

Idaho State Rehabilitation Council and Idaho Division of Vocational Rehabilitation Combined 2019 Annual Report

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Idaho State Rehabilitation Council is abbreviated as the Council and Idaho Division of Vocational Rehabilitation is abbreviated as IDVR.

State Rehabilitation Council
 Message from Council Chair

Thank you for making 2019 yet another remarkable year for IDVR and the Council. This year marked the 99th year of service for the VR Program. Our dedicated council members and staff have done an incredible job at expanding outreach while strengthening our programs and services. With the changes over the last few years, IDVR and the Council have embraced and excelled at the implementation of new and expanded services through creativity as well as team work and knowledge, and are front runners in the field.

As my term on the council comes to an end, please continue to move forward and work your magic, so that everyone has the opportunity to work in the employment they desire and to live as independently as they wish. Each individual deserves self-worth, independence, and the right to choose.

Molly Pollastrini, Council Chair
 Independent Living Advocate, Disability Action Center NW

List of 2019-2020 Council Members

Molly Pollastrini, Chair, Disability Advocacy Group

Mike Hauser, Vice Chair, Disability Advocacy Group

Jane Donnellan, Ex-Officio, Vocational Rehabilitation Administrator

Ramona Medicine Horse, American Indian Vocational Rehabilitation

David White, Vocational Rehabilitation Counselor/Assistant Regional Manager

Ron Oberleitner, Darin Lindig, Lucas Rose, and Rob Atkins, Business, Labor, and Industry

Angie Eandi, Client Assistance Program

Mel Leviton, State Independent Living Council

Janice Carson, and Max Maxwell, Disability Advocacy Group

Sara Tueller, Parent Training & Information Center

Kendrick Lester, State Department of Education

Pam Harris, Community Rehabilitation Provider

Danielle "DR" Reff, Former Applicant / Recipient Vocational Rehabilitation Services

Baxter Q. Andrews, Council Secretary

Each year there are recurring opportunities for members of the community to become

involved. In the upcoming year, the Council is seeking applicants from business, industry or labor and current or former Vocational Rehabilitation participants. You may obtain an application form by calling 208-287-6443 or at www.vr.idaho.gov/SRC

Idaho Division of Vocational Rehabilitation

IDVR Mission is to prepare individuals with disabilities for employment and career opportunities while meeting the needs of the employers.

Vision statement is an Idaho where all individuals with disabilities have the opportunity to participate in the workforce and employers value their contributions.

Primary Goal of IDVR is to provide individualized vocational counseling and guidance as well as other services to

assist Idahoans with disabilities to make informed choices

concerning their careers in order to becoming successfully employed.

Message from IDVR Administrator

Our successes this past year have been vast! I am proud to partner with the Council in the publication of this 2019 Combined Annual Report. The

state/federal VR Program is approaching our 100th anniversary in 2020 and IDVR enthusiastically awaits this monumental celebration. This annual report reflects the dedication and commitment of the staff and their contributions which impact the lives of so many Idahoans with disabilities. I am proud of our work this past year and for our proactive and innovative approaches. The following highlights just some of our accomplishments:

Our continued commitment to evaluating and updating policies to strengthen all aspects of our business.

Leading the nation with our performance on timeliness to eligibility determination and plan development.

Enhancing our service delivery to students with disabilities in the areas of counseling on postsecondary education, instruction in self advocacy, job exploration counseling, work-based learning and work readiness.

Impacting Idaho's Go-On rate as a result of our increased transition services to students with disabilities.

Strengthening our internal controls to ensure compliance and reducing potential risks.

Continued work with all of our WIOA partners to provide a strong workforce in Idaho.

Again, these are just some of the many successes we have contributed to this past year, many more are illustrated in this report.

Jane Donnellan, MA, CRC, IDVR Administrator

2019 At A Glance

IDVR Customers Served 10,158 customers. Customers by Disability Type are 4,884 Mental Health, 1,582 Physical, 67 Communicative, 1,909 Cognitive and 914 Sensory.

IDVR Customers by Age Range are ages 0 to 16 is 1,224, ages 17 to 18 is 1,867, ages 19 to 24 are 1,329, ages 25 to 44 is 3,082, ages 45 to 54 is 1,327, ages 55 to 59 is 592 and ages 60 years and older are 554.

Funds Expended on Training

The total funds expended on training is \$1,943,302.79. For Truck Driving is \$216,258, On-the-job training is \$50,949.75, Four year \$738,794.16, Community College \$174,298.48, Graduate is \$169,448.86 Occupational, Vocational is \$538,798.56, and miscellaneous is \$54,754.98.

1,032 Customers Successfully Employed

Customer wages increased 543% after receiving vocational rehabilitation services.

Comment from customer “I went from the most hopeless I’ve ever been in my life to striving towards a future in no time at all. VR pulled me out of the abyss and set me on the path to bettering my life and finding whatever it is I seek from my existence.”

Top Wages Earned

Below are actual wages of Customers who went to work after receiving vocational rehabilitation services. Individual with disabilities possess the ability to earn high wages in professional positions. The following hourly wages Computer Programmers \$50.00, Postsecondary Education Administrators \$49.99, Public Administration, Chief Executives, Legislators \$45.16, Management Analyst \$42.79, Surveying and Mapping Technicians \$37.20.

Top Occupation Categories

The top five occupation categories start with Personal Care and Service with 301 customers. Production with 105, Transportation and Material moving with 88, Office and Administrative Support with 59 and Installation, Maintenance, and Repair with 52 customers.

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/training with accommodations on the job, connecting business with a relatively untapped and diverse labor pool, and help employers work with their employees with disabilities to keep or modify their job, or even training to help move to a new position.

HP Spectrum Success Program

Leveraging the talents of individuals on the Autism spectrum, the week-long cohort included tours of HP, team building activities, presentation skills workshop, social and writing workshops, informational interviews and interviewing techniques, and an overview of jobs.

Of the cohort participants, two were hired for summer internships, including one from Idaho. HP was so impressed with the outcome they anticipate another cohort beginning in January, 2020. IDVR will continue to provide

support and technical assistance to the program.

Comment from Customer “I have sent friends to VR based on my experience. I believe they are providing essential services to those with disabilities in the community.”

Success Stories

Chad, Orofino Idaho SJX Jet Boats

Chad is a Jet Boat Welder at SJX Jet Boats. His supervisor Steve Stajkowski comment “With Chad it’s been nothing less than a perfect fit. He wants to come to work. He’s excited to come to work. and we are excited to have him.”

Jeff, Grangeville Idaho Grangeville Senior Center

Jeff is a Cook at Grangeville Senior Center. His supervisor Molly Mizer comment Jeff came to work for us a little over a year ago and he fit right in. And he’s a darn good cook. He’s learned to cook everything from meatloaf to casseroles to chicken.”

Pre-Employment Transition Services Pre-ETS

IDVR Student Served

IDVR served 3,155 students and spent a total of \$2,937,732.43 of program funds. IDVR continues to provide valuable Pre-Employment Transition Services abbreviated as Pre-ETS, to students with disabilities around the state.

A focus of Pre-ETS is the paid summer work experiences. Over 340 students participated in one week of job skills training, followed by five weeks of paid work with businesses in 15 different areas around the state; additional on the job work training was provided to students when needed. In addition, 35 students who are deaf or hard of hearing from around the state participated in job skills training followed by four weeks of paid work experience in their local community. Employers continue to express the value of this program and assisting students to learn on the job.

Selkirk Outdoor Leadership and Education Program (SOLE)

For the past three years SOLE has partnered with the Lake Pend Oreille School District and IDVR to encourage students to take leadership roles and provide a safe space to push through personal challenges. This Science, Technology, Engineering, and Mathematics, abbreviated as STEM, focused program teaches students leadership skills while also highlighting high demand employment opportunities specifically in forestry and conservation.

Boise State Postsecondary Rewarding Educations is Possible (PREP) Academy

Students who participate in the PREP Academy learn college skills through participation in course presentations, career development activities including career pathways, in-demand industry needs, independent living skills, financial literacy instruction, and developing next steps for students on their path to postsecondary education.

Boise School District Summer School Work Program

Boise School District students had the opportunity to participate in work readiness training and a short paid work experience during summer school, while earning academic credit. Students completed their coursework through a combination of in-class work and paid work experience on the job with a local employer. Students learned academic and work skills needed to be successful on the job.

Here's What the Employers Had to Say

There are six questions to response with not likely, very likely and somewhat likely.

How likely are you to recommend this program to the other businesses? Ninety-three percent is very likely with seven percent somewhat likely.

How likely are you to recommend hiring an individual with a disability to other businesses? One-hundred percent is very likely.

How likely are you to recommend this program to youth you know? One-hundred percent is very likely

Did the Job Mentors assist the student to learn and complete their tasks? Ninety-three percent is very likely with seven percent somewhat likely.

Did the program increase your knowledge of employing individuals with disabilities? Ninety-three percent is very likely with seven percent somewhat likely.

Were you satisfied with the work the students performed? Ninety-three percent is very likely with seven percent somewhat likely

Customer Satisfaction Survey Results

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 Provider.

Treating the Customer with Respect

Questions with response rates

Overall, I am satisfied with my experience with IDVR. 80% response rate.

I understood from the start that employment was the goal of VR. 96%

VR staff treated me with respect. 94%

VR responded to my needs (questions/requests) in a timely manner.83%

I would recommend VR to friends with disabilities who are looking to find work, keep work, or advance in their careers.85%

Plan Services

Questions with response rates

I had the opportunity to make decisions regarding which service Provider(s) would be used to deliver planned service. 92% response rate.

I had the opportunity to work together with my VR counselor to develop my plan. 92%

The services outlined in my plan for employment were provided in a timely manner.87%

Community Rehabilitation Provider (CRP)

Questions with response rates

I am satisfied with the communication and interaction I had with the CRPs that assisted me with looking for work. 75% response rate.

I had a choice when picking a CRP.75%

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

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

IDVR Regions

Region 1 Coeur d'Alene

The counties served are Benewah, Boundary, Bonner, Kootenai, and Shoshone.

Offices are Coeur d'Alene, Sandpoint, Lake City Mental Health, Post Falls School to Work Transition, Panhandle , School to Work Transition, and

Coeur d'Alene Probation & Parole.

Region 2 Lewiston

Counties: Clearwater, Idaho, Latah, Lewiston, Nez Perce

Offices: Lewiston, Moscow, Orofino, and River City Mental Health

Region 3 Treasure Valley West Special Programs

Serving Behavioral Health, School to Work Transition, Deaf and Hard of Hearing, Juvenile Corrections, and other Specialized Cases

Region 4 Twin Falls

Counties: Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka, Twin Falls

Offices: Twin Falls, Burley, and Magic Valley Mental Health

Region 5 Pocatello

Counties: Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida, Power

Offices: Blackfoot, Pocatello, Preston, School to Work Transition, Gate City, Mental Health, and Blackfoot Corrections

Region 6 Idaho Falls

Counties: Bonneville, Butte, Clark, Custer, Fremont, Jefferson, Lemhi, Madison, Teton

Offices: Idaho Falls, Salmon, Rexburg, Goals School to Work Transition, and Skyview Mental Health.

Region 7 Treasure Valley West

Counties: Adams, Canyon, Gem, Owyhee, Payette, Washington,

Cities: Eagle, Homedale, Kuna, Marsing, Meridian, and Star

Offices: Treasure Valley West, Meridian, and Caldwell Probation & Parole

Region 8 Boise

Cities: Boise, Cascade, Garden City, Garden Valley, Idaho City, McCall, Mountain Home

Office: Boise

SRC Accomplishments

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

SRC restructured council committees and subcommittees with updates to bylaws to improve efficiency and focus on advocacy and compliance with federal/state policies to better serve IDVR more successfully.

SRC participated in IDVR's Strategic Planning session held in the Spring to collaboratively develop agency priorities.

A SRC member was able to meet with Idaho's Congressional delegation and staff at the Council of State Administrators of Vocational Rehabilitation

(CSAVR) 2019 Spring Conference.

SRC partnered with IDVR to provide input on the Comprehensive Statewide Needs Assessment (CSNA) survey development.

SRC provided input on the Customer Satisfaction Surveys in order to improve feedback that can assist IDVR in meeting their goals.

Comment from Customer “VR helped me become a productive member of society with enough self-esteem to do my job for the first time in 30 years. Thank you!”

Council and IDVR Contact Information

Idaho State Rehabilitation Council and Idaho Division of Vocational Rehabilitation is an Agency of the Idaho State Board of Education, we are located at 650 West State Street, Room 150 in Boise with a mailing address of P.O. Box 83720 · Boise, Idaho 83720-0096. Main contact telephone number is (208) 334-3390 and fax (208) 334-5305.

Upcoming Quarterly Meetings

The 2020 meetings are currently scheduled January 15, 2020, May 5, 2020, July 21, 2020, and October 27, 2020. These are public meetings and visitors are welcome to attend. Meeting locations may change at the discretion of the Council. Please contact the Council Secretary at 208-287-6443 to verify the location of the meeting. If you require alternative formats, please place your request for materials ten days prior to a scheduled meeting.

IDVR Funding

The Idaho Division of Vocational Rehabilitation receives 78.7 percent of its funding through a grant from the U.S. Department of Education. For Federal fiscal year 2019, U.S. Department of Education awarded total federal grant funds of \$17,263,470. The State of Idaho funded the remaining 21.3 percent of the costs at \$4,672,324.