

FLORIDA DIVISION OF VOCATIONAL REHABILITATION
3-YEAR STRATEGIC PLAN

<p style="text-align: center;">MISSION: To help people with disabilities find and maintain employment, and enhance their independence.</p> <p style="text-align: center;">VISION: To become the first place people with disabilities turn when seeking employment and a top resource for employers in need of qualified employees.</p>	Goal 1: Improve Customer Success and Satisfaction							
	Objective 1.1: Improve the assessment of customer satisfaction.							
	Strategy	Lead	Start/End Dates	Performance Measures	Actual Performance	Current Status	Requested Changes	Comments
	1. Procure a vendor for conducting customer satisfaction surveys.	Cathy McEachron	February 2013 / September 2014	- Survey response rate - Satisfactory contractual compliance				
	2. Design and implement an integrated approach for analyzing factors contributing to unsuccessful case closures, customer satisfaction, customer dissatisfaction, and program effectiveness.	Amy Lyne	May 2013 / September 2015	- % of analyses completed				This analysis will pinpoint specific components of service delivery in order to enhance speed and quality of service. This project also supports VR's business intelligence objective.

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Goal 2: Improve Employee Development and Workplace Environment

Objective 2.1: Improve the system for developing Vocational Rehabilitation employees.

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Strategy	Lead	Start/End Dates	Performance Measures	Actual Performance	Current Status	Requested Changes	Comments
1. Institute a process for on-boarding, mentoring, training, career pathing, and leadership development for all VR employees, including the implementation of a Learning Management System.	Elaine Wesley	June 2012 / June 2014	- Climate survey items Q8 (Opportunities to learn and grow) and Q11 (Satisfaction with training provided by VR)	83.61%; 77.19%			Specific process measures will also be used and reported as the Learning Management System becomes available. Also, additional indicators can be developed to track specific elements of the system (e.g., mentoring, leadership development, etc.)
2. Improve employee satisfaction by creating advancement opportunities and succession planning.	Elaine Wesley	July 2013 / June 2014	- Climate survey item Q15 (Opportunities for career advancement and promotion)	68.67%			Specific process measures will also be used as lead indicators (e.g., internal promotion rate)
3. Implement an approach for VR employees to provide input into organizational work processes.	Libby Moody	January 2014 / August 2014	- Climate survey items Q6 (Encouraged to come up with new and better ways at work), Q14 (Participation in decision-making affecting job duties), Q37 (Input at work seems to matter), and Q40 (Encouraged to take initiative at work)	77.37%; 79.29%; 79.1%; 85.58%			- Input examples include climate surveys, employee suggestions, focus group participation, improvement team participation, etc.

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Goal 2: Improve Employee Development and Workplace Environment

Objective 2.2: Provide a safe, accessible, and adequately equipped work environment.

Strategy	Lead	Start/End Dates	Performance Measures	Actual Performance	Current Status	Requested Changes	Comments
1. Develop a process to report defective/unsafe working conditions, and provide safety and facilities management training to area staff.	Fred DiAntonio	Sept. 2013 / Sept. 2014	- Climate survey item Q17 (Physically safe work environment)	81.94%			
2. Improve the accessibility of the Division's facilities, based on the results of a comprehensive, consumer-driven evaluation.	Susan Whitmire	August 2013 / August 2015	(Accessible work environment) - % of ADA compliant work units	85.34%			
3. Improve the accessibility of the Division's technology, based on the results of a comprehensive, consumer-driven evaluation.	Susan Whitmire	August 2013 / August 2015	- Climate survey item Q4 (Accessible work environment) - % of ADA compliant technology applications	85.34%			
4. Improve the accessibility of the Division's programs based on the results of a comprehensive, consumer-driven evaluation.	Linda Parnell	August 2013 / August 2015	(Accessible work environment) - % of ADA compliant division programs	85.34%			
5. Improve the accessibility of the Division's personnel practices, based on the results of a comprehensive, consumer-driven evaluation.	Nancy Francis	August 2013 / August 2015	- Climate survey item Q4 (Accessible work environment) - % of ADA compliant division personnel policies	85.34%			
6. Improve the accessibility of the Division's communications, based on the results of a comprehensive, consumer-driven evaluation.	Rachel Smith	August 2013 / August 2015	- Climate survey item Q4 (Accessible work environment) - % of ADA compliant key division communications	85.34%			Examples include VR Annual Report, VRiNet, Rehabworks.
7. Query all offices regarding the adequacy of their furniture and equipment; remedy deficiencies, where needed.	Aleisa McKinlay	August 2013 / August 2015	- Climate survey item Q1 (Have equipment and resources needed)	82.66%			

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Goal 3: Improve Vocational Rehabilitation Support Infrastructure

Objective 3.2: Improve Vocational Rehabilitation business intelligence.

Strategy	Lead	Start/End Dates	Performance Measures	Actual Performance	Current Status	Requested Changes	Comments
1. Centralize data analysis and reporting.	Michael Karris	February 2013 / October 2014	- % of key data elements and management reports validated				
2. Integrate management reports for use by all management teams and communicate to all employees.	Michael Karris	February 2013 / October 2014	- % of key management reports implemented				

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