

*Idaho Division of
Vocational Rehabilitation*



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

MESSAGE: SRC CHAIR



Does the word “challenge” truly express the complexities of 2020?

During IDVR’s 100th year, staff dealt with the COVID-19 crisis as much of the world, offering remote work for safety while maintaining quality service to all customers.

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

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

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

Truly yours,
Mike Hauser, SRC Chair

2020-2021 COUNCIL MEMBERS

Mike Hauser, Chair
Disability Advocacy Group

Janice Carson, Vice Chair
Disability Advocacy Group

Jane Donnellan, Ex-Officio
Vocational Rehabilitation Administrator

Ramona Medicine Horse
American Indian
Vocational Rehabilitation

David White
Vocational Rehabilitation
Counselor Regional Manager

**Ron Oberleitner, Darin Lindig,
Paul Tierney, Lynn Jorgensen**
Business, Labor, and Industry

Christine Meeuwsen
Client Assistance Program

Mel Leviton
State Independent Living Council

Max Maxwell
Disability Advocacy Group

Sara Tueller
Parent Training & Information Center

Randi Cole
State Department of Education

Pam Harris
Community Rehabilitation Provider

Danielle “DR” Reff
Former Applicant / Recipient Vocational
Rehabilitation Services

Baxter Q. Andrews
Council Secretary

Vacant
Workforce Development Board



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MESSAGE: IDVR ADMINISTRATOR



What a year it has been!

Amid the pandemic of COVID-19, the Vocational Rehabilitation (VR) program continues to forge ahead in providing individualized vocational counseling and guidance as well as other services to assist Idahoans with disabilities to reach their goal to become successfully employed.

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

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

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

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

Enjoy this Annual Report!

Jane Donnellan, MA, CRC
IDVR Administrator



5,896 Customers Served

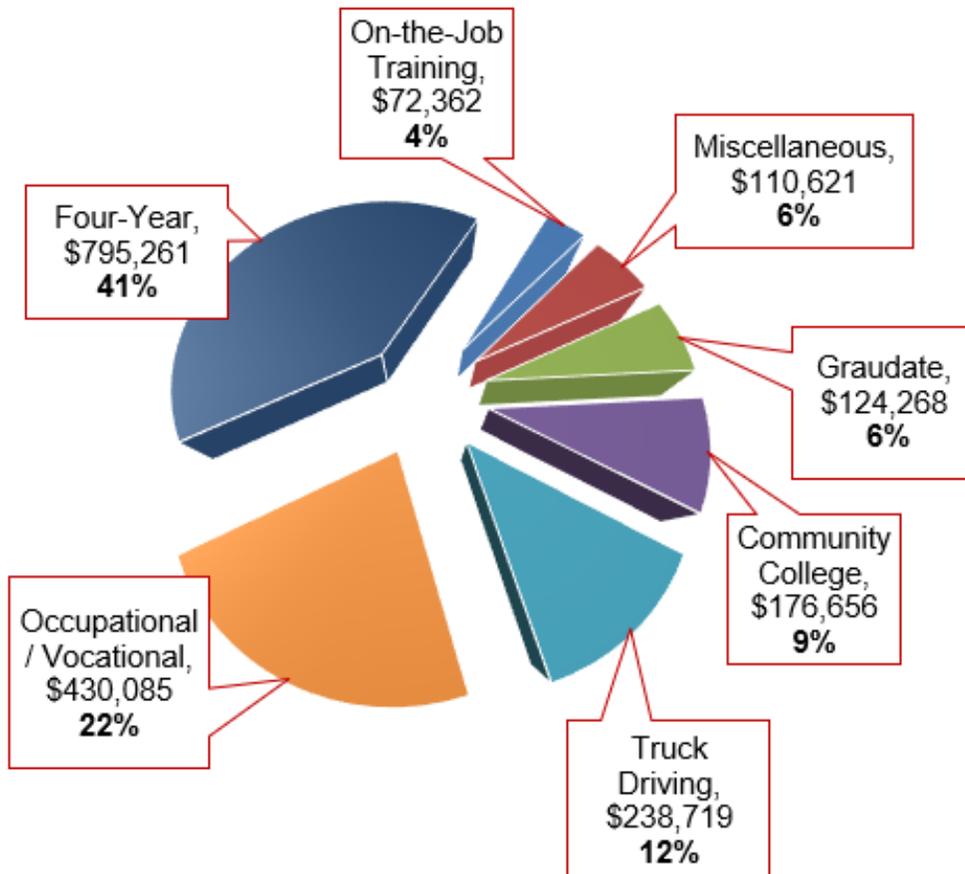
Customers by Disability Type

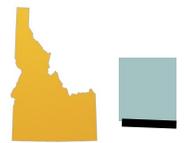
- 2,935 Mental Health
- 1,000 Physical
- 634 Communicative
- 1,298 Cognitive
- 29 Sensory

Customers by Age Range

- 600 Ages 0-16
- 1,003 Ages 17-18
- 877 Ages 19-24
- 1,894 Ages 25-44
- 804 Ages 45-54
- 357 Ages 55-59
- 339 Ages 60 plus

Funds Expended on Training \$1,947,972





808 Customers Successfully Employed!

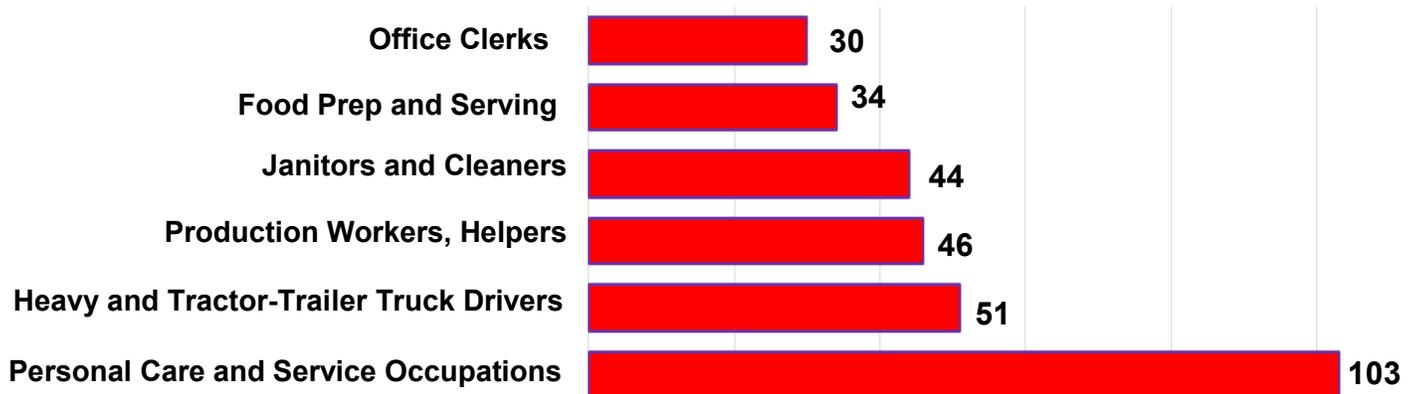
Customer wages increased **472%** after receiving VR services

Top Wages Earned

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

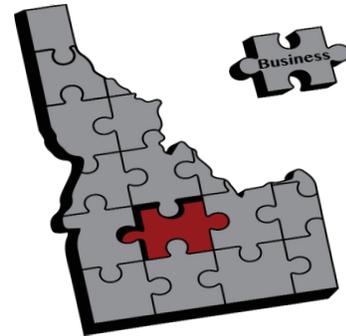
- \$54.09 Education Administrators
- \$40.39 Computer and Information Research Scientists
- \$35.58 Postsecondary Teachers
- \$35.27 Human Resources Assistants
- \$34.41 Registered Nurses
- \$33.01 Real Estate Agents

Top Occupation Categories



IDVR assists Idaho businesses in hiring and retaining qualified employees

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



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

Meet Daniel Robertson, a Management Information Systems (MIS) student at the University of Idaho. After completing the Spectrum Success Hiring Program at HP, Inc. he was chosen to participate in a paid internship during the summer of 2019 in Boise, Idaho as a software engineer. Throughout the summer, Daniel created a data model that engineers could use to collect information needed to design future HP products. His managers took note of his work ethic, enthusiasm, knowledge and his **“great eye for detail”** also noting that **“he’s been able to find problems that the rest of us couldn’t.”**

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

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

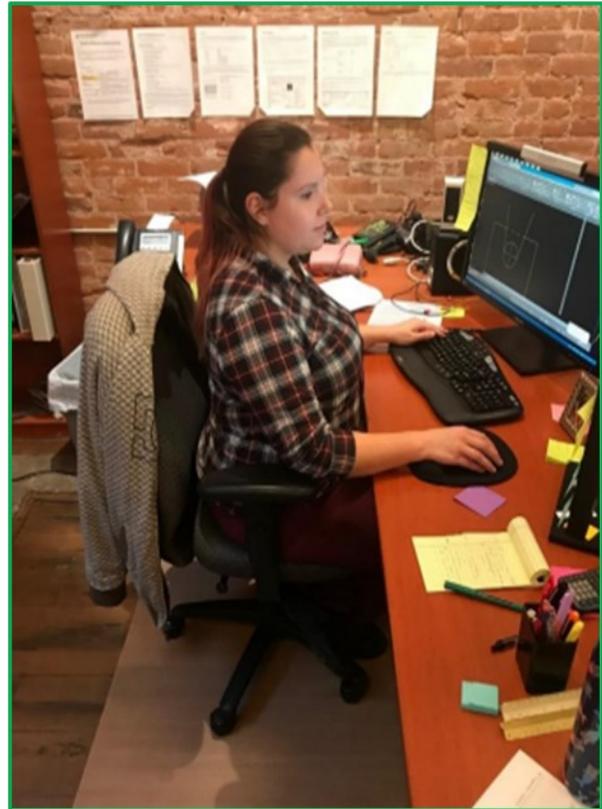
Thanks to this great collaboration with HP, Daniel now has the experience, skills, references, and confidence to pursue a career in data analysis.



IDVR Helps Small Business Owner Continue to Serve His Rural Community

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

Occupation: **Self-Employed**
 Employer: **RC Pawn Shop**
 Annual Salary: **\$15,329**
 Weekly Hours: **Up to 40**
 Location: **Weiser, Idaho**



IDVR Services Foster Confidence and Improve Career Opportunities

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

Occupation: **Drafter**
 Employer: **TD & H Engineering**
 Hourly Wage: **\$16.00**
 Weekly Hours: **18-25**
 Location: **Lewiston, Idaho**



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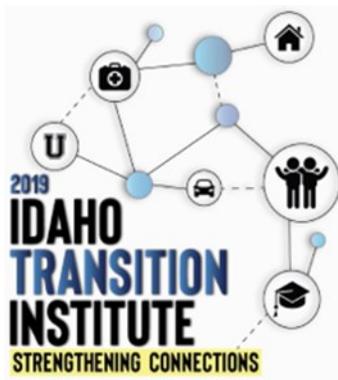
Services to Students and Youth with Disabilities

IDVR continues to provide valuable Pre-Employment Transition Services (**Pre-ETS**) to students with a disability around the state, here are a few highlights:

Paid Summer Work Experiences

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

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



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

The following agencies collaborated to make **2019 Idaho Transition Institute** a success:

- ◆ Idaho Division of Vocational Rehabilitation
- ◆ State Department of Education
- ◆ Boise State University
- ◆ Idaho Parents Unlimited
- ◆ Idaho Council of Developmental Disabilities
- ◆ Idaho Commission for Blind and Visual Impairments
- ◆ Idaho Department of Labor
- ◆ Idaho Assistive Technology Project
- ◆ Nampa School District
- ◆ Idaho Falls School District
- ◆ Lake Pend Oreille School District



Idaho State University (ISU) Virtual Academy NExT (VAN)



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

This experience included:

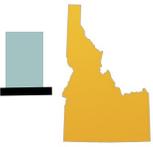
- ⇒ Career exploration and readiness, job exploration, career counseling, interview skills, and mock-interviews over Zoom;
- ⇒ Self-advocacy with independent living skills including time management, task management, community integration; and
- ⇒ Transition to college, discovering virtual office hours, technology exploration, and WebQuests completion to explore jobs.

STEM Action Center Extern & Video Development



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

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



Customer Satisfaction Survey

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

87% Overall TREATING THE CUSTOMER WITH RESPECT

Questions:	Rate
Overall, I am satisfied with my experience with IDVR.	80%
I understood from the start that employment was the goal of VR.	95%
VR staff treated me with respect.	92%
VR responded to my needs (questions/requests) in a timely manner.	84%
I would recommend VR to friends with disabilities who are looking to find work, keep work, or advance in their careers.	84%

88% Overall PLAN SERVICES

Questions:	Rate
I had the opportunity to make decisions regarding which service Provider(s) would be used to deliver planned service.	89%
I had the opportunity to work together with my VR counselor to develop my plan.	91%
The services outlined in my plan for employment were provided in a timely manner.	85%

77% Overall COMMUNITY REHABILITATION PROVIDERS (CRP)

Questions:	Rate
I am satisfied with the communication and interaction I had with the CRPs that assisted me with looking for work.	78%
I had a choice when picking a CRP.	78%
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%



Region 1 Coeur d'Alene

Serving Boundary, Bonner, Kootenai, Benewah, and Shoshone Counties

Region 2 Lewiston

Serving Latah, Clearwater, Nez Perce, Lewis, and Idaho Counties

Region 7 Treasure Valley West

Serving Canyon, Washington, Southern Adams, Payette, and Western Owyhee Counties

Region 6 Idaho Falls

Serving Lemhi, Custer, Butte, Clark, Jefferson, Fremont, Madison, Teton, and Bonneville Counties

Region 3 Treasure Valley Central

Serving Western Ada, Gem, Western Boise, Valley, and Northern Adams Counties

Region 5 Pocatello

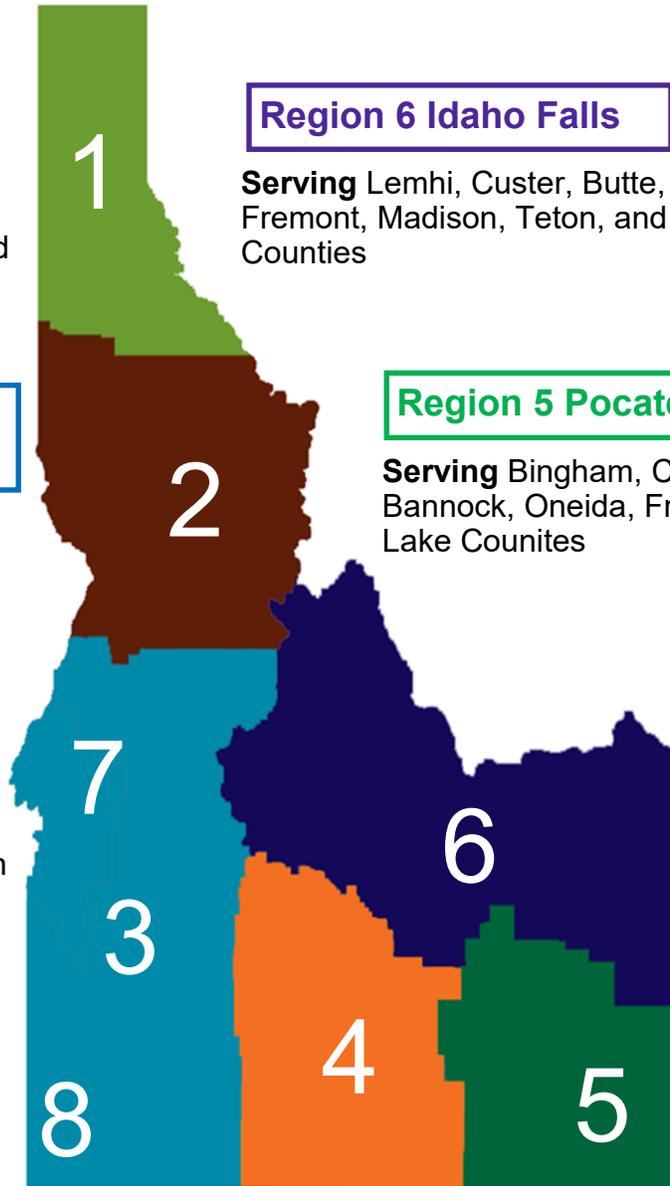
Serving Bingham, Caribou, Power, Bannock, Oneida, Franklin, and Bear Lake Counties

Region 8 Treasure Valley East

Serving Eastern Ada, Eastern Boise, Elmore, and Eastern Boise Counties

Region 4 Twin Falls

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





SRC MISSION

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

SRC Accomplishments:

- ⇒ The SRC continued to provide input on IDVR activities throughout the year and during the SRC quarterly meetings.
- ⇒ Participated in IDVR’s Strategic Planning session, collaboratively developed agency priorities.
- ⇒ Partnered with IDVR to offer recommendations on the development of the Comprehensive Statewide Needs Assessment survey.
- ⇒ Discussed and reviewed Customer Satisfaction Surveys to improve feedback to assist IDVR in meeting their goals.
- ⇒ Collaborated on reviewing of the revised Field Services Policy Manual.

UPCOMING QUARTERLY MEETINGS IN BOISE:	January 12, 2021 April 27, 2021 July 20, 2021 October 26, 2021
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These are public meetings and visitors are welcome to attend. Meeting dates and locations may change at the discretion of the SRC, please contact the Council Secretary at **208-287-6443** to confirm the location and meeting date. If you require alternative formats, please request materials ten days before a scheduled meeting.



*Executive Department
State of Idaho*

*The Office of the Governor
Proclamation*

*State Capital
Boise*

WHEREAS, the second day of June is designated Vocational Rehabilitation Day in order to commemorate the 100-year milestone of the June 2, 1920, passage of the Smith Fess Act, also known as the Civilian Vocational Rehabilitation Act; and

WHEREAS, to raise public awareness of the importance of this Act, the Idaho Division of Vocational Rehabilitation (IDVR) services were established in Idaho December 27, 1920; and

WHEREAS, the vision of IDVR is an Idaho where all individuals with disabilities can have the opportunity to participate in the workforce with employers that value their contributions; and

WHEREAS, the mission of IDVR is to prepare individuals with disabilities for employment and career opportunities while meeting the needs of the employer; and

WHEREAS, the IDVR program has an annual estimated economic impact of more than \$32 million in Idaho; and

WHEREAS, Idahoans recognize the dedicated efforts of the professionals who ensure services meet individual and employer needs and are encouraged to learn more about IDVR's services and the positive impact it has on all our lives;

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

VOCATIONAL REHABILITATION DAY

in Idaho.



Lawrence Denney
LAWRENCE DENNEY
SECRETARY OF STATE

IN WITNESS WHEREOF, I have hereunto set my hand and caused to be affixed the Great Seal of the State of Idaho at the Capitol in Boise on this 2nd day of June in the year of our Lord two thousand and twenty and of the Independence of the United States of America the two hundred forty-fourth and of the Statehood of Idaho the one hundred thirtieth.

BRAD LITTLE
GOVERNOR



IDVR MISSION

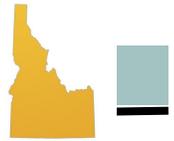
To prepare individuals with disabilities for employment and career opportunities while meeting the needs of the employers.



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IDVR VISION

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



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



For Federal fiscal year 2020, United States Department of Education awarded total federal grant funds of **\$16,659,404**. The State of Idaho funded the remaining 21.3 percent of the costs at **\$4,508,835**.

IDAHO STATE REHABILITATION COUNCIL
IDAHO DIVISION OF VOCATIONAL REHABILITATION
An Agency of the Idaho State Board of Education

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P.O. Box 83720 · Boise, Idaho 83720-0096
(208) 334-3390 · Fax (208) 334-5305

VISIT US ONLINE:
WWW.VR.IDAHO.GOV

State of Idaho 2021 Observed Holidays

January 1	New Year's Day	September 6	Labor Day
January 18	Martin Luther King Day	October 11	Columbus Day
February 15	Presidents' Day	November 11	Veterans Day
May 31	Memorial Day	November 25	Thanksgiving Day
July 5	Independence Day	December 24	Christmas Day

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