

# MVR Strategic Plan for FY 2011-2014

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**Goal #1: Improve the infrastructure that supports MVR in order to increase the agency's potential to promote work and independence for Montanans with disabilities.**

***Objective 1.1: Increase transportation options for Montanans with disabilities that impact employment opportunities for MVR consumers.***

**Strategies: MVR will:**

1. Partner with Montana's Statewide Independent Living Council and Montana's centers for independent living on transportation initiatives.
2. Attend local Transportation Advisory Council (TAC) meetings and advocate for changes in local transportation plans that will benefit persons with disabilities. Consumers will also be encouraged to attend TAC meetings.
3. Actively participate in the joint Department Public Health and Human Services and Department of Transportation conference/summit in order to develop solutions that address transportation barriers for Montanans with disabilities.
4. Ensure that information and the resources gathered by Disability Employment, Independence, and Transitions' transportation coordinator gets distributed to all staff on a regular basis.
5. On the regional level, explore best practices such as taxi discounts and work at home options. Success will be shared with other regions for potential replication.

**Performance Measures:**

- Each fiscal year, beginning with fiscal year 2011, MVR will decrease the number of cases closed because of transportation barriers from the previous year.
- Each fiscal year, beginning with fiscal year 2011, each region will report successful transportation initiatives in their area to the state office. The regional reports will be consolidated into a state report and distributed to the regional administrators and State Rehabilitation Council for review and suggestions for new statewide initiatives suggested by the regional successes.

***Objective 1.2: MVR will implement procedures and practices that improve counselor infrastructure/supports to increase quality time spent with clients and improve client outcomes.***

**Strategies: MVR will:**

1. On a quarterly basis, review the computerized case reporting system (CASE-E) and other office procedures to identify best practices and system changes in order to make the system more efficient for counselor use.

2. Provide training on policies and practices to ensure consistency.
3. Explore technology options to reduce travel time for staff in areas such as staff training and consumer contacts.
4. Use MVR quarterly newsletter to share best case service practices between regions.
5. Do a yearly staff needs assessment for training that focuses on issues that create stress for counselors and areas that may increase efficiency of routine procedures.
6. Use the recently developed statewide application packet and provide adequate training on use of the packet.
7. Continue “myth busters” as a method for dispelling inappropriate interpretations of policy and other inconsistent practices.
8. Develop guidelines on procedures for reinforcing training issues on the local level, including procedures for monitoring implementation by counselors. While this is a need in all training areas, the initial focus will be on the “use of technology” training.

**Performance Measures:**

- Each fiscal year, beginning with fiscal year 2011, MVR will meet the standards and indicators.
- Each fiscal year, beginning with fiscal year 2011, there will be a decrease in the number of waivers from the previous year for extended time between the time a consumer is found eligible for services and the IPE is completed.
- Each fiscal year, beginning with fiscal year 2011, the positive ratings in the consumer satisfaction survey on the questions: “My relationship with my counselor has been helpful and productive?” and “How would you rate the quality of service you received?” will be at least 85%.
- Each fiscal year, beginning with fiscal year 2011, the number of counselor sick days used will decrease from the previous year.
- Each fiscal year, beginning with fiscal year 2011, there will be a decrease in calls to Client Assistance Program from the previous year.

***Objective 1.3: Establish and/or enhance effective working relationships with a broad range of organizations that assist individuals with disabilities in achieving employment.***

**Strategies: MVR will:**

1. Develop and enhance working relationships with public and private organizations, state agencies and organizations such as the State Rehabilitation Council, the Veteran’s Affairs Vocational Rehabilitation Program, the Department of Corrections, and consumer advocacy groups.
2. Assign MVR liaisons to appropriate organizations, committees and councils to promote mutual goals and achievements.

**Performance Measures:**

- Each year of the plan, MVR will review for evidence of record (e.g., minutes; agendas; agreements) for documentation of the participation of MVR in partnerships and

collaborative activities directed at enhancing the employment of individuals with disabilities.

- Each year of the plan, MVR will review for evidence a large variety of documents and activities for documentation that MVR regards partnerships as an essential part of doing business. Prominent examples include the State Rehabilitation Council, an MOU with the Veteran's Affairs Vocational Rehabilitation Program, programs supported by the Department of Corrections and more.

***Objective 1.4: Improve Disability Employment, Independence and Transitions compliance with relevant federal and state civil rights laws that prohibit disability discrimination.***

**Strategies: MVR will:**

1. Complete and update the Americans with Disabilities Act Self-evaluation and Transition Plan for programs and facilities of Disability Employment, Independence, and Transitions.
2. Identify and eliminate barriers to AWACS, Case-E, and ISERV software by employees who are blind, visually impaired, or otherwise print disabled and who use assistive technologies to access that software.
3. Expand the options for qualified sign language interpreter and captions services through the development of remote service contracts and Internet or video phone based communications for the deaf and hard of hearing.
4. Establish a policy and procedure as well as ongoing training for the publication of accessible documents created for internal and external use by Disability Employment, Independence, and Transitions.

**Performance Measures:**

- By the end of the first year of this plan, the Americans with Disabilities Act Self-evaluation and Transition Plan for programs and facilities of Disability Transitions Programs will have been completed.
- By the end of the third year of this plan, there will be evidence of progress made on removing barriers identified in the Americans with Disabilities Act Self-evaluation and Transition Plan.

## **Goal #2: Assure high quality employment for Montanans with disabilities through the vocational rehabilitation program.**

***Objective 2.1: Provide functionally equivalent services to unserved and underserved populations.***

### **Strategies: MVR will:**

1. Develop a specific set of procedures for identification of underserved.
2. Meet with representatives of the deaf and hard of hearing community, Native American, and mental health communities to discuss changes to MVR practices that could improve services to these groups.
3. Explore ways to increase the service capacity for rehabilitation providers for rural communities.
4. Complete a comprehensive review of agency materials to make sure all our materials are in accessible formats.
5. Explore telework opportunities in rural areas.

### **Performance Measures:**

- Have a procedure in place for identifying unserved and underserved populations at least one year prior to the next strategic planning session to get input from those groups for the strategic planning meeting.
- Each fiscal year, beginning with fiscal year 2011, there will be an increase from the previous year in successful closures with health insurance benefits of minority groups and other groups identified as unserved or underserved.
- Each year, the positive ratings in the consumer satisfaction survey for the question “I am satisfied the plan my counselor and I developed met my needs to achieve my employment goal” will be at least 90% for 26 closures of consumers from minority groups and other groups identified as unserved and underserved.
- Each fiscal year, beginning with fiscal year 2011, there will be an increase in the number of consumers from minority groups and other unserved and underserved groups who have plans developed from the previous year.
- Each fiscal year, beginning with fiscal year 2011, standards and indicators related to minority ratio will be met.

***Objective 2.2: Develop a plan to address the high status 30-to-closure ratio.***

### **Strategies: MVR will:**

1. Conduct an analysis of status 30 closures to identify common characteristics that might be amenable to targeted strategies.
2. Review research being conducted through MVR’s Future’s Group to determine if there are recommendations that can be implemented.
3. Conduct a telephone survey of all status 30 closures and provide recommendations on changing procedures based on survey results if appropriate.

**Performance Measures:**

- Each fiscal year, beginning with fiscal year 2011, there will be a 3% decrease in status 30s from the previous year.
- Each fiscal year, beginning with fiscal year 2011, there will be a decrease in the ratio of 30s to 26s and 28s from the previous year.

***Objective 2.3: Provide rehabilitation services that lead to successful outcomes in employment for transition age youth 14-24 years of age.***

**Strategies: MVR will:**

1. Conduct analysis of the Missoula pilot program in transitions to determine impact and potential best practices and explore options for expanding elements of the program to other parts of the state.
2. Provide on-going transitions training to MVR counselors.
3. Outreach to school administrators and school board groups to discuss and explain transitions issues.
4. Collaborate with entities who serve dropouts, youth in foster care and older youth (juvenile justice, etc.) to work on transitions strategies for these populations.
5. Work with Montana Youth Transitions Coalition on initiatives related to transitions issues.
6. Explore alternate models of Individual Plans for Employment (IPE) that meet the needs and circumstances of transitions age youth, including possibly incorporating the IPE as part of Individual Education Plans.
7. Identify and encourage the use of best practices for informing parents and family members about Vocational Rehabilitation services.
8. Develop a transitions data tracking system including, but not limited to:
  - a. Outcomes
  - b. Outreach strategies
  - c. Types of services
  - d. Service costs

The tracking system will be utilized to develop strategies that focus on specific issues identified in the data.

**Performance Measures:**

- Each fiscal year, beginning with fiscal year 2011, increase the number of 26 closures for transitions age youth (14-24) by 3% over the previous year.
- Each fiscal year, beginning with fiscal year 2011, increase the number of consumers of transitions age (14-24) on the MVR caseload by 5% over the previous year.