



Idaho Division of  
Vocational Rehabilitation

2008 - 2012

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## Introduction

### **The Role of Strategic Planning Within the Idaho Division Of Vocational Rehabilitation**

The Idaho Division of Vocational Rehabilitation (IDVR) has utilized a Strategic Plan to direct its operations for many years. Establishing goals and objectives has allowed the Division to focus on the future and anticipate changes so that it can best serve the changing needs of its clientele. Planning has also enabled the Division to utilize its resources most effectively, which is essential given the fixed resources available and the dynamics of legislation.

### **Content and Format**

Since Federal and State governments operate according to different fiscal years, and since IDVR is accountable to Rehabilitation Services Administration (RSA) on a federal year basis (October 1 – September 30), the agency will use federal year statistics for reporting purposes in this strategic plan. This Plan will cover federal fiscal years 2008 through 2012. A glossary is attached to provide clarification of terms used by the Vocational Rehabilitation profession.

The Plan is divided into three sections. The first section focuses on the Vocational Rehabilitation Program and presents specific goals, objectives and strategies for achieving these goals. While the majority of these goals relate directly to client services, some goals address behind-the-scenes issues that impact delivery of those services. The Division believes that effective and efficient methods of operation enable the Division to provide a high level of service to its clients.

The following two sections relate to IDVR programs: State Renal Disease and Epilepsy Services while Sections IV and V discuss the role of Strategic Planning within the Division, how the Division will achieve and monitor the accomplishment of goals, and external issues that could significantly impact the Division's ability to achieve its goals.

### **Timing and Process**

IDVR is required to submit a completed Strategic Plan to the Idaho Division of Financial Management no later than July 1, 2007.

As part of the process to develop a final version of the Strategic Plan, Vocational Rehabilitation and the State Rehabilitation Council (SRC) solicit public input from around the State of Idaho through Town Meetings. These meetings are intended to address concerns and considerations of any member of the public regarding issues relating to the vocational rehabilitation of individuals with disabilities.

In addition, a State Plan is revised annually and that plan is then submitted to the Rehabilitation Services Administration (RSA), which is located in Washington, D.C. Whenever any significant

changes are made to that Plan, the Division must notify RSA. A State Plan will be submitted to RSA in June 2007 for consideration.

The Idaho Division of Vocational Rehabilitation takes pride in providing the most effective, efficient services available to individuals with disabilities seeking employment. Our Strategic Plan is intended to promote the goals and activities necessary to assist Idahoans with disabilities in their efforts to return to employment.

### **Vocational Rehabilitation Program Vision Statement**

Your success at work means our work is a success.

### **Vocational Rehabilitation Program Mission Statement**

Preparing individuals with disabilities for employment and community enrichment.



## Vocational Rehabilitation Program Goals 2008 - 2012

- Continually Improve the Quality of Vocational Rehabilitation Services Available for Eligible Idahoans with Disabilities to Prepare For, Obtain, Maintain, or Regain Competitive Employment
- Ensure That All Eligible Individuals Have Equal Access to Services.

**Goal #1 – Continually Improve the Quality of Vocational Rehabilitation Services Available to Eligible Idahoans with Disabilities to Prepare For, Obtain, Maintain, or Regain Competitive Employment.** (This goal along with its accompanying objectives and benchmarks addresses the SBOE Goals of Quality, Access, Relevancy and Efficiency).

OBJECTIVE 1	PERFORMANCE MEASURES	TIMELINE
Increase the number of individual who have successfully become employed after receiving VR services.	<b>Benchmarks:</b> FFY 2007=2,005 FFY 2008=2,015 FFY 2009=2,025 FFY 2010=2,030 FFY 2011=2,035 FFY 2012=2,040	2008 – 2012

OBJECTIVE 2	PERFORMANCE MEASURES	TIMELINE
Increase the earnings of individuals who successfully become employed after receiving VR services.	<b>Benchmarks:</b> FFY 2007=\$9.31 FFY 2008=\$9.40 FFY 2009=\$9.49 FFY 2010=\$9.59 FFY 2011=\$9.69 FFY 2012=\$9.79	2008 – 2012

OBJECTIVE 3	PERFORMANCE MEASURES	TIMELINE
Increase the number of individuals with significant disabilities placed into employment with long term job support.	<b>Benchmarks:</b> FFY 2007=1,100 FFY 2008=1,120 FFY 2009=1,140 FFY 2010=1,160 FFY 2011=1,180 FFY 2012=1,200	2008 – 2012

Goal 1 - continued

OBJECTIVE 4	PERFORMANCE MEASURES	TIMELINE
Utilize Information Technology to its maximum capacity.	<p>Identify the technologies, business practices, and barriers that must be addressed to support the full usage of Information Technology within IDVR.</p> <p><b>Benchmark:</b> Formation of an IT Task Force to prepare and implement and action plan.</p>	2008-2009
	<p>Utilize technology to increase the efficiency and capacity of office automation.</p> <p><b>Benchmark:</b> Initiate a pilot project on document imaging.</p>	2008– 2009
	<p>Enhance Information Technology/Skill Development of all personnel by providing appropriate education and training.</p> <p><b>Benchmark:</b> Ongoing</p>	2008- 2012

OBJECTIVE 5	PERFORMANCE MEASURES	TIMELINE
Establish statewide consistency for orientation and training to insure continuity among all levels of staff.	<p>Develop a comprehensive Training Manual for VR Counselors, VR Assistants, Regional Managers, and Assistant Regional Managers.</p> <p><b>Benchmark:</b> The agencies Organizational Development Specialist will facilitate the completion of this training manual.</p>	2008- 2010

Goal 1 - continued

OBJECTIVE 6	PERFORMANCE MEASURES	TIMELINE
<p>Ensure an effective Division Marketing Plan.</p>	<p>Participate in the National Employer Network through a single point of contact located in the central office.</p> <p><b>Benchmark:</b> Ongoing participation</p> <p>Assess the effectiveness of increasing employer contacts as well as increased employment opportunities for clients through a pilot project of a Vocational Rehabilitation Assistant performing part time duties as a Job Developer.</p> <p><b>Benchmark:</b> Employer Contact Log will be sent to the Planning &amp; Evaluation Manager quarterly.</p> <p>Assess the effectiveness of the Job Developer Pilot Project in linking Regional Offices to the employment community.</p> <p><b>Benchmark:</b> Employer Contact Log will be sent to the Planning &amp; Evaluation Manager quarterly.</p>	<p>2008-2012</p> <p>2008-2009</p> <p>2008-2009</p>

**Goal #2 – Ensure that All Eligible Individuals Have Equal Access to Services.** (This goal along with its accompanying objectives and benchmarks addresses the SBOE Goals of Quality, Access, Relevancy and Efficiency).

OBJECTIVE 1	PERFORMANCE MEASURES	TIMELINE
Increase the number of individuals from minority backgrounds who successfully become employed after receiving Vocational Rehabilitation services.	<b>Benchmarks:</b> FFY 2007=235 FFY 2008=236 FFY 2009=237 FFY 2010=238 FFY 2011=239 FFY 2012=240	2008-2012

OBJECTIVE 2	PERFORMANCE MEASURES	TIMELINE
Adequately meet the needs of the increasing Adult Corrections population statewide.	<b>Benchmark:</b> Educate VR staff and IDOC personnel on appropriate referrals and services.	2008 – 2009

OBJECTIVE 3	PERFORMANCE MEASURES	TIMELINE
Enhance revenue opportunities for all VR programs.	Identify, pursue and secure revenue sources. Seek enhancement to the budget, pursue grant opportunities and collaborate with other agencies to develop shared projects.  <b>Benchmark:</b> Ongoing	2008 - 2012

OBJECTIVE 4	MEASUREMENT CRITERIA	TIMELINE
Strengthen partnerships with community partners.	Regularly attend meetings for the Consortium for Idahoans with Disabilities (CID) to support its efforts.	2008-2012
	<p><b>Benchmark:</b> Ongoing</p> <p>Establish a closer working relationship with the Experience Works program.</p> <p><b>Benchmark:</b> IDVR will support the Experience Works program by providing temporary work opportunities when appropriate.</p>	2008-2009

# State Renal Disease Program



## Mission

To provide financial assistance for lifesaving medical care and treatment to Idaho residents who are experiencing end-stage renal disease; and who do not have the financial resources to meet all their end-stage renal disease medical needs; and for whom work is not an option; or are employed, but unable to afford lifesaving kidney related expenses on a continuing basis.

## Vision

No Idaho resident experiencing end-stage renal disease should be at risk of death solely due to the inability to financially secure timely and appropriate medical intervention.

## Goal #1 – Provide Idahoans experiencing end-stage renal disease with a program for financial assistance for needs relating to life saving medical services.

OBJECTIVE 1	PERFORMANCE MEASURE	TIMELINE
Achieve a minimum of 90% overall satisfaction rate by Idaho residents served in this program.	Utilize satisfaction survey results from study completed in calendar year 2007 as a baseline against which to compare the level of client satisfaction. The client satisfaction survey will be administered every other year due to the size of the caseload served by the Division through this program.  <b>Benchmark:</b> A client satisfaction survey will be completed in 2009.	2008-2012

OBJECTIVE 2	PERFORMANCE MEASURE	TIMELINE
To ensure adequate funding is directed to the operation of this program.	Continue to monitor the fiscal needs of the program and request legislative support, as necessary.  <b>Benchmark:</b> Ongoing	2008-2012

## **Methodologies**

The Division strives to ensure that all Idahoans experiencing end-stage renal disease have access to financial assistance through this program by requiring that individuals demonstrate financial need to qualify for services. All potential clients are assessed to determine if they have the potential to be eligible for Vocational Rehabilitation Services and are referred to this program, if appropriate. This determination is based upon their ability to work. For those clients found eligible for the kidney program, only expenses directly relating to renal disease medical services or related goods are covered. To provide a high level of services, the Division works with the treating medical professionals to ensure that the most medically effective and least costly treatment modalities are the treatment of choice.

## **Program Status**

IDVR completed a survey of the Division's Kidney Program in February 2007, mailing questionnaires to 164 current renal program clients. The survey contained seven questions asking clients about their level of satisfaction with the program, IDVR staff, and choice of providers. The survey response rate was 56%.

The results of the Idaho Division of Vocational Rehabilitation's 2007 Kidney Survey verifies overwhelming client satisfaction with services received through the program. Most of the clients responding indicated satisfaction with the program (100%) and believed that the overall quality of their life had been improved because of their interaction with IDVR (98%). In terms of client choice, clients who responded indicated satisfaction with their involvement in decisions relating to the choice of medical services (98%) and service providers (99%). Clients also indicated satisfaction with their treatment by IDVR staff (97%) and the timeliness of services (100%).

## Mission and Purpose

The Epilepsy Foundation of Idaho (EFI) is committed to educating people with epilepsy and their families to assist with the problems associated with the disorder. In so doing, persons with epilepsy achieve a better and higher quality of life and the people of Idaho are served through economic savings and increased revenue. EFI works to achieve these goals through unduplicated, comprehensive programs of information and education, advocacy, prevention and the delivery of needed services. EFI serves people affected by the disorder, regardless of age or other criteria. Service response is provided according to individual needs and delivered in an integrated fashion, i.e. individual or family consultation/counseling (either face-to-face or telephone according to transportation limitations), groups, peer support, etc. and by utilizing all resources and appropriate materials, either written or visual. Needed and appropriate referrals are routinely utilized as part of services.

## Role of IDVR

This is a flow-through appropriation with no direct programmatic implication for IDVR. A Strategic Plan is submitted to IDVR by EFI and is included with IDVR’s Strategic Plan when submitted to the Division of Financial Management. The following is a summary of EFI’s Strategic Plan. Please refer to the plan itself for greater detail.

## Goal #1 – Serve Idaho families, children and youth affected by epilepsy.

OBJECTIVES	PERFORMANCE MEASURE	TIMELINE
<p>Provide epilepsy consultation and outreach services to enable individuals and/or families to understand the disorder and be active members of their treatment team.</p> <p>Advocate for individual rights.</p> <p>Ensure pharmaceutical compliance in financial emergencies.</p> <p>Facilitate the social and psychological support that other people with similar experiences can provide.</p> <p>Schools are encouraged to develop understanding and acceptance of children with epilepsy. Seizure recognition and first aid training is provided.</p>	<p>Serve 2,500 per State Fiscal Year.</p>	<p>2008-20012</p>

**Goal #2 – Provide health education/training to public groups and to schools.**

<b>OBJECTIVES</b>	<b>PERFORMANCE MEASURE</b>	<b>TIMELINE</b>
<p>Educate people about the causes of epilepsy to prevent seizure disorders.</p> <p>Teach the public about safety and first aid as it pertains to seizures to reduce seizure-related injuries and avoid unnecessary ambulance calls and hospital visits.</p> <p>Foster and encourage public understanding and acceptance of people with seizure disorders.</p>	<p>Provide outreach to 250 individuals per State Fiscal Year.</p>	<p>2008-2012</p>

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## Goal Achievement and Evaluation

### Goal Achievement

The Division operates according to the normal standards of State Government, subject to legislative oversight. Since the Idaho Division of Vocational Rehabilitation operates within the realm of public service, its strategies involve a wide range of participants, all of whom play an important role in carrying out IDVR's mission.

### Human Resources

The practice of IDVR is to recruit qualified rehabilitation personnel, as defined by the Rehabilitation Services Administration, with the skills, knowledge and experience that allow them to perform with the high standards necessary in a public/private competitive field. Professionalism is encouraged at all times with a commitment to the Division's mission and a shared vision among staff. Training is available so staff may stay current with standards and practices in the field. Management strategies that motivate and stimulate personnel performance are encouraged. Staff participation in developing the Strategic Plan is solicited so that the Plan is an all Division participation plan.

### Cooperative Efforts

IDVR works closely with many public and private entities in fulfilling the need to prepare individuals with disabilities for employment. Formal cooperative agreements exist between IDVR and other state/municipal agencies that provide services complimentary to the goals of IDVR. The Division intends to expand its efforts to establish cooperative working relationships with other service providers and further pursue comparable benefit opportunities.

IDVR staff work closely with special interest groups targeted to serve specific disability populations or promote opportunities for individuals with disabilities. Division employees participate on many committees and councils. As active or ex-officio members, participation is encouraged for staff with specialized skills. The Division may participate in establishing task force groups that complement the mission and purpose of the Division. VR Staff participate in such groups as the Work Force Development Council, the Developmental Disabilities Council and many more. Participation at both State and Regional levels is encouraged to aid in the professional development of staff members and to provide IDVR information for decision-making purposes as well as to educate others about IDVR.

## **Advisory Boards**

As established by Federal mandate, the State Rehabilitation Council (SRC) serves in the capacity to advise IDVR in establishing practices and standards that best serve the needs of individuals with disabilities. IDVR works closely with the SRC to determine client satisfaction identify counselor needs and review methods, so the Division can improve or enhance services.

In the cooperative efforts between IDVR and other entities, staff participates on other State/community advisory boards targeting specific disability issues. The State Mental Health Advisory Board, the School-Work Transition Projects, Developmental Disabilities Council, Assistive Technology Board, University of Idaho Counseling Board, State Independent Living Council, Council on Exceptional Children, Idaho Association of Community Rehabilitation Programs, Vocational Providers of Idaho, and Public Transportation Interagency Working Group are examples of the continued efforts of IDVR to work cooperatively with other entities in achieving its goals.

## **Customers and Vendors**

The intent of IDVR is to work closely with its customers and vendors in establishing quality performance throughout the State. The Division works closely with vendors to ensure quality services and reasonable prices, and strives to work with Federal programs (Social Security Administration, Medicaid, Medicare, etc.) to provide comparable benefits or cost recovery, whenever possible. Certification of many vendors is required to promote continuity and quality. IDVR works continuously to find new and innovative ways to provide necessary quality services to clients with a minimal impact to taxpayers.

**IDVR also utilizes a number of tools to accomplish its goals including:**

## **Analysis and Surveys**

Every effort is made by the Division to keep abreast of issues concerning services to people with disabilities who are seeking employment. The Division continues to survey special topics and to analyze the findings in an attempt to adjust to the needs of the clients served. The Strategic Plan identifies several areas where the Division hopes to complete studies or ongoing monitoring of services to clients.

IDVR will work with advisory councils, special interest groups, as well as review in-house data to complete the studies. Data is collected on case services, personnel, employment, client satisfaction, etc. and used in annual reviews, administrative reports and special topic analyses determined necessary for evaluation. Reviews determine those areas that are productive and areas for potential improvement. IDVR may also commission a specific study or establish a task force to review results and make recommendations, when appropriate

## **Plans of Operations**

The Division's State and Strategic Plans serve as blueprints for establishing goals and maintaining compliance to standards set forth by Federal and State regulations. Managers are responsible for developing specific activities and action plans for achieving the objectives pertaining to their specific areas of responsibility. These plans are distributed throughout all field offices and are supplied as a guide to the mission and direction the Division intends to pursue. The Division believes in decentralizing appropriate tasks to those areas closest to the decision-making. Public comment is solicited on all plans so that the Division is provided input regarding public interest in Vocational Rehabilitation Services. These plans are monitored frequently for compliance and status of completion.

## **Other Resources**

Division Staff use a variety of tools to achieve and monitor performance. Operations manuals, special training, survey instruments, performance planning, flow charts, regularly scheduled staff meetings and statewide management meetings are just a few of the tools used to promote the progress of activities. The Division is also in the process of upgrading its Information Technology Infrastructure in an effort to enhance staff performance.

## **Evaluation Strategies**

IDVR utilizes a variety of evaluation strategies in the management of the Strategic Plan as well as the management of the general operation of the Division to ensure goals and objectives are monitored for successful completion. The Division attempts to incorporate current management strategies and methodologies, whenever appropriate. The primary approaches utilized to evaluate the completion of assignments are:

## **Monitoring**

The Planning and Evaluation Manager is assigned to monitor the Division's progress toward meeting the goals of the Strategic Plan. The Central Office Managers, Field Services Chief and the Administrator meet quarterly regarding the progress of their assigned goals and objectives of the plan. The plan is reviewed for compliance, applicability, resources, status and necessity for revision. Due to the dynamics in Federal and State legislation, some revision may be necessary due to budgetary or legislative changes. The Planning and Evaluation Manager monitors the plan to decide which (if any) elements may be likely to expedite or impede progress toward completing the plan. Any problems in completing the plan are discussed with Central Office Management to determine recommended solutions. The Planning and Evaluation Manager reports the status of plan completion to the Division's Administrator.

## **Division Management**

The Administrator has direct authority over the Field Services Bureau, Fiscal Operations, Information Technology, Human Resources, and Planning and Evaluation. Each functional area has been designated particular objectives in the Strategic Plan. The Managers of these areas are responsible for ensuring the objectives are completed in the time frames specified. The Field Services Chief and Managers may exercise different management practices in achieving their particular goals including the development of activity plans for certain projects. The nature of the activity may warrant the type of management used. Data is maintained electronically for use in quality assurance reviews, client surveys and special program reviews.

## **Regional Management**

Under the direction of the Field Services Chief, three Field Services Managers, and six Regional Managers monitor the progress of activities at a regional level. Performance goals are established annually with the Field Services Chief, Field Services Managers and Regional Managers who are responsible for working closely with their staff to achieve these goals. Regional Managers continually evaluate staff performance. The Planning and Evaluation Manager coordinates field office audits. To review overall operations and case service provision, each regional office is reviewed every other year. Special reviews are available, when necessary, due to personnel changes or special administrative requests.

Evaluation strategies and methodologies used by the Division intend to determine the successful completion of the goals specified in the Strategic Plan. Compliance with Federal and State planning assignments and measurement of Federal and State Performance Standards are performed annually. The approach to evaluation by the Division is to determine the impact of services and overall performance.

## **Establishing and Revising Goals**

In the review and monitoring of the Strategic Plan, management will consider the applicability of the activity to the continued execution of the plan. Management will also consider any changes in the internal and external environments that create a need for goal changes. Changes in the Strategic Plan require the approval of the Administrator who then notifies the Department of Financial Management.

Unanticipated events may dictate changes to the plan such as the changes made to the Federal Rehabilitation Act in 1998. Changes in Federal guidelines may require adjustment of services, costs and regulations.

## External Issues Impacting IDVR

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The field of Vocational Rehabilitation is dynamic due to the nature and demographics of the clientele served and the variety of disabilities addressed. Challenges facing the Division include:

### **Technological Advances in Both Assistive Rehabilitation Products and Information Technology**

IDVR is dedicated to keeping current of the latest trends and in training Vocational Rehabilitation Counselors and staff. In addition, IDVR employs an Information Technology staff to develop innovative ways to utilize technology in carrying out its mission.

### **Changes in the Medical Industry**

Continuing advancements in the medical industry as well as changes relating to insurance and financial benefits pose complex questions for the Vocational Rehabilitation Counselor. This is especially true in determining eligibility and services. Many IDVR Counselors and Managers are involved with health and disability-related organizations to keep abreast of these changes.

### **Idaho's Economy**

Idaho has seen tremendous growth in its population in the past ten years. This could impact the availability of services to Idahoans. Idaho has also seen a dramatic change in its job market; away from agricultural toward more service, hi-tech and professionally oriented jobs. The environment has always been competitive for IDVR clients. The growth in population has increased the competition for jobs. IDVR recognizes this and strives to develop relationships within the private sector and other public entities in an effort to increase employment opportunities for its clients.

### **Political Climate**

The political elements are by far the most difficult for IDVR to overcome since they are essentially out of the control of the Division. At the State level, the Division is subject to legislative action regarding annual budget requests including service dollars and personnel expansion. Any legislation pertaining to service provision either by public or private sectors will have a definite impact on Division services and service providers.

IDVR is also affected by decisions made at the Federal level. The direction Congress chooses regarding reauthorization of the Rehabilitation Act will impact the future of Vocational Rehabilitation in Idaho. Federal funding decisions (e.g., training grants, block grants, reductions,

etc.), program deletions, changes in health care and employment standards and practices are areas that would impact the Division's planning process.

All staff of the Idaho Division of Vocational Rehabilitation take pride in providing the most effective, efficient services available to individuals with disabilities seeking employment. Key people must be focused on precise issues and the internal and external environments must be linked advantageously. Management is committed to continued service to the people of Idaho. IDVR's Strategic Plan promotes goals and objectives, which will serve Idahoans with disabilities in the best manner possible.

# APPENDIX

## Glossary of Terms Specific to the Vocational Rehabilitation Industry

**Administrative Costs:** Expenditures incurred in the performance of administrative functions including expenses related to program planning and development; financial management and budgeting; information systems and data processing; public information; technical assistance to other State agencies; State Rehabilitation Council expenses; administration of personnel and training; administrative salaries; costs incurred in conducting reviews; and legal expenses.

**Client:** An individual who applies or is eligible for Vocational Rehabilitation services.

**Community Rehabilitation Program:** A program that directly provides or facilitates the provision of services to individuals with disabilities to enable those individuals to maximize their opportunities for employment.

**Community Supported Employment (CSE):** Competitive work in integrated work settings for individuals with the most significant disabilities for whom competitive employment has not traditionally occurred; or for whom competitive employment has been interrupted or was intermittent as a result of a significant disability; and who, because of the nature and significance of their disability, need intensive supported employment services for work, and extended services after the transition to long-term support in order to perform such work.

**Comparable Benefits:** Benefits that are provided or paid for, in whole or in part, by other Federal, State or local public agencies, by health insurance, by employee benefits available to the individual at the time needed and are commensurate to the services that the individual would otherwise receive from IDVR.

**Competitive Employment:** Work in the competitive labor market that is performed on a full-time or part-time basis, in an integrated setting and for which the individual is compensated at or above the minimum wage, but not less than customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who are not disabled.

**Customer:** Includes both clients and employers.

**Decentralization:** A management concept, which encourages decision making to be accomplished where the authority, responsibility, and accountability reside.

**Disability:** A physical and/or mental impairment that results in a substantial impediment to employment.

**Eligible Individual:** An individual is eligible for assistance if the individual has a physical or mental impairment which constitutes or results in a substantial impediment to employment and requires Vocational Rehabilitation services to prepare for, secure, retain or regain employment; and who can benefit in terms of an employment outcome unless the counselor can demonstrate by clear and convincing evidence that such individual is incapable of benefiting from Vocational Rehabilitation services in terms of an employment outcome or SSI or SSDI recipients who intend to achieve an employment outcome.

**Employment Outcome:** Entering or retaining full-time or, if appropriate, part-time competitive employment in the integrated labor market, supported employment, or any other type of employment including self-employment that is consistent with an eligible individual's abilities, capabilities, and interests and informed choice.

**Extended Services:** Services needed to support and maintain an individual with the most significant disability in supported employment, provided at a minimum, twice monthly on or off the work site, that are needed to maintain employment stability. Said services are provided by a party other than the State/Federal VR Program. Also called ongoing support services or supported employment services.

**General Program:** Refers to Title I of the Rehabilitation Act of 1973 and its Amendments.

**Integrated Setting:** A setting typically found in the community in which clients interact with non-disabled individuals, other than non-disabled individuals who are providing services to those applicants or eligible individuals, to the same extent that non-disabled individuals in comparable positions interact with other persons.

**Integrated Work Setting:** A setting in which the majority of people, excluding service providers, with whom clients interact, are individuals without disabilities.

**ITRMC:** The Governor's Information Technology Resource Management Council.

**Most Significant Disability (MSD):** An individual with the most significant disability (ies) is one with a physical or mental impairment, which results in a substantial impediment to employment and for whom the impairment seriously limits two or more functional capacities; and whose vocational rehabilitation can be expected to require multiple core Vocational Rehabilitation services (services that reduce the impact of functional limitations to achieve an employment outcome) over an extended period of time.

**One-Stop Career Center System:** A coordinated information and service delivery system for individuals seeking first, new or better jobs and for employers seeking to build a world-class workforce. The idea is that individuals will be able to go to one, easy to locate facility in order to find employment-related information.

**Physical or Mental Impairment:** Medically or psychologically diagnosable physical or mental condition.

**Rehabilitation Success Rate:** The percentage of successful closures compared to all closures after having received services from IDVR.

**School-Work Transition:** Services provided to students with disabilities who are eligible for Vocational Rehabilitation in cooperative programs with Special Education Personnel in each school district. The transition effort between the Idaho Division of Vocational Rehabilitation and Special Education focuses on transition from the secondary school system to adult/life services. Transition refers to that period encompassing high school, graduation, and post-secondary preparation leading to employment.

**SGA Level:** Substantial Gainful Activity. A term used by the Social Security Administration. It is the performance of significant work for pay or profit with average countable monthly earnings at a level determined by the Social Security Administration allowing for cessation of Social Security Disability Insurance (SSDI) or reduction of Supplemental Security Income (SSI) benefits.

**Significant Disability (SD):** An individual with a significant disability(ies) means one with a physical or mental impairment which results in a substantial impediment to employment and for whom the impairment(s) seriously limit one or more functional capacities in terms of employment outcome; and whose Vocational Rehabilitation can be expected to require multiple Vocational Rehabilitation services over an extended period of time.

**Supported Employment Services:** Services consist of the provision of skilled job coaches at the work site, job development and placement, social skills training, observation or supervision, follow-up services to reinforce and stabilize the job placement, facilitation of natural supports at the work site, and any other service needed to assist the individual in entering or maintaining integrated, competitive employment. Also called ongoing support services or extended services.