



## PERFORMANCE REPORT

### PERFORMANCE RESULTS

FISCAL YEAR 2013

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## INTRODUCTION

I am pleased to present the performance report for the Iowa Department for the Blind for fiscal year 2013. This report is provided in compliance with sections 7E.3, 8E.210, and 216B.7 of the *Code of Iowa*. It contains information about results achieved because of the services that our partners and we provided to blind, deaf-blind, and visually impaired Iowans during the past fiscal year in the areas of vocational rehabilitation, independent living, library services, and resource management.

We determine our competitive success in a number of ways. We look at the federal standards and indicators to learn our ranking in relation to the performance of other public rehabilitation agencies. We compare our library's production and circulation figures with those from previous years to determine trends. We set our own standards for success by looking at such factors as the number of successful case closures, average hourly wage at case closure, skills training provided, and compliance with regulations. Results show that the Department is working positively toward achieving its strategic goals of increasing the independence and productivity of blind Iowans and improving access to information for blind Iowans.

Some accomplishments related to our strategic goals this year are listed below:

- **Ninety-eight blind Iowans (vs. 82 in 2012) obtained or retained a job** after receiving vocational rehabilitation services, with an average hourly wage of \$15.92. This accomplishment supports our strategic plan goal number one, which is to increase the family income of blind Iowans by providing the skills and services they need to work competitively in Iowa's economy.
- Seventeen blind Iowans are self-employed vending operators in the business enterprises program, with an average annual net income of \$44,674. This accomplishment supports strategic plan goal number two, which is to increase entrepreneurial opportunities for blind Iowans.
- The Department's library for the blind and physically handicapped maintains a collection of over 88,000 book titles and over 100 different magazines in alternative media. This year the library **exceeded its circulation target by 47,271 titles**. This accomplishment supports strategic plan goal number three, which is to improve the education of blind Iowans through independent access to information.
- Older Iowans who experience significant vision loss need training in order to learn new ways of performing daily tasks so that they can maintain or regain their independence. Independent living (IL) skills training by IL staff **ensured that more than 89 % of our IL clients met their independent living goals**. This accomplishment supports strategic plan goal number four, to increase the independence of blind Iowans and thereby decrease dependence on state services and preserve family income.

Overall, we met or exceeded 11 of 17 targets included in this report. A discussion of the Department's services, customers, and organizational structure, and budget appears in the "Department Overview" that follows. Information pertaining to performance results appears in the final section of this document.

Richard Sorey, Director  
Iowa Department for the Blind

## DEPARTMENT OVERVIEW

The Iowa Department for the Blind is the state agency charged with providing vocational rehabilitation, independent living, library, and other essential services to Iowans who are blind so that they can live independently and work competitively. The policies and procedures of the Department are based on state and federal law, including chapters 216B, 216C, and 216D of the *Code of Iowa*, the Rehabilitation Act of 1973, as amended, and the Randolph-Sheppard Act.

## MISSION AND VISION

The Department for the Blind is the means for persons who are blind to obtain for themselves universal accessibility and full participation as citizens in whatever roles they may choose, including roles that improve Iowa's economic growth.

The Department's philosophy of blindness is based upon the belief that "It is okay to be blind." In fact, this concept is also our vision. The real problems of blindness do not lie in the physical loss of eyesight but in the misconceptions about blindness widely held by the general public and by many blind persons themselves. Because of these misconceptions, people who are blind are subject to discrimination that prevents them from achieving full integration into the economic and social life of their communities. Blind persons are individuals, and their ability to live independently and work competitively is contingent largely upon the effectiveness of the rehabilitation training they receive and the opportunities available to them. If dealt with properly, the effect of blindness on an individual's life can be reduced to the level of a mere characteristic with nuisance value.

## GUIDING PRINCIPLES

The Department's values and principles, which stem from its positive philosophy of blindness, are the driving force of the agency. We affirm that:

- The Department must operate on the demonstrated truth that blindness need not be a barrier to leading a full life as a first-class citizen in society;
- Blind persons have the same rights and responsibilities as all other citizens to self-determination, including the right to enjoy full integration into all aspects of society;
- Blind persons must overcome the misconceptions and the discrimination that result from their status as a minority group;
- Agencies and programs serving blind persons must help blind individuals and organizations succeed in fulfilling their aspiration;
- Persons who are blind, both as individuals and as organized groups, must take the lead in determining the kinds of services they may need to empower themselves fully;
- All Department staff must be qualified individuals trained in the delivery of services based on the agency's philosophy;

- The Department must provide the widest possible range of pre-vocational, vocational rehabilitation, and independent living training, as well as library and other ancillary services, so that all consumers have as much opportunity as possible to make informed plans and choices concerning life goals; and
- The Department in its staffing policy must be cognizant of the importance of hiring qualified persons who may be blind.

## CORE FUNCTIONS

The Department's three major service areas are vocational rehabilitation (VR), independent living (IL), and the library for the blind and physically handicapped.

### 1. VOCATIONAL REHABILITATION

The VR program assists Iowans who are blind in preparing for, obtaining, and retaining employment. Applicants are made eligible based upon their visual disability, their need for VR services, and their intent to work. The VR counselor and the eligible individual jointly identify an employment goal and the services needed to achieve it.

**KEY SERVICES AND PRODUCTS:** Services may include:

- Training to help individuals achieve the vocational goals they have selected such as vocational training or post-secondary education.
- Job placement services. VR counselors help job seekers develop job-search plans, write résumés, practice interviewing, and locate job and placement resources.
- Rehabilitation technology services. Through such services as job site assessment, procurement of assistive technology, and training in the use of adaptive equipment, blind employees can perform their jobs competitively and efficiently.
- Post-employment follow-up. After individuals have achieved their employment goals, VR counselors can continue to serve as a resource to both employees and employers.

VR staff members also participate in outreach activities, such as:

- Participation in job fairs, technology expos, and speakers' bureaus.
- Provision of information on the Americans with Disabilities Act (ADA); job site assessments and accommodations information, and referral to appropriate vendors.
- Partnership with other employment programs to facilitate the recruitment of qualified blind employees.
- Advice on assistive technology to public agencies and employers so that technology available to the general public is also accessible to blind persons.

**DELIVERY MECHANISMS FOR PROVIDING SERVICES:** The VR counselors travel statewide to provide guidance and counseling to blind Iowans to ensure they get the training and services they need to reach their employment goals.

The adult orientation center is a residential training program for clients of the VR program. Located in Des Moines, the center provides in-depth blindness skills training to students so that they can return to their home communities to live independently and work competitively. Students receive training in four areas: 1) development of self-confidence; 2) blindness skills, including cane travel, home and personal management, industrial arts, Braille, and computer; 3) job readiness; and 4) public education.

The Department's business enterprises program (BEP) provides opportunities for legally blind clients of the VR program to manage their own vending and cafeteria businesses. Cafeteria and vending sites are located throughout Iowa in public and private buildings and at rest areas along interstate highways.

Finally, VR staff work with a variety of suppliers of goods and services. The Department purchases direct services for our clients from educational and training institutions, community rehabilitation programs (CRPs), medical service providers, and others. The Department also works with assistive technology developers and vendors who produce equipment many of the Department's clients require to achieve their goals.

## 2. INDEPENDENT LIVING (IL)

The IL program provides services to older blind or multiply-disabled blind Iowans to help them live more independently in their homes and to function within their communities.

**KEY SERVICES AND PRODUCTS:** To prevent the premature institutionalization of older blind Iowans, the IL program coordinates community services and provides information, referral services, and training in adaptive equipment and the skills of blindness.

**DELIVERY MECHANISMS FOR PROVIDING SERVICES:** To ensure that older and multiply-disabled Iowans with significant vision loss have the skills and confidence they need to remain independent, IL staff members travel throughout the state to provide community-based and individualized home training in blindness skills needed to complete activities of daily living such as travel with the long white cane; communication techniques; and home management skills like cooking and cleaning. Staff members encourage peer interaction through involvement with peer support groups and group training in blindness skills. Additionally, IL staff members provide in-service training to other service providers to meet the unique needs of blind Iowans.

## 3. LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED

The library provides reading materials free of charge to Iowans who cannot use standard print because of blindness, physical disability, or reading disability.

**KEY SERVICES AND PRODUCTS:** The library circulates books and magazines on cassette tape and digital media, in Braille, and in large print to eligible borrowers throughout Iowa. The library maintains a collection of over 88,000 book titles and makes available to its borrowers over 100 different magazines. Because the library is a cooperating member of the National Library Service for the Blind and Physically Handicapped (NLS) of the Library of Congress, its borrowers have access to all NLS services.

**DELIVERY MECHANISMS FOR PROVIDING SERVICES:** The library:

- Transcribes print materials into Braille and audio formats. Employment-related, educational, and leisure materials not already available in alternative media are transcribed for the collection and upon request.

- Maintains a career resource center which houses career related books and employment guides in a variety of formats. The center also has a computer equipped with adaptive technology that allows clients to research and apply for jobs on-line.
- Provides independent access to the library's collection through the web-based on-line public access catalog (OPAC). The OPAC allows borrowers to search the collection and select and reserve books.
- Circulates descriptive videos enhanced with audio descriptions. These videos range in subject from popular movies to documentaries and are for audiences of all ages.
- Maintains playback cassette machines and digital devices for borrowers to listen to recorded media.

## CUSTOMERS AND STAKEHOLDERS

The Department's primary customers are blind and severely visually impaired Iowans who have very specialized needs that cannot be met elsewhere. Referrals of persons who need the Department's services come in many forms and from many sources, including from individuals themselves, relatives and friends, the library, doctors, and other health and community service providers, schools, institutions, and other agencies.

In developing the Department's programs and policies, we actively seek input from advisory councils, consumer organizations of the blind, individual blind persons, and blind staff who also make up part of the customer base. The three members of the policy-making Commission for the Blind are blind. Knowledgeable and politically active, the Department's customers are highly interested in the agency's policies, procedures, and practices. They support the Department's culture and participate in strategic planning.

The library also serves individuals and institutions such as the physically and reading disabled, blind residents of nursing homes, campus offices for disabled students, restaurants, and others who need materials in alternative media. Through the VR program, the Department serves such customers as area education agencies and employers, and through the IL program, the Department provides in-service training to group homes, senior centers, and other community organizations.

## ORGANIZATIONAL STRUCTURE

The Department is part of the executive branch of state government. It operates under the Iowa Commission for the Blind consisting of members appointed by the governor. The commission is 100% consumer controlled. Pursuant to chapter 216B of the *Code of Iowa*, the commission has authority to set policy and review all major components of the program. The commission hires the department director. The director reports directly to the commission and the governor.

## REPORTING RELATIONSHIPS

The Rehabilitation Services Administration, NLS, and state legislature--as representatives of the taxpayer--require reports on the Department's results. The Department requires reports from CRPs, training institutions, physicians, and others from whom the Department purchases services for clients.

The Department's most important partnership, however, is with blind individuals and organizations who provide constant input to toward the highest quality of services.

## INTERAGENCY COLLABORATION

The 1998 Workforce Investment Act (WIA) requires the Department to partner with other training and employment programs, such as community colleges and Workforce Development. The Department meets this requirement through the implementation of memorandums of understanding with the 16 regional work force investment boards. The Rehabilitation Act also requires organizational alliances between vocational agencies and educational institutions. The Department has signed memorandums of agreement with all 16 community colleges and the three state universities.

The Department has maintained working relationships with other state agencies providing employment services to Iowans with disabilities through its participation in the Governance Group. This group includes administrative personnel from the Developmental Disability Council, the Office of Persons with Disabilities, Iowa Vocational Rehabilitation Services, Department of Human Services, Workforce Development, Department of Education and the Department for the Blind. The Department also has important relationships with the Department of Corrections, the Lions of Iowa, Friends of the Library, and others who supply volunteers to maintain and expand quality services.

## LOCATION

The Department is located in a six-story building at 524 4<sup>th</sup> Street in Des Moines. The Cedar Rapids office was closed in 2012. The Des Moines office is accessible to people with disabilities.

## NUMBER OF STAFF

On June 30, 2013, the Department had 82 permanent, full-time employees, 14 of whom were domiciled at various other locations. Employees work in the areas of administration, service provision, and support. Most are non-contract workers. Contract workers are covered by the American Federation of State, County, and Municipal Employees (AFSCME) agreement. The Department also relies heavily on volunteers to satisfy staffing needs.

## BUDGET

Operations of the Department are financed primarily through general fund appropriations from the Iowa General Assembly and formula grants from the U.S. Department of Education. The budget relies heavily on federal matching funds.



## AGENCY PERFORMANCE PLAN RESULTS

### CORE FUNCTION: VOCATIONAL REHABILITATION & INDEPENDENT LIVING SERVICES

**Description:** The Department provides vocational rehabilitation services to assist lowans who are blind in preparing for, obtaining, and retaining employment. The independent living program provides services to older blind or multiply-disabled blind lowans to help them live more independently in their homes and to function within their communities.

**Why we are doing this:** To increase the productivity and independence of blind lowans.

**What we're doing to achieve results:** VR and IL staff provided assessments, training, guidance and counseling, referrals, employer assistance, job placement, rehabilitation technology services, post-employment follow-up, and coordination of community services.

#### Key Results

Performance Measure	Target	Result
Ratio of average VR wage to average state wage as a percentage.	90%	85%
Competitive employment outcomes as a percentage of all employment outcomes.	80%	90%
Percentage of individuals who meet their defined functional goals (daily living, mobility, communication, leisure, and community involvement).	80%	89%

**What Happened:** The Department sets an aggressive target for the ratio of average VR wage to state wage measure, as we believe in assisting blind lowans in obtaining employment that is on par with their sighted peers. The wage ratio fell short of the 2013 target with clients closed in employment achieving wages somewhat less than average wages for all workers in Iowa. The wage ratio far exceeded the federal performance standard for this measure, which is 68%.

Due to its belief in the capabilities of blind lowans, the Department exceeded the target set for the percentage of VR cases closing in competitive employment. For some clients, attaining an outcome of “homemaker” after receiving skills training is appropriate. However, the Department strives to achieve employment outcomes where the VR client is working for competitive wages. This objective is reflected in the results.

lowans who experience significant vision loss need training in order to learn new ways of performing daily tasks so that they can maintain or regain their independence. Skillful IL teaching ensured that more than 89% of IL clients met the functional goals they set for themselves. This ensures that these blind and visually impaired lowans are able to live more independently in their homes and community.

**Data source:** The Department’s case management system.

**Resources:** Total spending for the vocational rehabilitation program was \$6,091,594 and for the independent living program was \$700,138.

### Services / Products / Activities of Vocational Rehabilitation and Independent Living Services Core Function

**Product:** VR Services

**Description:** The Department seeks to achieve a quantity and quality of employment outcomes for blind Iowans consistent with the standards set by the federal Rehabilitation Services Administration. The Department achieves this through vocational rehabilitation services for blind and visually impaired adults and transition age youth.

#### Results

Performance Measure	Target	Result
Percentage of closures with an employment outcome after receiving services.	80%	80%
Percentage of transition students indicating they have a more positive attitude about their blindness and their abilities after training.	85%	91%

**What Happened:** The percentage of VR case closures that result in an employment outcome depends on job availability and client skills and experience. The Department continues to work on job development methods and continually seeks new techniques to improve employment outcomes, particularly for those clients who have experienced difficulty obtaining employment due to a weak work history, lack of skills, or secondary disabilities. The Department's aim is that through skillful counseling and motivation, fewer clients will lose interest in working.

The Department's transition program provides targeted services to blind and visually impaired youth ages 14 until high school graduation. Services include opportunities for peer interaction, mentoring and confidence building activities, independent living skills training, and employment experiences.

**Activity:** Adult Orientation and Adjustment Training

**Description:** The orientation center is a residential blindness training program available to vocational rehabilitation clients of the Iowa Department for the Blind. It provides in-depth, individualized blindness training to those with significant vision loss aged 17 and older so they can return to their home communities imbued with confidence and equipped to work competitively and live independently.

#### Results

Performance Measure	Target	Result
Results on skills and attitude assessments for students who have completed orientation center training.	85%	97%

**What Happened:** Twenty-six students began orientation center training in fiscal year 2013. Although some students had to leave the program early due to health or family issues, others have returned to work, are looking for employment, or pursuing higher education. One, for example, is teaching CPR and related classes, while another is a receptionist in a low vision clinic. A third will be returning to employment as a school secretary. Some are investigating the possibility of self-employment, including nutrition consultation, and others are returning to college for degrees in such areas as the technical trades, elementary teaching, and secondary teaching. Instead of consuming tax dollars, these individuals are or will soon be paying taxes and contributing their talents to the benefit of Iowa.

**Service:** Business Enterprises Program

**Description:** The business enterprises program (BEP) provides opportunities for legally blind vocational rehabilitation clients of the Iowa Department for the Blind to manage their own businesses -- operating vending machines, road side vending sites, or snack bar/catering services. These businesses are in federal, state, county, municipal, and private locations throughout Iowa.

**Results**

Performance Measure	Target	Result
Average net income to vendors	\$40,000	\$44,674

**What Happened:** There are now 17 blind managers operating facilities. One has retired since the previous report. While net income to vendors increased slightly compared with the \$ 44,420 reported for 2012, several factors mitigated this increase. These factors included the loss of a large private facility in northwest Iowa to a competitor, and reduced sales at roadside rest area locations. Vendors continue to use more aggressive methods to meet the challenges of current economic times and changing customer demands, such as increased marketing, and promoting healthy food options. The vendors also continue to monitor and adjust to food service and vending industry trends, including cashless vending, and increased nutrition labeling requirements. In addition, the program continues to take advantage of opportunities at city, county, state, and federal locations; including new, remodeled, and "mixed use" government buildings. Many vendors continue their efforts to extend their businesses into competitive private locations on their own initiative to increase their bottom line and their visibility. Vendor attrition through retirement or voluntary separation also affects average net income. The above challenges to the vendors' average net income have resulted in increased motivation by the vendors to streamline their businesses to promote efficiency and effectiveness. They have also made vendors work harder to maintain their businesses and profitability status. One vendor is still awaiting placement after training and licensure. Due to increased merchandise, labor, vehicle, insurance, and other fixed expenses, locations continue to be combined on an "as needed" basis to increase profitability, effectiveness and efficiency. The BEP staff and vendors are working mutually to increase opportunities for blind entrepreneurs, as well as to recruit new candidates into the program.

**Product:** Education and Outreach

**Description:** The Department engages in a variety of outreach activities to promote the Department's services, generate referrals to the Department, and to educate service providers and the general public, including newly blind persons, regarding the capabilities of persons who are blind.

#### Results

Performance Measure	Target	Result
Number of referrals	1,400	1,354
Number of in-service training sessions conducted for community service providers.	15	21

**What Happened:** The Department continues to focus on increasing referrals. The Department uses a variety of strategies to inform the public about the Department's services and to educate the public about the capabilities of blind Iowans. In addition to traditional outreach efforts, the Department conducted in-service training to in-home health providers, staff at community rehabilitation programs, and staff at long-term care facilities. As a result of the training delivered, service providers were better able to identify individuals they serve who have visual impairments, help them address basic needs related to vision loss, and help connect them with the resources available through the Department. In this regard, the provision of in-service training served to both increase referrals to the Department and increase the capacity of other providers to better serve individuals with vision loss.

### CORE FUNCTION: LIBRARY SERVICES

**Description:** The Iowa library for the blind and physically handicapped acquires, manages, and circulates information to eligible borrowers. Collections may include books, journals, data bases, videos, state and federal documents, and access to web sites.

**Why we are doing this:** To provide access to information to blind and visually impaired Iowans in specialized alternative media so they can obtain or retain employment, pursue educational goals, and meet all other personal needs consistent with each individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

**What we're doing to achieve results:** The library produces and circulates books and magazines on cassette tape and digital media, in Braille, and in large print to eligible borrowers throughout Iowa.

#### Key Result

Performance Measure	Target	Result
Number of Iowans Using Services	7,500	6,617

**What Happened:** The number of Iowans using services in 2013 was 6,617. Iowans who cannot read standard print gathered and used information from books, magazines, newsletters, educational, job-related, and personal materials to pursue education from kindergarten through advanced post-graduate degrees, acquire and maintain a wide variety of jobs, manage personal affairs (including medical and financial), participate in community activities and in the democratic process, and read for leisure and personal enrichment. They also received information on other services available to them through a variety of sources. The number of Iowans using library services fluctuates each year and is dependent on public demand.

**Data sources:** The Department's automated circulation system.

**Resources:** Total spending for the library was \$2,322,561.

#### Services / Products / Activities of Library Services Core Function

**Service:** Circulation of library materials.

**Description:** The library maintains a collection of over 88,000 book titles and makes available to its borrowers over 100 different magazines. Because the library is a cooperating member of the National Library Service for the Blind and Physically Handicapped (NLS), its borrowers have access to all NLS services.

#### Results

Performance Measure	Target	Result
Numbers of books circulated	250,000	297,271

**What Happened:** The library exceeded its circulation target by 47,271.

Iowa's patrons continued borrowing more magazines and more digital books than the previous year. Download and duplication on demand services contributed to increases in circulation, as did use of BARD, the National Library Service's download site. Locally produced materials (magazines, books, and "personal patron digital cartridges") continue to show increases in circulation.

**Service:** Production of materials in alternative media.

**Description:** Employment-related, educational, and leisure materials not already available in alternative media are transcribed for the collection and for patrons upon request.

#### Results

Performance Measure	Target	Result
Number of items produced in alternative media.	1,500	1,886

**What Happened:** Necessary documents were transcribed and produced in alternative formats and used by students from pre-school through postgraduate to continue their education; employed Iowans were able to read work-related materials (e.g., handbooks, product brochures, memos, etc.) and thus remain competitively employed; reading-disabled Iowans were able to manage personal, medical, and financial affairs independently.

The number of items produced in alternative media for 2013 was 1,886. This number can fluctuate from year to year as it is dependent upon patrons' needs.

**Service:** Instructional Materials Center (IMC)

**Description:** The IMC locates textbooks and other educational materials for Iowa's K-12 and college students who cannot use standard print, and it locates job-related materials for employed Iowans who cannot use print.

#### Results

Performance Measure	Target	Result
Number of educational and vocational requests filled by instructional materials center.	1,500	1,473
Percentage of instructional materials center requests filled timely.	97%	96%

**What was achieved:** The number of requests for educational and vocational materials filled was 1,473. As a result, students and workers received the textbooks and work-related materials they needed in a format they can use, which allowed them to continue their education and maintain employment. The number of items produced by the IMC is dependent upon patrons' needs and requests.

## CORE FUNCTION: RESOURCE MANAGEMENT

**Description:** Provides all vital infrastructure needs necessary to administer and support agency operations.

**Why we are doing this:** To ensure effective administration of the Department for the Blind.

**What we're doing to achieve results:** In addition to exercising stewardship over resources and other administrative functions, in January, 2013 the Department completed the infrastructure project started in 2012. The Department is also seeking to replace its library circulation system and engage a teaming partner for its business enterprises program and has released requests for proposals for each of these efforts. In addition, the Department expects to release a request for proposals for Braille services during fiscal year 2014 so that timeliness and cost issues can be addressed more effectively.

#### Key Results

Performance Measure	Target	Result
Number of reportable comments in the annual audit.	0	2

**What Happened:** The auditor released the state's single audit report on March 18, 2013 for fiscal year 2012. The Department was cited for a conflict of interest in one instance of eligibility determination and the auditor also recommended the Department improve its policies regarding its maintenance of employee telework supports.

**Data Source:** Annual audit report issued by Iowa's Auditor of State.

**Resources:** \$1,033,585.

#### Services / Products / Activities of Resource Management Core Function

**Service:** Department administrative services

##### Results

Performance Measure	Target	Result
Number of compliance issues raised by federal agency during monitoring visit.	0	0
Percent of compliance with Accountable Government Act.	100%	100%

**What Happened:** The National Library Service conducted an on-site monitoring review during March, 2012. The preliminary report issued by NLS on August 6, 2012 contained a number of recommendations mainly concerning operations adversely affected by low staffing levels. NLS did not conduct a monitoring review in 2013.

## RESOURCE REALLOCATION

In past years, the Department applied for, and received, additional resources during its respective fiscal years pursuant to the annual re-allotment process for federal appropriations enacted under Title I of the Rehabilitation Act of 1973, as amended, administered by the U.S. Rehabilitation Services Administration. Amounts received are as follows:

2006 - \$498,830

2007 - \$778,663

2008 - \$805,937

2009 - \$896,609

2010 - \$879,057

2011 - \$0

2012 - \$0

2013 - \$0

2014 - \$0

Due to reduced general fund operating appropriations, the Department was in violation of the federal statutory maintenance of effort requirement codified in the Rehabilitation Act of 1973, as amended (section 111(a)(2)(B)), and as referenced at 34 CFR 361.62, for each of the respective years ended September 30, 2010, September 30, 2011, and September 30, 2012. No violation occurred for the year ended September 30, 2013, and none is projected for 2014.

## AGENCY CONTACTS

This report is available at [www.IDBonline.org](http://www.IDBonline.org). Copies of the report can also be obtained by contacting Bruce K. Snethen at 515-281-1293.

## Performance Plan for 2014

**Name of Agency:** Department for the Blind

**Agency Mission:** The Iowa Department for the Blind is the means for persons who are blind to obtain for themselves universal accessibility and full participation in society in whatever roles they may choose, including roles that improve Iowa's economic growth.

Core Function	Performance Measure(s) (Outcome)	Performance Target	Link to Strategic Plan Goal(s)
CF: Vocational Rehabilitation Services & Independent Living			
<b>Desired Outcome(s):</b>			
Increase productivity and independence of blind Iowans	Ratio of average VR wage to average state wage as a percentage.	90%	Department goal number one as stated in the strategic plan.
	Competitive employment outcomes as a percentage of all employment outcomes.	80%	Department goal number one as stated in the strategic plan.
	Percentage of individuals who meet their defined		Department goal number two as stated in the strategic



	functional goals (daily living, mobility, communication, leisure, and community involvement).	80%	plan.
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Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Org# VOCR A. VR Services	Percentage of closures with an employment outcome after receiving services.	80%	Service delivery units consisting of a counselor, teacher, employment specialist, assistive technology specialist, and orientation center mentors, meeting regularly to maximize services for each client.
	Percentage of transition students indicating they have a more positive attitude about their blindness and their abilities after training.	85%	Provide targeted services to youth ages 14 to 20. Services include opportunities for peer interaction, mentoring and confidence building activities, independent living skills training, and an employment experience program.
B. Adult Orientation and Adjustment Center	Results on skills and attitude assessments for students who have completed orientation center training.	85%	Using the structured-discovery approach to instruction, provide comprehensive residential training to blind adults in the skills of blindness and the development of a positive attitude toward blindness.
C. Business Enterprise Program	Average net income to vendors	\$42,000/yr	Provide effective vending management assistance and continually seek new, profitable locations for vending facilities.
2. Org# VOCR/INDL A. Education and Outreach	Number of referrals	1,400	Use a variety of outreach activities to educate Iowans, including those who are newly blind or visually impaired, about the Department's services and about the capabilities of blind Iowans.

Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
	Number of in-service training sessions conducted for community service providers.	15	Increase the capacity of community-based service providers to meet the needs of older individuals who are blind.

Core Function	Performance Measure(s)	Performance Target	Link to Strategic Plan Goal(s)
<b>CF – Library services</b>			
Acquires, manages and circulates information to eligible borrowers. Collections may include books, journals, databases, videos, state and federal documents, and access to web sites.			
<b><i>Desired Outcomes:</i></b>			
That Iowans who cannot use standard print have access to printed materials of all kinds in alternative media.	Number of Iowans using services.	7,500	Department goal number three as stated in the strategic plan.

Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1.  Org# LIBR  Circulation of library materials.	Number of items (books, magazines, and playback units) circulated.	250,000	Provide information and reader advisor services to patrons in person and by telephone; circulate books using automated system. Use qualified staff to perform functions.  Receive new equipment from

Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
			<p>National Library Service (NLS); ship machines and accessories to patrons upon request; receive and clean damaged and returned machines; repair damaged machines. Use staff, volunteers, and prison inmates to achieve goals.</p> <p>Catalog new titles from NLS, locally produced books, and books purchased from other sources. Use automated system and professional librarian with cataloguing skills to perform work.</p> <p>Conduct public service announcement campaign; conduct public outreach activities including open houses, speaking engagements, conference exhibits, etc. Make initial contacts with all new patrons to retain or start services.</p> <p>Purchase and distribute sacred texts upon request.</p> <p>Label and ship books and video using automated system to generate mailing cards; receive returned books and magazines; inspect, rewind, repair, and re-shelve returned items; receive, label, inventory and shelve new books; excess and discard obsolete and unneeded volumes; inventory, shift, and maintain entire physical collection. Maintain proper</p>

Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
			inventory in automated system.
2.  Org # LIBP  Production of materials in alternative media.	Number of items produced in alternative media.	1,500	Use staff, volunteers, and prisons program, record, duplicate, label, package, and ship recorded material to patrons and other requesting agencies.  Use services of staff, volunteers, and prison program to transcribe printed material into Braille. Emboss, burst, thermoform, bind, label, and ship completed documents to patrons and other requesting agencies.
3.  Org # INMC  Instructional Materials Center services.	Number of educational and vocational requests filled by Instructional Materials Center.	1,500	Work closely with Iowa schools and area education agency personnel to fulfill requests for students' textbooks in alternative media. Fulfill requests from college students and employed persons for educational and professional materials in alternative formats.
	Percentage of Instructional Materials Center requests filled in a timely manner	97%	Using services of staff, volunteers, prison programs, and contractors, provide requested textbooks and classroom materials in specialized formats at the same time as sighted peers receive their materials.

Core Function	Performance Measure(s)	Performance Target	Link to Strategic Plan Goal(s)
<b>CF – Resource Management (Enterprise or Agency)</b>			
Provides all vital infrastructure needs necessary to administer			

Core Function	Performance Measure(s)	Performance Target	Link to Strategic Plan Goal(s)
and support agency operations. Key activities may include financial and personnel services such as payroll, accounting and budget; purchasing of goods and services; media management; information technology enhancement, management and support; staff development; leadership; planning; policy development; maintenance of physical infrastructure and governance system development to achieve results for Iowans.			
<b>Desired Outcome(s):</b>			
Effective administration of the Department for the Blind.	1. Number of reportable comments in the annual audit.  2. Number of compliance issues raised by federal agency during monitoring visit.	1. No reportable comments in the annual audit pertaining to the Department.  2. No compliance issues raised by federal agencies.	Supports all three goals in the Department's strategic plan for the period ending June 30, 2014.

Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Org# RESM  Department administrative services.	1. Per cent of compliance with Accountable Government Act.	1. 100 % compliance with Accountable Government Act	1. Achieve compliance with chapter 8E and executive orders.