
STRATEGIC PLAN

2012 -2016



MISSION STATEMENT

Our mission is to empower persons who are blind or visually impaired by providing vocational rehabilitation training, skills training and educational opportunities to achieve self-fulfillment through quality employment and independent living, to serve as a resource to families and employers and to expand public awareness regarding the potential of all persons who are blind or visually impaired.

VISION STATEMENT

To provide Idahoans who are blind or visually impaired the same opportunities as their sighted peers to pursue full and productive lives.

OPERATING PHILOSOPHY

We believe in the abilities of blind people and in each other as professional colleagues. We believe in respecting individual differences, facilitating individualized services both to our client partners and to each other. We believe blind people, like others in society, benefit most when contributing to their communities rather than completely depending upon them. We believe our services must be marked by effective communication, professionalism, mutual support, managed change, teamwork, and intra/interagency cooperation.

KEY FACTORS

With our aging population and our current economic situation our services and funding will be at a much higher demand.

Within the government there is a move towards consolidated manpower training programs. Our agency must maintain the unique and special services related to specialized training and vocational rehabilitation for the blind and visually impaired in order to place clients in an employment field where they can benefit the economy and society.

The fiscal holdbacks have been increasing, funding levels have been declining, and demand for services continues to outpace current funding levels.

GOALS AND OBJECTIVES

GOAL 1: Increase Independence and Employment Outcomes through Quality Rehabilitation Services

Objective 1: ICBVI will meet or exceed the required federal indicators.

Action/Strategies:

On-going monitoring of ICBVI Programs:

To review Vocational Rehabilitation (VR), Independent Living (IL), Independent Living Older Blind (ILOB), Business Enterprise Program (BEP) and Sight Restoration Program (SRP) cases on an annual basis.

Evaluate and implement a pilot project on document imaging to determine the feasibility and effectiveness for record retention.

Develop and implement an internal website to increase access and efficiency for policy and procedures for the agency.

Objective 2: Provide upfront training to new Vocational Rehabilitation Counselors to assist them in blindness knowledge and to meet productivity standards in ICBVI's Vocational Rehabilitation Program.

Action/Strategies:

To provide intensive compensatory skills training to blind and visually impaired clients who wish to obtain or maintain employment.

Identify and utilize medical consultants for secondary disabilities functioning knowledge.

Work with transition youth at the start of high school to foster the development of ongoing transition planning and services.

Develop an effective Assessment on all new VR clients.

Implement Assistive Technology Assessments for transition in coordination with the Idaho Educational Services for the Deaf and Blind.

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.

To increase ATC Program effectiveness:

- Conduct a survey of ATC students two months after they leave the center to determine if the training they received met their needs, was applicable to their employment search.
- Cross train all ATC Staff.
- Educate ATC students on other resources in the community that will enhance their training experience and increase their employability.

Objective 3: To promote the efficiency, profitability, professionalism, and image of the Business Enterprise Program (BEP) and its operators.

Strategies/Actions:

Create and obtain new locations to expand the program's opportunities for current and future blind merchants.

Update the BEP training program as appropriate for vendors across the state.

Implement new technology and equipment in vending facilities to increase sales and compete effectively in current market.

Provide training at a national conference to increase knowledge of issues affective the Business Enterprise Program.

License one new manager to prepare for attrition.

Develop Twin Falls area to increase opportunities for blind managers.

Objective 4: Continue the design of the Aid & Appliances Inventory System that was converted to a web-based environment for the accessibility for the blind and visually impaired staff.

Strategies/Actions:

Implement identified Aid & Appliances program reports, utilized for day to day transactions (i.e., detail summary report).

Objective 5: To initiate new services responding to identified consumer needs.

Strategies/Actions:

To request an Assistive Technology Instructor for ICBVI.

To work with the Special Education Directors and the State Board of Education to assist the transition of blind and visually impaired into the workforce.

As time permits send out ATC Instructors to regional offices to supplement client training.

To promote students from out-of-state to attend the ATC.

Objective 6: To provide low vision rehabilitation for visually impaired people to determine if they can better use their remaining functional vision to perform tasks and activities.

Strategies/Actions:

Train staff and clients in the latest techniques and low vision aids, including bioptics.

Continue the ongoing effort to develop a bioptic driving recommendation guide for all areas of the state, to support and encourage drivers training businesses to develop a unified program.

To take the Low Vision Clinic to a minimum of six Idaho communities per year.

Objective 7: To provide the necessary reports for financial or client data information to enable staff to make informed decisions based on that information.

Strategies/Actions:

Due to the enhancements and changes of the Case Management System, we will provide appropriate training in the use of all aspects of the system for staff needs.

Performance Measure:

	*FFY 2009	*FFY 2010
Vocational Rehabilitation Clients served	542	473
Independent Living Clients served under the age of 55	71	84
Independent Living Clients served over the age of 55	643	717
Low Vision Clinic served	349	385
	**SFY 2009	**SFY 2010
Sight Restoration Program served	108	155
Aids & Appliances Store Revenue (Based on State Fiscal Year)	\$167,000	\$177,000

*FFY= Federal Fiscal Year October 1 – September 30.

**SFY=State Fiscal Year July 1 – June 30.

Benchmark:

ICBVI will meet or increase the amount of clients served and will meet or increase the amount of sales from the previous year.

Due to holdbacks and the economy, we were unable to meet the performance measures for employment growth in the Vocational Rehabilitation Program for FFY 2010.

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

Objective 1: Improve outreach methods to reach more consumers, advocates, providers, employers and other stakeholders.

Strategies/Actions:

Implement recurring outreach activities to help minimize the effects that stakeholder turnover in other agencies or organizations have on the organizational knowledge of ICBVI services.

Emphasize the specialized programs and services that ICBVI offers to the blind and visually impaired.

Work with Consumer Groups, Clients and Secondary Transition Partners to increase the effectiveness of the “Summer Work Experience Program” (SWEP) and “College Days” Programs offered at ICBVI.

Increase awareness through marketing to the underserved populated areas of Idaho including the three Native American Indian Tribes and the Hispanic community.

Performance Measure:

	FFY 2010	FFY 2011
Increase communication amongst entities involved in transition for students.	Continue training collaboration with IESDB on services for transition age students including a written cooperative agreement describing the collaboration of services.	ICBVI/IESDB will complete a collaborative training in Assistive Technology for the benefit of transition students. The specific area will be focusing on increased functional access to written communication and functional computer access.
Community Support & Outreach	Develop and implement educational videos for employers and the public on awareness of hiring and	ICBVI will hold regional low vision clinics in Twin Falls, Pocatello, Lewiston, Coeur d’Alene and Salmon providing services for the underserved

	working with a person who is blind or visually impaired.	populations. Through coordination and cooperation of the Ada County Highway District and Valley Regional Transit we will have audible crossings at two different intersections in the BSU area and high profile truncated domes at major intersections in downtown Boise, BSU, and rural communities in Payette, New Plymouth and Caldwell.
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Benchmark:

Agency outreach will continue to increase the amount of clients served from the previous year in all programs under ICBVI with the use of new and existing marketing materials and increased communication amongst staff, providers, other agencies and consumers.

Signed: _____
 Angela Jones, Administrator

Date: _____