

## Strategic initiatives December 2020

Efforts during the past year were focused on moving forward with our strategic plan work that was the outgrowth of staff focus groups. These groups provided feedback regarding what was working well and what needed improvement in the summer of 2019. Those results were:

### Visionary Leadership:

**Working Well:** Streamlining responsibilities, Pre-Ets, 510 meetings, core partner collaboration, business specialist focus, progressive employment, sector board strategies, success stories, Employment First teams

**Not Working Well:** Internal control documentation, IRSS –reminders and steps to complete, Holding contractors responsible, some performance measures seem unattainable, No concept of placement blueprint plan, need quarterly survey to staff for feedback, More training on Pre-Ets, Hiring of contract staff should have VR input, Placement culture depends upon office, need curriculum for pre-ets, need budget for pre-ets servicedelivery, career index use and buy-in. Capturing success stories. Group space in schools, flexibility in scheduling, office “26” goal, more referrals for placement, gap in transition to adult services, summer camp attendance – takes time – not all JC attend

### Customer Focus:

**Working Well:** Dual Customer approach, business service engagement, local flexibility, career index as a strategy, Power DMS, Integration Continuum Assessment, Action oriented work teams, Monitoring visits with contracts, CORE partner collaboration on business training, Peer mentoring with new staff, Job Candidate handbook potential, JC videos

**Not Working Well:** Training for Power DMS – need refresher, we roll out things before they are finalized, hard to access apprenticeships, No information on Geo Solutions, We don't know partner language, IWD Titles, Need training for CRP's, lack of consistency in summer Pre-Ets, sharing of data. College counselors need to be included in meetings. Need flexibility to serve JC where they are at in life stage. May not be job ready. Need more local outreach and sharing of success, automated texts, training on career counseling

### Valuing Employees and Partners:

**Working Well:** Power DMS, Benefits Planning, Zoom Meetings, flexibility in Discovery, County teams in rural areas, ISE Small business flexibility, Sector strategies

**Not Working Well:** Manpower Partnerships, Growth of Pre-Ets creates balance issues, Turnover, Benefits Planning is a challenge, More access to AT is schools, Training of new staff is overwhelming, No consistent messaging from supervisors and Des Moines, Communication with MCO's, Office meetings don't work well for training on BP, MI, ISE, Need ethics training for

CRC. Need DE leadership at local school meetings. Need QA feedback. Disconnect with business services and partners.

Managing for Innovation:

Working Well: Use of Google, teamwork in offices, cell phone, tablets, Policy Newsletters

Not Working Well: IT Connections, Barriers for access between partners, IRSS Intelligence, Financial staff should know counseling process, Want a QA Newsletter, All staff should have access to technology, Credential measuring, Google calendar trainings, download flexibility for phones, Confusion on uploading files into IRSS. MI Training does not work. No knowledge of Integration Continuum Assessment.

Management by Facts:

Working Well: 510 meetings, supervisor Friday calls, TAP meetings

Not Working Well: Understand and use of data, use of 510 report, budget for pre-ets activities, Need timely feedback for QA, Messaging of data in public settings

Focus on Results and Create Value:

Working Well: Ticket to Work, BP cadre, Increased tools in the tool box, partnerships, open door policy with partners – true collaboration, CRP increasing their value, Employment First training and flexibility

Not Working Well: Tracking data and showing value, limited resources in rural Iowa, lack of mental health connections, accessible services for targeted disabilities autism, deaf, turnover of CRP staff, Universal packet for all job candidates, More intentional communication on what is occurring, Lack of training on 413 entries, Section 511 confusion

During our Statewide Training Conference we discussed outcomes pertaining to our four key strategic principles for Program Year 2020 (7/1/19-6/30/20) with a key language becoming IVRS is at the intersection of disability expertise and business intelligence.

The four principles are

- **Principle #1: Innovating Solutions to achieve greater success to and use of vocational rehabilitation services. Our goal is to achieve the most effective outcomes for our customers.**

1930 iowans closed in current program year. 6 offices were ahead of schedule as of our March 510 report, despite the onset of COVID-19 in mid March.

26 individuals in our ISE program, 151 businesses in PY 2015-2019

Deaf services- regional approach being implemented

Virtual service delivery was transitioned into from the pandemic.

- **Principle 2: Building careers and retaining talent in America's workforce by investing expertise and resources to benefit our customers.**

Pre-ETS, Transition, WBL, STEM, 29% of referrals are students/ 827 employed working 31 hours a week Earning \$12.89/hr. Over 5 million spent on tuition assistance. Growth of apprenticeship programs, hands on learning, occupational skills training, customer service training....That is only a part of the story because we are also serving 7,825 potentially eligible students a growth of over 650 from last year and three thousand from two years ago!

- **Principle 3: Customizing services and expertise that provide flexible supports and services. We accomplish this through specialized strategies to meet the workforce goals of our customers.**

Employment First, people can work with the right services and the right supports

Pilot projects with EF, IPS, our committee work that will influence policies, culture. Intake, Eligibility, Plan development

- **Principle 4: Leading and Engaging in Collaborative Strategies with our partners who are working with us to achieve greater collective impact at all system levels (national, state, and local)**

WIOA, Steve Faulkner, IN, OWEP, TAP iJAG, Disability Access Committees

98 individuals who were on public assistance are now off supporting themselves at a savings of \$734,036 annually.

For our 1930 employed lowans, those families are now earning income of \$32.1 million more from the time of their application 303% increase in family income.

We increased the successful numbers of veterans closed rehabilitated by 8!

Independent living services had a 70% success rate, 21 individuals successfully maintained independence and avoided institution living because of home and bathroom modifications, ramps, scooters, vehicle modifications, hooyer lifts, equipment repair