

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

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

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Goal	Objective	Strategy	Project Lead	Leadership Sponsor	Start/End Dates	Measure of Success
Goal 2: Ensure Employee success and satisfaction by improving development opportunities and workplace environment	Objective 2.1: Provide a comprehensive workforce planning and development system	1. Implement employee onboarding and mentoring processes statewide.	Armando Oliva	Steve Collins	July 2012 / Dec. 2015	<ul style="list-style-type: none"> ♦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
		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	<ul style="list-style-type: none"> ♦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	<ul style="list-style-type: none"> ♦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	<ul style="list-style-type: none"> ♦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
	Objective 2.2: Provide a safe, accessible, and adequately equipped work environment	1. 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	<ul style="list-style-type: none"> ♦Improvement in Climate survey item: Q17. Physically safe work environment- 81.94% ♦Pulse survey results following implementation of each improvement