

STATE'S GOALS AND PRIORITIES

The **Mission** of the Georgia VR Program is to assist people with disabilities to go to work by partnering with businesses to meet workforce needs while preparing people with disabilities to achieve workplace success.

Considering the mission, the Defining Goal for VR is: Of the people with disabilities who are eligible for services and who commit to a work plan and participate in the VR program, a minimum of 55.8% will obtain and retain employment for at least 90 days.

To achieve that overall goal, VR has the following specific goals:

Goal #1: Provide quality services that assist people with significant disabilities to go to work while meeting or exceeding the Federal Program Evaluation Standards and Performance Indicators, with emphasis on the primary performance indicators.

Strategies:

- A. Continue implementation of the agency's Order of Selection priority categories, placing emphasis on serving individuals with the most significant disabilities.
- B. Design and implement case management modules and a systematic quality assurance case review process, with particular emphasis on primary performance indicators 1.2, 1.3, 1.4, and 1.5.
- C. Provide position-specific orientation and training for each job class.
- D. Support continuing education activities for all job classes.

Goal #2: Improve services to more underserved clients in specific categories.

Strategies:

- A. Enhance the partnership with the 121 Muscogee VR Program for Native Americans with disabilities.
 - Provide VR staff training on the Indian culture and its relationship to disability and work.
 - Include the 121 Muscogee VR staff in VR training opportunities.
 - Support as many staff as possible to attend Consortia of Native American Rehabilitation (CANAR) conferences and other training provided by 121 Programs.
- B. Improve VR services to students with disabilities.
 - Continue to explore development of a statewide VR/DOE contract.

- Explore ways to initiate transition services to students, including groups of students, beginning at 14 years of age.
 - Support and expand the High School/High Tech in all areas of the state.
- C. Increase the number of persons with disabilities successfully closed in self-employment status when that is their vocational objective.
- Provide staff training on self-employment strategies and VR policies and procedures.
 - Update fees and standards for the VR Program's self-employment program.
 - Coordinate self-employment activities with the Small Business Development Center.

Goal #3: Enhance relationships with potential employers and create relationships with at least 20 new employers each year.

Strategies:

- A. Market the VR program and the benefits of employing persons with disabilities to new employers.
- B. Attend local Employer Committee meetings and the Annual State Employer Committee Conference.
- C. Continue the VR collaboration with GDOL Employment Services programs that also serve employers. Coordinate and participate in cross training activities, job-shadowing and opportunities for staff to build relationships that will maximize and enhance service to employers.
- D. Continue participation in the Region IV Employers Partners Team as part of the national employer initiative.

Goal #4: Obtain customer feedback to improve services and customer satisfaction.

Strategies:

- A. Design and implement a customer input process, including the State Rehabilitation Council surveys and other feedback processes, and incorporate that feedback into policies and procedures.
- B. Establish an electronic suggestion box on the VR website (www.vocrehabga.org) for internal and external customers.
- C. Establish a process whereby internal customers can provide suggestions and be continuously updated on regional innovations throughout the organization.