



Iowa Division of Persons with Disabilities

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 and guidance, training and negotiation services to employers and citizens with disabilities.

Iowa Commission of Persons with Disabilities

***Annual
Report
2003***

***A Division of the
Department of Human Rights***

Highlights

This report highlights the achievements of the Division of Persons with Disabilities, especially new and innovative directions to improve the employment opportunities for lowans with disabilities.

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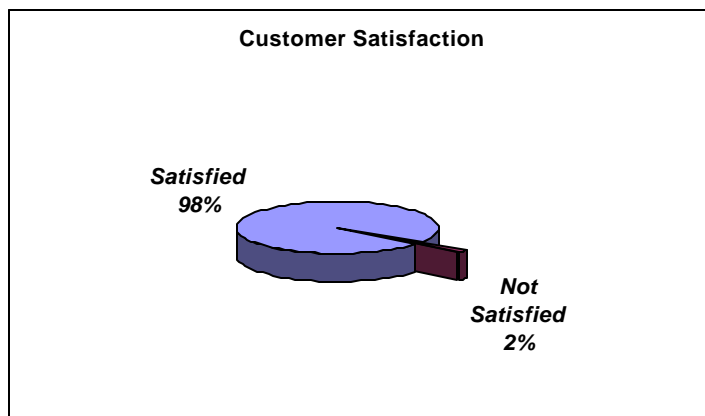
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Results

Because We Acted:

- Mary is able to continue long-term employment as a result of information we provided about a physical modification of the bathroom at her worksite.
- Steve knew when he was being discriminated against because of his disability and knew what resources were available to serve and protect him.
- John, who is terminally ill, was able to receive services that he was unaware of to improve his quality of life at a very stressful time.
- A young Iowan with a disability now has the self-assurance to attain employment rather than live on SSDI.
- A consumer successfully self-advocated for a reasonable accommodation that was both suitable for her and her employer without using FMLA, sick leave or filing a grievance or lawsuit.
- Betty did not feel alone when she recognized that other people have experienced similar issues regarding her rare disability.
- Seth went to the college of his choice that offered him a scholarship instead of one close to home because he could access services he needed outside of family members.
- Joe, a wheelchair user, will be able to attend movies at a theater in eastern Iowa due to a modification of the building.
- Connie and Alan had confidence that their son would be able to advocate for himself, enabling him to seek the training and employment of his choice.
- Kyla was able to self-advocate for her Individualized Education Program during her senior year allowing her to attend post-secondary education with appropriate accommodations.
- The Americans with Disabilities Act Accessibility Guidelines will be adopted January 1, 2004, as the state building code, enabling a better future for persons with disabilities who experience architectural barriers.

Customer Satisfaction:



Response to publications sent resulted in 100% satisfaction with comments such as “very friendly, prompt service”, “I appreciate all you do”, “Thanks for your support”, “I was surprised I had not heard of your services before!”.

Responses to training were positive ranging from good (3) to very good (5) with an average of 4.7.

Service - Developing Abilities of the Workforce

Youth Leadership Forum for Students with Disabilities



In partnership with the Division of Vocational Rehabilitation Services and the Department for the Blind, we organized and managed the five-day Youth Leadership Forum (YLF). It was held at Iowa State University and provided training for 29 high school juniors and seniors in areas such as self-advocacy, assistive technology, identifying accommodation needs, post-secondary education, and job seeking.

Volunteer staff and students enjoyed a variety of speakers, events and challenges promoting leadership and team building. The evaluation results indicated a very positive outcome and our partners agreed to continue this project. Because of the positive results, 25 of the 29 student delegates volunteered to come back to work as assistants, peer counselors, attendants or at other staff positions next year.



Fourteen YLF alumni volunteered as staff for the forum this year. Several of the YLF graduates served as ambassadors at events around Iowa.

Check out the YLF web site at www.state.ia.us/government/dhr/pd/youth_leadership/index.html for photos of various activities.

Iowa YLF Graduate attends National YLF

Seth Cooper of Cedar Rapids, 2002 delegate/2003 staff member was selected to attend the National YLF in Washington, D.C. The NYLN's mission is to promote leadership



development and education that ensures all youth with disabilities have the opportunity to attain their maximum, unique, personal potential. Participants will gain tools and techniques for moving to higher levels of leadership and for promoting the success of young people with disabilities. They will have exciting opportunities to learn from national disability leaders, public officials, and other young leaders with disabilities from all over the country.

Service - Developing Abilities of the Workforce

Information for Applicants/Employees

A primary function of the Division is to provide information and referral to lowans with disabilities. Many inquiries are from individuals with disabilities who are seeking employment or trying to retain employment. With the appropriate information on accommodations and application procedures, individuals are better equipped to become productive members of the workforce.

During the year, we provided printed materials, electronic or phone responses, and individualized advice to **833 lowans with disabilities** or their family members. See page 9 of this report for web site activity during the year that is not divided by types of individuals seeking information.

Referral to Rehabilitation Agencies

Many of our constituents are not aware of the services available to lowans with disabilities. When a request is received, we take care to make sure the caller has all of the information they need including referral to agencies to assist them when more than job placement is needed.

While a job may be the ultimate goal, interventions of a medical or counseling nature are often needed prior to achieving that goal. It is important that individuals know where to find those services.

Responsible Citizens

Informed citizens with disabilities have less need to bring litigation. We give individuals accurate information on rights and responsibilities relative to employment and encourage resolution at the least formal level.

We encourage communication and negotiation to work out differences in employment settings. We also provide options for individuals to choose from while exercising their rights.

Self-Advocacy & Self-Determination

We believe that lowans with disabilities need self-advocacy skills and we teach those in conjunction with other services we provide. In this way, once the skill is learned, an individual can transfer that skill set to another similar situation and know how to research rights and responsibilities in other situations.

Because we provide a number of solutions for individuals to consider, they make the determination that best fits their comfort level and meets their needs.

Service - Disability Solutions That Work

Information for Employers

To assist in removal of barriers to employment for lowans with disabilities, we make every effort to assist employers as they seek to hire a person with a disability or retain an employee who has become disabled. Specific areas of concern include accessible facilities, job accommodations, properly written job descriptions, recruiting in the appropriate places, or training for supervisors and coworkers. We provide assistance as requested or find an alternate trainer as needed.

Employers appreciate the fact that we are not a compliance agency and that we address all types of disabilities. We provided information, researched and responded to **764 employer** requests during the year and gave presentations to **106 employers**. In addition, web site resources were accessed as noted on page 9.

Assistance to Service Providers

State Government

The State of Iowa is a major employer with 800 hiring authorities. In partnership with the Department for the Blind and the Deaf Services of Iowa, a program was developed to provide better access to employment opportunities in state government and access to evacuation procedures for persons with disabilities. The results of a survey were used to educate and train supervisors and other interested parties on employment and evacuation issues. Additionally we:

- Completed a web-based directory for the State of Iowa website's A-Z resource browser as a quick link to disability services offered by State agencies
- Developed an online and interactive Americans with Disabilities Act Title I guidebook for state supervisors. This guidebook is a comprehensive, step by step guide for state hiring authorities on all phases of state employment for persons with disabilities, including application procedures and processes, interviewing, hiring, reasonable accommodations, promoting, and terminating employment. The guidebook is a reference for all who work with persons with disabilities and gives references, examples, options, resources and guidance. Link to the site at <http://www.state.ia.us/government/idop/docs/AA-EEO/PersonsWithDisabilitiesGuidebook.doc>

The Division collaborates with the State of Iowa ADA Advisory Committee in developing a process to prioritize the removal of structural barriers and recommended funding for 55 projects totaling \$968,000 at 16 sites around the state. On the Capitol Complex,

- Replacement of non-compliance ramp on the east side of the Capitol.
- Modifications to the Capitol Building rotunda elevators to provide access to the floor of the House and Senate Chambers
- Modifications to walkways and parking on the east side of Hoover Building, and
- Construction of accessible parking on the east side of the Grimes Building.

Service - Disability Solutions that Work

One-Stop Workforce Centers

As a result of the Department of Labor Work Incentive Grant Iowans with disabilities should notice a change not only in term of facilities but also in the delivery of services at One-Stop Workforce Centers across Iowa. The Division of Persons with Disabilities along with other state agencies and the Drake Rehabilitation Institute created an Assistive Technology Team or “A-Team” within the grant. Through various promotions, 13 of Iowa’s 16 Workforce Regions scheduled an on-site visit by the A-Team. The objectives of the “A-Team” were to provide a comprehensive review of access and technology needs of the “One-Stop” Workforce Centers across Iowa. The A-Team were able to identify not only physical and communication barriers as well as technology available and make recommendations that enhance services of Iowa One-Stop Workforce Centers. Iowans with disabilities should expect the same level of service from all One-Stops as other individuals receive.

Others

In addition, information and individualized assessment and guidance services were provided to **1937 service providers** on access to goods and services. See page 9 of this report for web site activity during the year that is not divided by types of individuals seeking information.

Collaborations

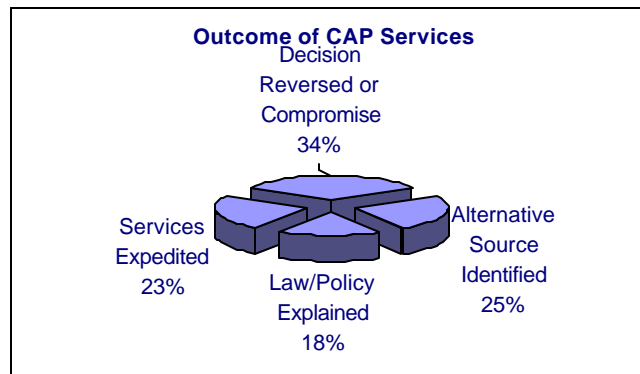
Achievements in collaboration with the following agencies

- Secretary of State – participated in design of the statewide plan for the Help America Vote Act (HAVA) legislation
- Department of Public Health, Disability Prevention Division – provided data and assured accessibility to 59 health related facilities across Iowa; 20 substance abuse programs and 39 mental health and health services.
- Division of Vocational Rehabilitation Services, Department for the Blind, and Statewide Independent Living Council – reviewed and provided input on state plans
- Division of Vocational Rehabilitation Services and Department for the Blind – Youth Leadership Forum for Students with Disabilities and provided job announcement/opportunities from the private and public sector.
- Des Moines Public Schools (Taylor, Ohde and Kitchell) – reviewed blueprints and made recommendations for accessibility of school renovations
- Divisions within the Department of Human Rights - provided consultation for represented populations on disability issues.
- Iowa Legislature – provided service and information for constituents with disabilities
- Department of Inspections & Appeals and Elder Affairs – reviewed accessibility of existing and new Assisted Living facilities.
- Department of General Services – reviewed and assured accessibility to 53 offices leased to various state agencies across Iowa and updated the state’s ADA Transition Plan, identifying project to be funded during the next year to comply with program accessibility.

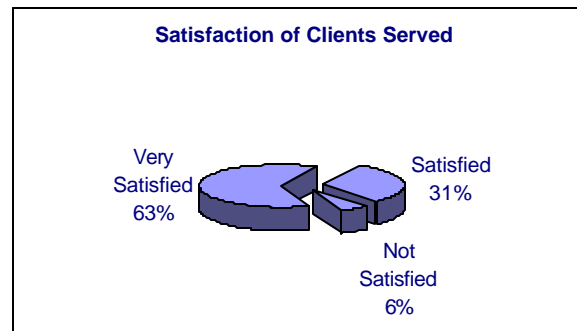
Service - Client Assistance Program

The Client Assistance Program (CAP) is mandated in each state in order for that state to receive federal rehabilitation funds. This program is a 100% federally funded formula grant program. In Iowa, the Division of Persons with Disabilities, Department of Human Rights, operates CAP. Federal law requires that the program be operated outside of the rehabilitation agencies it monitors. In Iowa this includes the Department for the Blind, the Division of Vocational Rehabilitation Services, and the seven centers for independent living. The program operates on the federal fiscal year ending September 30.

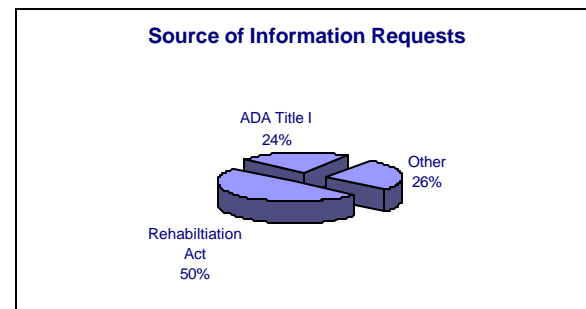
CAP services assist clients of the rehabilitation agencies in resolving problems so their rehabilitation programs can continue and they can move to employment. Results of these services during the year are depicted below.



After services are provided to each individual, they are asked to rate the services they have received from CAP to assist in program improvement. These are the results from the past year.



CAP Requests fall into three primary categories.



Strategic Planning & Accountable Government

Strategic Planning

Early in the year, the staff met to review and revise the strategic plan, including the performance plan and action plans for each program and project. Goals are:

- Iowans with disabilities are empowered with tools to obtain employment.
- Employers are supported in their efforts to hire people with disabilities
- State, County and local governments are supported in providing services to and employing Iowans with disabilities.
- The Division infrastructure will be financially sound.

Iowa Excellence

Staff is in the process of completing the self-assessment phase of Iowa Excellence. This will be the second self-assessment and we anticipate improvement. The area of data based decisions was an area that needed attention based on our last self-assessment completed 3 years ago. Since that time, we have implemented new data collection systems and data analysis systems to guide activities and budget.

Two staff members are trained examiners for Iowa Excellence and all staff have attended one or more training sessions on the processes.

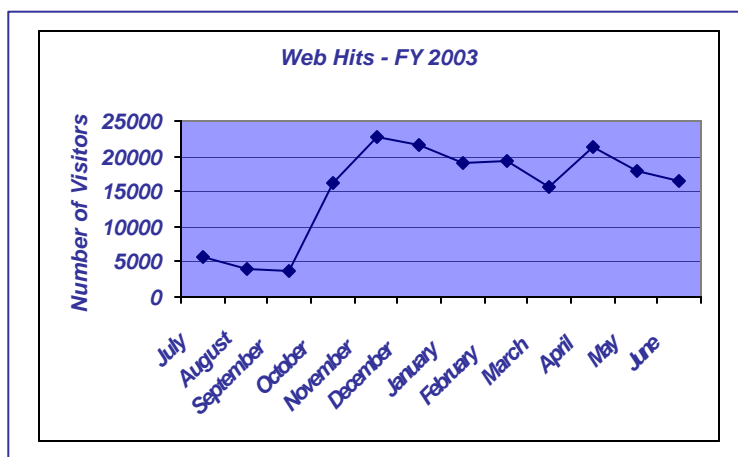
Accountable Government Act

On June 1, 2001, Governor Tom Vilsack signed the AGA into law. The AGA institutionalizes many components of Iowa's existing governance system and brings the legislative and executive branches together around a common focus on, and framework for, results.

This year the Division developed our strategic plan, annual performance plan, performance measurements, and are preparing for results-based budgeting, performance reporting and performance audits.

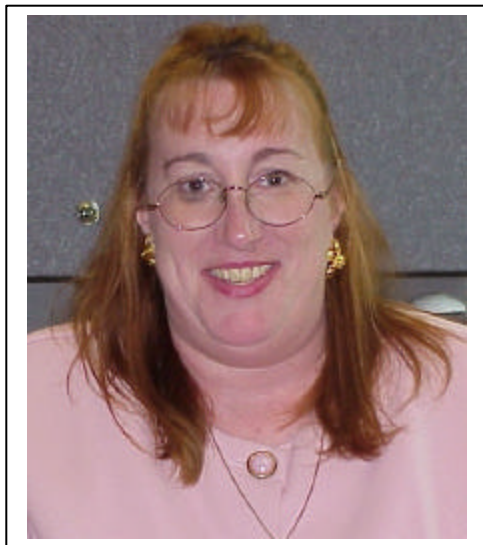
Connecting with Our Constituencies

During the year, web site visits increased dramatically. See chart below for results.



Staff

Administrator, Jill Fulitano-Avery



Governor Tom Vilsack appointed Jill on March 18, 2002, to administer the Division. Among her various collaborations, Jill has been busy with the Lt. Governor's Housing Summit, Help America Vote, Emergency Management Services for staff and visitors with disabilities, Human Resource Enterprise for training, Department for the Blind, Deaf Services, and the Division of Vocational Rehabilitation Services on joint projects.

Our offices are located on the second floor of the Lucas Building. We welcome your visits but, since we travel around the state, it is a good idea to make an appointment.

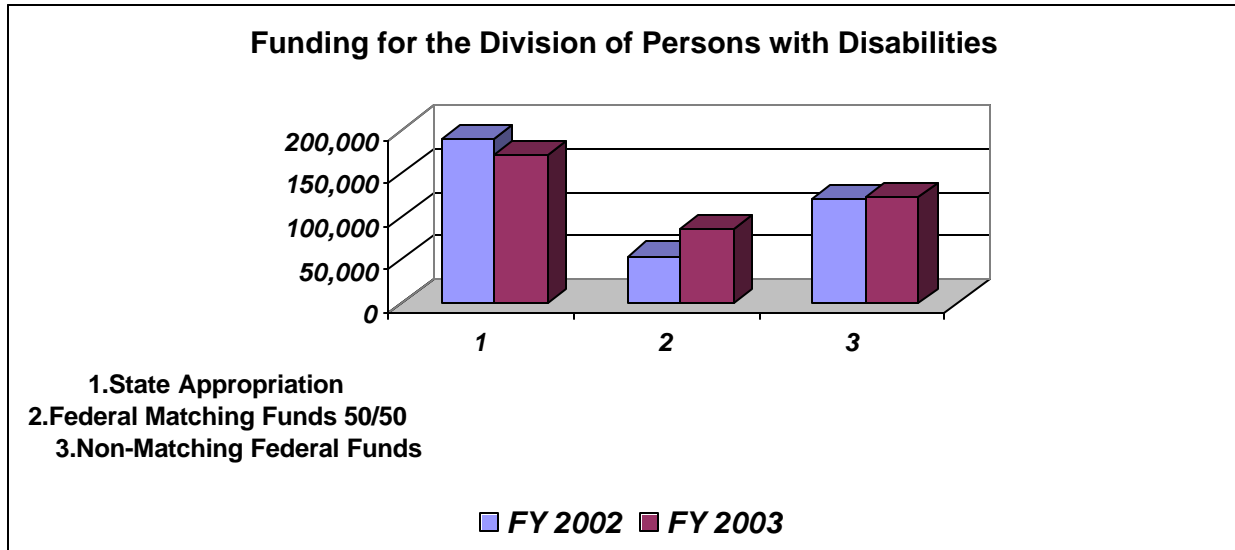
Disability Consultants: John, Mike, Harlietta

John TenPas, Mike Williams and Harlietta Helland continue as disability consultants with the Division. John primarily works with accessibility, education and public agencies. He has been instrumental in assisting Iowa Workforce and other state agencies to make facilities more physically accessible for Iowans with disabilities. Harlietta works with the Client Assistance Program (CAP) and Title I of the Americans with Disabilities Act. Mike's primary responsibilities are the Youth Leadership Forum and Access Grant. He also is responsible for web page development and updates. Mike has also been active as Co-chair for the Iowa Diversity conference. He and Harlietta continue their involvement in the Governor's initiative with the Baldrige program as Iowa Excellence examiners. Both have served as panelists for training and as mentors for newly trained examiners.

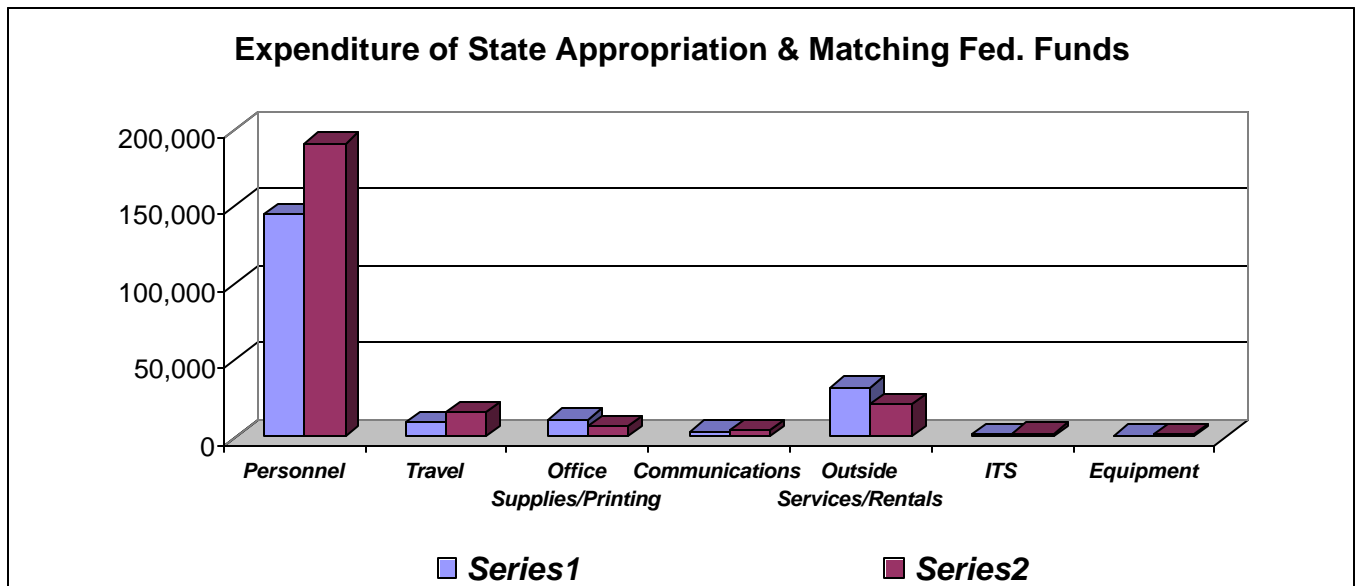
Secretary: Becky

Becky provides the secretarial support for the Division with her duties divided between the Client Assistance Program and the remaining Division programs and activities.

Financial Information



State Appropriations for FY 2003 fell from \$189,931 in FY 2002 to \$170,970. We were able to identify and obtain some federal matching funds at a 50/50 match for FY 2003 in the amount of \$85,560, up from the \$53,950 in FY 2002. The CAP non-matching federal grant funds remained fairly constant at \$120,724 for FY 2002 and \$122,459 for FY 2003.



Commission Members

2002-2003

Janet Arnold
Angela Banks
Lisa Balduf
Marilyn Belman
Crockett Grabbe
Daniel Harmon
Joe Hays
Curt Jones
Darwin Larson
Thomas Mayes
Gary McDermott
Darlene McMartin
William Norris
Steven Oberbroeckling
Becky Olson
Gene VanGrevenhof
Joan Van Zomeren
Fred Wegner
Kim Werner
Chris Wilson
Carol Zeigler

Sheldon
Webster City
Mason City
Iowa City
Iowa City
Keokuk
Truro
Decorah
Glenwood
Waterloo
Clinton
Hancock
Cedar Rapids
Des Moines
Ankeny
Fort Dodge
Mason City
Des Moines
Manchester
Indianola
Des Moines

Officers & Executive Committee:

Becky Olson, Chair
Chris Wilson, Vice-Chair
Carol Zeigler, Secretary-Treasurer
Daniel Harmon
Joe Hays
Gary McDermott



Awards Banquet



Local Committees

<i>Citizens for People with Disabilities</i>	<i>Jackie Ryan, Chair St. Luke's Hospital Cedar Rapids, IA 52404 319-369-8135 3rd Tuesday Month – 12 noon Kirkwood Resource Center</i>
<i>Clinton Coalition for Disabled Persons</i>	<i>Evelyn & Laura Dymkowski, Co-Chairs 2113 Roosevelt St. Clinton, IA 52732-2416 563-242-6845 1st Thursday Month – 7:00 p.m. Park Tower Apartments</i>
<i>Equal Access for the Disabled</i>	<i>Pat Butler, Chair 377 Harrison Council Bluffs, IA 51503 712-323-1894 2nd Monday Month – 1:30 p.m.</i>
<i>Fort Dodge Coalition for People with Disabilities</i>	<i>Gene Van Grevenhof, Chair Irene Blair, Co-Chair 115 South 21st St. Fort Dodge, IA 50501 515-955-8744 3rd Tuesday Month – 5:00 p.m.</i>
<i>Citizen's Disability Council</i>	<i>Kathleen O'Leary, Chair 2805 30th Street, Apt 16 Des Moines, IA 50310 515-283-4284 Every other month Central Iowa Center for Ind. Living</i>
<i>Johnson County Coalition of Persons with Disabilities</i>	<i>Loren Schmitt, Chair 1220 Village Rd. #14 Iowa City, IA 52240 319-338-9859 1st & 3rd Monday Month – 6:30 p.m.</i>
<i>Siouxland Committee – Abilities First</i>	<i>Mark Lewis & Cecil Hanson, Co-Chairs 441 W. 3rd Street. Sioux City, IA 51103 712-255-8011 3rd Tuesday Month – 12:00 p.m. Lower Level St. Luke's Regional Hospital</i>