### Florida Division of Vocational Rehabilitation (VR)
#### 3-year Strategic Plan (SFY 2014-16) UPDATED- 3/2015

**Mission:** To help people with disabilities find and maintain employment, and enhance their independence

**Vision:** To become the first place people with disabilities turn when seeking employment and a top resource for employers in need of qualified employees

<table>
<thead>
<tr>
<th>Goal</th>
<th>Objective</th>
<th>Strategy</th>
<th>Project Lead</th>
<th>Leadership Sponsor</th>
<th>Start/End Dates</th>
<th>Measure of Success</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1.1: Improve and align VR business processes to support WIOA implementation</td>
<td>1. Develop and implement all components of the VR Business Relationship Program.</td>
<td>Kathy Davis</td>
<td>Linda Parnell</td>
<td>July 2014 / June 2017</td>
<td>•Full integration and implementation of all components, including business services, field services operations, and IT support systems</td>
</tr>
<tr>
<td></td>
<td>1.1: Improve and align VR business processes to support WIOA implementation</td>
<td>2. Redesign and implement pre-employment services for transition-age customers.</td>
<td>Kirk Hall</td>
<td>Linda Parnell</td>
<td>July 2014 / Sept. 2016</td>
<td>•Services re-aligned to new WIOA guidelines and implemented within required timeframe •Budget set-aside requirements met</td>
</tr>
<tr>
<td></td>
<td>1.2: Redesign supports for VR service &amp; business processes</td>
<td>3. Design and implement a program about service alternatives for customers to use in making an informed choice prior to entering subminimum wage employment.</td>
<td>Julie Kates</td>
<td>Linda Parnell</td>
<td>July 2014 / July 2016</td>
<td>•Number of people diverted from or transitioned out of subminimum wage jobs</td>
</tr>
<tr>
<td></td>
<td>1.2: Redesign supports for VR service &amp; business processes</td>
<td>4. Design and implement enhancements to the Vendor Profile document for customer use in making informed choices regarding employment providers.</td>
<td>Josh Durden</td>
<td>Steve Collins</td>
<td>Nov. 2012 / Dec. 2015</td>
<td>•Establish baseline use of Vendor Profile •Customer satisfaction with Vendor Profile</td>
</tr>
<tr>
<td></td>
<td>1: Ensure Customer success and satisfaction by improving business and support processes</td>
<td>1. Coordinate and develop the VR portion of a combined state plan.</td>
<td>Libby Moody</td>
<td>Steve Collins</td>
<td>July 2015 / March 2016</td>
<td>•Timely submission of all required information</td>
</tr>
<tr>
<td></td>
<td>1: Ensure Customer success and satisfaction by improving business and support processes</td>
<td>2. Design and implement an approach for integration of performance and business intelligence information.</td>
<td>Amy Lyne</td>
<td>Steve Collins</td>
<td>July 2014 / July 2016</td>
<td>•Number of revised management reports implemented •Satisfaction of affected VR Managers with revised reports</td>
</tr>
</tbody>
</table>

The Florida Vocational Rehabilitation program receives 78.7 percent of its funding through a grant from the U.S. Department of Education. For the 2019 Federal fiscal year, the total amount of grant funds awarded were $161,156,579. The remaining 21.3 percent of the costs ($43,616,711) were funded by Florida State Appropriations.
## Florida Division of Vocational Rehabilitation (VR)
### 3-year Strategic Plan (SFY 2014-16) UPDATED- 3/2015

**Mission:** To help people with disabilities find and maintain employment, and enhance their independence

**Vision:** To become the first place people with disabilities turn when seeking employment and a top resource for employers in need of qualified employees

<table>
<thead>
<tr>
<th>Goal</th>
<th>Objective</th>
<th>Strategy</th>
<th>Project Lead</th>
<th>Leadership Sponsor</th>
<th>Start/End Dates</th>
<th>Measure of Success</th>
</tr>
</thead>
</table>
|      |           | 1. Implement employee onboarding and mentoring processes statewide.       | Armando Oliva | Steve Collins       | July 2012 / Dec. 2015 | • Percentage of new employees completing all onboarding requirements within 90 days  
• Percentage of new employees assigned a mentor within 10 days from start date  
• Protege/mentor/supervisor satisfaction ratings |
| Goal 1: Ensure Customer success and satisfaction by improving business and support processes | 2. Develop an agency-wide workforce and succession management plan, including a process to capture organizational knowledge. | Libby Moody | Steve Collins       | July 2015 / March 2016 | • Process accurately identifies critical positions and information  
• Participant satisfaction with process / components |
|      |           | 3. Design a program for identifying and developing VR Leadership candidates. | Libby Moody | Steve Collins       | July 2015 / March 2016 | • Successful pilot/ rollout of program  
• Percent of VR employees initiating participation  
• Participant satisfaction with program components |
|      |           | 4. Develop standards, guidelines and curriculum for VR employee training. | Armando Oliva | Steve Collins       | June 2012 / Dec. 2015 | • Improvement in climate survey items:  
Q8. Opportunities to learn and grow- 83.61%  
Q11. Satisfaction.. training provided by VR- 77.19%  
• Percentage of VR employees successfully completing identified training requirements |
| Goal 2: Ensure Employee success and satisfaction by improving development opportunities and workplace environment | 5. Develop a comprehensive safety plan for monitoring VR facilities statewide. Specific components include a process to report defective/unsafe working conditions, safety and facilities management training for area staff, a move manual, a statewide safety manual, statewide first aid info, furniture inspection instructions, and a policy for HQ facility security and building access. | Susan Whitmire | Susan Whitmire | Sept. 2013 / Dec. 2015 | • Improvement in Climate survey item:  
Q17. Physically safe work environment- 81.94%  
• Pulse survey results following implementation of each improvement |

The Florida Vocational Rehabilitation program receives 78.7 percent of its funding through a grant from the U.S. Department of Education. For the 2019 Federal fiscal year, the total amount of grant funds awarded were $161,156,579. The remaining 21.3 percent of the costs ($43,616,711) were funded by Florida State Appropriations.