FFY 2011 State Plan Update - ATTACHMENT 4.11 (c) (1) – Goals and Priorities

To collect feedback and identify goals and priorities, DVR conducted meetings and public forums throughout the state with DVR customers, employees, partners, providers, Rehabilitation Council members, CAP, tribal program representatives, school representatives and others. DVR also completed a comprehensive needs assessment that included surveys to employers, customers, and DVR staff. DVR met with the State Rehabilitation Council to solicit feedback and the Council co-sponsored three public forums. Over 65 people attended the public forums. The Director's Advisory Council, representing a cross-section of Division staff also provided input.

The goals and priorities established for the 2010-2013 State Plan reflect a priority on client services and outcomes, staff development and organizational systems, partnerships, and enhancing employer relations.

To ensure DVR remains a vital, healthy organization building strong partnerships throughout the state and in local communities continues to be a major goal and priority.

GOAL 1: Provide timely, individualized services to DVR customers that result in employment outcomes that meet the customer's needs.

Goal 1 reflects DVR's focus on improving its service delivery to customers by providing quality services that are timely and meet the individual needs of the customer. The priorities that follow respond to needs assessment findings and stakeholder input related to the need to improve timeliness and consistency in the provision of services throughout the state. To achieve this goal, DVR establishes the following priorities:

- Increase DVR's ability to assist customers achieve higher wage jobs with benefits.
- Enhance and improve the statewide consistency of timely, individualized services to customers who have a broad range of needs and capabilities.

Performance goals for the next two fiscal years

	# IPE's per VRC	# IPE's Statewide Goal	# Rehabs per VRC	# Rehabs Statewide Goal	Rehab Rate
FFY 10 Basic Grant	45	5,700	24	2700	60%
FFY 10 Stimulus				400	
FFY 11 Basic Grant	45	5,700	24	2700	60%
FFY 11 Stimulus				600	

GOAL 2: Strengthen DVR's workforce and improve its overall organizational systems.

Goal 2 reflects DVR's commitment to making organizational effectiveness a high priority by establishing systems and methods to better develop, support, and promote DVR staff and improve overall retention as well as improve the efficiency and effectiveness of organizational systems used by staff. Priorities include:

- Deliver high quality training and support to provide staff with the knowledge and skills needed to perform effectively.
- Recognize and appreciate staff throughout the Division for their contributions to DVR's success.
- Use information technology to improve the efficiency and effectiveness of DVR's organizational systems.

Performance goals for the next two fiscal years

- Train 200 VR counseling staff in Motivational Interviewing.
- Develop curriculum and deliver Advanced Best Practices training to field staff statewide.
- In accordance with the 2009-2011 DVR Affirmative action plan, appoint a total of four individuals to VRC positions from minority groups: 1 each who is African American, American Indian/Alaska Native, Asian/Pacific Islander, and Hispanic. Appoint 1 individual to a VRC position who is a Disabled Veteran and one who is an individual with a disability.

GOAL 3: Distinguish DVR's role in the disability community and leverage partnerships to maximize resources and support for individuals with disabilities.

Goal 3 is intended to help DVR increase its visibility in the community and strengthen its connection to other programs that serve individuals with disabilities. DVR must clearly communicate to others what it can do well, who we can serve and how we can work collaboratively with others to achieve greater outcomes for people with disabilities. This goal responds to needs assessment findings and stakeholder input that point to a need for improved collaboration between DVR and existing partner agencies as well as outreach to potential partner agencies. Priorities include:

- Increase understanding and awareness of DVR services in local communities
- Maximize DVR local-level knowledge of community programs and services that could benefit DVR customers.

Performance goals for the next two fiscal years

- Place 1000 individuals with disabilities in jobs earning mid to high range wages with benefits in accordance with the ARRA/Project HIRE goals.
- Increase the number of DVR offices and their partners co-sponsoring

regular Say Hey events in their local communities.

GOAL 4: Increase outreach to improve and strengthen DVR's connection and relationship with employers.

Goal 4 addresses agency needs assessment and stakeholder input that consistently pointed out a need for more frequent, consistent, and effective outreach, education to and relationship maintenance with employers statewide in order to better position customers to obtain access to employment. Priorities include:

- Increase DVR's visibility with and connection to Washington employers
- Work with the State Department of Personnel to implement a plan to make the State of Washington a model employer of individuals with disabilities.
- Continue to expand the network capabilities of DVR's Employment Services Team.
- Actively participate in the national employer relations model sponsored by CSAVR, and integrate these activities into state-level initiatives.

Performance goals for the next two fiscal years

- Support 100 customers to participate in internships in community based employment that lead to competitive employment.
- Actively use the CSAVR NET system for developing employer relationships and increasing employment opportunities.
- Market DVR to employers by attending at least 50 employment expos, job fairs, employer association meetings, and employment events or conferences.
- Increase the number of DVR customers placed into state or federal government jobs.

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