

IOWA DEPARTMENT FOR THE BLIND

PERFORMANCE REPORT

Performance Results
Fiscal Year 2008

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Introduction

I am pleased to present the performance report for the Iowa Department for the Blind for fiscal year 2008. This report is provided in compliance with sections 8E.210 and 216B.7 of the *Code of Iowa*. It contains valuable information about results achieved because of the services that we and our partners provided to 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.

Major accomplishments of the year included:

- The selection of our Library as one of eight libraries to receive the new digital talking book machines and books in digital media from the National Library Service for the Blind and Physically Handicapped. Priority for distribution of the machines is given to Library patrons who are veterans.
- The Department, the Iowa Braille School, and the Department of Education have been promoting the new expanded core curriculum as part of their continued efforts to improve the coordination and delivery of services to blind and visually impaired students in Iowa.
- The Department's five-year grant funded Pathfinders mentoring program ended this year. A total of 49 blind youths aged 16-26 were paired with successful blind adult mentors. Assessments of the program clearly showed that participation in the program had a measurable positive effect on the youth involved.
- Finally, earnings ratios and the percentage of employment for vocational rehabilitation clients of the Department are among the best in the nation, as measured by the U.S. Rehabilitation Services Administration's standards and indicators for the year ended September 30, 2007.

Overall, we met or exceeded 13 of 18 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.

The success of the Department's programs is evident in the success achieved by blind Iowans. It is reflected in the many blind persons who can be seen traveling about independently, going to their jobs and to the community and family activities in which they participate.

Sincerely,

Karen A. Keninger, 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 grounded in state and federal law, including sections 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 our 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 lowans who are blind in preparing for, obtaining, and retaining employment. Applicants are made eligible based upon their visual disability, their need for VR services, legal status, and their intent to work. The VR counselor and the eligible individual jointly identify a vocational 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 a variety of outreach activities. These include:

- 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 lowans 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. We purchase direct services for our clients from educational and training institutions, community rehabilitation programs (CRP's), medical service providers, and others. We also work with assistive technology developers and vendors who produce equipment many of our 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, 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 the state. The Library maintains a collection of over 88,000 book titles and makes available to its borrowers over 120 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 recorded 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 our

services come in many forms and from many sources. They come from individuals themselves, relatives and friends, our library, doctors and other health and community service providers, schools, institutions, Social Security, and other agencies.

In developing our 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 our customer base. The three members of our policy-making Commission for the Blind are blind. Knowledgeable and politically active, our customers are highly interested in the policies, procedures, and practices of our agency. They support our culture and participate in our strategic planning. In fact, the Department remains in existence because of the ongoing support and demands of our customers.

We serve a variety of other customers as well. Our library serves individuals and institutions like 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 our VR program, we serve such customers as area education agencies and employers, and through our IL program, we provide 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 board members appointed by the Governor. The Commission is 100% consumer

controlled. Per 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 Governor and the Commission.

Reporting Relationships

The RSA, NLS, and state legislature--as representatives of the taxpayer--require reports on our results. We require reports from CRP's, training institutions, physicians, and others from whom we purchase services for our clients.

Our most important partnership, however, is the one we have with blind individuals and organizations, since we must have their constant input to provide the highest quality of services.

Interagency Collaboration

The 1998 Workforce Investment Act (WIA) requires agencies like ours to partner with other training and employment programs, such as community colleges, Job Corps, and Workforce Development. We meet this requirement through the implementation of memos of understanding (MOU's) with the 16 regional Workforce 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 major 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 Governor's Developmental Disability Council, the Division of Persons with Disabilities, Vocational Rehabilitation Services, Department of Human Services, Workforce Development, Department of Education and the Department for the Blind. We also have important relationships with the Department of Corrections, the Lions of Iowa, Friends of the Library, and others who supply the volunteers we need to maintain and expand our quality services.

Locations

The Department's central office is located in a six-story building in downtown Des Moines. Field offices are located in Cedar Rapids and Waterloo. All offices are accessible to people with disabilities.

Part of the Library's extensive collection has been moved to an office and storage building 920 Morgan in Des Moines.

Number of Staff

On June 30, 2008, the Department had 88 permanent, full-time employees, 6 of whom worked from the district offices in Waterloo and Cedar Rapids, and 3 of whom were domiciled at various other locations outside Polk County. Our employees work in the areas of administration, service provision, and support. Most of them are non-contract workers. Contract workers are covered by the American Federation of State, County, and Municipal Employees (AFSCME) agreement.

To meet the increasing demand for services, particularly from Iowa's growing elderly population, we sometimes employ temporary and contract workers in addition to our full-time permanent employees. We also rely heavily on volunteers to satisfy this need.

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. Our budget relies heavily on federal matching funds.

KEY 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.

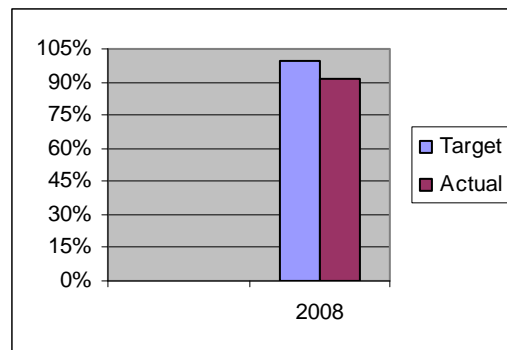
Why we are doing this: To increase the productivity and independence of blind lowans.

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.

Results

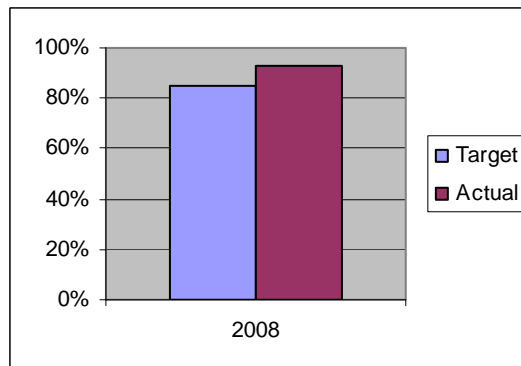
Performance Measure: Ratio of average VR wage to average state wage as a percentage.

Performance Target: 100%
Performance Result: 91%



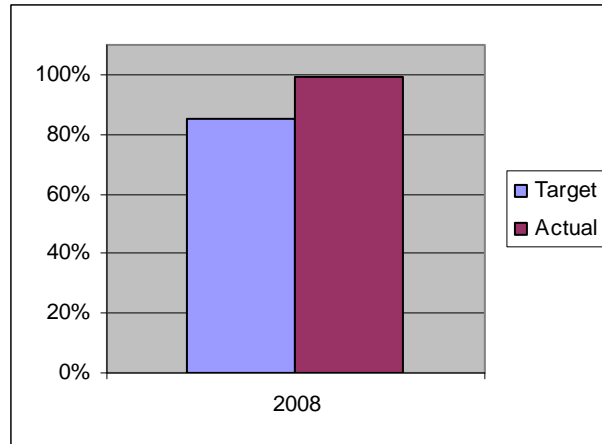
Performance Measure: Competitive employment outcomes as a percentage of all employment outcomes.

Performance Target: 85%
Performance Result: 93%



Performance Measure: Individuals indicating they have a more positive attitude about their blindness after training.

Performance Target: 85%
Performance Result: 99%



What was achieved: Critical quality services were provided efficiently to blind citizens in Iowa. Information and consulting services were provided to Iowa employers to help them to hire and promote qualified blind individuals. Blind Iowans received high quality skills and confidence training.

Data sources: The Department's electronic client data system (eFORCE). This is a reliable source.

Resources: Total funding for the Vocational Rehabilitation program was \$6,774,582 and for the Independent Living program was \$642,744.

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

Product: Employment Outcomes

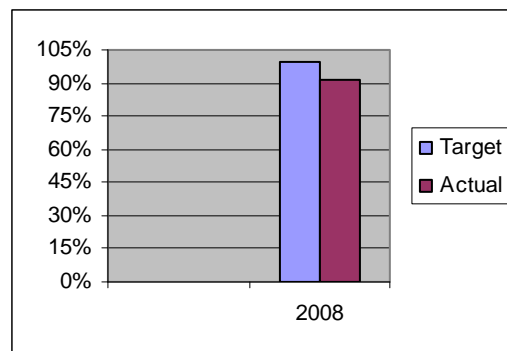
Description: The Department seeks to achieve a quantity and quality of employment outcomes for blind lowans consistent with the standards set by the federal Rehabilitation Services Administration.

Results

Performance Measure: Ratio of average blind lowans' average wage to the average state wage as a percentage.

Performance Target: 100%

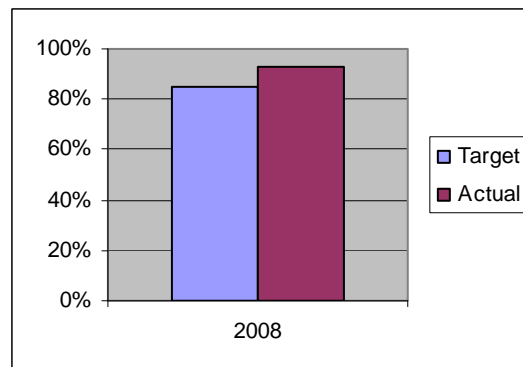
Performance Result: 91%



Performance Measure: Percentage of individuals with an Individualized Plan for Employment (IPE) who attain competitive employment outcomes.

Performance Target: 85%

Performance Result: 93%



What was achieved: Quality rehabilitation services were provided to blind individuals in Iowa while working with a limited budget and staff. Iowa employers were provided with qualified blind job applicants who exhibit competitive performance, productivity, and reliability. Employers received vital support services including screened, job-ready applicants, assistance with access issues, task analysis, job accommodation, supervisory training if needed, follow-up services after placement, assistance with awareness and diversity orientation and information, and necessary

information on complying with the Americans with Disabilities Act. Counseling and referral for employees who developed vision problems or accessibility problems with their job was provided.

On a national level, the Department exceeded the federal standard set for these performance measures, which are 59% for the average wage ratio and 69% for the percentage of individuals who achieve competitive employment.

Data Source: eFORCE.

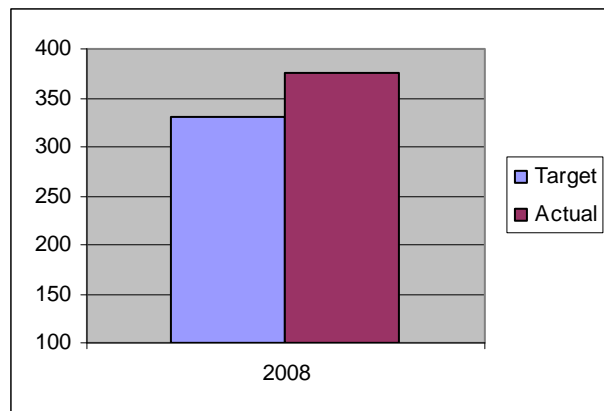
Activity: Assistive Technology Support and Training

Description: The Department provides support and training in the use of assistive technology for consumers and employers.

Results

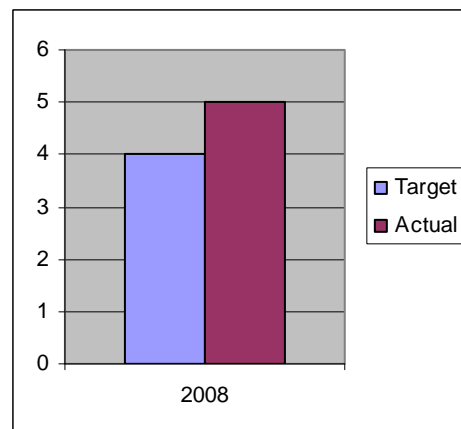
Performance Measure: Number of people provided access technology training through support calls and training.

Performance Target: 330
Performance Result: 375



Performance Measure: Number of specialized workshops on access technology presented.

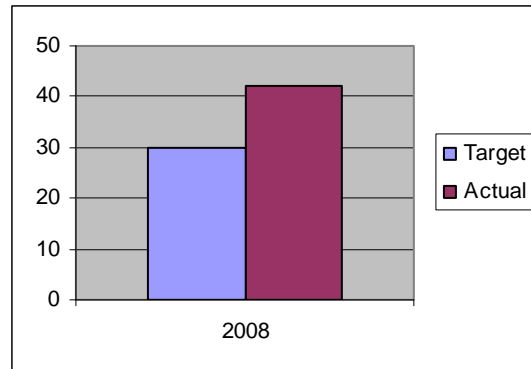
Performance Target: 4
Performance Result: 5



Performance Measure: Number of worksite assessments handled.

Performance Target: 30

Performance Result: 42



What was achieved:

Specialized technology training was provided by experienced assistive technology trainers to blind lowans to ensure that they have the knowledge and skills they need to use technology efficiently and productively at work and school. Training covered the wide variety of hardware and software that clients require to communicate and manage information in the modern workplace, including Microsoft Office programs, Braille displays, electronic note takers, specialized screen access programs, and cell phones. All technology training activities focus on teaching troubleshooting and problem-solving skills so that clients learn to apply the knowledge and skills they acquire to new or updated technology.

The technology staff supported employers through the performance of worksite assessments and through training and technical assistance customized to their employment situation. Our technology staff also offered information and advice on assistive technology and accessibility to employers through seminars, e-mail, telephone calls, and in-service demonstrations. The number of technical support calls received annually is dependent upon needs of employers and our clients.

Data Source: eFORCE.

Activity: IL skills training and related services

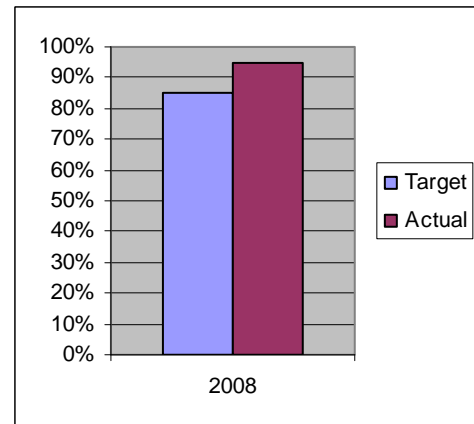
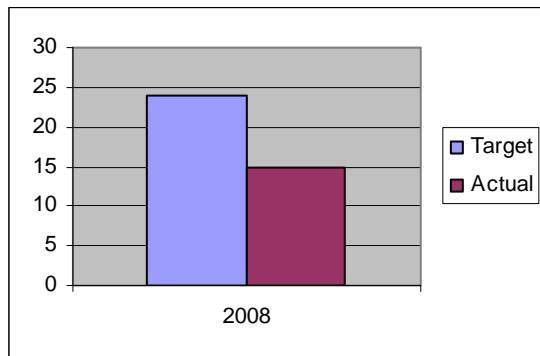
Description: To prevent the premature institutionalization of older lowans who are blind, the IL program coordinates community services, provides information, referral services, training in adaptive equipment, and the skills of blindness.

Results

Performance Measures: Number of community based group training sessions provided and percentage of participants who indicate acquisition of new skills or knowledge.

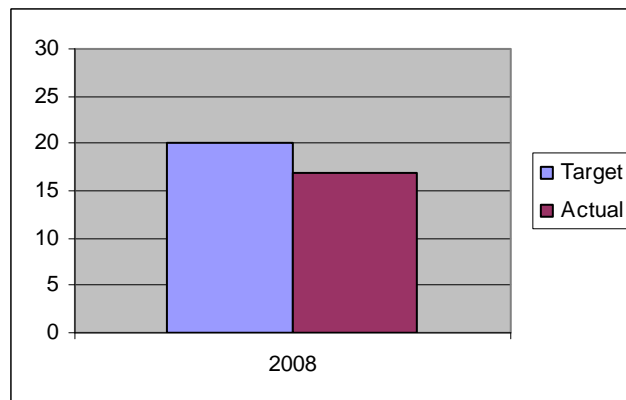
Performance Targets: 24 and 85%

Performance Results: 15 and 95%



Performance Measure: Number of in-service training sessions provided.

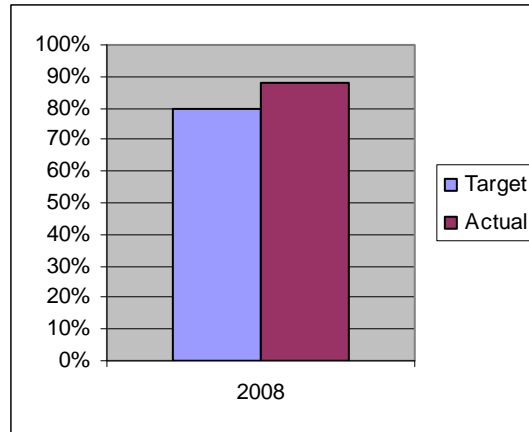
Performance Target: 20
Performance Result: 17



Performance Measure: Percentage of individuals who meet their defined functional goals (daily living, mobility, communication, leisure, and community involvement)

Performance Target: 80%

Performance Result: 88%



What was achieved: Most individuals who participated in IL training met the independent living goals they set for themselves. These individuals received training in the following critical skill areas: mobility (travel with the long white cane); home management (cooking, cleaning, etc.); technology (instruction in the use of assistive technology and adaptive equipment); communication (phone use, and instruction in alternative media including Braille). All individuals who sought training were served. Some chose to receive training only through a home training program. Many individuals opted to participate in the community-based training program, which affords more concentrated training in conjunction with positive peer interaction.

IL staff members were able to provide training on blindness to 17 service-providing organizations throughout Iowa to improve their ability to meet the unique needs of individuals who are blind. Training was provided to in-home health providers, hospital social workers, and staff in residential facilities including nursing homes.

Data Source: eFORCE.

KEY RESULTS

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, databases, 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.

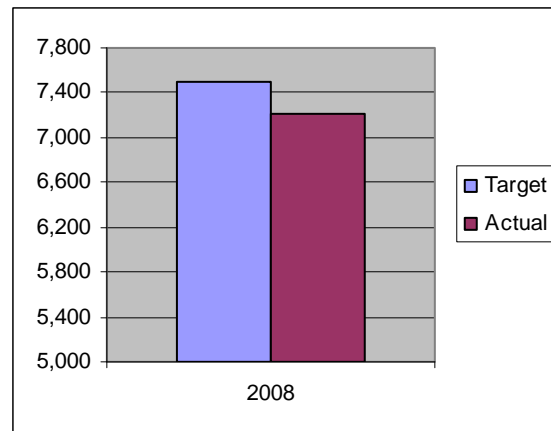
What we're doing to achieve results: The Library produces and circulates books and magazines on cassette tape and digital media, in Braille, and in large print to eligible borrowers throughout the state.

Results

Performance Measure: Number of Iowans using services

Performance Target: 7,500

Performance Result: 7,204



What was achieved: 7,204 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.

Data sources: All data is pulled from our automated circulation system. Because all patrons are served through the automated system, and all transactions are captured by the system as part of its basic functionality, the resulting data is highly reliable.

Resources: Total funding for the Instructional Materials Center: \$536,310; Production Services \$650,506; and Circulation Services: \$794,639.



Services / Products / Activities of Library Services Core Function

Service: Circulation of library materials.

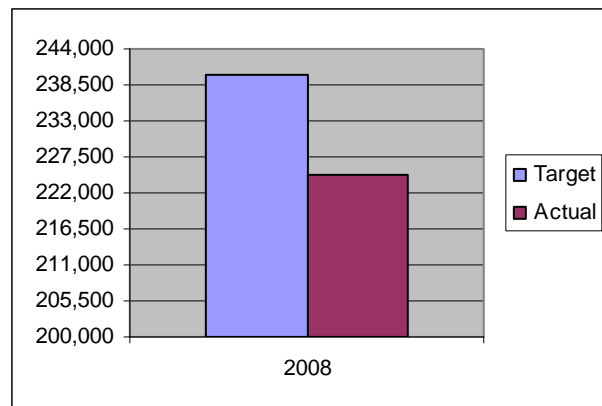
Description: The Library maintains a collection of over 88,000 book titles and makes available to its borrowers over 120 different magazines. Because the Library is a cooperating member of the National Library Service for the Blind and Physically Handicapped (NLS), its borrowers have access to all NLS services.

Results

Performance Measure: Numbers of books circulated

Performance Target: 240,000

Performance Result: 224,876



What was achieved: Iowans who cannot read standard print gathered and used information from books, magazines, newspapers, 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.

Data Source: All requests are tracked through an automated system; data is highly reliable.

Service: Production of materials in alternative media.

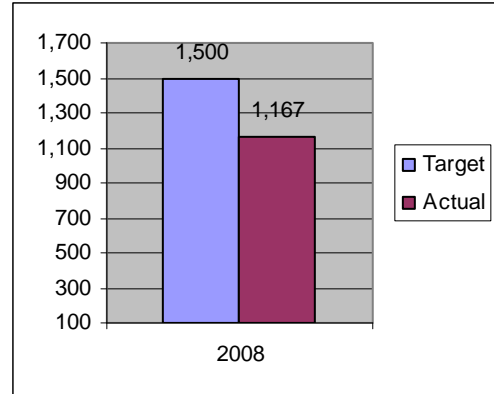
Description: Employment-related, educational, and leisure materials not already available in alternative media are transcribed for the collection and for patrons upon request.

Results

Performance Measure: Number of items produced in alternative media.

Performance Target: 1,500

Performance Result: 1,167



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

Data Source: All production is tracked in a production tracking system and the data is highly reliable.

Service: Instructional Materials Center

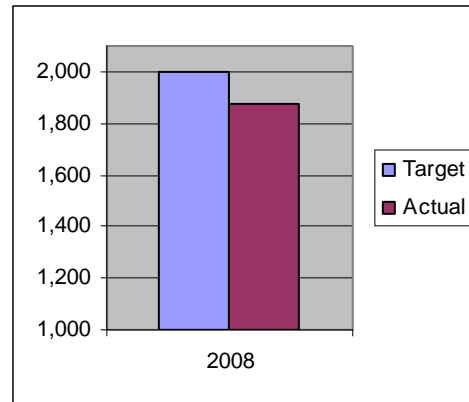
Description: The IMC locates textbooks and other educational materials for Iowa's K-12 and college students who cannot use standard print, and it locates job-related materials for employed Iowans who cannot use print.

Results

Performance Measure: Number of educational and vocational requests filled by Instructional Materials Center.

Performance Target: 2,000

Performance Result: 1,879



What was achieved: 1,879 requests for educational and vocational materials were filled, permitting students and workers to have textbooks and work-related materials in a format they can use so they can continue their education and maintain employment.

Data Source: All requests are tracked through an automated system; data is highly reliable.

KEY RESULTS

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, the Department is currently managing a major interior renovation and upgrade of building mechanical systems and providing core services discussed above with many staff housed in remote or other temporary locations.

Results

Measure	Number of reportable comments in the annual audit.	
	Target	Actual
	0	0

What was achieved: The Department annual audit report did not list any findings or comments.

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

Resources: \$1,059,998.

Services / Products / Activities of Resource Management Core Function

Service: Department administrative services

Results

Measure	Number of compliance issues raised by federal agency during monitoring visit.
Target	Actual
0	0

Measure	Percent of compliance with Accountable Government Act.
Target	Actual
100%	100%

What was achieved: The Rehabilitation Services Administration (RSA) did not conduct a Section 107 monitoring and technical assistance review in state fiscal year 2008. However, the Department is slated for a comprehensive on-site monitoring review in federal fiscal year 2009.

The Department did not receive any reports of non-compliance in 2008.

Data Source: Department for the Blind records of documents required by the Accountable Government Act.

AGENCY PERFORMANCE PLAN RESULTS
FY 2008

Name of Agency: Iowa 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: Vocational Rehabilitation Services & Independent Living

Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Ratio of average VR wage to average state wage as a percentage.	100%	91% \$15.27/\$16.50	<p>What Occurred: Wage ratio did not meet Dept. established target: However, wage ratio increased from SFY07 and exceeded federally negotiated performance standard.</p> <p>Data Source: eFORCE and U.S. Rehabilitation Services Administration (RSA) Standards and Indicators</p>
2. Competitive employment outcomes as a percentage of all employment outcomes.	85%	93%	<p>What Occurred: Blind Iowans achieved a high level of competitive employment outcomes. Federally negotiated performance standard was exceeded.</p> <p>Data Source: eFORCE and RSA Standards and Indicators</p>

Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
3. Individuals indicating they have a more positive attitude about their blindness after training.	85%	99%	What Occurred: Nearly all participants benefited from training activities. Data source: eFORCE

Service, Product or Activity

Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Ratio of average VR wage to average state wage as a percentage.	100%	91%	What Occurred: Wage ratio did not meet Dept. established target: However, the wage ratio increased from 2007 and exceeded federally negotiated performance standard. Data Source: eFORCE and U.S. Rehabilitation Services Administration Standards and Indicators
2. Percentage of individuals with an Individualized Plan for Employment (IPE) who attain competitive employment outcomes.	85%	93%	What Occurred: Blind Iowans who developed an IPE achieved a high level of competitive employment outcomes. Federally negotiated performance standard was exceeded. Data Source: eFORCE and U.S. Rehabilitation Services Administration Standards and Indicators

Service, Product or Activity

Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of people provided access technology training through support calls and training.	330	375	What occurred: 375 blind lowans received technology training and support. More calls were received than anticipated. Data Source: eFORCE
2. Number of specialized workshops on access technology presented.	4	5	What occurred: Staff exceeded targeted number of technology training workshops held. Data source: eFORCE
3. Number of worksite assessments for access technology handled.	30	42	What occurred: More employers required technical assistance and worksite assessments. Data Source: eFORCE

Service, Product or Activity

Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
Number of community based group training sessions provided and percentage of participants who indicate acquisition of new skills or knowledge.	24 & 85%	15 & 95%	What occurred: Fewer community based group trainings were held than projected due to staffing changes. Two persons had been responsible for conducting both the community based group training and in-service training sessions. During the year, one person resigned, and was not replaced due to budget constraints. The other staff person's job duties changed so that she covers these activities part-time with her remaining time delivering other services to meet client demands. Data source: eFORCE
Number of in-service training sessions provided.	20	17	What occurred: Fewer in-service training sessions were held than projected due to staffing changes. (Refer to above.) Data source: eFORCE
Percentage of individuals who meet their defined functional goals (daily living, mobility, communication, leisure, and community involvement).	80%	87%	What occurred: Most of the individuals involved in the IL program who set goals achieved those goals, such as using appliances independently, traveling independently in their community, and resuming hobbies. Data source: eFORCE

Core Function: Library Services

Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
Number of lowans using services.	7,500	7,204	<p>What occurred: 7,204 lowans who are not able to read standard print used Library services.</p> <p>The target for lowans using these services was not met. The Department has been experiencing a decrease in referrals for services, even though Iowa's population has increased. This decrease may be related to fewer marketing and outreach activities by the Department. We will be undertaking new initiatives to increase referrals and, by extension, lowans using services in 2009. A loss of users may also be related to the quality of the cassette machines that provide access to print materials. The Library is in the process of switching to digital equipment which will address this issue.</p> <p>Data source: Department's automated circulation system</p>

Service, Product or Activity

Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Numbers of books circulated.	240,000	224,876	<p>What occurred: The decrease in the number of books circulated corresponds to the decrease in the number of Library users. Efforts to increase these numbers are explained above.</p> <p>Data source: Department's automated circulation system</p>

Service, Product or Activity

Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of items produced in alternative media.	1,500	1,167	<p>What occurred: 984 items were produced in alternative media, per client requests. This number is dependent upon patrons' needs. The number of items clients require in alternative media can fluctuate from year to year. The decrease in users has impacted the need for items produced in alternative media. As described above, new efforts to increase referrals and clients will be initiated in 2009.</p> <p>Data source: Department's production tracking system</p>

Service, Product or Activity

Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of educational and vocational requests filled by Instructional Materials Center.	2,000	1,879	<p>What occurred: 1,879 requests received from patrons for educational and vocational materials in alternative media were produced. This number is dependent upon patrons' needs and requests. While the target was not met, this number showed an increase from 2007.</p> <p>Data source: Department's production tracking system</p>

Core Function: Resource Management

Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
Number of reportable comments in the annual audit.	0	0	What occurred: The state's single audit for 2007 released by Auditor Vaudt on March 31, 2008 contained no reportable comments pertaining to the Department for the Blind. Data source: Annual audit performed by Iowa's Auditor of State.
Number of compliance issues raised by federal agency during monitoring visit.	0	0	What occurred: No monitoring visit was conducted in FY08.

Service, Product or Activity

Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
Percent of compliance with Accountable Government Act.	100%	100%	What occurred: We were in full compliance with the Accountable Government Act. Data source: Department for the Blind records of documents required by the Accountable Government Act.

Resource Reallocation

In recent years, the Department has applied for, and received, additional resources pursuant to the annual re-allotment process for Title I administered by the U.S. Rehabilitation Services Administration: for fiscal year 2007, \$778,663; for fiscal year 2008, \$805,937. In fiscal year 2009 the Department has already received \$896,609. The Department does not necessarily consider the annual re-allotment of Title I funds among the nation's vocational rehabilitation agencies to be a long-term, sustainable means by which to avoid other options, such as obtaining other resources or reducing services.

Agency Contacts

This report is available at www.blind.state.ia.us. Copies of the report can also be obtained by contacting Bruce K. Snethen at 515-281-1293.