

## State's Goals and Priorities

Based on continued results of the comprehensive statewide assessment of the rehabilitation needs of individuals with disabilities that were described in section 4.11(a) of this state plan, as well as the Division of Vocational Rehabilitation's (DVR) internal needs, DVR collaborated with the State Rehabilitation Council (SRC) throughout FFY 2011 to validate and continue the following long term priorities and goals for the vocational rehabilitation program.

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### **Goal #1** - Increase the number and quality of employment outcomes:

By September 30, 2012, increase the number of employment outcomes by 2% over previous year.

By September 30, 2012, increase the average hourly rate of competitive employment outcomes by 2% over previous year.

#### **Ongoing Strategies:**

- (a) ***Identify, explore, and replicate effective practices that are employed by exemplary counselors.***
- (b) ***Continue to monitor caseload activity data and implement effective strategies to improve service delivery for consumers.***
- (c) ***Continue to conduct employer outreach and education.***

#### **Measures:**

- Total number of successful post-IPE closures.
  - Percentage of all post-IPE closures that were closed successfully.
  - Aggregate average hourly wage of consumers placed in competitive employment: - Based on three factors:
    - 1) Competitively employed - Supported Employment
    - 2) Competitively employed - age 25 and under
    - 3) Competitively employed - Other (Non Supported Employment - age > 25)
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### **Goal #2** - Increase the visibility and public awareness of the Division of Vocational Rehabilitation, by increasing the number of public outreach activities

By September 30, 2012, employment outreach activities will increase by 3%.

By September 30, 2012, presentations to Employer/Partners will increase by 3%.

**Ongoing Strategies:**

- (a) ***Educate Colorado State Agencies, Legislators, DVR Consumers and other community members about DVR's employment focused services and benefits to Colorado.***
- (b) ***Continue to enhance the functionality of the DVR website and ensure it provides current and appropriate information.***
- (c) ***Enhance the quality of DVR's outreach strategy and materials for employers.***

**Measures:**

- Number of applicants determined eligible for DVR services.
  - DVR's application acceptance rate.
  - Number of community educational initiatives conducted by DVR or in which DVR staff participates to increase visibility and public awareness of programs and services.
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**Goal #3** - Improve the quality and availability of providers from whom DVR purchases services, by increasing the number of new vendors by 5%.

**Ongoing Strategies:**

- (a) ***DVR will develop and conduct an on-going consumer survey to measure the quality of services provided by DVR vendors.***
- (b) ***DVR will review and update provider standards and qualifications.***
- (c) ***DVR will review and refine procedures for recruitment and registering of providers.***

**Measures:**

- Number of new providers.

- Increased customer satisfaction in services provided by vendors.
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**Goal #4** - Improve DVR's ability to maintain a full and competent staff:

By September 30, 2012 DVR will increase the ratio of filled to vacant full-time FTES to 8.0.

By September 30, 2012 DVR will decrease the percentage of all staff departures due to reasons other than retirement from 65% to 55%.

**Ongoing Strategies:**

- (a) *DVR will continue to advocate to expand the job classification series for rehabilitation counselors.*
- (b) *DVR will continue to develop the implementation and effective use of its new automated case management system.*
- (c) *DVR will provide skill development opportunities for staff.*

**Measures:**

- Ratio of filled to vacant full-time FTE's.
  - Average amount of time it takes to fill a vacant DVR position.
  - Percentage of all staff departures due to reasons other than retirement.
  - Number of staff who have received Continuing Education Credits.
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