

Job Training Needs Study Committee November 3, 2009

Thank you for the opportunity to share information about Iowa Vocational Rehabilitation Services

- The handouts contain various demographic data on gender, referral sources, types of disability, age, occupation, race, the types of services our agency provides, and 2 client stories.

Who are we?

- A Division of the Iowa Department of Education
- Funded through the U.S. Dept. of Education and State appropriations at a match rate of 1 state dollar for every 3.69 federal dollars
- We arrange and provide for services to eligible persons with disabilities with the exception of visual impairments and blindness. Those individuals are served by our partner agency, Iowa Department for the Blind.
- All our services are directed toward obtaining or maintaining competitive employment

What are our outcomes?

- In Federal Fiscal Year 2009, we placed 2,264 persons with disabilities into competitive employment, a 5% increase from 2008
- The average wage for all 2,264 was \$11.34 an hour. The highest average wage for an occupational category was \$24.29 per hour (Life, Physical and Social Science careers).
- The projected first year annual wages of those 2,264 individuals is over \$46 million. The Division spent about \$33 million during FFY 09. The Vocational Rehabilitation program adds to the economy.

Where do our referrals come from and what disability groups do we serve?

- Most come from Educational entities (secondary and post secondary) and medical facilities such as clinics, rehabilitation programs, and durable medical goods providers
- We serve four major disability groups:
 - Cognitive impairments (i.e. persons with learning disabilities and mental retardation)
 - Physical impairments (i.e. persons with amputations, spinal cord injury, or brain injury)
 - Psychosocial impairments (i.e. mental illness, or autism)
 - Sensory/communicative disorders (i.e. persons with hearing loss, or severe speech disorder)

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What are the major services we provide?

- **College training** – Regents and Community College
 - Regents – Bachelor and graduate level work
 - CC – about 30% go on to 4 year school. Majority attend for a specific program
 - Culinary Arts
 - Business Management
 - Auto/Diesel Mechanics
- **Community rehabilitation program services**
 - Supported employment
 - Assessment and short term rehabilitation services such as interviewing skills
- **Durable medical goods** such as prosthetics and orthotics
- **Self Employment**
- **Direct job placement**

Where do our clients go to work?

- Top 4 occupational categories
 - **Food preparation**
 - Food service worker to chef
 - **Office and administrative support**
 - Secretary to office manager
 - **Sales**
 - Retail to medical services
 - **Production**
 - Factory assembly to plant manager

What are our major challenges?

- Capacity – staff and fiscal
 - As with any service agency, we experience fewer dollars, resulting in fewer staff; while the demand for services continues to rise (PWD are often the “last in – first out”).

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- Coordination of services with peer agencies and identification of comparable benefits
 - Always working to assure the “payer of last resort” is appropriately identified
 - Recognition that all allied agencies are in a similar fiscal situation

Do we provide support services to persons in training programs?

- Yes, depending upon need, and the ability of the individual to participate in the cost for things such as:
 - Living expenses
 - Child care
 - Transportation
 - Books and supplies
 - Fees for licenses, certification, etc

Are there duplicative services?

- Not duplicative, but we do have the need to assure comparable benefits are being identified
- We have several partners, and we work very well together to both assure that there are no duplicative services AND that we are accessing all resources available. IVRS participates in a group of agencies that are all interested in employment for persons with disabilities and meets regularly to identify service gaps, overlaps and opportunities to maximize resources. (DHS, IWD, DE, IVRS, Gov’s Developmental Disabilities Council, IDB)
 - For example, several agencies may serve the same client, but with different resources for different services
 - Veterans Administration VR
 - IVRS and VA-VR cooperate so that services not covered by one can be covered by the other
 - Iowa Department for the Blind
 - We do not share the same consumer, but we do blend administrative support for specific programs when possible (i.e. Self Employment and Supported Employment services)

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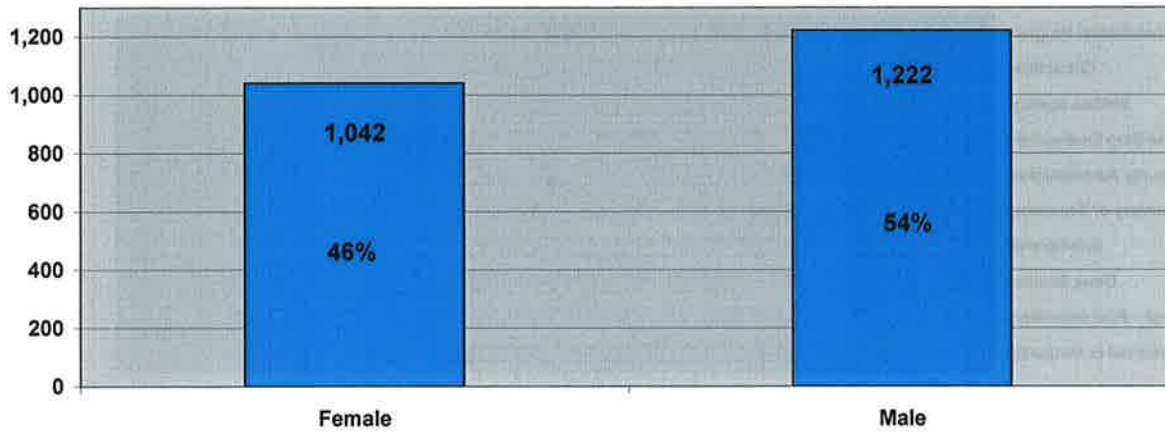
- Department of Human Services
 - We work together to maximize the use of waivers, when possible. In some cases, Medicaid eligible individuals may be able to use those resources to pay for employment related services, freeing-up our funding for other clients.
- Iowa Workforce Development
 - We are co-located in many places and have numerous opportunities to collaborate at both the client level and statewide management level

What improvements does IVRS suggest?

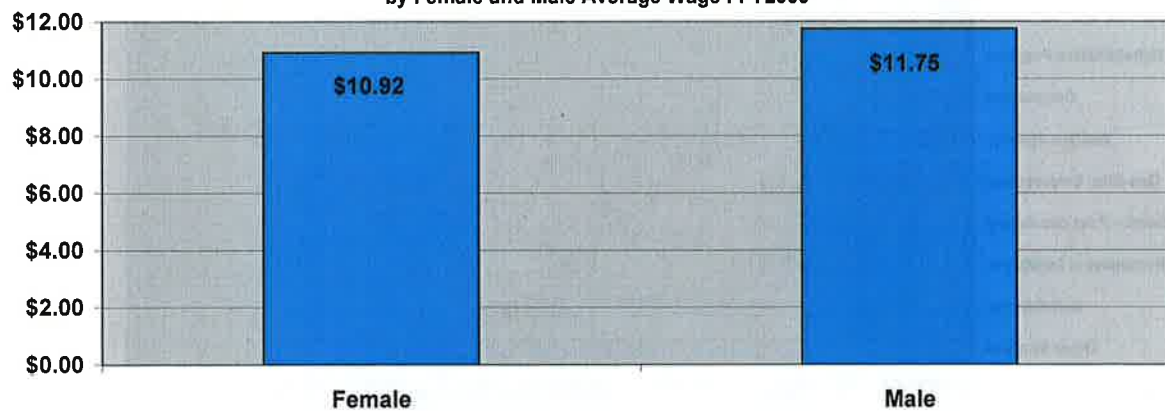
- Continued efforts to maximize efficiency of the state and federal dollars for services such as:
 - Co-location of offices
 - Use of waiver dollars, **and most importantly,**
 - **Fully matching all available federal funds that are leveraged at \$3.69 federal dollars for each state dollar**

Iowa Vocational Rehabilitation Services

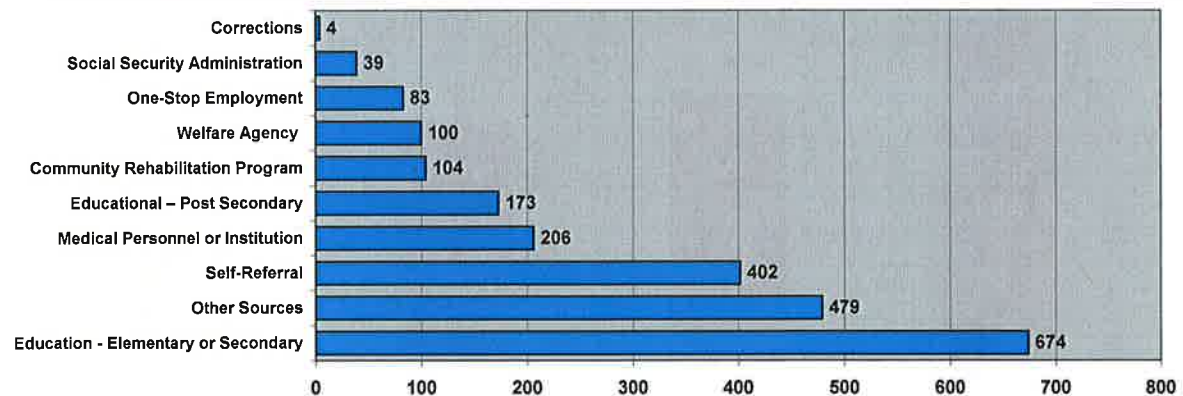
**IVRS Number Closed Rehabilitated
by Female and Male FFY2009**



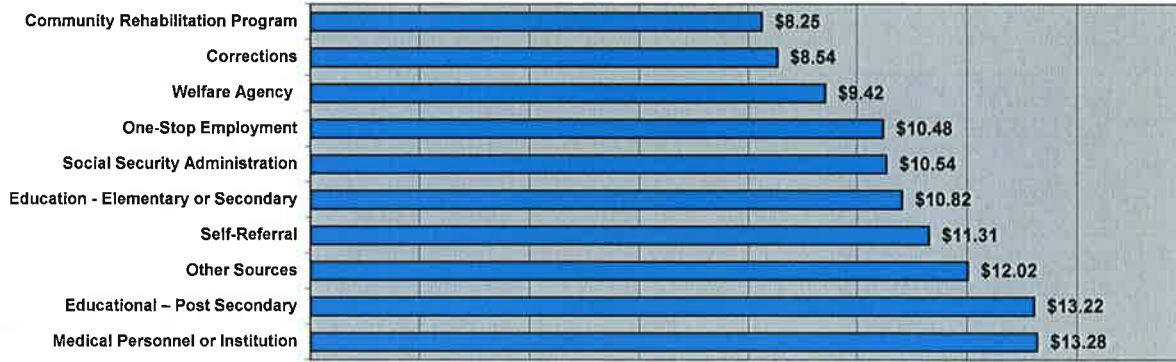
**IVRS Closed Rehabilitated
by Female and Male Average Wage FFY2009**



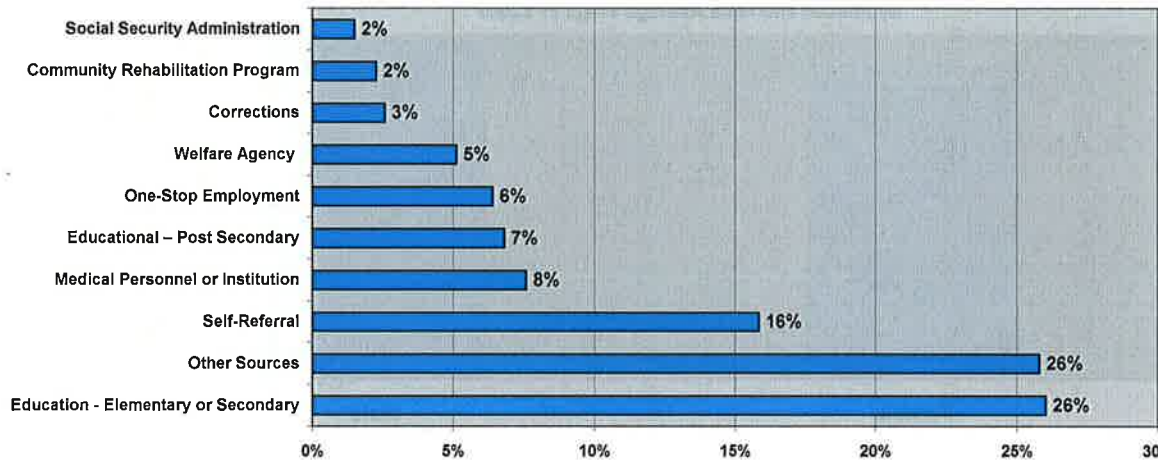
**IVRS Number Closed Rehabilitated
by Referral Source FFY2009**



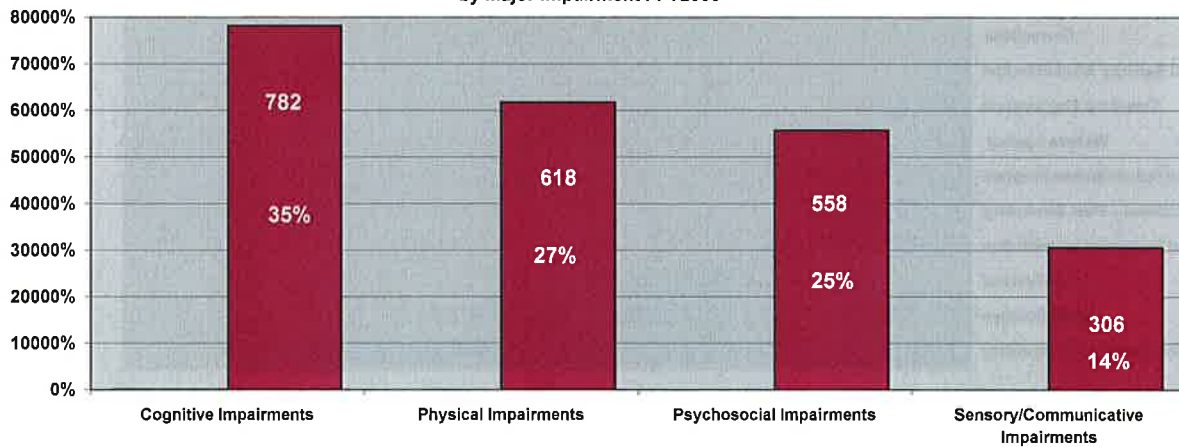
**IVRS Closed Rehabilitated
by Referral Source Average Wage FFY2009**



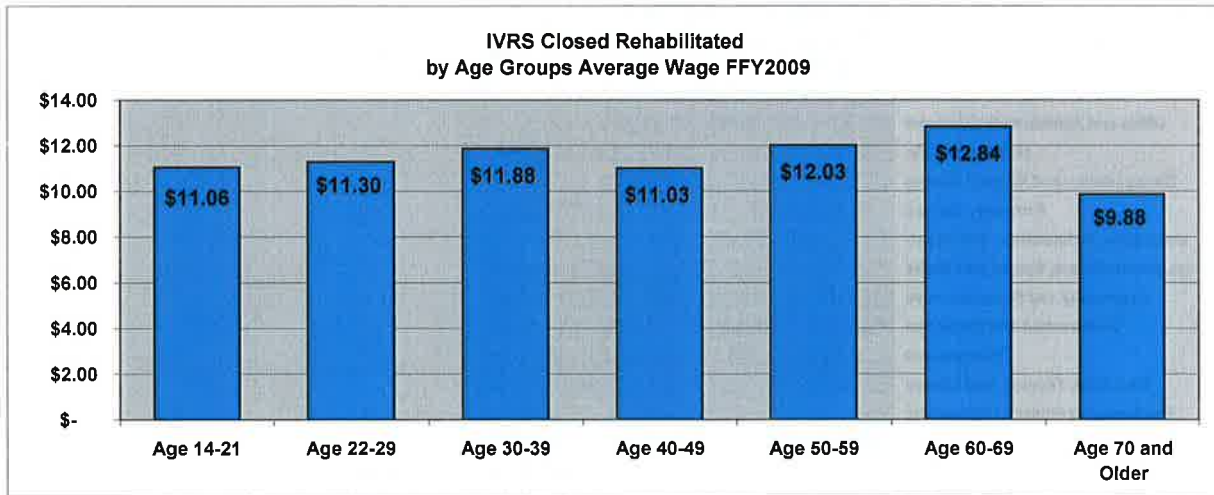
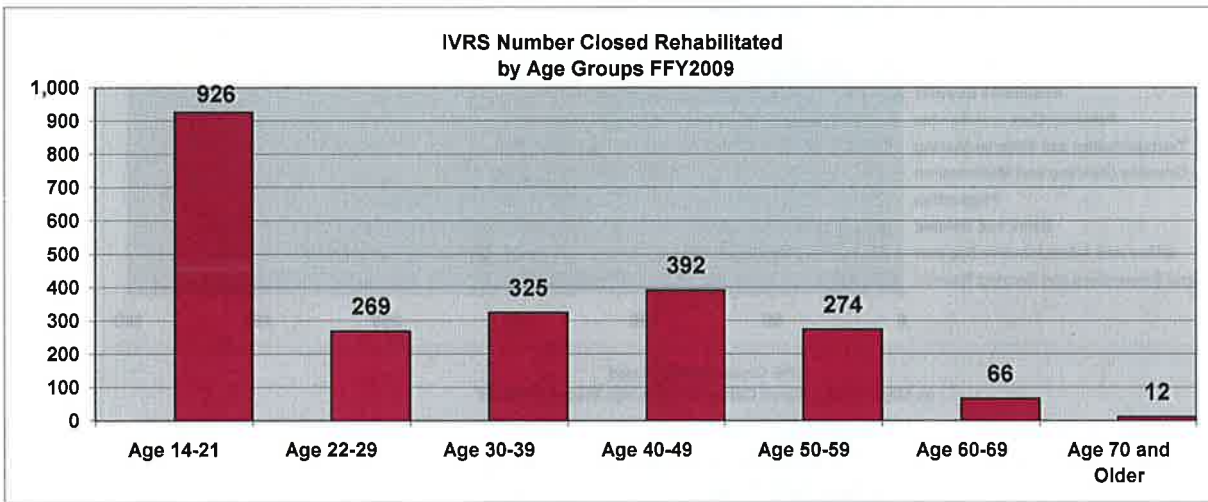
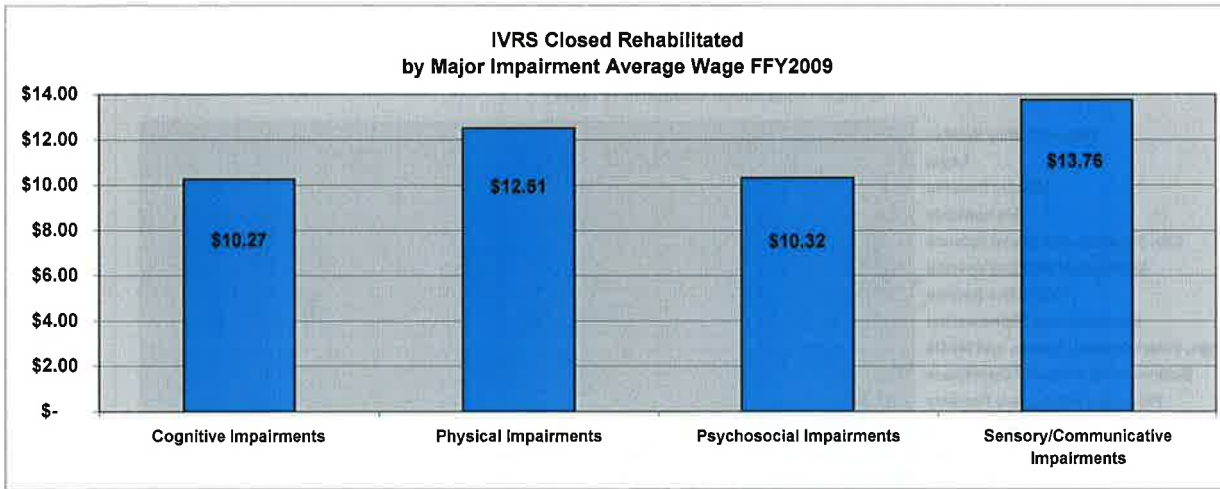
**IVRS Percent of Referrals
by Referral Source FFY2009**



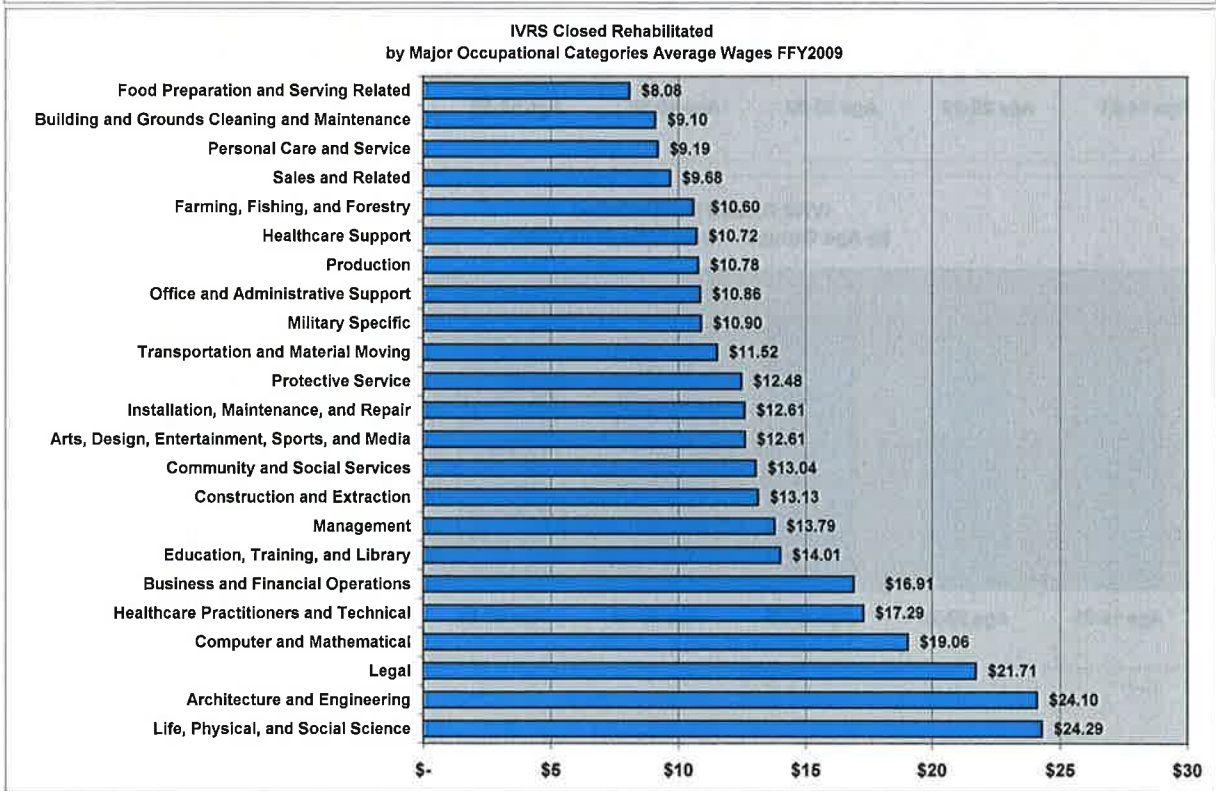
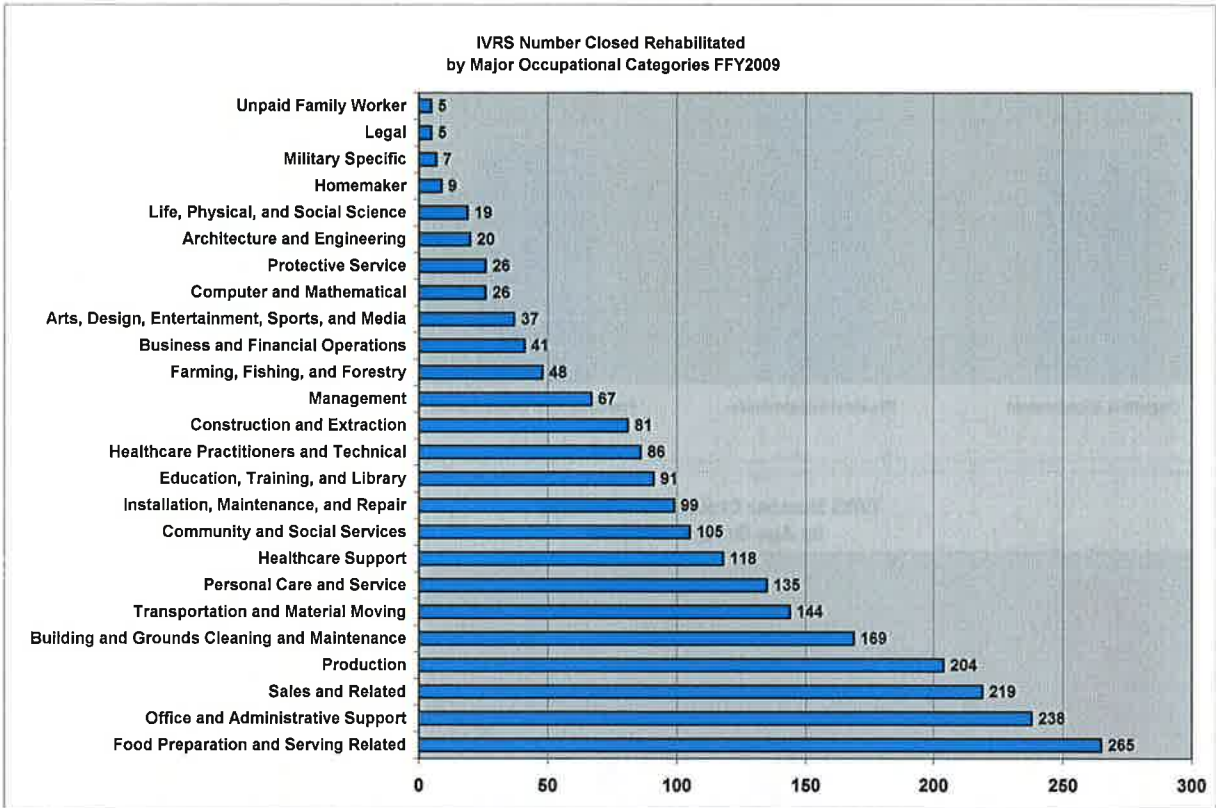
**IVRS Number Closed Rehabilitated
by Major Impairment FFY2009**



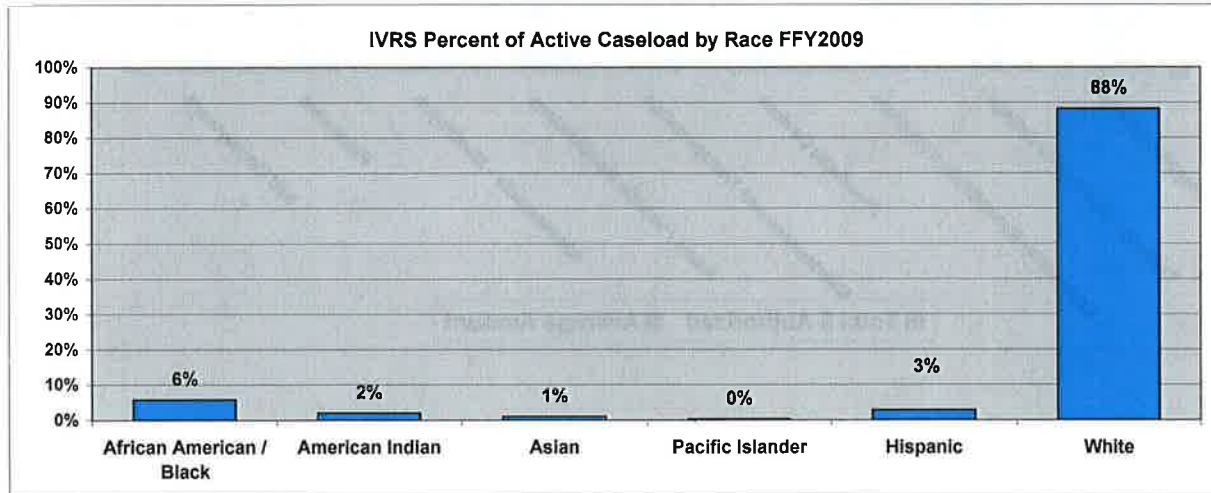
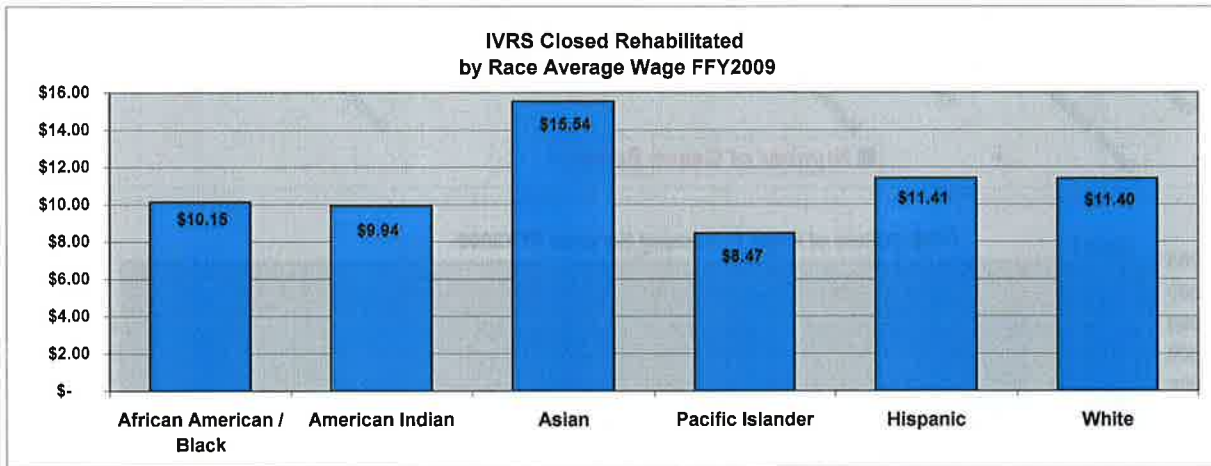
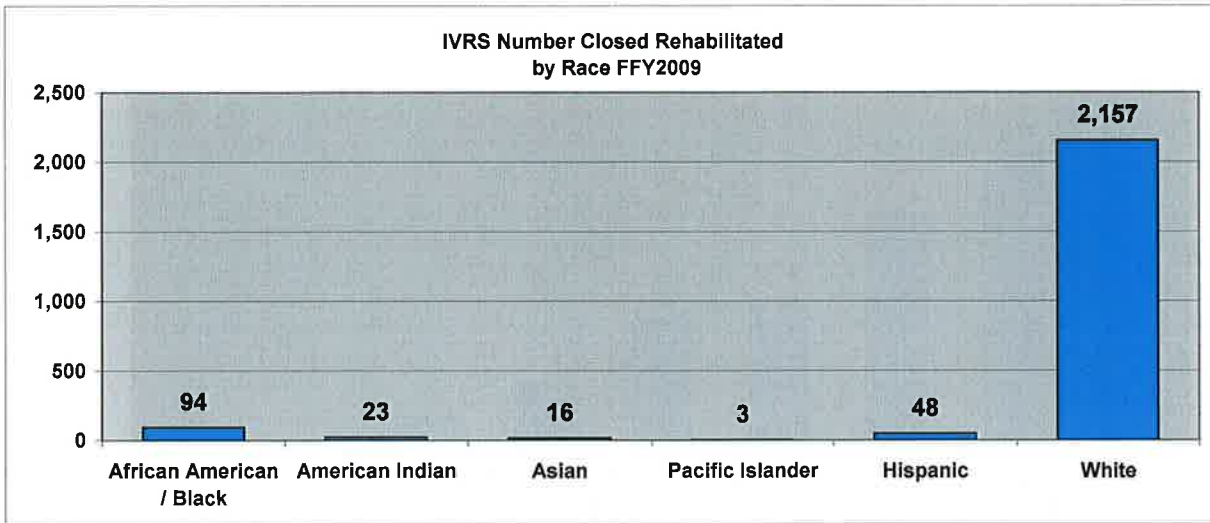
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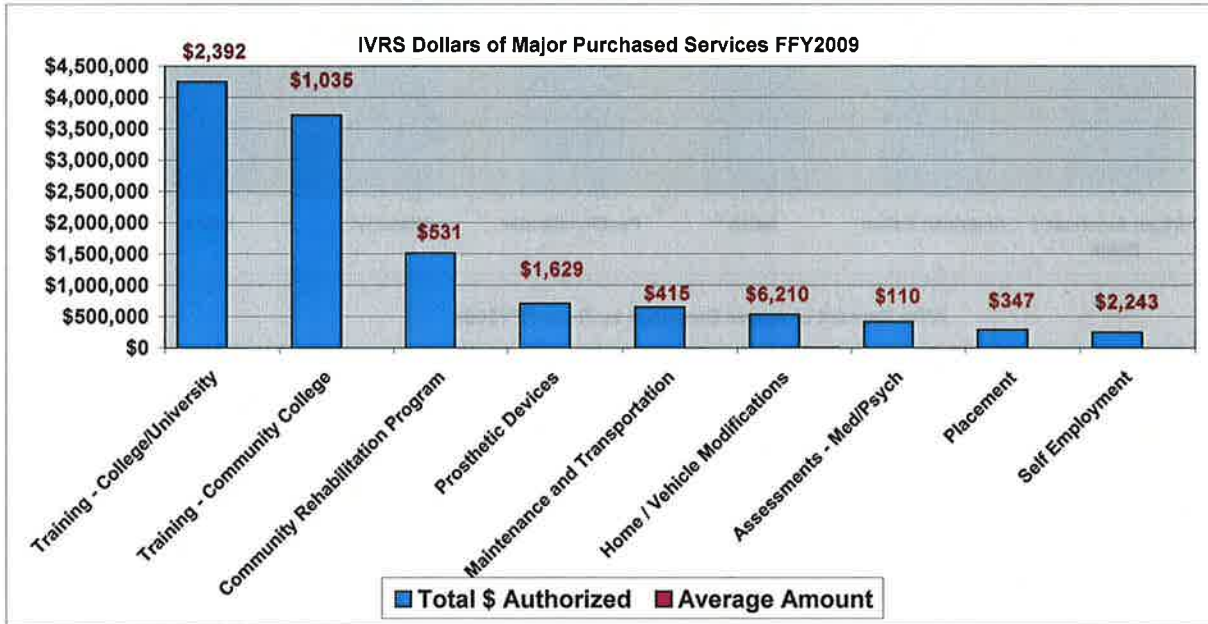
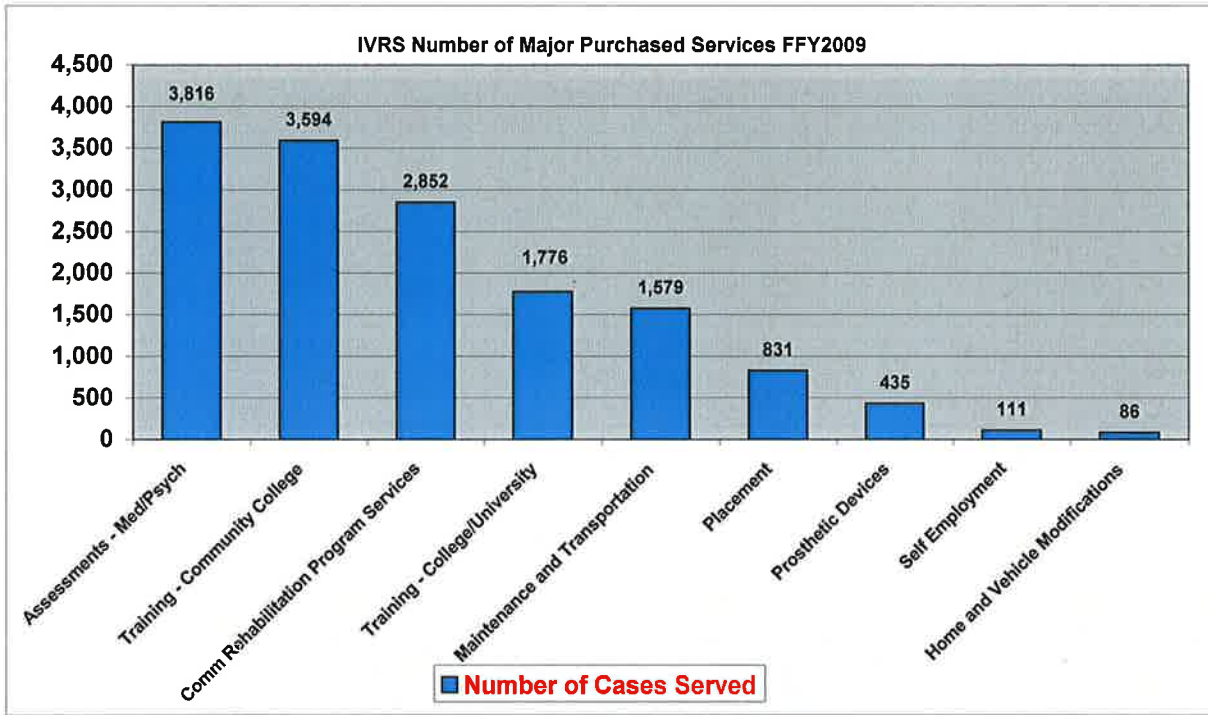


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Racheal Bradley finds new career

The Department of Natural Resources (DNR) is putting its commitment to diversity into action by partnering with Iowa Vocational Rehabilitation Services (IVRS) and providing training and employment opportunities to Iowans with disabilities.

Last summer IVRS and DNR began to explore customized training for individuals who had the potential to become skilled candidates for state employment.

As a part of the program IVRS provided DNR hiring managers with pre-screened referrals and also acted as a consultant in the development of a training plan. The goal of the training was threefold: to teach the trainee specific skills of a job that would help them obtain employment; to help DNR develop a potential pool of qualified candidates; and to help IVRS rehabilitation counselors assess the trainee's ability to perform certain work.

An IVRS referral, Racheal Bradley, started as a trainee in DNR's Law Enforcement division last October. Racheal had previous work experience as a secretary and a medical records technician, but with a gap in her work history, she needed to update her skills. With her new experiences at DNR she's been able to update and add new skills to her portfolio.

"I'm still learning a lot," Racheal said. "It's a wide variety of things that I do and I learn something new every day. There's so much opportunity here."



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**Vocational
Rehabilitation**
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Finding solutions. Generating success.

Consumer: Racheal Bradley
Counselor: Monty South
Employer: DNR Law Enforcement
Office: Polk County

Darwin Gitch Sumner Waterloo Area Office



Darwin Gitch is 60 years old and has worked in the insurance industry since 1988. In 2000 he started his own agency – Gitch Insurance Agency – which he operates from his home in Sumner. In 2004 he was referred to the Mayo Clinic in Rochester for an epidural to relieve back pain. There were complications during the procedure and he is now a paraplegic. Throughout his recuperation, Darwin’s plan was to continue with his insurance business, but given the nature of his business, he knew he would need to find a way to continue traveling the area to meet with his clients and to develop new ones. He was referred to Iowa Vocational Rehabilitation Services (IVRS) in 2005 for assistance to help with modifying his van. After completing an evaluation and receiving consultation on his vehicle needs, Darwin’s van was modified with a power door, bi-fold ramp with manual back-up system, removable front passenger and driver seat, four-point tie down system, hand control brakes and accelerator. As a result of the assistance he received from IVRS, he has achieved his goal of remaining independent as he continues working at his insurance business.