

**Department of Human Rights
Division of Persons with Disabilities
Annual Performance Plan Report
September 2006**

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Introduction

I am pleased to present the Division of Persons with Disabilities, Iowa Department of Human Rights, Performance Report for fiscal year 2006 (July 1, 2005 – June 30, 2006). 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, improving access at the State Capitol for persons with disabilities, co-hosting the Lt. Governor's Summit on Housing for People with Disabilities and playing a major role in Homeland Security/Emergency Preparedness for persons with disabilities.

Agency Overview

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 Iowa Department for the Blind and Iowa 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 Iowa Department for the Blind and the Iowa 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:

- Iowa Department for the Blind
- Iowa 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. This year we co-planned and implemented a housing summit which was held in Iowa City and celebrated exceeding our goal of creating over 1,000 units of accessible housing for persons with disabilities.

Improving Access to the State Capitol

Capitol Brochure

At the request of the Lt. Governor Sally Pederson, the Administrator and Staff developed a brochure of the Capitol that included accessible restrooms, location of emergency evacuation chairs, and other points of interests.

Evacuation Chair Training

Division staff continued to provide training regarding the use of the Emergency Evacuation Chairs for persons with disabilities throughout the State Capitol Complex. Participants included legislators, security guards, and complex staff.

Homeland Security/Emergency Preparedness

The Administrator serves as the Department of Human Rights Point of Contact for Homeland Security. State agencies are required to meet with Homeland Security on at least a monthly basis. As a result of Hurricane Katrina, an increasing amount of emphasis has been placed on persons with disabilities on a state and national level. Governor Vilsack sent a team of delegates to Washington D.C., including the Director of Homeland Security and the Administrator of Persons with Disabilities, to collaborate on future initiatives to ensure that the needs of persons with disabilities and the elderly are included in emergency preparedness and evacuation efforts.

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
- The Governor, Lt. Governor and Iowa Legislators
- Architects and Contractors
- Concerned Citizens

Collaborations:

- Food Bank of Iowa
- Polk County Conservation
- Iowa Workforce Development
- Iowa Department of Public Health
- Secretary of States Office
- Iowa Finance Authority
- Iowa Department of Transportation
- Iowa Department of Human Services
- Iowa Department of Civil Rights
- Parent Educator Connection
- ASK Resources
- Medicaid for Employed People with Disabilities
- Iowa Rehabilitation Association
- Americans with Disabilities Act Advisory Committee
- Homeland Security/Emergency Management
- Iowa Department of Administrative Services - General Services & Human Resources
- Iowa Department for the Blind
- Iowa Vocational Rehabilitation Services
- Iowa State Rehabilitation Council
- Self Advocacy and Leadership for Youth
- My Transitions Iowa
- Employment Workgroup

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 individualized consultation, training and referral services pertaining to many disability issues.

Organizational Structure including Commission:

The Division of Persons with Disabilities is one of eight divisions within the Department of Human Rights. The Administrator reports to the Governor and the Commission provides policy direction. 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. 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 four disability consultants. The Administrator is appointed by the Governor, is confirmed by the Senate and serves at will.

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.

Resource Allocations

Budget:

Our budget for fiscal year 2005-2006 consisted of \$193,531 state appropriated dollars as well as an additional \$113,501 of federal match revenues. The Client Assistance Program received \$131,489 of federal funds requiring no state match. Total state and federal funds of \$438,521 were received by the Division of Persons with Disabilities.

KEY RESULTS

CORE FUNCTION

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

Description: Percentage of Youth Leadership Forum graduates with disabilities 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 with 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.

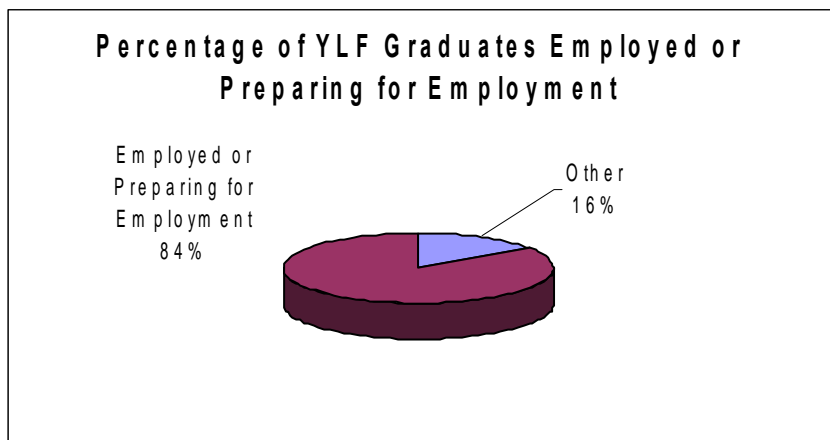
Results

Performance Measure:

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

Outcome Target

85%:



What was achieved: 84% of the students graduating from YLF are employed or are preparing for employment.

Data Sources: Survey results from Youth Leadership Forum graduates

Resources: .43 FTE - 43% YLF 06 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 increasing by 50,000 the number of employed workers with college experience. lowans with disabilities receive appropriate training for employment through rehabilitation agencies and other services. Therefore it is important that appropriate services are identified to assist lowans with disabilities to become employed.

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

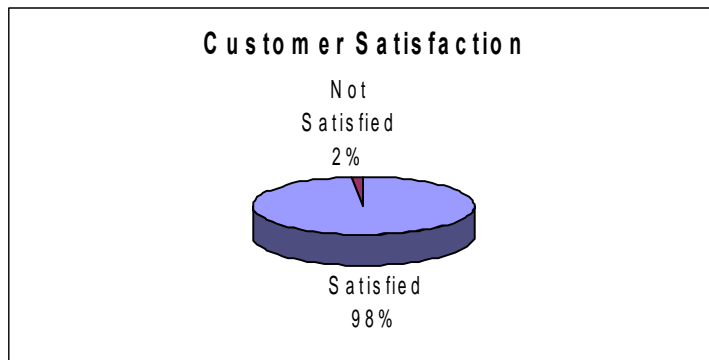
Results

Performance Measure:

Percentage of customers satisfied with information received

Outcome Target

90%



What was achieved: 98% of customers are satisfied with services they receive staff.

Data Sources: Division of Persons with Disabilities Database

Resources: Percentage of state appropriated 06 funds for two staff and Administrator along with Client Assistance Program federal 06 funding.

KEY RESULTS

CORE FUNCTION

Name: lowans with disabilities receive quality vocational rehabilitation services

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

Why we are doing this: Governor Vilsack has set a goal of increasing by 50,000 the number of employed workers with college experience. lowans with disabilities receive appropriate training for employment through rehabilitation agencies. Therefore it is important that appropriate services are provided and identified concerns are negotiated to assist lowans with disabilities to become successfully employed.

What we're doing to achieve results:

All individuals have the right to file complaints or 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 eligible 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.

	<i>Results</i>
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: 1.8 FTE - 100% Client Assistance Program 06 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 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.

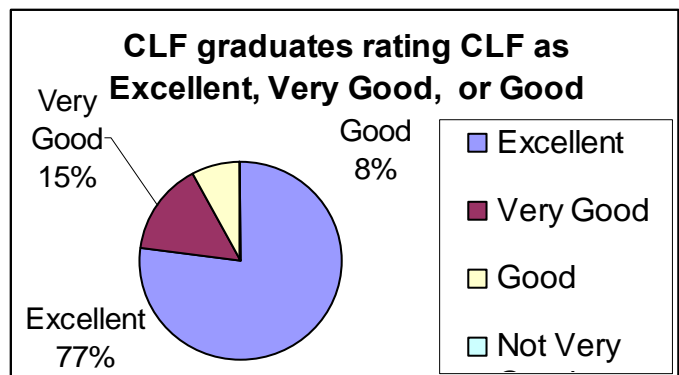
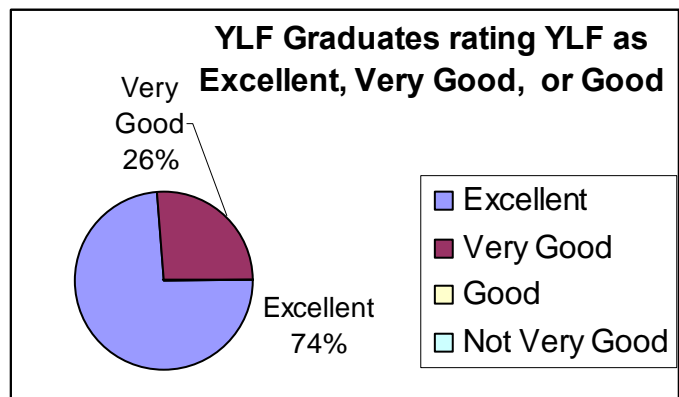
Results

Performance Measure:

Percentage of Students rating YLF and CLF as good, very good or excellent. 100%

Performance Target:

95%



What was achieved: Students are satisfied with our services and we exceeded our performance target.

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

Resource: .43 FTE YLF and .43 FTE CLF 06 funding

KEY RESULT

SERVICES/ PRODUCTS/ ACTIVITIES

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

Description: Percentage of customers resolving disputes through advocacy, mediation and negotiation.

Why we are doing this: Governor Vilsack has set a goal of increasing by 50,000 the number of employed workers with college experience. Iowans with disabilities receive appropriate training for employment through rehabilitation agencies. Therefore it is important that appropriate services are provided and disputes are resolved to allow those services to continue.

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 customers resolving disputes through advocacy, mediation, and negotiation.	100%
Performance Target: 90%	

What was achieved: No legal action was required to assist individuals in receiving appropriate services.

Data Source: Annual reports of agencies funded under the Rehabilitation Act and audited by Rehabilitation Services Administration.

Resource: 1.8 FTE – CAP 06 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 increasing by 50,000 the number of employed workers with college experience. Many lowans with disabilities want to work but do not know resources, rights, and responsibilities relative to training and employment.

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

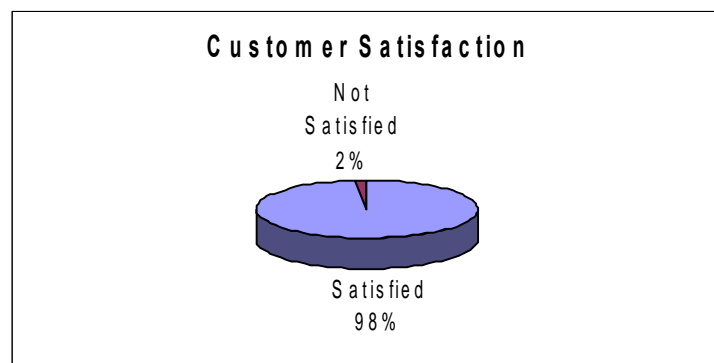
Results

Performance Measure:

Percentage of customers rating the service as good or very good.

Performance Target:

90%



What was achieved: Customer satisfaction surpassed expectations of staff. Customers were satisfied with our services.

Data Source: Persons with Disabilities database.

Resource: Percentage of all staff and administrator – state 06, CAP 06, 50E6

AGENCY PERFORMANCE PLAN RESULTS FY 2005 - 2006

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 Iowans with disabilities and reduce barriers to employment by providing information, referral, assessment, guidance, and training and negotiation services to employers and citizens with disabilities.			
Core Function: Advocacy			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percentage of Youth Leadership Forum (YLF) graduates with disabilities that are employed or preparing for employment.	85%	84%	What Occurred: Percentage of YLF graduates with disabilities are employed or are preparing for employment; nearly met performance target Data Source: Youth Leadership Surveys
2. 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
1. 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
2. Percentage of customers rating service good or very good.	90%	96%	What Occurred: 96% of customers CAP service good or very good Data Source: Persons with Disabilities database
Core Function: Community Coordination and Development			

Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
Percentage of customers Rating service as good or very good	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
Service, Product or Activity:			
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 database
Percentage of employers rating the service as good or very good.	95%	N/A	Data not available
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
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Commission of Persons with Disabilities

The Friends of 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 2005-2006 are listed below:

- Mary Ament – Waukon
- Janet Arnold – Sheldon
- Willard Barker – Toledo
- Dr. Joel Barnett – Pocahontas
- Thomas Crabb – Des Moines
- Susan Curtland - Robins
- Larry Hart – Oskaloosa
- Joe Hays – Truro
- Hattie Holmes – Waterloo
- Lori Imming – Blue Grass
- Sheryl Kinney - Waterloo
- Mary K. Moravek – Mechanicsville
- Steven Oberbroeckling – Des Moines
- James Rixner – Sioux City
- Liz Smith – Woodward
- Amanda Stevenson – Storm Lake
- Karen Tedrow – Libertyville
- Gene VanGrevenhof – Fort Dodge
- Daniel Wadhams – Des Moines
- William Wallace - Odebolt
- Fred Wagner – Des Moines
- Dean Williams – Sergeant Bluff

LOCAL COMMITTEE INFORMATION

Citizens for People with Disabilities

Jackie Ryan, Chair
Citizens for People with Disabilities
St. Lukes Hospital
1026 A Ave. NE
Cedar Rapids, IA 52406
ryanjk@crstlukes.com

Clinton Coalition for Disabled Persons

Evelyn and Laura Dymkowski
Clinton Coalition for Dis. Persons
2113 Roosevelt St.
Clinton, IA 52732-2416
evelynd@iowatelecom.net

Equal Access for the Disabled

Pat Butler
377 Harrison
Council Bluffs, IA 51503
Patty78147@msn.com

Fort Dodge Coalition for People with Disabilities

Gene Van Grevenhof
Irene Blair, Co-Chairs
Fort Dodge Coalition for PWD
436 4th St. N.W.
Fort Dodge, IA 50501
genevg@dodgenet.com

Citizen's Disability Council

Kathleen O'Leary
Citizen's Disability Council
2805 30th Street, Apt 16
Des Moines, IA 50310

Johnson County Coalition of Persons with Disabilities

Louise Young and Lori Bears - Co-Chairs
Johnson County Coalition of PWD
P.O. Box 426
Iowa City, IA 52244

Siouxland Committee – Abilities First

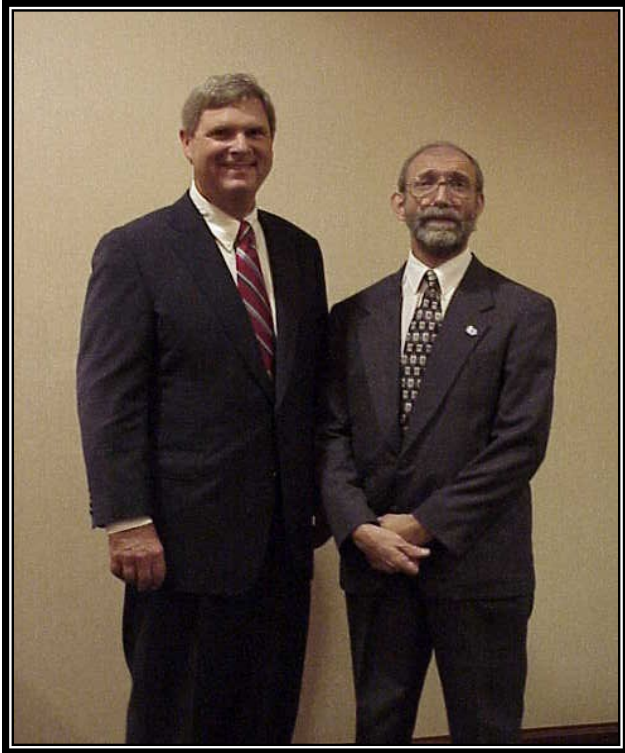
Mark Lewis & Cecilia Hanson
Co-Chairs
441 W. 3rd St.
Sioux City, IA 51103
doemc@cableone.net

Because we acted.....

- Scott would have had a difficult time interviewing for a job but was offered a job because of an internship he did due to the College Leadership Forum
- Sally was able to teach dance despite the fact she used a wheelchair for mobility.
- Eric was accepted to college when he was sure he would have been unable to handle the curriculum.
- Jennifer's file with Vocational Rehabilitation Services will remain open and she will receive intensive career counseling to assist her in finding a job goal that matches her unique strengths, resources, priorities, concerns, abilities, capabilities and interests.
- Betsy, who lives in New York City and is the daughter of an elderly Iowa man, learned about the patient advocate program of a local hospital so she could arrange for an advocate to be present with her father when his kidney dialysis team met to discuss his treatment options.
- George, a licensed teacher with Tourette's syndrome, was having problems in the classroom and called to request suggested accommodations. He was able to maintain his job.
- John called to complain about a state agency remote office that was not accessible. Suggested changes were made and no litigation resulted.
- Linda, a college student, was not allowed to use the appropriate assistive technology to take tests. After consultation, she was able to self-advocate and get the accommodation required.
- James, an employer of a person with a disability, called to ask for information on the work opportunity tax credit. With this information, he was able to provide the accommodations with the funds he saved on taxes.
- A mother had confidence in her blind son's ability to live independently because of the Iowa Youth Leadership Forum and the College Leadership Forum
- William, a factory worker with a neurological disability, now knows what his rights and responsibilities are under Title I of the Americans with Disabilities Act and he feels he is better prepared to discuss his disability and need for possible accommodations with the Human Resources Department at work, if and when the need arises.
- Sherry, a potential employer, called to ask about the building modifications she would have to make in order to hire a person in a wheelchair for her office which was located in a converted house. When she learned of the lack of any substantial requirements, she hired the individual who used a wheelchair.
- Alan had troubles keeping a job because of his disability. He was referred to Iowa Vocational Rehabilitation Services for counseling, guidance and selective job placement and is now employed, paying taxes and living on his own.

- Connie was employed but having increased problems on the job due to loss of eyesight from a progressive disease. She was referred to the Iowa Department for the Blind who assisted in finding alternative techniques to achieve the job duties so that she could keep her job.
- Kim called to find out how to apply for Social Security Disability Insurance benefits. After discussing her options, he decided to ask for accommodations at his job site and keep working rather than applying for benefits.
- Paul requested assistance in supporting his need for an interpreter while negotiating a home improvement loan with a local bank. Once information was provided to him, he was able to self-advocate, obtaining the loan and remaining in his home community.

**Annual Governor's Awards Banquet Sponsored by
The Commission of Persons with Disabilities**



**Distinguished Service Award winner at
the Annual Banquet**



Governor Tom Vilsack and John TenPas

Contact Information

Copies of this report may be obtained by contacting:

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Administrator,
Department of Human Rights,
Division of Persons with Disabilities
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321 E. 12th Street
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