

2009 Annual Report





State Rehabilitation Council

The Iowa State Rehabilitation Council (SRC) is a body of citizens, in partnership with Iowa Vocational Rehabilitation Services (IVRS), appointed by Governor Chester J. Culver, to provide guidance and advice on issues impacting rehabilitation in the State of Iowa. The Council reviews, analyzes and advises IVRS regarding the state's vocational rehabilitation programs.



SRC Members

Clockwise from top left:

Craig Cretsinger,
Chair

Mari Reynolds
Vice Chair

Joan Bindel

Christine Urish

Jeff Mikkelsen

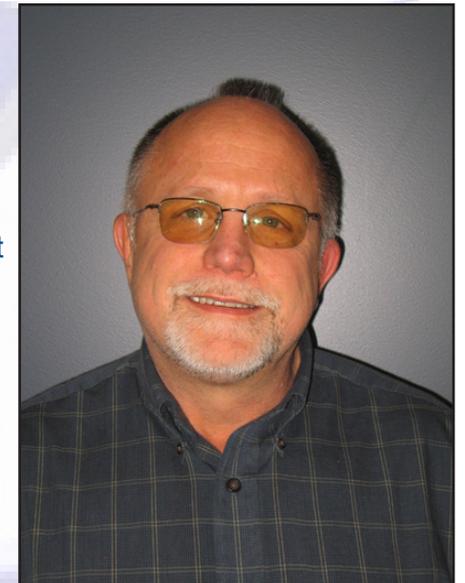
Angela Gandrud

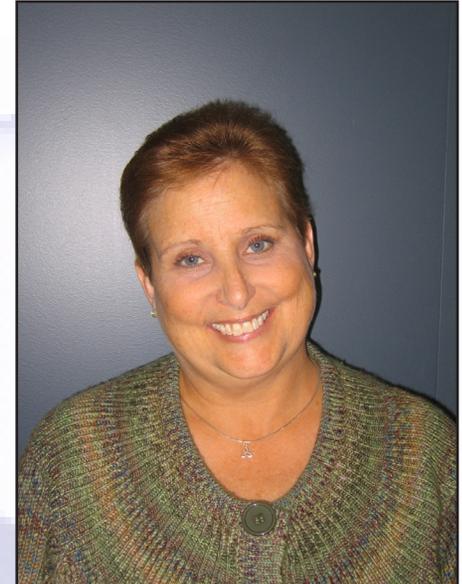
Mark Plutschak



SRC Mission

“Iowans in partnership with IVRS to assure that people with disabilities meet their employment, independence, and economic goals.”





New in 2009: SRC Customer Satisfaction Survey

The SRC is undertaking a customer satisfaction survey this year to help determine how well IVRS is meeting consumer needs and find ways to improve future service. This is only one of the ways the SRC helps assure that quality services are provided to lowans who qualify for IVRS services.

The results of the survey are being compiled and will be released in 2010. The results will be posted at www.ivrs.iowa.gov

SRC Members

Top Row: Vivian Ver Huel, Barbara Guy, Daniel Zinnel, Jacqueline Wipperman

Bottom Row: John Mikelson, Kimberly Brooks-Miller Sink

IVRS Staff to SRC (not pictured): Steve Wooderson, Matthew Coulter, Kenda Jochimsen, Micheleen Maher, Jane McCord, Lee Ann Russo



The State Rehabilitation Council (SRC) provides a voice for consumers and stakeholders with a goal of maximizing employment and independent living.



The membership of SRC brings together

- Persons with Disabilities
- Related Service Agencies
- Disability Advocates
- Community Business People

First Aid for Advancement



Employer: Hospice

Counselor: Kass Harper

Waterloo Area Office
3420 University Avenue
Suite D
Waterloo, Iowa 50701

319-234-0319
(Voice/TTY)



Patricia came to IVRS in need of further training and assistance with the purchase of hearing aids.

She had an Associate's Degree in Nursing, but wanted to obtain a Bachelor's Degree. She felt this would allow her to eventually get a job in administration where she could better control her diabetes.

After completing school and obtaining hearing aids, Patricia worked with IVRS to apply for jobs. Patricia worked with Mercy Hospital in Cedar Rapids and Lutheran Social Services in Waterloo before beginning her present position at Iowa Hospice in Waterloo. She anticipates she will be eligible for an administrative position in time due to her advanced degree.

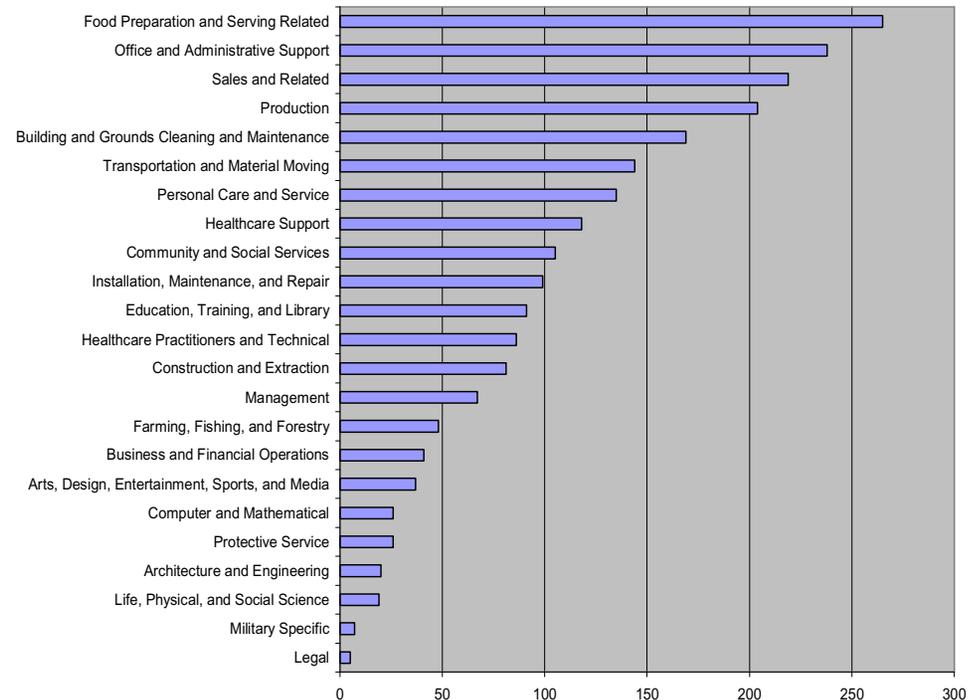
When she originally applied for services, Patricia was concerned that she may have to give up her nursing career. The help from IVRS has allowed her not only to continue, but to advance in her career and find new opportunities.

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Iowa Vocational Rehabilitation Services placed 2,264 disabled Iowans into employment during the 2009 fiscal year

- The vast majority of workers with disabilities require no accommodations and the average cost of accommodations that were requested in 2006 was \$600 or less.
- Approximately 220,000 working-age Iowans with disabilities (21 - 64 years old) represent 12.4% of our state's total population.

Hires by Occupation Category



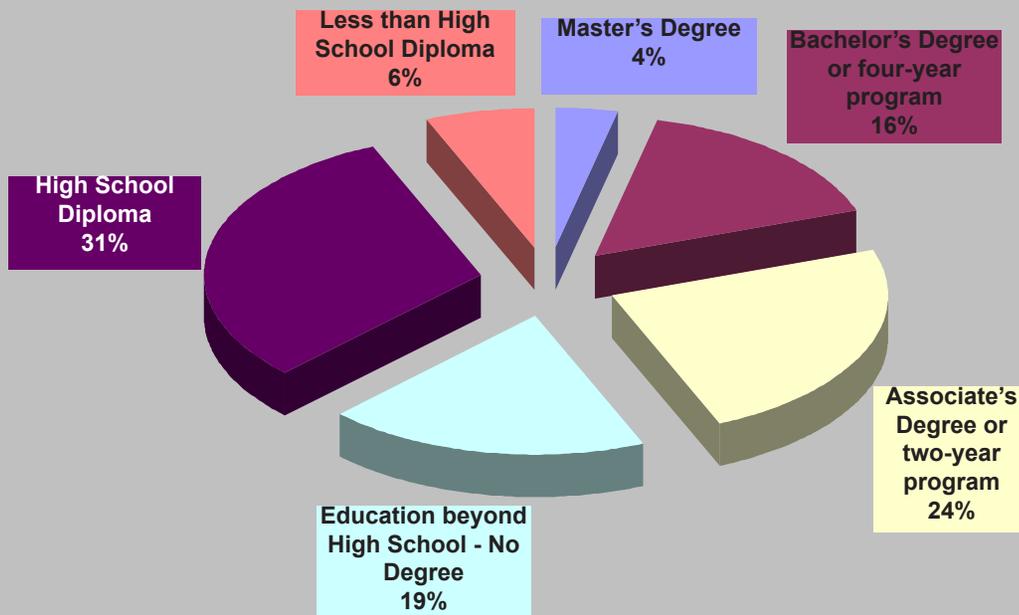
A network of resources to keep you headed in the right direction

Being successful in life takes hard work and determination. But you don't have to go through it alone. Your vocational rehabilitation counselor can help by:

- Coordinating assistive technology reviews to better identify resources that will enhance your opportunities.
- Working with colleges or universities to help you earn a degree and develop specialized skills.
- Partnering with medical and rehabilitation specialists to help you remove barriers so success is achievable.
- Consulting with employers to ensure a solid employee/employer relationship.

Hires by Education Level

Fiscal Year 2009



63% of IVRS job candidates have acquired some level of higher education and 92% have a high school diploma.

Success at Work



“Ryan is a great success story. He has overcome some personal learning obstacles and has earned a college degree, begun his teaching career, and has become a head boys basketball coach. One could say he is fulfilling his dream.

As a side note, Ryan is also currently teaching students who have learning disabilities and behavioral issues. This type of work has to be very rewarding for him because he knows from experience some of the challenges that these students face in their daily lives.”

*Ken Baker
High School Principal*

A letter from one of our consumers

Esthyr,

Thank you for all the hard work and time you spent helping me get the things I needed for the farm. I just got my ATV and it works great! I have been using it for my pig chores and also when I am working on my dad's farm. It is really handy and it saves my legs from having to work so hard. I really appreciate all you have done for me and my wife. We are truly thankful there are people in the world like you who can help out people like me.

Thanks again and we will keep in touch,

Danny and Becca Pick

P. S. Here is a picture of me using my new ATV.



How can IVRS assist you?

One of the services provided by Iowa Vocational Rehabilitation Services is assistive technology, or equipment to help people work in their chosen professions. Types of assistive technology can include hearing aids, wheelchair ramps and automobile modifications.

Our IVRS counselors work with each consumer individually to identify the assistive technology needs that will allow a person to seek gainful employment or remain productive in his or her current employment. Our counselors assist employers, employees and self-employed persons address accessibility issues.

To determine eligibility for the IVRS and to learn about the assistive technology you may qualify for, call 515-281-4211 or visit our website at www.ivrs.iowa.gov.

Employment: Farming

Counselor: Esthyr Pellersels

Sioux City Area Office

2508 East 4th Street

Sioux City, Iowa 51101

1-712-255-8871



Iowa
**Vocational
Rehabilitation**
Services

Finding solutions. Generating success.

Satellite Offices:

Western Iowa Tech 1-712-274-8733

Ext. 1254

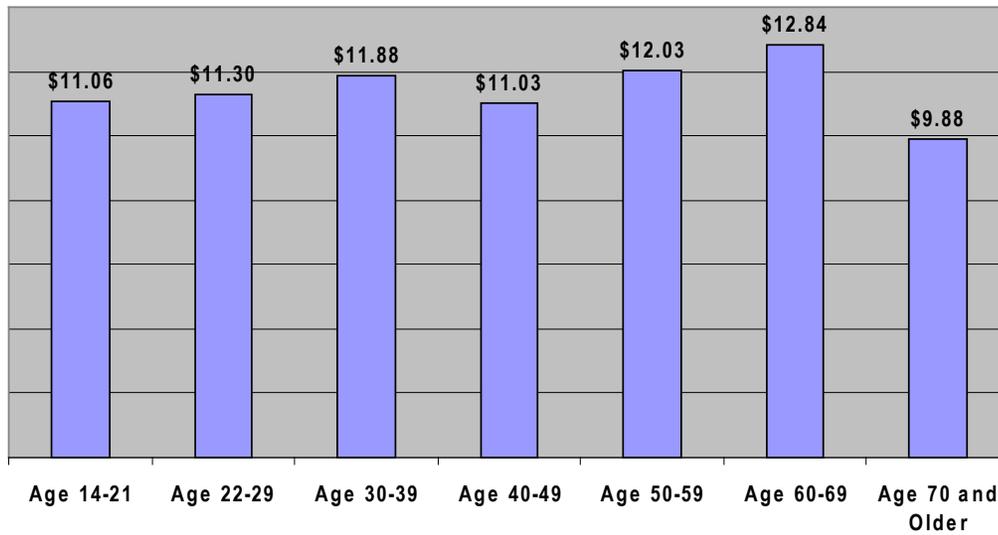
Cherokee: 1-712-225-6913

Sheldon: 1-712-324-4864

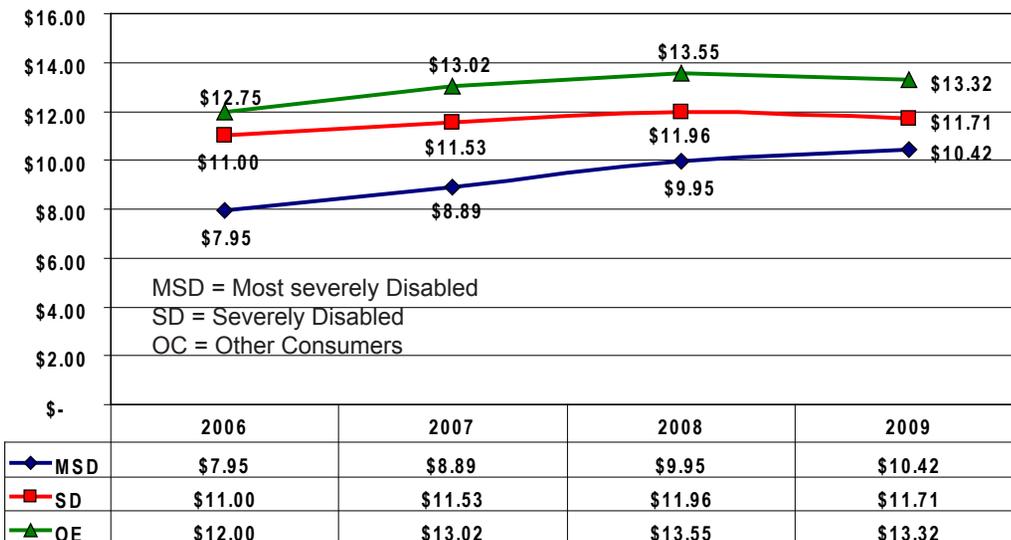
For TTY, call Iowa Relay at 711 or 1-800-735-2942, and ask for the phone number you wish to contact

www.ivrs.iowa.gov

Average Hourly Wage by Age Group



Average Hourly Wage



Gregory Bunger has worked as a route sales representative at a baking corporation in Cedar Falls, Iowa since 1985. He spends a great deal of his time traveling to local businesses, selling and delivering products.

Around the age of 16, he was diagnosed with cochlear sclerosis causing hearing loss in both ears. He has worn hearing aids since the age of 24.

In 2006, he was informed that a hearing aid would no longer be effective in his right ear. He applied for IVRS services at that time and received financial assistance with a cochlear implant in his right ear.

Eventually, the hearing in Greg's left ear declined as well, and he was diagnosed with profound hearing loss.

He tried to continue using a hearing aid for a period of time; however the damage to his hair cells eventually made the hearing aid ineffective.

Using a cochlear implant in only one ear did not allow Greg to localize sources of sound. This made it very difficult for him to communicate with clients and co-workers, which is what his position as a sales representative consists of.

In addition, Greg's employer noticed that Greg's hearing loss was a safety issue for Greg and the company.

Greg reapplied for IVRS services to obtain assistance with the second cochlear implant. After communicating with Greg's doctors and employer, an exception was made to financially assist Greg with the procedure.

Greg was able to return to work and effectively communicate with co-workers and clients. As a result of the assistance Greg received from IVRS, he was able to maintain his position as a sales representative and work in a safer environment.

The drive for success



Iowa
Vocational
Rehabilitation
Services

Finding solutions. Generating success.

Mike is a 52-year-old individual who has a long work history involving physically demanding jobs. Several years ago he injured his back while working in a packing house, and that led to his first back surgery to repair a herniated disk. He has had four other back surgeries since that time, and he has not been able to work for the last year.

Mike is married and has a 10-year-old at home. His wife has experienced a reduction in hours at her place of employment during the past year, so finances were getting pretty tight with Mike being unable to get a job. He recounted how disappointing it was to put out applications for job openings which he felt he had the skills and experience to handle, yet never to hear back on those applications. Mike wanted to be able to help provide for his family, so he came to IVRS in August of 2008 to seek assistance in going back to work.

At IVRS, Mike worked with counselor Mary Ott on exploring career ideas. Mary administered a career exploration tool, arranged for further career aptitude assessment and job seeking skills training through Workforce Development, and provided counseling and guidance to help Mike select a career goal that would meet his needs.

Mike had always had an interest in trucking, but he worried that his back problems would not allow him to successfully pursue this career. In any case, Mike had never had the money to pursue truck driver training in the past. In order to help determine the feasibility of this career goal, Mary arranged for a functional capacities assessment through a local medical clinic, and it turned out that the specific



IVRS counselor Mary Ott and Mike Petty.

job that Mike had in mind fell within his functional capacities.

Working cooperatively with the WIA program, Mary helped Mike to attend the three-week truck driver training program at a local community college (NIACC)—WIA paid the tuition, and IVRS picked up the travel expenses and work clothing. The training at NIACC was very practical, with lots of actual driving experience. Mike expressed his appreciation of the quality of training saying, “It’s one thing to sit in a classroom, and quite another to actually experience the work.” Mike felt that he really learned what he would need to know to become a successful truck driver.

Mike completed his training on May 22, 2009, and he was immediately hired by a fisheries company out of Minnesota to begin on May 31. One of Mike’s previous jobs was operating a bait shop, and he apparently purchased a lot of his bait from this company, so he already had them in mind when
www.ivrs.iowa.gov

Employment: Truck Driver

Counselor: Mary Ott

Area Office: Mason City
600 Pierce Street
Mason City, Iowa 50401
(641) 422-1546

he signed up for the training. In this job, he makes relatively short runs, does not have to load or unload the truck, and he is already familiar with the industry. He therefore feels that this job is a great match for him. The job is full time, and he earns more than he has earned in a long time.

He exclaimed, “I’m really pumped!” Mike is happy to be able to help with the family living expenses once again, and he said that he particularly looks forward to taking his wife out to dinner and being able to pay the bill himself.

He is excited about his new career and said, “I can’t say enough good things about Voc Rehab and NIACC. Some programs promise a lot, but this one worked out.” He further remarked, “It’s nice to be excited about something again. It has been a long time.” Mike is proud of his success, and he hopes that his story will encourage others who have disabilities to continue to strive to succeed in employment.

Terry Miller receives Entrepreneur of the Year Award

Terry Miller had a successful construction business in West Chester, Iowa, until a debilitating condition forced him out of business. He had to sell his tools and equipment and his employees lost their jobs.

For a time his recovery became his sole focus and Terry's dream of having a business of his own seemed to slip away. Then Terry began the long and difficult climb to regain all that he had lost.

"I wanted to be self-sufficient and be able to provide for my family and have a better life," Terry said.

Roger Halvorson and Dick Grose with the Iowa City Office of Iowa Vocational Rehabilitation Services and Kochell Weber-Ricklefs and Kim Barber, Business Development Specialists with the Iowa Self-Employment Program – a collaborative program offered by the IVRS and Iowa Department for the Blind, stepped in to help Terry achieve the goal of rebuilding his business.

Terry was a great candidate for Iowa Self-Employment.

"I had been in business before and I knew the business I was going in to," he said. "I wanted to start my business again and work in the field and do things positively."

Now, one year later he is back in business with Miller Construction in Washington, Iowa, doing carpentry, painting and restoration services. In addition, Miller is a Peer Support Specialist Trainer through the Iowa Peer Support Academy and teaches classes on self-advocacy, peer support and successfully living with a disability.

He credits IVRS for helping him to get back on his feet again.

Terry said, "IVRS was able to provide matching funds that allowed me to purchase the tools and equipment to make my business successful."



Terry Miller (center) received the 2009 Entrepreneur of the Year Award on Oct. 9. From Left: Roger Halvorson of IVRS, Terry Miller and Kochell Weber-Ricklefs, Iowa Self-Employment.

Terry Miller received the Entrepreneur of the Year Award from the Iowa Commission of Persons with Disabilities on October 9 at the State Capitol. This award is presented to an entrepreneur with a disability who has displayed outstanding leadership, technical skills in their field, and the initiative necessary to successfully own and operate a for-profit business.

The nomination for Terry read, "Terry Miller displays exemplary character, self-awareness, and gratitude for the things that he has accomplished." He is

noted for his persistence and his unwillingness to allow his disability to keep him from achieving his goals.

Terry's advice to other entrepreneurs?

"Don't give up," Terry said.

He added that launching a business takes proper planning – and Iowa Self-Employment assisted him with that process.

"Make sure to do the extended business plan because as you work on it you realize things you need to positively affect your business," he said.

To learn more about Iowa Vocational Rehabilitation Services and Iowa Self-Employment, visit our web site at www.ivrs.iowa.gov.

IVRS partners with Iowa Department of Education to employ two lowans

A partnership between Iowa Vocational Rehabilitation Services and the Iowa Department of Education provided new career opportunities for two Iowa women.

Kayli Broadway was attending AIB (American Institute of Business) and finishing her accounting degree last spring when her IVRS counselor, Becky Lofstedt, recommended her for a part-time accounting position with the Iowa Department of Education.

“I knew graduation was coming up and Becky said she had a perfect opportunity,” Kayli said. “It helped me take what I was learning in the classroom and apply it to a job with real-time experience.”

Julie Chelesvig, IVRS Rehabilitation Associate, also worked with Kayli, providing additional encouragement and support.

The part-time hours worked well for Kayli, allowing her to finish her degree and at the same time, gain customized training in the accounting field.

By the time Kayli graduated, she had mastered her part-time position and was now ready to apply for a full-time position with additional duties.

When she applied for an open position within the department, she could already offer experience and knowledge of the office systems and was ultimately selected for the job.

Karen Chapman, Human Resources Director for the Iowa Department of Education said, “I had already seen her abilities and her willingness to take on additional responsibilities.”

Kayli said her new position has pushed her in new directions.

“I wasn’t sure what accounting area I wanted to go into,” Kayli said. “This position gave me a push to pursue payroll and human resources.”

Carol Ross had an MBA in Business Administration but was struggling to find work. She was working closely with IVRS Counselor Steve Randolph to find a position.

“He’s been there for me since 1998 – since I was in school, giving me encouragement,” Carol said. “Anything I needed, he’d get for me.”

Carol had been looking for work for more than four years when Steve recommended her for a customized training position at the Iowa

Counselors:
Steve Randolph
North Central Area Office

Becky Lofstedt
Polk County Area Office

Employer: Iowa Department
of Education

Consumers: Kayli Broadway
& Carol Ross

IVRS achieved a 5% increase in successful employment outcomes during the last fiscal year.



Above: Kayli Broadway works for the Iowa Department of Education.

Department of Education.

“It was valuable for me to learn the computer system,” Carol said. “If you don’t know the system, you can’t do your job.”

Carol was pleased that the Iowa Department of Education helped address parking and transportation issues to make it easier for her to work.

“The people here are so friendly and easy to work with,” Carol said. Karen Chapman said Counselor Steve Randolph made sure that Carol was able to be successful in her customized training.

“When we knew Carol needed a headset, Steve provided one for her,” Karen said. “The counselors were able to find qualified candidates and help with any equipment needs.”

Karen said IVRS referred “good people who were good matches for positions” and that the customized training recommended by Barb McClannahan, Resource Manager at IVRS, provided options that were nice for both the employer and potential employees to have.

Partnerships

Iowa Vocational Rehabilitation Services and the Department of Natural Resources partnered 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.

Steve Nussbaum

"Our biggest mission is to build a database. A lot of the work is very detailed and that's a great strength of Steve."

DNR Supervisor, Amy Oliver

"I've done a lot of different things – I'm not bored. I've learned about variances, codes and laws."

Donna Gumm
Consumer

"It's a wide variety of things that I do and I learn something new every day. There's so much opportunity here."

Racheal Bradley
Consumer

"I really like the fact that I can be part of rebuilding Cedar Rapids and Cedar Falls. It fits my interests and I'm glad to help in some way."

Mary Davis
Consumer



IVRS Counselors:

*Monty South
Becky Lofstedt*

Polk County Area Office

Vocational Rehab helps people find jobs

Storm Lake's Iowa Vocational Rehabilitation Services office helps clients with a variety of medical and psychological conditions find work, says Susan Irwin, Rehabilitation Counselor at the IVRS office in Storm Lake.

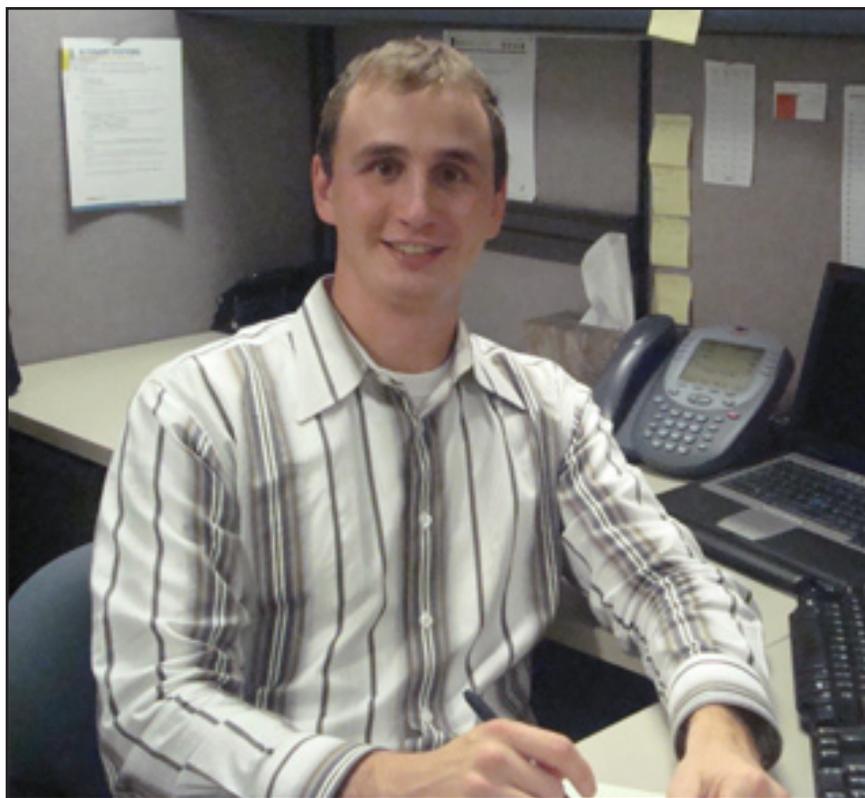
Jeff Foell, 23, has a hearing loss.

Foell, the son of Jim and Terry Foell of rural Storm Lake, is a 2005 graduate of Saint Mary's High School. He graduated last spring from Saint John's University in Minnesota, with a degree in business management.

The Storm Lake native says that he knew as he was growing up that he had a hearing loss, but didn't take any action until he was a junior in college. A hearing test at that time showed that he had about a 50% hearing loss in both ears.

On the recommendation of a family friend, Foell went to the Vocational Rehabilitation office in Storm Lake. The agency purchased hearing aids for him, a \$5,000 expense, and also provided tuition assistance for two semesters.

Upon his graduation from college, Vocational Rehabilitation helped Foell find



Foell is now serving as part of a management team that is coordinating a software upgrade at Xcel Energy in Minnesota.

employment as a business analyst consultant for Genesis10, in Woodbury, Minnesota. Foell says he was one of 10 hired from an interview of about 1,100 candidates.

Since last July, Foell has been working as a business analyst consultant with a Genesis10

www.ivrs.iowa.gov

client, Xcel Energy. He's part of a management team coordinating a software upgrade for the company.

Vocational Rehabilitation assisted with the school-to-work transition, Foell says. It covered the cost of clothing required for his new job and also paid his first month's rent. There was also a tax benefit for the company, he says. Vocational Rehabilitation supports employers by offering workplace accommodations and assistive technology, Irwin says. Financial incentives may be provided, including tax breaks for hiring or accommodating people with disabilities. In some instances, Vocational Rehabilitation Services offers staff training to help other employees work with a person with a particular disability.

Advice and financial assistance from Vocational Rehabilitation, Foell says, "helped me embrace and excel at my professional career." In a job market where only 20 percent of his classmates had a job at graduation, he says, Vocational Rehabilitation helped put him in the successful minority.

A partnership between two State of Iowa agencies has resulted in an award, but even more importantly, resulted in employment opportunities for disabled Iowans in protecting natural resources.

The “Employer of the Year” for Polk County has been awarded to the Iowa Department of Natural Resources (DNR) for its work in providing customized training and employment opportunities to people with disabilities through a partnership with Iowa Vocational Rehabilitation Services (IVRS).

“As a Vocational Rehabilitation Counselor with IVRS, I have found our partnership with Iowa’s Department of Natural Resources to be extremely rewarding for the qualified clients we serve,” said Monty South, an IVRS counselor who helped three people find opportunities at DNR through the interagency partnership

The partnership has also been a benefit to the DNR in providing quality training to gain qualified employees for its needs.

“A partnership with Iowa Vocational Rehabilitation Services seemed to be advantageous to both the DNR and IVRS, but I really didn’t understand how valuable it would be to my programs. Through the support and guidance of IVRS counselors, DNR bureau supervisors completed the customized training agreements and the trainees began working,” said Jane Mild, DNR Workforce Planning Coordinator.

Right: Jane Mild, DNR Workforce Planning Coordinator and Sally Jagnandan, Division Administrator of the Management Services Division, Iowa Department of Natural Resources, accept the Employer of the Year Award from the IVRS Polk County Area Office.

Award-Winning Combination



Dave's Restaurant partners with IVRS to help employee reach his potential

Iowa Vocational Rehabilitation Services (IVRS) first began working with Antawn Hill when he was a high school student. Communication was difficult for Antawn because of severe stuttering. This caused him to have a lack of confidence and he would not try to speak to others or even smile.

After graduating from high school, Antawn went to work for Dave's Restaurant in Charles City. He started as a dishwasher but ultimately wanted to become a cook. However, Antawn's difficulty communicating with servers and kitchen staff created a barrier to his success. Restaurant owner, Dave, contacted IVRS to see if there was something to help Antawn manage his condition.

IVRS Counselor Mary Ott arranged for Antawn to have a speech pathology assessment, and a device that resembles a hearing aid (the Speech Easy) was recommended. Once IVRS purchased the device, the restaurant owner, Dave, drove Antawn to Cedar Rapids to have the device fitted because Antawn didn't have transportation.

As soon as the device was placed, Antawn showed improvement in his speech. He practiced until he was able to take his mother out to lunch and order for both of them.

At the restaurant, Dave promoted Antawn to a full-time cook and both are happy with his success on the job.

Antawn now smiles frequently and his mother calls the transformation in his attitude miraculous.

Antawn is pursuing the career he wanted and he loves his job as a cook. Not only did his employer, Dave, provide the training for Antawn to achieve his goals, he did whatever was necessary - with the help of IVRS counselor Mary Ott - to make sure Antawn succeeded.



Antawn (left) and Dave (right) cook up a specialty for the menu at Dave's Restaurant in Charles City.

Employer: Dave's Restaurant

Area Office: Mason City

Counselor: Mary Ott

**Mason City Area Office
600 Pierce Street
Mason City, Iowa 50401**

(641) 422-1546



Finding solutions. Generating success.

Iowa Vocational Rehabilitation Services partners with employers and employees to provide resources to Iowans to help them succeed with their employment goals. Visit our web site to find an IVRS office near you.

For TTY, call Iowa Relay at 711 or 1-800-735-2942, and ask for the phone number you wish to contact.

When ability and opportunity meet, success follows

Marie Robles was 19 when she first came to Iowa Vocational Rehabilitation Services.

“Originally I wanted to work with kids,” Marie said.

She began working with Vocational Rehabilitation Counselor Monty South as she pursued her Associates degree at DMAACC.

Although she was a successful student, Marie admits that her degree focus was too broad.

“Monty encouraged me to find something I liked to do,” Marie said. “DMAACC had a human services program and I really liked it.”

The director of that program had a strong focus on diversity.

“She was brilliant at what she did,” Marie said. “She was amazing and really inspired me.”

Marie completed the program in less than two years – and particularly liked her diversity and discrimination class.

“After I graduated, I went back each semester to talk to classes,” Marie said.

Marie had found her direction while completing her education.

“I got a human services degree to work with people with disabilities or with kids,” she said.

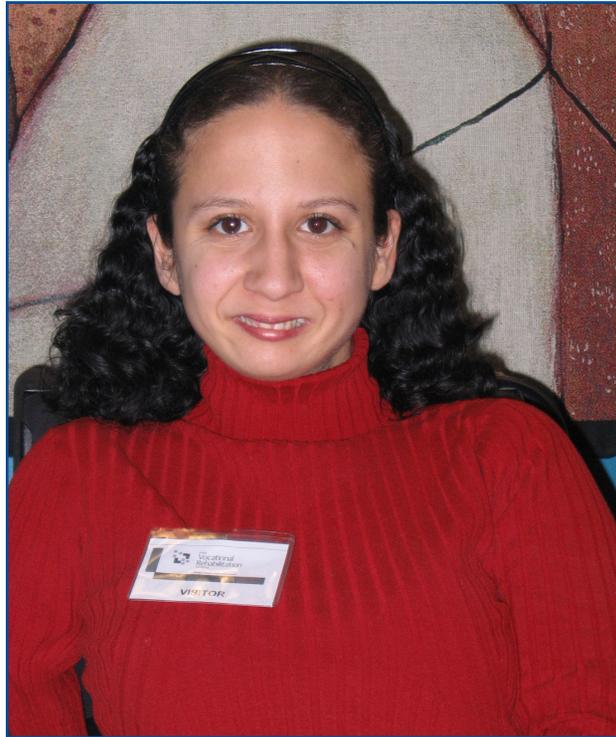
Although armed with a degree in her chosen field, it was difficult to find a career in a time of lay-offs and high unemployment.

“There was also the car issue – I didn’t have a car right away,” Marie said. She experienced being denied an interview because she would need to rely on bus transportation to get to and from work. It also made it difficult for her to take care of personal business.

“When I took the bus it would take about two hours to get there,” Marie said.

Monty South arranged for high tech van modifications so that Marie could drive.

“I can’t tell you how appreciative I am of that,” Marie said. “It’s amazing. I knew it would open up opportunities and make me more independent. It’s



so nice not to have to rely on other people to get anywhere. It’s nice to get into the car and just go there.”

Marie also found a position at Wells Fargo that suited her interests.

“They’re an incredible company and they are committed to diversity,” Marie said. “When I got an interview at Wells Fargo they didn’t ask about transportation, they just asked how I thought I would perform. They didn’t even ask how I could type – they saw I had experience in a computer lab and could run a computer. They looked at me and my qualities instead of looking at me and seeing some form of disability.”

Marie proved her abilities by excelling in her position, handling 24 accounts per hour. She’s also become involved in areas that are important to her.

www.ivrs.iowa.gov

Consumer: Marie Robles

Counselor: Monty South

Area Office: Polk County

Employer: Wells Fargo



“Every since working there I’ve been on the diversity council – I just spoke at a lunch and learn there about the difficulties faced in finding jobs and getting interviews. This company is great! The fact that they gave me the opportunity was pretty cool. They realize if you give a person an opportunity, they can excel.”

Marie said her counselor, Monty South, was a crucial support system for her as she found her way to a fulfilling career.

“He was amazing,” she said. “He always encouraged me to do the classes, provided moral support and allowed me to become independent by helping me get transportation. He always said I could do it.”



Finding solutions. Generating success.

Iowa Vocational Rehabilitation Services

510 East 12th Street
Des Moines, IA 50319-0240

515-281-4211 V/TTY
515-281-7645 Fax
Toll Free: 1-800-532-1486

www.ivrs.iowa.gov

Area Offices

Burlington Area Office:
319-753-2231 (Voice/TTY)

Cedar Rapids Area Office:
319-294-9308 (Voice/TTY)

Council Bluffs Area Office:
712-328-3821 (Voice/TTY)

Davenport Area Office:
563-445-3280 (Voice/TTY)

Dubuque Area Office:
563-588-4697 (Voice/TTY)

Fort Dodge Area Office:
515-573-8175 (Voice/TTY)

Iowa City Area Office:
319-354-4766 (Voice/TTY)

Mason City Area Office:
641-422-1551 (Voice/TTY)

North Central Area Office:
515-233-5753 (Voice/TTY)

Ottumwa Area Office:
641-682-7569 (V/TTY)

Polk County Area Office
515-281-4211 (Voice/TTY)

Sioux City Area Office:
712-255-8871 (Voice/TTY)

Waterloo Area Office:
319-234-0319 (Voice/TTY)

West Central Area Office:
515-281-4211 (Voice/TTY)

For a detailed listing visit our website at www.ivrs.iowa.gov

For TTY, call Iowa Relay at 711 or 1-800-735-2942, and ask for the phone number you wish to contact.



EDRN is a collaboration of state, federal and private partner agencies working together to identify, develop and mobilize resources, supports and services that add value to Iowa businesses hiring persons with disabilities.

- Provide Iowa employers access to qualified applicants.
- Enhance the available labor market by combining on-the-job training, internships and classroom experiences for high-demand occupations.
- Be a resource for up-to-date information about disability employment issues for the business community.

Visit our website at www.EDRNetwork.org

Disability Determination Services

The Social Security Administration (SSA) administers two programs that provide benefits based on disability: the Social Security Disability Insurance program (Title II of the Social Security Act (the Act)) and the Supplemental Security Income (SSI) program (Title XVI of the Act).

You must file for disability benefits at your local federal Social Security Office or you may call toll free at 1-800-772-1213.

Independent Living Program

IVRS partners with the Iowa Department for the Blind (IDB) and the Iowa Statewide Independent Living Council (SILC) to help promote the expansion of services for independent living throughout Iowa. The Independent Living program is designed to complement the vocational component of the agency's mission; independence and inclusion of persons with significant disabilities.