

State Plan 2024 – 2027 Goals and Strategies

Goal 1: Increase VR client successful employment outcomes.

Strategy 1.1: Improve timeliness from application to service provision to ensure client engagement.

Strategy 1.2: Increase counselor/client engagement as full partners in the development of services.

Strategy 1.3: Decrease unsuccessful closures through consistent client/counselor engagement and emphasizing the value of service provision.

Goal 2: Improve quality guidance and counseling services to Vocational Rehabilitation clients.

Strategy 2.1: Provide counseling skills training to increase comfort and skills level of counselors.

Strategy 2.2: Improve consumer satisfaction results and follow up with respondents who express dissatisfaction with SBVI services.

Strategy 2.3: Prioritize counseling and guidance by aligning duties with clear expectations for committing time to provide counseling to clients on a consistent basis.

Goal 3: Increase awareness of and access to SBVI services.

Strategy 3.1: Expand outreach in communities to include organizations such as National Federation of the Blind of South Dakota, SD Association of the Blind, Lions Clubs, Sertoma, Rotary, Kiwanis, Optometric Society, and local referral sources.

Strategy 3.2: Annually conduct activities that promote services for individuals with vision loss including those from minority backgrounds, such as individuals working with local Lutheran Social Services Center for New Americans and tribal vocational rehabilitation programs.

Strategy 3.3: Update and ensure accessibility of the SBVI website and outreach materials and procedures that staff utilize to promote services to clients, referral sources, employers, and other entities.

Goal 4: Build capacity to increase staff engagement, expertise, and retention of qualified staff.

Strategy 4.1: Create individual development plans with counselors based on training and development needs.

Strategy 4.2: Cross train staff to ensure sustainability and build expertise.

Strategy 4.3: Provide mentoring opportunities for newer staff with a focus on understanding blind culture.

Goal 5: Strengthen the agency's ability to provide quality services to minority populations in South Dakota.

Strategy 5.1: Provide training opportunities to SBVI staff on culturally relevant service provision and cultural sensitivity.

Strategy 5.2: Collaborate with Tribal Vocational Rehabilitation programs to ensure that eligible individuals are served in an effective and efficient manner on reservations and tribal lands.

Strategy 5.3: Inform minority populations of vocational rehabilitation services and the role of SBVI to meet the needs of those who are blind or visually impaired in these populations.

Goal 6: Improve coordination of services to facilitate the transition of students from high school to postsecondary education and/or training in preparation for employment.

Strategy 6.1: Increase the number of potentially eligible students referred by SD School for the Blind and Visually Impaired Outreach Consultants and Vision Transition Specialist.

Strategy 6.2: Increase the provision of pre-employment transition services to students with visual impairments through outreach to public and Tribal schools across South Dakota.

Strategy 6.3: Promote participation in transition activities such as Project Skills, Project Search, Youth Leadership Forum, Rehab. Center for the Blind Transition Week, and Employment Skills Training for students who are blind or visually impaired.

Strategy 6.4: Ensure that families are informed of opportunities for community resources available to assist their youth to transition successfully.