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HOUSE OF REPRESENTATIVES

**Department of Human Rights
Division of Persons with Disabilities
Annual Performance Plan Report
September 2005**

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Introduction

I am pleased to present the Division of Persons with Disabilities, in the Iowa Department of Human Rights, Performance Report for fiscal year 2005 (July 1, 2004 – June 30, 2005). This report is published in accordance with the Accountable Government Act to improve decision-making and increase accountability to stakeholders and citizens.

This report contains performance information regarding our primary programs including, the Youth Leadership Forum, the College Leadership Forum, the State Access Grant and the Client Assistance Program.

Major accomplishments this year include continuation of our core programs, a key role in the Iowa Great Places initiative and providing Cultural Competency training to governmental and non governmental agencies.

Agency Overview

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HOUSE OF REPRESENTATIVES

Vision:

All Iowans with disabilities are able to access employment matching their abilities, interests and economic needs.

Mission:

The Division and or Commission of Persons with Disabilities will promote the employment of Iowans with Disabilities and reduce barriers to employment by providing information, referral, assessment and guidance, training, and negotiation services to employers and citizens with disabilities.

Core Functions:

- Advocacy
- Community Coordination and Development

Key Services, Products and/or Activities:**Employment - Training, Information and Referral for Persons with Disabilities**

Our main charge, mandated by the Iowa Code, is to promote the employment of persons with disabilities. We offer individualized consultation as well as training regarding employment issues for employers and persons with disabilities. Increasingly important is providing accurate referrals for persons with disabilities for resources outside of the scope of employment. Some of these referrals include transportation, housing, education, recreation and healthcare.

Youth Leadership Forum

In partnership with the Department for the Blind and the Division of Vocational Rehabilitation Services, we sponsor a leadership training program for students with disabilities. Approximately 30 juniors and seniors with disabilities are selected each year, diverse in their type of disability, gender, ethnicity and geographical location. This forum prepares high school students with disabilities for post-secondary education and employment.

College Leadership Forum

In partnership with the Department for the Blind and the Division of Vocational Rehabilitation Services, sponsor a leadership training program for college students with disabilities. This forum prepares college students with disabilities for employment.

Client Assistance Program

This federal program is mandated by the Rehabilitation Act and must operate independently of other agencies providing rehabilitation and independent living service. Services include information and referral, advice, interpretation of laws, regulations and policies, administrative review of decisions, assistance at fair

hearings or legal procedures, and negotiation between clients and service providers such as the following:

- Department for the Blind
- Division of Vocational Rehabilitation Services
- Independent Living Centers
- Community Rehabilitation Facilities where the above agencies purchase services
- Other vendors that sell services to the agencies listed above

Iowa Access Grant

In partnership with Deaf Services Commission and the Iowa Department for the Blind, this program serves to increase access to goods and services in State government for persons with disabilities.

Housing Equity

The Division of Persons with Disabilities is listed as one of the lead agencies, in an Executive Order signed by Governor Thomas Vilsack, regarding accessible housing for Iowans with disabilities.

Cultural Competency

The Division of Persons with Disabilities, Latino Affairs and Status of African Americans collaborated this year to create and provide cultural competency training for governmental and non-governmental agencies.

Iowa Great Places

The Division of Persons with Disabilities is listed as one of the agencies, in an Executive Order signed by Governor Thomas Vilsack, regarding Iowa Great Places initiative. Our division offered extensive technical assistance and cultural competency training for this initiative.

Agency Customers and Stakeholders:

We not only have customers or stakeholders that reside in Iowa, but those who request our assistance from other states as well. Categorically, our primary customers or stakeholders are as follows:

- Persons with Disabilities
- Friends and Family Members of Persons with Disabilities
- Small and Large Employers
- State agencies including other divisions within Human Rights
- City, County and Local Governments
- Iowa Legislators
- Architects and Contractors
- Concerned Citizens

Delivery Mechanism to Provide Services and Products to Customers:

We deliver our services and products via our website, electronic mail, traditional mail, telephone, fax, or in person. We provide consultation, training and referral services pertaining to many disability issues.

Organizational Structure including Commission:

The Division of Persons with Disabilities is one of seven divisions within the Department of Human Rights. The Administrator reports to the Governor and the Commission provides policy direction. The Administrator supervises the staff. The Department Director coordinates and supervises the Human Rights Administrative Council, comprised of the Division Administrators.

Number of Staff:

Our staff consists of a full time Division Administrator and three full time disability consultants. The Administrator is appointed by the Governor and serves at will. The governor also appoints 24 Commissioners who serve a two-year term and are required by statute to meet quarterly. Commissioners may be reappointed to serve additional terms.

Location:

The Division of Persons with Disabilities, in the Iowa Department of Human Rights, is located on the Second Floor of the Lucas State Office Building in Des Moines, Iowa.

KEY RESULTS

CORE FUNCTION

Name: Youth with disabilities are trained to be successful employees.

Description: Percentage of Youth and College Leadership Forum graduates with disabilities are employed or preparing for employment.

Why we are doing this: Governor Vilsack has set a goal of doubling the number of lowans with post secondary education. The goal is important to Iowa's economic development in regard to the availability of trained people for high-skilled, high-wage jobs, and also to improve the earning power of lowans with disabilities. Studies show that the more education that a person has acquired, the higher their earnings.

What we're doing to achieve results: As a result of participation in the YLF and CLF forums, Iowa youth with disabilities are prepared for employment.

Results

Performance Measure:

Percentage of Youth Leadership Forum graduates with disabilities that are employed or preparing for employment

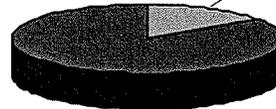
Outcome Target

85%:

Percentage of YLF Graduates Employed or Preparing for Employment

Employed or
Preparing for
Employment
84%

Other
16%



What was achieved: 84%

Data Sources: Survey results from Youth Leadership Forum graduates

Resources: 1 FTE - 43% YLF, 43% CLF funds

KEY RESULTS

CORE FUNCTION

Name: lowans are offered information and referral on employment, quality healthcare, including access to mental health care and substance abuse treatment, independent living, education, housing, transportation, service animals and recreation opportunities.

Description: Percentage of customers satisfied with information received

Why we are doing this: Governor Vilsack has set a goal of doubling the number of lowans with post secondary education. The goal is important to Iowa's economic development in regard to the availability of trained people for high-skilled, high-wage jobs, and also to improve the earning power of lowans with disabilities. Studies show that the more education that a person has acquired, the higher their earnings.

What we're doing to achieve results: Resources are identified and provided through training programs, individualized consultation, and website to assist employers and employees to obtain and retain employees and support services.

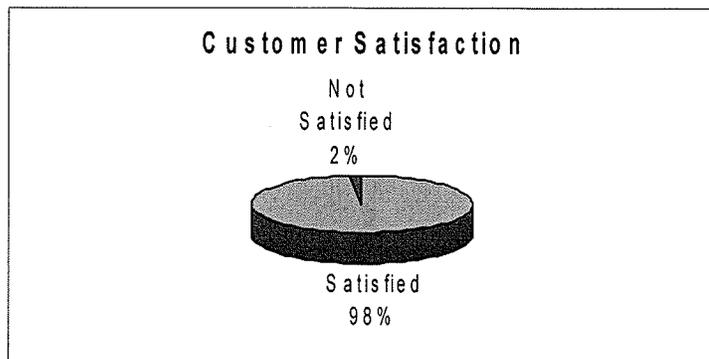
Results

Performance Measure:

Percentage of customers satisfied with information received

Outcome Target

90%



What was achieved: 98%

Data Sources: Division of Persons with Disabilities Database

Resources: Percentage of state appropriated 05 funds for two staff and Administrator

KEY RESULTS

CORE FUNCTION

Name: lowans with disabilities receive quality vocational rehabilitation services

Description: Percentage of Client Assistance Program (CAP) finding resolution without legal action

Why we are doing this: Governor Vilsack has set a goal of doubling the number of lowans with post secondary education. The goal is important to Iowa's economic development-having trained people for high-skilled, high-wage jobs, but also to improve the earning power of lowans with disabilities. Studies show that the more education that a person has the higher their earnings.

What we're doing to achieve results:

All individuals have the right to file complaints and can immediately participate in an impartial hearing. CAP is required to assist applicants and clients through advisory, negotiation, administrative review, and median processes if assistance is requested by an individual. Only after those avenues are considered does CAP move toward appeal with a hearing officer and then toward litigation. Resolution at a lower level saves tax dollars.

	Results
Performance Measure: Percentage of Client Assistance Program clients finding resolution without legal action	100%
Outcome Target 90%	

What was achieved: Litigation costs were minimized, problems were resolved, and services were provided through advisory, negotiation, administrative review, and mediation services from CAP. These services result in employment for lowans with disabilities.

Data Sources: Data calculated annually by staff of the Division of Persons with Disabilities and audited by the Rehabilitation Services Administration. All records are counted. No exceptions have been noted in audits.

Resources: 1 FTE - 100% Client Assistance Program 05 federal funding

KEY RESULT

SERVICES/ PRODUCTS/ ACTIVITIES

Name: Facilitate the Youth Leadership Forum and College Leadership Forum

Description: Percentage of students rating YLF and CLF as good, very good and excellent

Why we are doing this: Governor Vilsack has set a goal of doubling the number of lowans with post secondary education. The goal is important to Iowa's economic development in regard to the availability of trained people for high-skilled, high-wage jobs, and also to improve the earning power of lowans with disabilities. Studies show that the more education that a person has acquired, the higher their earnings.

What we're doing to achieve results: By participating in these forums, Iowa youth with disabilities are prepared for employment.

	<i>Results</i>
Performance Measure: 95%	100%
Performance Target: 100%	

What was achieved: Students rated YLF and CLF as good, very good or excellent; Students are satisfied with our services and we exceeded our performance target

Data Sources: Results of student satisfaction surveys from YLF and CLF

Resource: 1 FTE – 43% YLF and 43% CLF 05 funding

KEY RESULT

SERVICES/ PRODUCTS/ ACTIVITIES

Name: Advocate for applicants or clients to receive appropriate services from the rehabilitation agencies

Description: Percentage of customers rating service good or very good

Why we are doing this: Governor Vilsack has set a goal of doubling the number of Iowans with post secondary education. The goal is important to Iowa's economic development in regard to the availability of trained people for high-skilled, high-wage jobs, and also to improve the earning power of Iowans with disabilities. Studies show that the more education that a person has acquired, the higher their earnings.

What we're doing to achieve results: Provide negotiation between agencies or employers and eligible clients for the Client Assistance Program. Investigate and respond to reported inequities in rehabilitation systems and make recommendations.

	<i>Results</i>
Performance Measure: Percentage of customer rating service good or very good	100%
Performance Target: 90%	
What was achieved: Customers rate service as good or very good; Customer satisfaction surpassed performance target	
Data Sources: Client satisfaction surveys	
Resource: 1 FTE - CAP05 federal funding	

KEY RESULT

SERVICES/ PRODUCTS/ ACTIVITIES

Name: Educate lowans with disabilities on rights and responsibilities

Description: Percentage of customers rating the service as good or very good

Why we are doing this: Governor Vilsack has set a goal of doubling the number of lowans with post-secondary education. This goal is important to Iowa's economic development-having trained people for high-skilled, high-wage jobs - but also to improve the earning power of lowans over time. Studies show that the more education a person has, the higher their earnings.

What we're doing to achieve results: Provide information on employment, housing, mental health, access to goods and service, and substance abuse issues, giving information on rights and responsibilities under the Americans with Disabilities Act, the Rehabilitation Act, Family Medical Leave Act, Federal Housing, Help America Vote Act and the Civil Rights Act. Research, attend training, and collaborate with partners to stay current on disability issues

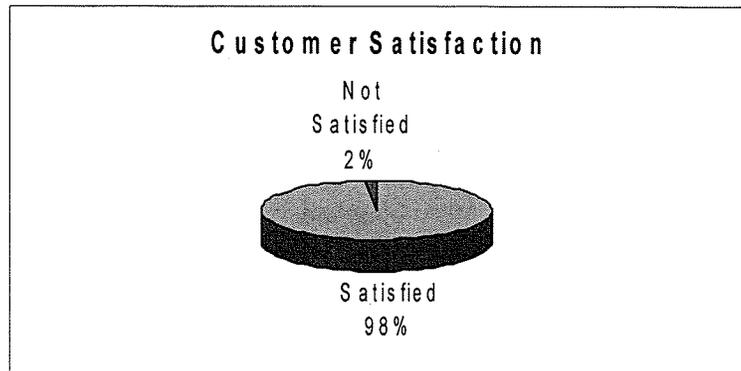
Results

Performance Measure:

90%

Performance Target:

98%



What was achieved: Customer satisfaction surpassed expectation of Division of Person with Disabilities staff; customers satisfied with our services

Data Sources: Persons with Disabilities database

Resource: Percentage of all staff and Administrator time – state 05, CAP05, 50E5

Resource Allocations

Budget:

Our budget for fiscal year 2004-2005 consisted of \$184,971 state appropriated dollars as well as an additional \$94, 097 of federal match dollars. The Client Assistance Program received \$80, 578. Total state and federal funds of \$359, 646 were appropriated to the Division of Persons with Disabilities.

**AGENCY PERFORMANCE PLAN RESULTS
FY 2005**

Name of Agency: Department of Human Rights, Division of Persons with Disabilities

Agency Mission: The Division of Persons with Disabilities exists to promote the employment of lowans with disabilities and reduce barriers to employment by providing information, referral, assessment, guidance, training and negotiation services to employers and citizens with disabilities.

Core Function: Advocacy

Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
Percentage of Youth Leadership Forum (YLF) graduates with disabilities that are employed or preparing for employment.	85%	84%	What Occurred: 84 % percentage of YLF graduates with disabilities are employed or are preparing for employment; 1% less than performance target Data Source: Youth Leadership Surveys
Percentage of Client Assistance Program (CAP) clients finding resolution without legal action.	90%	100%	What Occurred: No CAP cases resulted in legal action; exceeded performance expectation; exceeded performance target Data Source: CAP case records and report

Service, Product or Activity:

Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Percentage of students rating YLF & CLF as good, very good, excellent.	95%	100%	What Occurred: 100% of YLF and CLF students rated programs as good, very good or excellent; performance target exceeded Data Source: YLF and CLF Surveys
Percentage of customers rating service good or very good.	90%	96%	What Occurred: 96% of customers CAP service good or very good Data Source: CAP surveys and audit

Core Function Community Coordination and Development

Percentage of customers satisfied with information received	90%	98%	What Occurred: 98% of customers satisfied with service; performance target exceeded Data Source: Persons with disabilities database
Number of Iowa Employers having legal action filed against them regarding reasonable accommodations according to Iowa Civil Rights Commission Statistics	500	N/A	Data not available from Civil Rights Commission
Percentage of Iowa Government having complaints concerning access to goods and services filed against them according to Iowa Civil Rights Commission Statistics	8%	N/A	Data not available from Civil Rights Commission

Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
Percentage of customers rating the service as good or very good.	90%	98%	What Occurred: 98% of customers rated the service as good or very good; exceeded performance target Data Source: Persons with disabilities databases
Percentage of employers rating the service as good or very good.	95%	0%	What Occurred: Due to other obligations, did not have resources to dedicate to this activity; training provided was to groups other than employers Data Source: Persons with disabilities databases
Number of complaints against State, County and Local Governments on access issues.	Target based on 2004	N/A	Data not available
Percentage of reports filed on or before the due date.	95%	100%	What Occurred: 100% of reports filed before due date; Administrator and recipient records

Commission of Persons with Disabilities

The Commission of Persons with Disabilities facilitated the Governor's Annual Awards Banquet for the Commission of Persons with Disabilities, the annual Legislative Reception and was instrumental in passing legislation for mental health parity. The three task forces for the Commission are as follows:

- Legislative
- Access/Reduction of Barriers
- Marketing/Communications

The members of the Commission during fiscal year 2004-2005 are listed below:

- Mary Ament – Waukon
- Janet Arnold – Sheldon
- Lisa Balduf – Mason City
- Angela Banks – Webster City
- Willard Barker – Toledo
- Dr. Joel Barnett – Pocahontas
- Marilyn Belman – Iowa City
- Dan Harmon – Burlington
- Larry Hart – Oskaloosa
- Joe Hays – Truro
- Hattie Holmes – Waterloo
- Mary K. Moravek – Mechanicsville
- Gary McDermott – Clinton
- Steven Oberbroeckling – Des Moines
- James Rixner – Sioux City
- Liz Smith – Woodward
- Jo Ann Van Zomeren – Mason City
- Daniel Wadhams – Des Moines
- Fred Wagner – Des Moines
- Chris Wilson - Indianola
- Gene VanGrevenhof – Fort Dodge
- Carol Zeigler - Des Moines

Alan Harris, and Julie Scurr and Curtis Chong, Iowa Department for the Blind



Dennis Buffington addressing the audience

Ben Moore's daughter-in-law accepting Best Accessible Design



Lt. Governor Sally Pederson and Dennis Buffington accepting the Small Employer Award



Rachel Pettit accepting the Local Committee Award for Citizens for People with Disabilities, Cedar Rapids



Registration



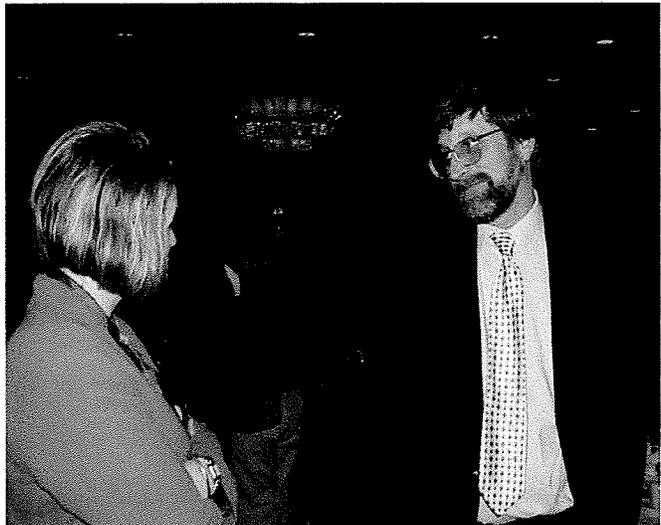
Keynote Speaker Curtis Chong-
Department for the Blind



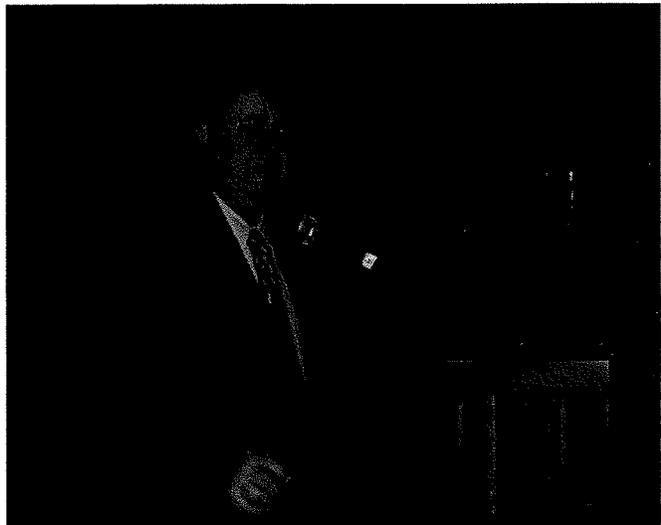
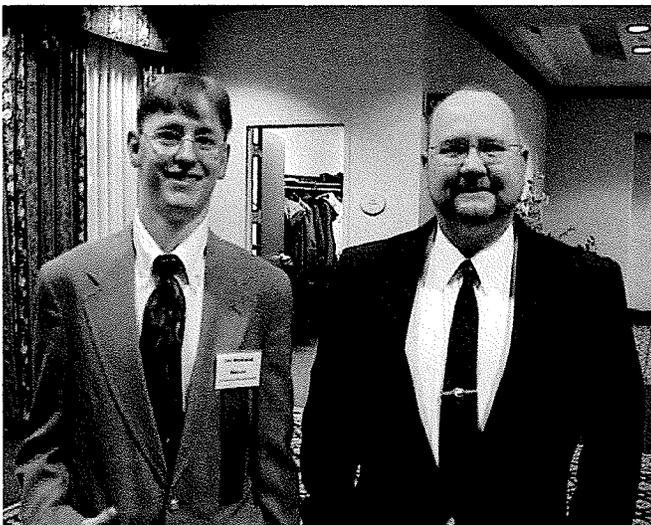
Curtis at the podium



Head table with Keynote Speaker Curtis
Chong and his wife Peggy



Tracy Keninger of Easter Seals and Curt
Jones DVRS of Decorah



Commissioners Daniel Wadhams and Willie Barker



Iowa Department for the Blind

The Master of Ceremonies-David Mills



Ed Winter-Cedar Rapids-Past Governor's Award Recipient



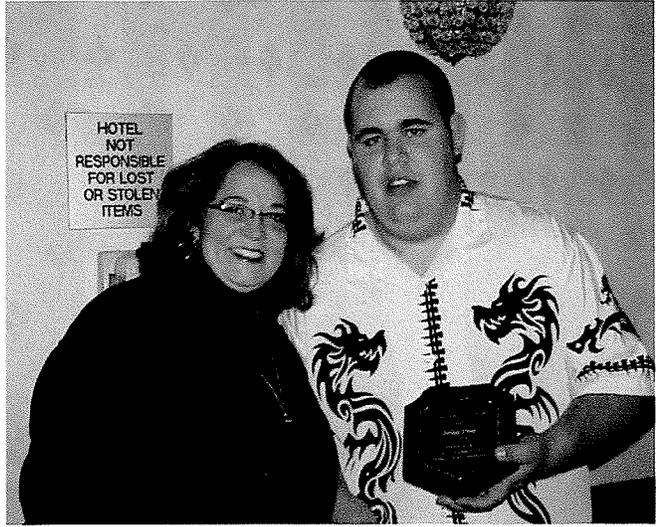
Heather Lilenfield- accepting the Media Award for the Iowa Farm Bureau Spokesman



Lt. Governor Sally Peterson and Jeff Poulter of UPS



Lt. Governor and June Froehle-Snyder, accepting the Large Employer Award for Mediacom



Susanne Jessen from VSA and Youth Service Award recipient Josh Cross



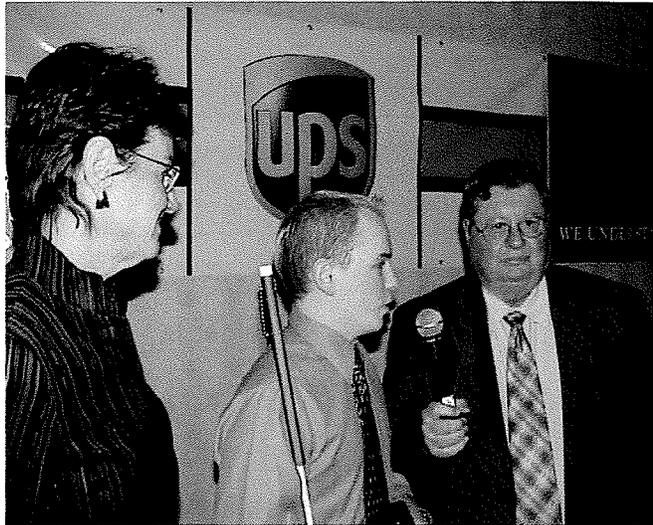
Commissioner Carol Zeigler and Jeff Poulter of UPS



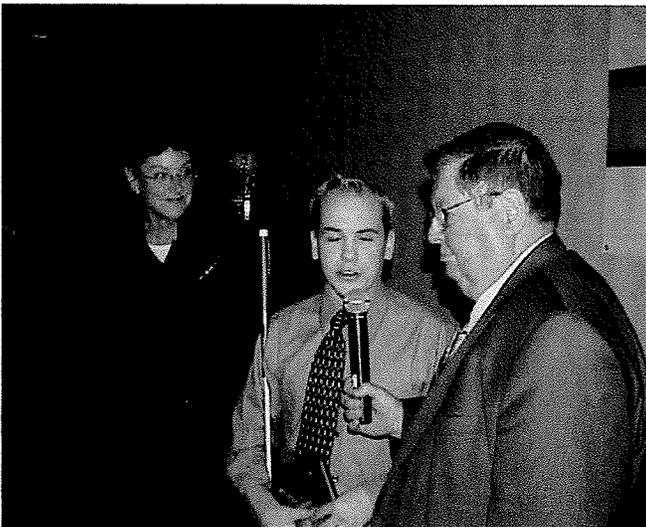
Commissioners Joe Hayes and Fred Wegner with Division Administrator Jill Avery



June Froehle-Snyder accepting the Large Employer of the year award for Mediacom



Lt. Governor Pederson, Youth Service Award recipient Darrel Kirby and David Mills



Darrel Kirby making his acceptance speech



Lt. Governor with the family of Ben Moore, accepting the Best Accessible Design Award



Lt. Governor and Jackie Ryan of the Citizens for People with Disabilities, accepting the Local Committee Award



Commissioner meeting

Lt. Governor and Heather Lilenfield of Iowa Farm Bureau Spokesman, accepting the Media Award



Joan Van Zomeren, Chris Wilson, Jill Avery, and Mary Ament

Contact Information

Copies of this report may be obtained by contacting:

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