The SRC also provided IDVR advice during our quarterly meetings on such topics as hiring, retention, staff compensation and business engagement.

SRC Education

SRC members took advantage of multiple educational opportunities on such topics as a VR customer's full experience from intake to employment.

Additionally, presentations focused on the Workforce Development Council, the Client Assistance Program, Pre-ETS, and Open Meeting Law.

Warm Welcomes and Heartfelt Goodbyes

The SRC is very excited to welcome Tim Blonsky, from Idaho Business for Education (IBE), Stephanie Taylor Silva, from Prison Fellowship and Jami Davis from the Idaho State Independent Living Council (SILC). Tim is a Business Development and Program Manager in IBE's Youth Apprenticeship Program, Stephanie is a Field Director for Prison Fellowship, and Jami is a Program Specialist with SILC. In a very short time, Tim, Stephanie and Jami have provided depth and insight on several topics brought before the SRC. We are grateful to have them on the Council.

Sadly, we said goodbye to Paul Tierney and "DR" Reff. Paul Tierney, a business representative with a unique family perspective, provided understanding on the intersection of business engagement and autism spectrum disorder. "DR" Reff, from the Idaho Attorney General's office, a self-advocate and recipient of VR services, helped the SRC members understand what services look like through the eyes of a customer. The SRC will miss them both and offer our heartfelt appreciation for their contributions. •

On behalf of the Idaho's State Rehabilitation our designated section— Input of the State Council, it is my honor and a privilege to provide Rehabilitation Council (SRC). you with our 2022 report.

Thank you,
Janice Carson, SRC Chair

Greetings

It is an honor to present the 2022 combined State Rehabilitation Council (SRC) and Vocational Rehabilitation program (VR) annual report. Through our strong collaboration and partnership, IDVR and the SRC ensures a robust and comprehensive VR program that enhances employment outcomes for Idahoans with disabilities.

The Division had many successes this past year, including:

- Completion of Rehabilitation Services Administration's (RSA's) Monitoring of the program. IDVR had not been monitored by RSA since 2010. Beginning in June of 2021 and running through August of 2021, IDVR staff met with RSA weekly to review and discuss both the fiscal and programmatic aspects of VR services.

RSA evaluated the effectiveness and efficiencies of the Agency including the review of internal controls. It was a rigorous and very collaborative process. I am pleased that IDVR had a strong monitoring outcome, with only two findings. Both findings have been addressed and are in the process of completion.

- Throughout the fall and early winter of 2021, IDVR evaluated our counselor positions to determine the best alignment/configuration. As of January 2022, IDVR now has 19 dedicated Pre-Employment Transition Services (Pre-ETS) counselors serving the state.

Specializing the counselor's role allowed for greater cohesiveness and outreach to schools

and parents. These dedicated counselors work closely with Area Transition Counselors as well as the Transition Manager to better serve students with disabilities.

- IDVR's Business Services Manager was instrumental in advancing strategies to enhance business engagement across the state over the past year. Most significantly, IDVR is working with the Idaho Department of Labor (IDOL) to engage with businesses to build a skilled workforce through apprenticeship. Apprenticeships not only help businesses, but provide opportunities for individuals with disabilities to have solid career pathways, resulting in greater independence and self-sufficiency.
- Benefits planning services for those individuals who are social security beneficiaries continues to grow throughout the state. This vital service allows individuals to have a greater understanding of how work will impact their benefits so their decisions about engaging in employment are better informed.



Despite the continued challenges of COVID-19 this past year, the VR program has had great success. I am very proud of the accomplishments the program has achieved this past year. The staff have been dedicated, flexible, agile, and creative in meeting the many needs of Idahoans with disabilities. Both VR staff and the SRC stayed true to our mission "To prepare individuals with disabilities for employment and career opportunities while meeting the needs of the employer."

I look forward to our program's ongoing success!

Jane Donnellan, MA, CRC, IDVR Administrator

"I found my counselor and the staff at VR to be very helpful and supportive in assisting me to attain my employment goal."

– VR Customer Response to Customer Satisfaction Survey

Vocational Rehabilitation Services for Individuals with Disabilities

IDVR Vision

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

IDVR Mission

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

The Idaho Division of Vocational Rehabilitation assists Idahoans with disabilities to obtain or maintain employment. IDVR provides various services to assist individuals with disabilities with work. Only services related to employment are provided.

Vocational Rehabilitation is appropriate if...

- You want to work
- You have a disability that makes it hard for you to get or continue work
- You want to become employed to the best of your ability
- You require specific services to become employed
- You are willing to follow through and be responsible for your own progress toward employment

Program Eligibility

- If you have a physical or mental disability which creates difficulties with obtaining or maintaining a job, you may be eligible for IDVR services.
- If you get Social Security for a disability (SSI or SSDI) and want to work, you may qualify for services.

Services

When developing your plan for getting work, you may require several different services. The types of services vary and will be unique to your specific needs. You and your counselor will decide together if you can help pay for any that you choose. Services may include counseling and guidance, job search, placement and other job supports, academic training, and disability related supports, to mention a few.

For more information, visit <https://vr.idaho.gov/vr-services/>



Purpose of the Idaho State Rehabilitation Council

The SRC oversees the ongoing customer satisfaction survey of IDVR participants who leave/exit the program for various reasons.

In order to gauge the customers' overall experience with program services, the customer satisfaction survey asks 12 questions in three domains: treating the customer with respect, planning services, and collaborating with community rehabilitation programs. The SRC and Division use customer feedback to improve the VR experience and service delivery.

The survey was completed by 354 out of 2,845 customers with a 12% response rate. Percentages listed below represent the proportion of respondents who answered "agree" or "strongly agree" to each of the survey questions. Responses were collected from customers with cases closed from July 1, 2021 through June 30, 2022.

Customer Satisfaction Survey (N=354)

Percent of "Agree" or "Strongly Agree" Responses

Treating the Customer with Respect

Treated me with respect	93%
Responded to my questions in timely manner	85%
Satisfied with my experience	81%
Would recommend VR to friends with disabilities	83%
Understood that employment was the goal	96%

Planning Services

Had the opportunity to choose service providers	88%
Services provided in a timely manner	87%
Worked with VR counselor to develop plan	91%

Collaborating with Community Providers

Recommend providers	79%
Services were helpful	80%
Satisfied with the communication & interactions	79%
Had a choice when picking a provider	79%

The State Rehabilitation Council (SRC) is a body of citizens appointed by the executive director of the Idaho State Board of Education under the authority of the Rehabilitation Act of 1973, as amended.

The Council is composed of a diverse group of volunteers including current or former customers, professionals, employers, advocates, and service providers who promote public awareness, advocacy, and support of the Vocational Rehabilitation program. The majority of the Council members are themselves individuals with disabilities. Members of the SRC are chosen for their interest in, and specialized knowledge of the disability community. The term of office for SRC members is three years, with the option of serving a second three-year term.

The Council must be composed of at least 15 members including:

- 4 representatives of businesses, industry & labor
- 1 representative of Statewide Independent Living Council
- 1 representative of parent training & information center
- 1 representative of client assistance program
- 1 representative of community rehabilitation program service provider
- 1 representative of disability groups
- 1 current or former VR customer

- 1 American Indian VR Services program
- 1 representative of the State Department of Education
- 1 representative of the Workforce Development Council
- 1 Vocational Rehabilitation Counselor (ex officio)
- Vocational Rehabilitation Administrator (ex officio)

The SRC communicates directly with customers, rehabilitation professionals, businesses, service providers, and other individuals interested in improving the services and programs provided by the VR program. This group reviews, analyzes, and advises the Idaho Division of Vocational Rehabilitation (IDVR) regarding the performance, effectiveness, and objectives of the program. SRC members provide critical support and guidance to IDVR (and to individuals with disabilities served by the division) and communicate regularly with legislators, on both the state and national levels on their behalf.

Council members participate in quarterly meetings and strategic planning activities, provide recommendations for the VR Portion of the Combined State Plan, provide critical feedback on Division policies, and analyze customer satisfaction results and other relevant program performance data.

Council members and IDVR staff agree that this strong partnership produces positive and lasting impacts for Idahoans with disabilities.

In order to accomplish the many activities and responsibilities of the Council, the SRC is comprised of three standing committees: Executive, Planning & Public Policy, and Program Effectiveness. All SRC members participate in committee activities based upon their strengths and area of interest.

SRC Mission

Working on behalf of Idahoans with disabilities, the Idaho State Rehabilitation Council endeavors to provide consumers, service providers and others the opportunity to participate in constructive dialogue and public input to continually improve the quality of Vocational Rehabilitation services to residents of Idaho.

Executive Committee

This committee exercises the overall governance of the Council and adheres to Council Bylaws, policies, and any vote at Council meetings. The Executive Committee members guide the Council's public outreach and advocacy efforts with state legislators and congressional delegations.

Advocacy efforts focus on a partnership with the agency toward a common goal - maximizing employment and independent living for people with disabilities.

The Executive Committee is composed of the Chair, the Vice-Chair, the immediate past Chair, and the standing committee chairs. The Executive Committee is responsible for the fiscal, administrative, and coordinating functions of the Council including budget oversight, membership, policy recommendations, State Plan and Annual Report compliance, and coordination of all committee activities.

"I feel better overall about employment. I know that if I have more problems with employment in the future, that I can always go back to the VR program. I appreciate that this program exists and I'm glad that I decided to try it out."

– VR Customer Response to Customer Satisfaction Survey

Planning & Public Policy Committee

This committee educates, informs and influences the state and federal legislative agenda as it relates to the VR program and disability employment policies. Responsibilities include meeting with state and federal legislators to advocate for the VR program, review and provide input on public policy as it affects employment of people with disabilities, and be involved with VR in developing agency policy. Two subcommittees— finance and policy development—assist this committee with its responsibilities.

Program Effectiveness Committee

This committee ensures that the VR program produces high quality results for VR customers. Committee members review, analyze, and advise IDVR on eligibility, including order of selection; the extent, scope, and effectiveness of services provided; and functions performed by state agencies that affect or potentially impact the ability of individuals with disabilities in achieving employment outcomes. The members guide the development and results of the customer satisfaction survey.

This committee has two co-chairs who chair three subcommittees: Survey, Comprehensive Statewide Needs Assessment and the VR Portion of the Combined State Plan.

Grant Expenditures

Direct Services \$5,207,250

Expenditures on Job Training \$1,967,287

Job Training Expenditures by Type		# of Participants
Occupational/Vocational	\$540,980	244
Four-Year	\$805,055	231
Jr./Community College	\$150,760	87
Miscellaneous	\$76,279	74
Truck Driving	\$149,294	64
Graduate	\$198,039	22
On-the-Job	\$46,880	12

Return on Investment (ROI)

For general funds spent by IDVR it is estimated that successfully employed customers will return \$22,078,450 in taxes to the State over the course of their working life (based on data from SFY22).

In SFY 2022,

73.48%

of VR customers who achieved or maintained employment reported their wages as their primary means of support

“My counselor was so supportive and helped me with everything I needed. She was patient, kind and explained everything so it was easy for me to understand.”

– VR Customer Response to Customer Satisfaction Survey

- Construction Worker \$22 per hour
- Registered Nurse \$38 per hour
- Production Worker \$15 per hour
- Accountant/Business
- Professional \$25 per hour
- Computer
- Programmer/Developer \$34
- Teacher \$24
- Judge \$50

\$15⁸³

*Average Wage
of Successfully
Employed
Customers*



773 *Customers successfully employed*

4,478

*Customers served**

Customers by Age Range

<i>Age Group</i>	<i># of Participants</i>
14 to 24	1783
25 to 44	1505
45 to 59	890
60 to 85	302

*Individuals receiving IPE services, typical participation (or duration) is multiple years



Customers by Disability Type

Auditory and Communicative Disabilities	466
Learning and Intellectual Disabilities	950
Physical Disabilities	822
Psychological & Psychosocial Disabilities	2247
Visual Impairments	17
<i>Total</i>	4502

IDVR assists Idaho businesses in hiring and retaining qualified employees.

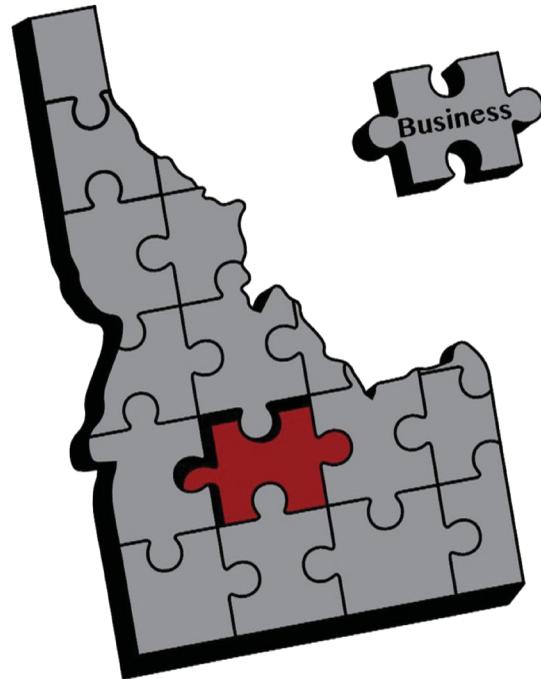
IDVR staff are available in each region to address the needs of local Idaho businesses including: providing technical assistance/training with accommodations on the job, connecting businesses with a relatively untapped and diverse labor pool, and helping employers work with employees with disabilities. Services include workforce recruitment assistance and training services.

Business Spotlight

IDVR has continued to host Virtual Business Spotlight sessions which foster information-sharing and discussions about job recruitment and labor force issues. Attendees include staff from IDVR, ICBVI, DOL, and the Department of Veteran Affairs.

Some Business Participants Included:

- Republic Services
- Idaho Manufacturing Alliance & Forging Futures
- QualityLogic
- Goodwill Industries
- Premier Research
- Delaware North
- Unifirst



906

Employers received Business Services

1,550

Total Engagements

(from 7/1/2021-6/30/2022)

Types of Employer Services

Employer information and support services	768
Workforce recruitment assistance	333
Accessing untapped labor pools	139
Training services	138
Other	172



Highlighted Successes in Regional Business Engagement

- Local staff developed working relationships with businesses
- Staff and businesses supported students to complete employer-based work-based learning experiences
- Regional Managers noted increased staff understanding and confidence in providing business services
- All regions exceeded their goal for number of business contacts for the plan year
- 11% increase in services provided to businesses over the prior year

Regional Business Engagement Plans

Each of the eight regions throughout the state developed a regional plan with three core areas to address during the 7/1/2021-6/30/2022 timeframe.

Each plan included:

- Staff Development and Competency with Business Engagement activities
- Quantity of Business Contacts
- Quality of Business Contacts/Relationships built



<https://vr.idaho.gov/business/>

Cody's Success Story

"I definitely, wholeheartedly feel that I am better off now than I have ever been in my life."
– Cody, VR Customer

Cody applied for IDVR services after being referred by Probation and Parole as he was seeking support to obtain a career where he could support himself and his family. At the time Cody began working with IDVR he had an entry level position in the trades and knew he wanted to make a change to better meet his financial needs.

Cody obtained employment with 45th Parallel Electric & HVAC company and became an electrical apprentice. IDVR supported Cody to complete his apprenticeship and gain technical training through College of Western Idaho.

After working with IDVR, Cody's future is bright.

Occupation:
Journeyman Electrician

Employer:
45th Parallel Electric & HVAC

Location:
Nampa, Idaho

Hourly Wage:
\$38.00

Weekly Hours:
40



Watch Cody's tell of his success story

"... Cody has been a model employee. With him and the four guys that work with him, they are my best crew."

Jason Salisbury, Manager at 45th Parallel Electric & HVAC

Sandra's Success Story

"I am so grateful to my VR counselor for believing in me even when I didn't believe in myself. I want others to know to never give up and be willing to try other ways to succeed. We are all worth it, no matter where we've been or what we've done. Always look for better tomorrows."

– Sandra, VR Customer



Sandra applied for IDVR services in January 2020 with the goal to work in the field of social services. Sandra had an extensive history of trauma, health challenges and experience with the criminal justice system. At the time of her application, Sandra was ready to move forward with her employment goals.

Sandra successfully completed the Recovery Coaching Training and obtained a provisional Recovery Coaching Certification. IDVR assisted Sandra with the application process, resume creation, and helped her gain the confidence needed to enter her first professional role. As a result, Sandra obtained part-time employment with State Hospital South as a Peer Recovery Support Specialist.

After beginning her employment, Sandra recognized that additional training would enable her to better perform her job duties. With IDVR support, Sandra completed the Peer Support Training successfully. Due to Sandra's commitment, passion, and work ethic, she was then offered and accepted a full-time position with full benefits. Sandra continues to progress towards self-sufficiency and end reliance on Social Security Disability benefits.

Chris Furio, Sandra's Supervisor at State Hospital South, said learning from her past, she knew that her journey of hardship was a learning lesson for her future. This path has led her to helping others who are lost. Through these journeys, Sandra has gained the gift of empathy and helping those who are in need.

Occupation:
**Peer Recovery
Support
Specialist**

Employer:
State Hospital

Location:
Blackfoot, Idaho

Hourly Wage:
\$14.50

Weekly Hours:
30



Read more on
Sandra's success
story

Pre-Employment Transition Services (Pre-ETS)

Accessing Vocational Rehabilitation for the Deaf and Hard of Hearing

In FY22, IDVR developed three educational videos to assist individuals who are deaf or hard of hearing in accessing VR services. You can find these videos on our home website <https://vr.idaho.gov>.

Increasing Pre-Employment Transition Services

IDVR is so excited to see the number of Pre-ETS increasing. Area Transition Counselors played a huge role in increasing the number of students receiving services and increasing the number of services each student receives. The numbers reported below do not include summer programs, which will further increase these numbers. The Division achieved this growth by collaborating with close to 200 school districts.

Of these, IDVR worked with 11 school districts to create teacher and para-professional led work-based learning experiences for students.

IDVR was also able to work with 17 school

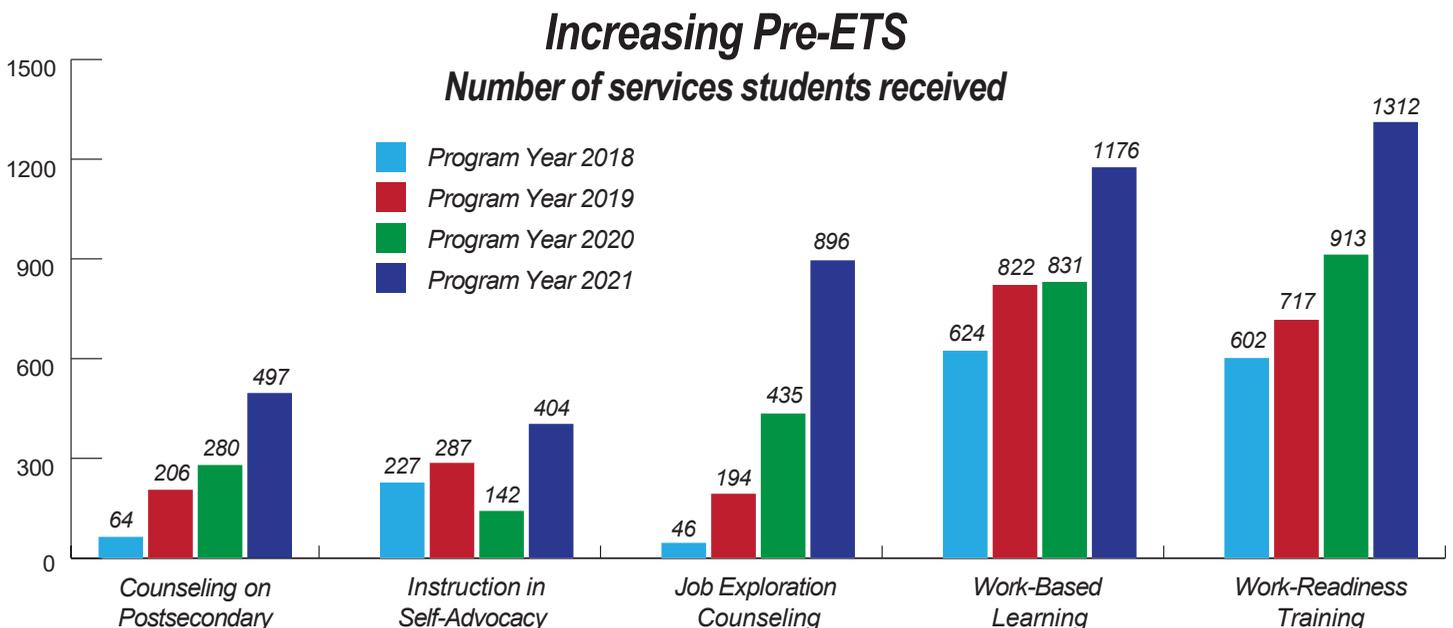
districts to create teacher and led work readiness training and work-based learning experiences for students during the summer. Many of these programs occurred in rural communities that do not have access to our other work-based learning opportunities.

Career Technical Education (CTE) Programs

In 2021-2022 IDVR increased the number of summer programs from one to five. Programs reflected the interests of students.

Program locations included: Nampa, West Ada, Blackfoot, Madison, and the College of Eastern Idaho. In addition to gaining hands-on experience, programs provided students with the chance to understand how personal values apply to the world of work. Students gained knowledge of career pathways and the necessary skills and qualifications to be successful.

- The Nampa CTE provided a two-week program that included instruction in culinary arts, small engine repair, and welding.





- West Ada CTE provided students with two one-week opportunities in culinary arts and auto mechanics.
- Blackfoot CTE provided students with three-weeks of instruction in one or more of the following: home repair/remodeling, welding, wood working, robotics, and culinary.
- Madison CTE provided students two weeks of job exploration in welding, small gas engines, electrical, wood working, law enforcement, culinary, nursing, barber/nail tech.
- The College of Eastern Idaho CTE provided students one week of work-based learning in construction. Students were taught construction trade safety, construction math, use of hand tools, use of power tools, and blueprints and drawings.

1,983
*Students Received
Pre-ETS Services*

Paid Work Experiences

IDVR worked with local employers to offer students with disabilities the opportunity to take part in a short-term paid work experience. Students received on-the-job-training and learned about internships. Students shadowed experienced workers, explored career interests, built confidence, learned about workplace culture, and apply academic learning to real-world.

Employers increased their understanding of the value of developing a diverse and inclusive future workforce that includes individuals with disabilities.



Work of Art

Idaho Parents Unlimited had over 50 students participate in the Work of Art program. The program offered students a chance to create an original piece of art under the guidance of a professional teaching artist. Students utilized materials and portfolio samples to create their piece of art.



[For more information on Pre-ETS, watch this video.](#)

College Prep

Students interested in attending a two- or four-year college after high school participated in programs where college students provided mentorship to help participants understand how to be a successful college student and how to apply STEM instruction to life after high school.

Students learned about different degree programs and their associated career pathways. They acquired college readiness skills through innovative technologies. Students also gained communication and time-management skills, while working with college mentors.

Participating institutions include Boise State University (17 students), the University of Idaho (7 students) and Idaho State University (30 students enrolled).

Interested in joining our efforts to champion individuals with disabilities?

The Idaho State Rehabilitation Council invites you to apply for membership. If you are interested in issues related to disability and employment, the SRC encourages you to apply for a seat on this council.

To learn more about the Idaho State Rehabilitation Council (SRC) and the Idaho Division of Vocational Rehabilitation visit <https://vr.idaho.gov> or contact us at (208) 334-3390, Idaho State Rehabilitation Council, P.O. Box 83720, Boise, ID 83720

<https://vr.idaho.gov/about/src/>

SRC 2023 Meeting Schedule

January 24, 2023

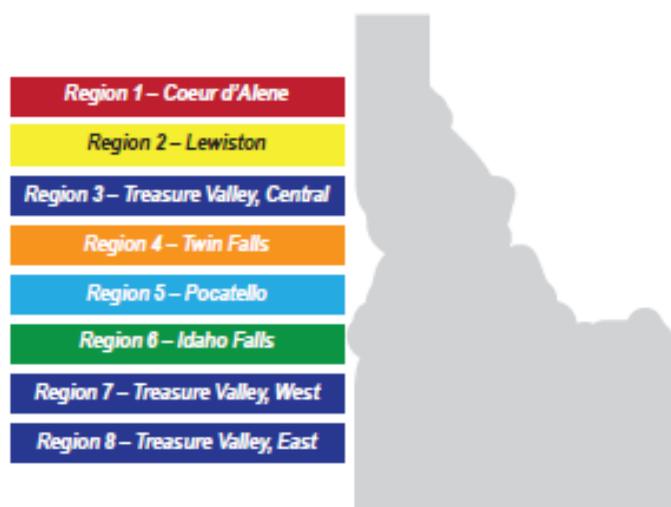
April 25, 2023

July 25, 2023

October 24, 2023

“Without VR’s help I would not be where I am at in life. I’m living independently with no help from others or the state I have my own apartment, car food etc. and it’s from having gainful employment!”

– VR Customer Response to Customer Satisfaction Survey



<https://vr.idaho.gov/contacts>

The contents of this document were developed under a grant from the U.S. Department of Education. However, those contents do not necessarily represent the policy of the U.S. Department of Education, and you should not assume endorsement by the Federal Government.



**IDAHO STATE REHABILITATION COUNCIL
IDAHO DIVISION OF VOCATIONAL REHABILITATION**

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