

LFO Revised Budget Form #107BF04c

**Oregon Commission for the Blind  
Annual Performance Progress Report (APPR)  
for Fiscal Year 2006-07**

Original Submission Date: 9-28-2007

<b>2005-07 KPM#</b>	<b>2005-07 Key Performance Measures (KPMs)</b>	<b>Page #</b>
1	EMPLOYMENT RATE – Percentage of individuals who enter into individualized plans for employment in the vocational rehabilitation program who are successful in reaching their outcome.	
2	CUSTOMER SERVICE – Percentage of customers rating their satisfaction with the agency’s customer services as good or excellent, overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	

## Oregon Commission for the Blind

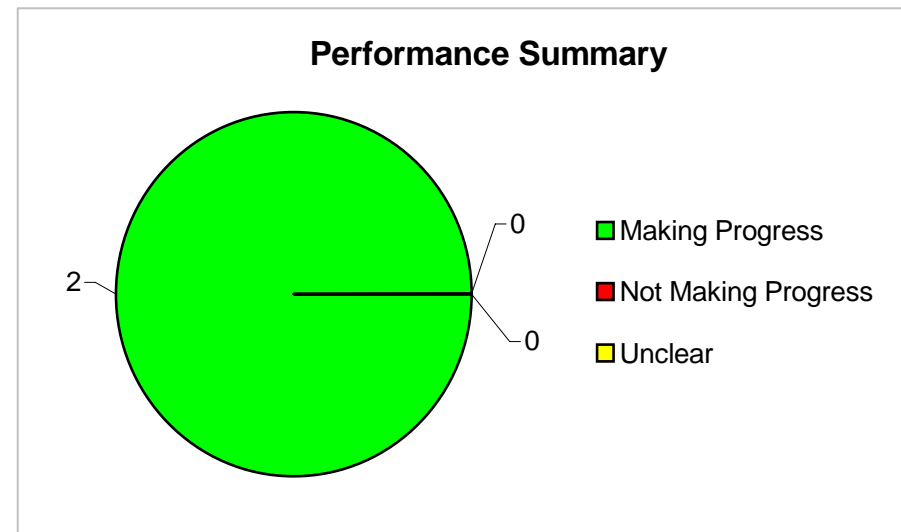
## I. EXECUTIVE SUMMARY

Agency Mission: To assist blind Oregonians in making informed choices and decisions to achieve full inclusion and integration in society through employment, independent living and social self sufficiency.

Contact: Dacia Johnson	Phone: 971-673-1588
Alternate: Frank Synoground	Phone: 971-673-1588

### 1. SCOPE OF REPORT

The Oregon Commission for the Blind's mission is to assist eligible Oregonians who are blind in making informed choices to achieve full inclusion in society through employment, independent living, and social self-sufficiency. The Oregon Commission for the Blind has two major programs funded under the Rehabilitation Act. The majority of our resources come from the US Department of Education Office of Special Education and Rehabilitation Services, Rehabilitation Services Administration. Because of this, our program is largely federally regulated. In the Vocational Rehabilitation Program, for every 21.3 dollars, the federal government provides 78.7. In the Older Blind Independent Living Program, Oregon provides 10 dollars to ever 90 dollars brought into Oregon. In the 2007 Legislature, the Oregon Commission for the Blind added a performance measure that addresses the Older Blind Independent Living Program that will be reported on in the 2008 annual report.



### 2. THE OREGON CONTEXT

The Oregon Commission for the Blind serves legally blind Oregonians to achieve employment and independence. The largest program within the agency focuses on Vocational Rehabilitation. The majority of the clients that we serve under this program are adults who have lost their vision as adults and require skills training and rehabilitation services in order to return to the workforce. Often times individuals are relying on public programs such as social security to meet their basic needs, yet have the objective of returning to work to improve their lives and those of their families. Our services are directly related to Oregon Benchmark #59, the percentage of adults with lasting disabilities who are employed. A list of Oregon Benchmarks and state partners can be accessed at [http://www.oregon.gov/DAS/OPB/2005report/obm\\_list.shtml](http://www.oregon.gov/DAS/OPB/2005report/obm_list.shtml).

### 3. PERFORMANCE SUMMARY

The Oregon Commission for the Blind is pleased to report that we are meeting our objectives in both of our performance measure areas.

## **Oregon Commission for the Blind**

## **I. EXECUTIVE SUMMARY**

Agency Mission: To assist blind Oregonians in making informed choices and decisions to achieve full inclusion and integration in society through employment, independent living and social self sufficiency.

### **4. CHALLENGES**

The Oregon Commission for the Blind wants to ensure that all blind Oregonians are aware of our agency programs and services available. As a result we have been working on a marketing effort throughout the state with our primary referral sources. In addition, the agency continues to be challenged to keep up with advancements in technology within the field of blindness rehabilitation. This requires that we continue to provide staff with training and stay current with technology that can improve the lives of our clients. Technology services are provided to more than 70% of those clients served each year. In the 2007 legislative session, the agency received approval for a technology position in Southern Oregon. This position will allow greater access to our specialized services to Oregonians.

### **5. RESOURCES USED AND EFFICIENCY**

Overall budget is 6.7 million dollars per year. Our resources are concentrated in two areas – personnel and services to clients.

## Commission for the Blind

## III. USING PERFORMANCE DATA

Agency Mission: Agency Mission: To assist blind Oregonians in making informed choices and decisions to achieve full inclusion and integration in society through employment, independent living and social self sufficiency.

KPM #1	EMPLOYMENT RATE: Percentage of individuals who enter into individualized plans for employment in the vocational rehabilitation program who are successful in reaching their outcome.	Measure since: 1997
<b>Goal</b>	Employment Rate – To assist blind Oregonians with employment in order to fully participate in society.	
<b>Oregon Context</b>	OBM #59, Number of adults with disabilities who are capable of working who are employed.	
<b>Data source</b>	Automated Case Management System.	
<b>Owner</b>	Rehabilitation Services, Dacia Johnson, 971-673-1588	

### 1. OUR STRATEGY

The agency focuses on providing high quality, state of the art, individualized rehabilitation services to eligible blind Oregonians in order to assist them in reaching their employment goals. We believe that a holistic approach to rehabilitation leads to long term, successful outcomes. We believe that given the right tools and resources that blind Oregonians can fully participate in employment and achieve their full potential in the workforce.

### 2. ABOUT THE TARGETS

The target is higher than national standard of 68.9%. In the 2007 legislative session, the agency increased our goal from 75% to 82%.

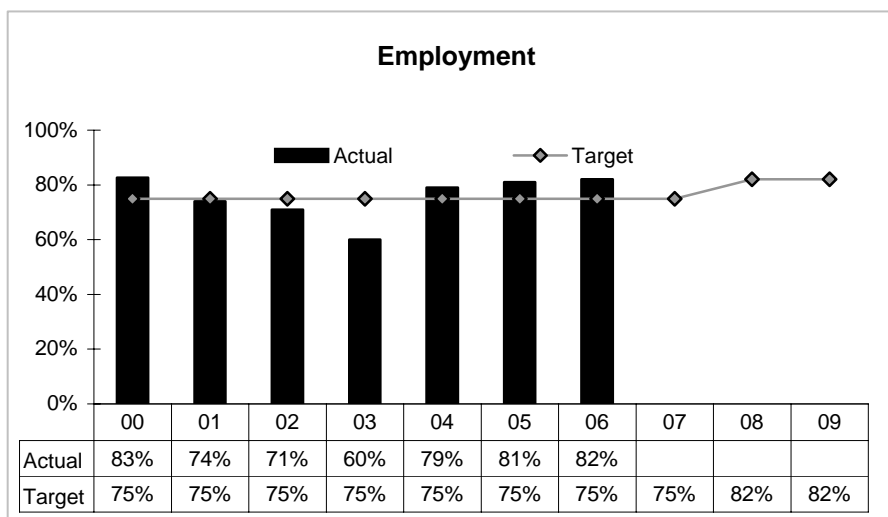
### 3. HOW WE ARE DOING

The agency continues to perform above the national average for rehabilitation agencies. We believe that this demonstrates that our approach is effective in meeting the employment needs of the clients that we serve.

### 4. HOW WE COMPARE

We continue to exceed that national average for blind agencies. The national standard is 68.9%.

**5. FACTORS AFFECTING RESULTS** Since we are a voluntary program, individuals can select not to complete their program. In addition, another factor that can affect the employment outcome is the economy within the state and the specific area in which the person is residing.



**Commission for the Blind**

**III. USING PERFORMANCE DATA**

Agency Mission: Agency Mission: To assist blind Oregonians in making informed choices and decisions to achieve full inclusion and integration in society through employment, independent living and social self sufficiency.

**6. WHAT NEEDS TO BE DONE**

The agency will continue to work with our staff, commissioners, and constituents to find creative ways to improve our service delivery system in order to improve our outcomes. An example of this is that we have developed a healthy lifestyles program within our residential training center that focuses on dietary improvement and exercise. This program has demonstrated early on to significantly improve the health of the volunteers who have participated. We expect that if clients health improves, their employment outlook will also improve.

**7. ABOUT THE DATA**

This data is from Federal Fiscal Year 2006. It is captured from the automated case management system that captures federal reporting information.

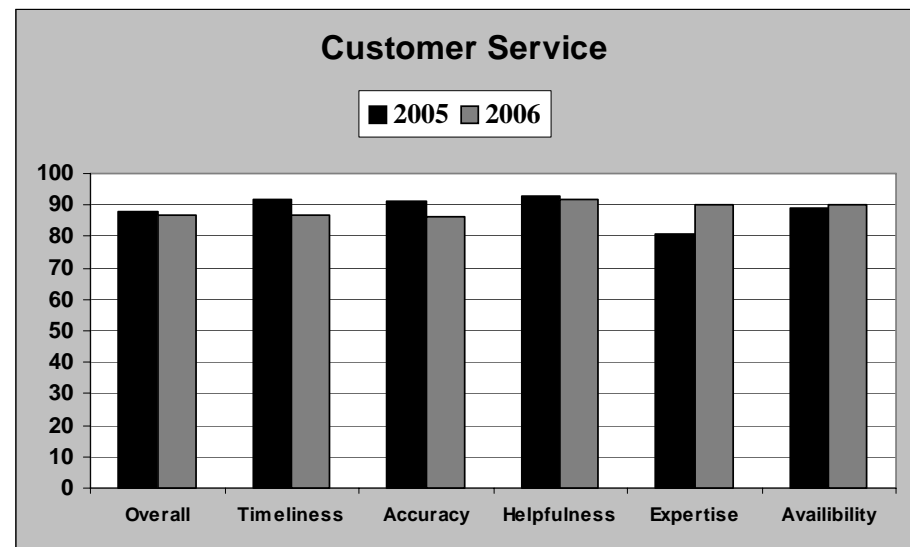
<b>KPM #2</b>	<b>Customer Service- Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.</b>
<b>Goal</b>	Maintain a high level of service to our customers
<b>Oregon Context</b>	Statewide Measure
<b>Data source</b>	Tabulated Results of Exit Survey
<b>Owner</b>	Dacia Johnson, Director of Rehabilitation Services, 971-673-1588

**1. OUR STRATEGY**

The agency has conducted customer satisfaction surveys for several years prior to the adoption of these standardized measures for all agencies. Each year we seek input from clients who have obtained services in the Vocational Rehabilitation Program to determine how we can improve service delivery and identify any systemic issues that should be addressed. Our questions were developed in partnership with our Commission board, and each year they assist in the execution of the survey.

**2. ABOUT THE TARGETS**

This is a new measure and the second year we are reporting our results. Because this is a new measure, we could like to have some more information available before setting targets.



## **Commission for the Blind**

## **III. USING PERFORMANCE DATA**

Agency Mission: Agency Mission: To assist blind Oregonians in making informed choices and decisions to achieve full inclusion and integration in society through employment, independent living and social self sufficiency.

### **3. HOW WE ARE DOING**

The agency believes that we maintain a high standard of customer service. We are confident that as we continue to survey our constituents, we will be able to set a good target that is reflective of Oregon's priorities for state agencies.

### **4. HOW WE COMPARE**

The agency understands the purpose and intent a statewide customer service measure. We do have concerns about some of the applicability of the questions to the type of business that we conduct as a rehabilitation agency. For example, the question about whether or not the agency does things accurately the first time. Our objective is to provide rehabilitation services that meet the needs of an individual. It is not uncommon for us to try out various alternatives in order to find the one most suitable for the individual. We do not try to focus on getting things right the first time, but getting things right over the course of the trials and interventions used.

### **5. FACTORS AFFECTING RESULTS**

We believe that another factor that impacts results is the delay between the time an individual receives services and the time they are surveyed. We are working toward decreasing the time frame between the two in order to allow respondents to be able to reflect as accurately as possible on their experience.

### **6. WHAT NEEDS TO BE DONE**

The agency is interested in continuing to utilize these measures to determine how we can best utilize these for the purposes of program improvement.

### **7. ABOUT THE DATA**

This data is for federal fiscal year 2006. These questions were included as part of the agency's customer satisfaction survey that is conducted annually via telephone to all participants who exit the vocational rehabilitation program.

**Commission for the Blind**

**III. USING PERFORMANCE DATA**

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The following questions indicate how performance measures and data are used for management and accountability purposes.	
<p><b>1 INCLUSIVITY</b> Describe the involvement of the following groups in the development of the agency’s performance measures.</p>	<ul style="list-style-type: none"> <li>• Staff: The agency communicates our results to staff as they are the key component to our service delivery system and our progress on the measures are a direct result of their combined efforts.</li> <li>• Elected Officials: The agency communicates our results as part of the legislative process. We invite any input into our outcomes and services by the elected leadership within our state at any time.</li> <li>• Stakeholders: The agency has a consumer controlled board who has been involved in providing input to the agency on our performance measures and our progress toward meeting our goals.</li> <li>• Citizens: The agency conducts annual public hearings as part of our state planning process.</li> </ul>
<p><b>2 MANAGING FOR RESULTS</b> How are performance measures used for management of the agency? What changes have been made in the past year?</p>	<p>We use this as a basis for our ongoing program evaluation that is conducted on a regular basis. This information is used for the purposes of strategic planning and identifying priorities for programs. We also report measure #1 to the Rehabilitation Services Administration during federal program reviews.</p>
<p><b>3 STAFF TRAINING</b> What training has staff had in the past year on the practical value and use of performance measures?</p>	<p>The agency provides a context for staff on the role of performance measurement in how we conduct business. This allows staff to understand how they work that they do impacts to the agency’s overall performance and the objectives set forth.</p>
<p><b>4 COMMUNICATING RESULTS</b> How does the agency communicate performance results to each of the following audiences and for what purpose?</p>	<ul style="list-style-type: none"> <li>• Staff: We communicate the information to staff for the purposes of education and providing a contextual framework from which they operate from in service delivery.</li> <li>• Elected Officials: We communicate our results as part of the legislative process. We invite any input into our outcomes and services by the elected leadership of our state at any time.</li> <li>• Stakeholders: The agency has a consumer controlled board who has been involved in providing input to the agency on our performance measures and our progress toward meeting our goals.</li> <li>• Citizens: The agency conducts annual public hearings as part of our state planning process.</li> </ul>