

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



**Federal Fiscal Year 2014  
(submitted FY 2013)**

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

ICBVI is one of the required partners under WIA and is part of the joint cooperative agreement under the Department of Commerce and Labor with all the other required and voluntary partners. The statewide agreement encompasses all the partner agencies. The Governor collapsed the regional boards into one state entity so we no longer have regional agreements. ICBVI is an active partner on the Workforce Development Council Staffing Committee.

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 Central 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 state fund 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 state fund 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, TBI 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 to identify and analyze the training and development needs of all ICBVI rehabilitation personnel.
- 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)
- 4 Senior VR Counselors for the Blind
- 2 VR Counselors 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 28. Most of these students were already employed or intended to pursue professional or school counseling as a career rather than VR.
- (2)(C) The number of students who graduated from the Master's program for VR counselors at the U of I during 2013 with the credentials for certification was 8. Projected for 2014 is 2 and for 2015 the projected number of graduates is 5. 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
- NFB 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. A new counselor was hired for the Coeur d'Alene Regional Office. She met CSPD and will sit for the CRC examination in July 2013.

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

ICBVI has experienced some turnover in its VR staff over the past five years. This turnover has been primarily a result of retirements. After years of stability in its VR staff, ICBVI has experienced a turnover of 4 out of 6 of the VRC positions since 2008. Four of those positions were due to retirements. ICBVI is anticipating one additional retirement by the end of FFY 13. Recruitment issues are handled by the hiring manager responsible for the position.

Due to the high turnover in its VRC staff, 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.

ICBVI is committed to recruiting and hiring qualified personnel who are individuals with disabilities and/or from minority backgrounds. The agency has a long history of recruiting, hiring and retaining such individuals. Presently, we employ 13 individuals with a disability, nine of whom are blind or visually impaired and one individual from a minority background. With a total staff of 41, this amounts to 32% of ICBVI's staff.

The position of Senior VR Counselor for the Blind requires a Master's Degree and CRC credentials or the capacity to sit for CRC exam immediately following hire. ICBVI utilizes the VR Counselor for the Blind position as an under fill when we are unable to recruit a Senior VR Counselor for the Blind. This occurs in the more rural regions of the state. As an under fill position, the VR Counselor for the Blind is directly mentored and given client case file oversight by a Senior VR Counselor or Rehabilitation Services Chief especially in the areas of eligibility determination and plan approval as required by law and regulation.

Currently 71% of our vocational rehabilitation staff has obtained the Certified Rehabilitation Counselor Credential, including the Rehabilitation Services Chief.

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, financially and time-wise, staff training, formal education and certification for staff.

As a classified agency within the State of Idaho system ICBVI is required to follow specific hiring procedures. Idaho has set up position/job descriptions with specific minimum qualifications for each classified position category. When ICBVI recruits for new employees an announcement is created on the State of Idaho Division of Human Resources web site. The announcement not only contains information about the position for which ICBVI is recruiting and the corresponding minimum qualifications, but a test is also part of the application process whereby applicants have to specifically address how the minimum qualifications are being met. Once the applicant has submitted an application the test is graded and a score is assigned. Any applicant scoring above 70 is placed on a hiring list. ICBVI has to use this hiring list to interview and select the appropriate candidate.

Prior to announcing a position or when there are no qualifying applicants, ICBVI has the flexibility to hire a potential employee as a temporary employee to provide training in order to meet minimum qualifications of the classified position. The training needed to meet minimum qualifications is determined by the hiring manager for that position. This is outlined directly with the employee in terms of training needs and timeframes to meet that need. An employee is required to obtain a score of 70 or higher on the application process before he can be considered for a permanent position at ICBVI.

ICBVI's minimum standards are the State of Idaho's minimum standards for each position.

### **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:**

- (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 six staff with CRC certification.

The agency has 14 Senior Instructors for the Blind of which four have Master's degrees and/or AER Certification in Rehabilitation Teaching or O&M. 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.

- (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. Plans for recruiting, hiring, and retaining are described in Attachment 4.10 (a).

### **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, 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 2013 and 2014 with further education related to succession planning for VRCs. ICBVI has effectively utilized the promotion from within for succession planning during the past three fiscal years and will continue to evaluate and utilize this strategy as appropriate over the next fiscal years.

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. ICBVI 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
- Statewide mini-training sessions with Special Education and ICBVI staff in local school districts.

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 several years. This conference occurred in 2010 and will be planned again in 2013.

ICBVI has coordinated more closely over the past fiscal year and will continue to coordinate closely with the Idaho Educational Services for the Deaf and Blind. Specific collaboration in the area of assistive technology and personnel development has taken place in FFY 2012.

## **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 2011 in accordance with the requirements of Section 101.15 of the Rehabilitation Act as amended. Four separate surveys were developed to thoroughly assess the needs of Idahoans with Blindness and Visual Impairments. The survey participants included a random sample of closed VR and IL 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, Humphrey's Diabetes Center, Tribal Representatives and 121 Programs, and the Idaho Commission on Hispanic Affairs and Community Rehabilitation Programs. The Statewide Comprehensive Needs Assessment will be conducted every three years.

Overall, the Comprehensive Needs Assessment results indicate that Idahoans with Blindness and Visual Impairments' rehabilitation needs are being met. On a likert type scale from 1 to 5 with 5 being excellent, ICBVI scored on average of 4.0 or higher from clients' surveyed in meeting the rehabilitation needs. Clients were overall satisfied with services and staff with again a score over 4.0. Organizations although lower in their

assessment of ICBVI's ability to meet the needs of Idahoans with Blindness and Visual Impairments still rated ICBVI above a 3.0.

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 for additional staff to provide services in various locations throughout the state. Specific areas included: staff to provide rehabilitation teaching specific to blindness and visual impairment as well as assistive technology. Another need identified was additional Assessment and Training Center services available throughout the state.

#### Awareness of Services/Communication

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.

Clients had a greater awareness of specific services/programs once they had inquired and or applied for ICBVI services. ICBVI needs to consistently provide organizations with information on ICBVI programs and or awareness of how to access information related to programs.

### **Service Needs of Individuals with the Most Significant Disabilities Including Supported Employment Services**

Transition students, who are blind, visually impaired or deaf blind are usually classified as significantly or most significantly disabled, as they often have had very little or no work experience in addition to the other barriers that they face in transitioning either into higher education or the world of work. As part of the Comprehensive Needs Assessment this group was identified as part of the most significantly disabled being served at ICBVI.

The Comprehensive Needs Assessment surveyed Special Education Directors throughout the State of Idaho, 61% of Special Education Directors responded to the survey. The Special Education Directors revealed below average answers on their awareness of programs. This appears for the most part from not having or identified current students with blindness or visual impairments. The Special Education Directors

were less likely to have seen any of ICBVI's information. The few who felt they could rate ICBVI's ability to meet employment needs gave ICBVI an above average rating. ICBVI was rated above average on their partnering. Roughly 50% of Special Education Directors were aware that ICBVI could serve students at age 14 for the VR program.

Another section of the population classified as significantly or most significantly are clients with multiple disabilities such as developmental disabilities, traumatic brain injury and mental health.

The Comprehensive Needs Assessment indicated that overall supported employment needs are being met, but increased funding for supported employment was identified. ICBVI receives only 1% or \$3,000 of the \$300,000 allotted to the state of Idaho for Community Supported Employment (CSE). Consequently when the need for CSE arises for a client it is usually because of multiple disabilities and not just blindness or visual impairment. Given these circumstances, ICBVI counselors collaborate with their peers in the general agency to insure that the client receives the appropriate services. The long term support required for CSE is provided under the Medicaid HCBS waiver or the state grant administered by IDVR.

### **Service Needs for Minorities, Unserved and Underserved Populations**

ICBVI will continue its outreach to the Native American Indian tribes located in the state. There are four tribal VR programs in Idaho, Coeur d'Alene , Shoshone-Bannock, Nez Perce and Duck Valley Indian Reservation on the Idaho-Nevada border. The percentage of the Native American Indian population in Idaho is 1.5%.

Our largest minority population is Hispanic, and many of these individuals are served through the general IDVR program. We collaborate on clients with vision loss and other disabilities. The percentage of the Hispanic population in Idaho is 7.9%.

The results of the Comprehensive Need Assessment indicated that there is still a need for ICBVI to provide outreach activities specifically to the Native American Indian Tribes and the Hispanic population. ICBVI has developed some specific outreach tools in the past fiscal year and with the results of the 2011 Comprehensive Need Assessment indicating this is an area that needs to have continued focus, ICBVI will develop some specific outreach strategies utilizing the new outreach tools. This includes several new videos that provide information about the programs within ICBVI. The goal will be to improve communication with these minority groups to inform, educate and collaborate.

### **Service Needs for Individuals Served Through Other Components of the Workforce Investment System**

In our rural communities, a major barrier is transportation to get to the One-Stop center. Transportation continues to be an area of need identified in the Comprehensive Needs Assessment. An additional need is computer literacy and assistance available so that

clients are able to utilize the One-Stop Center computers/programs. Not all twenty-five (25) One Stop offices have complete accessibility as it relates to computer access. However, all one-stop staff will assist an individual with blindness or visual impairment as needed. Clients can register for work online and also can learn which employers are hiring and what kind of jobs are available and in demand.

### **Status of Community Rehabilitation Programs (CRPs)**

There are currently eighteen (18) Community Rehabilitation Programs that partner with ICBVI in six regions in Idaho serving both the metropolitan and rural areas of the state. To help the CRPs address the evaluation special needs of individuals who are blind or visually impaired, ICBVI has supported the use of the Comprehensive Vocational Evaluation System (CVES) and it is now available in three regions of the state.

Less than 10% of ICBVI's clientele utilize services provided by CRPs. This includes evaluation, job coaching, placement and follow-along, job retention skills and community supported employment. We also encourage our VR counselors to develop working relationships with CRP staff, so they can learn more about blindness and visual impairments. This knowledge of blindness and blindness issues is a definite need for CRP staff to make them better able to serve ICBVI's clients.

The Comprehensive Needs Assessment completed in 2011 identified the CRPs rated themselves as 4.0 on a likert scale from 1 to 5 in their ability serve Idahoans with Blindness and Visual Impairment and 4.08 for access to resources in order to adequately serve this population. Clients surveyed rated the CRPs at 4.0 or above in their ability to meet their needs. ICBVI has seen an increase in the CRP's overall effectiveness in meeting the needs of Idahoans with Blindness and visual impairments.

### **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 3203.
- (2) The estimated number of eligible clients who will receive ICBVI services in FFY 2013 under:
  - Title I, Part B is 506
  - Title VI Part B is 4
- (3) The estimated cost for services in FFY 2013:
  - Title I Part B \$697,000
  - Title VI Part B \$3,000

Based upon data from the American Foundation for the Blind.

#### **4.11(c) (1) State Goals and Priorities**

The following goals are based on the analysis of the Statewide Comprehensive Needs Assessment completed in 2011 with and priorities developed for FY 2012-2014 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 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; Hispanic organizations and Special Education Directors.
- 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.

- (2) 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 with Idaho Educational Services for the Blind as well as the Special Education Directors 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.

- (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” SWEPE and “College Days” Programs offered at ICBVI. In FFY 2013 SWEPE Program was canceled due to the funding cuts related to sequestration. In FFY 2013 there were 8 individuals that participated in College Days, and 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.

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

- Require all full time clients at the Assessment and Training Center (ATC) to participate in a 4 week assessment of their adaptive blind skills.
- Conduct an assessment of blindness skills on all VR clients to determine their level of competence with the alternative skills of blindness.
- Continue implementing an adaptive technology assessment that will be used statewide to determine client need for AT and for a thorough assessment of the application the adaptive technology is expected to perform and the client's ability to use it.
- 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 newly remodeled 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 in the residence for clients to practice on and complete homework assignments while attending the ATC.
- Fully implement upgrades to ICBVI's computer system for better data collection and reporting capability which includes all new ATC tracking.
- Continue membership in the Chamber of Commerce to provide ongoing access to the business community and gain their participation in ICBVI's job club as well as keep business informed about ICBVI services.

##### **(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 has also continued 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.

### **(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 2010 Attachment 4.11(c)(1), including an evaluation of the extent to which the VR program goals were achieved.**

Goal 1 - 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 resume with consultation and coordination efforts with both Ada County Highway District and Valley Regional Transit. ICBVI will continue to provide a representative to sit on the Ada County Highway District ADA Advisory Committee offering professional knowledge and insight regarding pedestrian and disability issues and concerns. An example of this is contributing to a prioritization list of problematic intersections within Ada County borders which are potential candidates for auditory signals, as well as validating the need and use of truncated domes. Also, ICBVI will continue to provide a representative on Valley Ride Transit's Regional Coordination Council, who advocates for the needs and rights of blind users within the day to day operations and long term objectives of Valley Ride Transit.

ICBVI will continue to collaborate and coordinate with Native American tribes within the state of Idaho. Examples of this include inviting tribal staff to ICBVI board meetings (held throughout the state). A low vision clinic was held twice on one of the reservations this past year.

ICBVI will coordinate and collaborate with school district personnel by participating in regional meetings throughout the state in FFY 13. Facilitators for these regional meetings will be ICBVI staff, IDVR staff, and State Department of Education staff.

Goal 2 - Increase Independence and Employment Outcomes through Quality Rehabilitation Services

Passed Standards and Indicators for FFY 2012.

Continued development of upgrades to the case management system during FFY 2013 including creation of and enhancements to reports, Documentation, and the addition of a Business Enterprise Program (BEP) checklist, for potential referrals to the BEP Program.

ICBVI increased its collaboration with Idaho Educational Services for the Deaf and Blind (IESDB). The ICBVI's Assistive Technologist continues to spend 3-5 hours a month

providing direct client assessment and also spends an additional one hour a month training/consulting with IESDB Regional Consultants. In addition, ICBVI developed Opportunities and Options Day in conjunction with IESDB that included 5 students ranging in age from 13 to 18 and 2 parents as well. Through this collaboration students and parents became more familiar with the array of services provided by ICBVI.

E-mail/telephone consultation with Teachers of the Visually Impaired (TVI) - The Assistive Technologist has on an average of three separate correspondences with the TVI/Consultant each month. And also assists with the Braille Enrichment for Literacy and Learning (BELL) program, in collaboration with the NFBI.

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

By training and consulting with Rehabilitation Teacher's (RT's) clients in the regional offices they receive more prompt assistive technology face-to-face training/trouble shooting and assessment. We have increased and centralized a pool of electronic instructional resources for RTs, and ATC staff. Correspondence and self-paced instruction consists of delivering electronic lessons to the client and follow-up via telephone and face-to-face meetings when the Assistive Technologist is in the Region.

The option for Skype or JAWS Tandem, or other VOIP technology is available. AT is available for 5 – 10 days per month for Regional Offices, when requested, creating more training/trouble shooting opportunities. The creation of a mobile computer lab with a variety of adaptive technology and main stream software for small group instruction. The ATC has increased the number of available trainers, by utilizing interns/student teachers. ICBVI has identified and made available, four nationwide contractors and curriculums that can be used as self-instructional materials, or in a correspondence training either with ICBVI staff or with the provider.

**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 2012**

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 2012**

ICBVI utilized I&E funds for FY 2012 on its Summer Work Experience Program (SWEP) for the School-Work Transition population which historically has been an underserved group.

In addition the Idaho Falls Regional Office was relocated on a new location and Pocatello Regional Office was remodel and expanded. Both of these changes were an effort to increase accessibility. In FFY 2013 Twin Falls Regional Office and the Couer D' Alene Regional Office will also be relocated to different locations.

### **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 certified 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 state funded program.