

**Department of Human Rights
Division of Persons with Disabilities
Annual Performance Report
FY 2003-2004**

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Agency Introduction

It am pleased to present the Division of Persons with Disabilities, in the Iowa Department of Human Rights, Performance Report for fiscal year 2004 (July 1, 2003 – June 30, 2004). This report is published in accordance with the Accountable Government Act to improve decision-making and increase accountability to stakeholders and citizens.

This report contains performance information regarding our primary programs including, the Youth Leadership Forum, the College Leadership Forum, the State Access Grant and the Client Assistance Program. Additionally, data is outlined regarding the Department of Labor's, College Recruitment Program.

Major accomplishments this year included the development and facilitation of the first College Leadership Forum for students with disabilities, (only forum of its kind in the nation), collaboration with a number of new government and non-governmental agencies, participation and implementation of cultural competency training, and dedication of time and skills of two staff members who participated in Iowa Excellence at the examination level.

The Division of Persons with Disabilities, Iowa Department of Human Rights, faced the inability to replace a full time position this fiscal year due to budget cuts. The staff was forced to absorb the duties of the former Secretary II position.

Key strategic challenges the division is working to address are:

- Promotion of the employment of persons with disabilities in State government
- Promotion of persons with disabilities as an untapped resource to non-governmental employers during a tight labor market
- Assisting customers with disabilities with referrals to resources due to their lack of knowledge and the state of the economy
- Reduction of travel costs to support persons with disabilities on the local level

Jill Fulitano-Avery
Administrator
Department of Human Rights
Division of Persons with Disabilities

Agency Overview

Vision:

All Iowans with disabilities are able to access employment matching their abilities, interests and economic needs.

Mission:

The Division of Persons with Disabilities will promote the employment of Iowans with Disabilities and reduce barriers to employment by providing information, referral, assessment and guidance, training, and negotiation services to employers and citizens with disabilities.

Core Functions:

- Advocacy
- Community Coordination and Development

Key Services, Products and/or Activities:

Employment - Training, Information and Referral for Persons with Disabilities

Our main charge, mandated by the Iowa Code, is to promote the employment of persons with disabilities. We offer individualized consultation as well as training regarding employment issues for employers and persons with disabilities. Increasingly important is providing accurate referrals for persons with disabilities to resources outside of the scope of employment. Some of these referrals include transportation, housing, education, recreation and healthcare.

Youth Leadership Forum

In partnership with the Department for the Blind and the Division of Vocational Rehabilitation Services, sponsor a leadership training program for students with disabilities. Approximately 30 juniors and seniors with disabilities are selected each year, diverse in their type of disability, gender, ethnicity and geographical location. This forum prepares students for post-secondary education and employment.

College Leadership Forum

In partnership with the Department for the Blind and the Division of Vocational Rehabilitation Services, sponsor a leadership training program for college students with disabilities. This forum prepares students for employment.

Client Assistance Program

This federal program is mandated by the Rehabilitation Act and must operate independently of other agencies providing rehabilitation and independent living service. Services include information and referral, advice, interpretation of laws, regulations and policies, administrative review of decisions, assistance at fair hearings or legal procedures, and negotiation between clients and service providers such as the following:

- Department for the Blind
- Division of Vocational Rehabilitation Services
- Independent Living Centers

- Community Rehabilitation Facilities where the above agencies purchase services.
- Other vendors that sell services to the agencies listed above.
- City, County and Local Governments
- Iowa Legislators
- Architects and Contractors
- Concerned Citizens

Iowa Access Grant

In partnership with Deaf Services Commission and the Iowa Department for the Blind, this program serves to increase access to goods and services in State government for persons with disabilities.

College Recruitment Program

This is a project of the United States Department of Labor which encourages colleges and university to include persons with disabilities in recruitment efforts.

Housing Equity

The Division of Persons with Disabilities is listed as one of the lead agencies, in an Executive Order signed by Governor Thomas Vilsack, regarding accessible housing for Iowans with disabilities.

Agency Customers and Stakeholders:

We not only have customers or stakeholders that reside in Iowa, but those who request our assistance from other states as well. Categorically, our primary customers or stakeholders are as follows:

- Persons with Disabilities
- Friends and Family Members of Persons with Disabilities
- Small and Large Employers
- State agencies including other divisions in Human Rights

Delivery Mechanism to Provide Services and Products to Customers:

We deliver our services and products via our website, electronic mail, traditional mail, telephone, fax, or in person. We provide consultation, training and referral service pertaining to many disability issues.

Organizational Structure including Commission:

The Division of Persons with Disabilities is one of seven divisions within the Department of Human Rights. The Administrator reports to the Governor and the Commission provides policy direction. The Administrator supervises the staff. The Department Director coordinates and supervises the Human Rights Administrative Council, comprised of the Division Administrators.

Number of Staff:

Our staff consists of a full time Administrator and three full time disability consultants. The Administrator is appointed by the Governor and serves at will. The governor also appoints 24 Commissioners who serve a two-year term and are required by statute to meet quarterly. Commissioners may be reappointed to serve additional terms.

Location:

The Division of Persons with Disabilities is located on the second

floor of the Lucas Building in Des Moines, Iowa.

Budget:

Our budget for fiscal year 2003-2004 consisted of \$185,429 state appropriated dollars as well as an additional \$88,862 in federal match dollars. \$121,736 federal dollars was appropriated to the Client Assistance Program. Total appropriated state and federal dollars for fiscal year 2003-2004 was \$396,027.

STRATEGIC PLAN RESULTS

Key Strategic Challenges and Opportunities: Lower rate of students with disabilities that graduate from high school. Unemployment rate for working age persons with disabilities is higher than for other lowans. Negative attitudes and stereotypes are more prevalent against persons with disabilities.

Goal # 1: lowans with disabilities are empowered with tools to obtain employment.

Strategies: Youth with disabilities are trained to be self-advocates.

Results

Performance

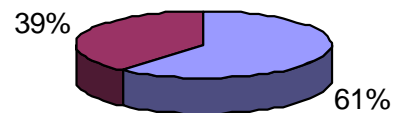
Measure:

50% of YLF students with disabilities will obtain two years or more of higher education.

Data Sources:

Annual follow-up phone surveys.

YLF Delegates with at least 2 years of College



Data reliability: Data is self reported by graduates of the program per survey given by phone, email, or mail. Response rate was 90%.

What was achieved: Results were that the YLF students graduated from high school at higher rate than the national average and went on to post secondary education to train for employment.

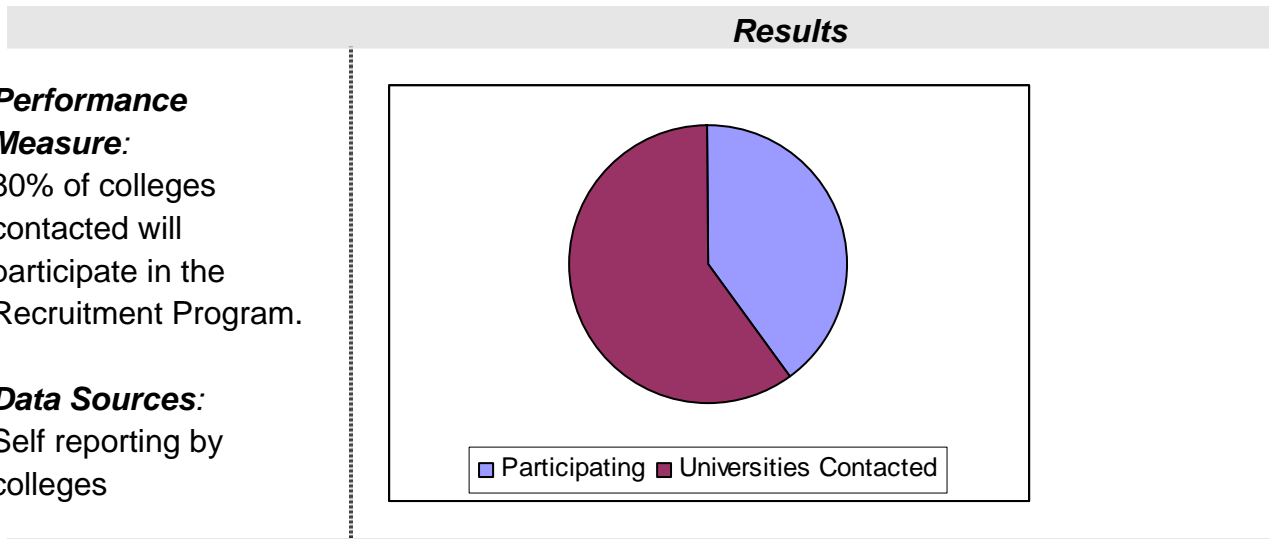
Analysis of results: 29 students attended the YLF and learned self-advocacy skills and gained skills, knowledge, and abilities to obtain training and employment. State appropriations and staffing capacity to match federal funding streams must be in place in order to continue the program.

Link(s) to Enterprise Plan: Education

Key Strategic Challenges and Opportunities: The employment rate for lowans with disabilities is at 63% compared to rate in general population of 84% according to the 2000 Census.

Goal # 1: lowans with disabilities are empowered with tools to obtain employment.

Strategies: College graduates with disabilities are recruited for employment.



Data reliability: The Department of Labor verifies data reported by colleges.

What was achieved: The 80% was not met as capacity of staff and new initiatives required reallocation of resources.

Analysis of results: While the program appears to be working for placement in internships and on jobs, staff capacity limits our involvement.

Link(s) to Enterprise Plan: Education

Key Strategic Challenges and Opportunities: Disagreements about rehabilitation services cause tax dollars to be used in litigation rather than services. The majority of CAP cases are resolved without litigation.

Goal # 1: lowans with disabilities are empowered with tools to obtain employment.

Strategies: lowans with disabilities receive quality rehabilitation services.

Results

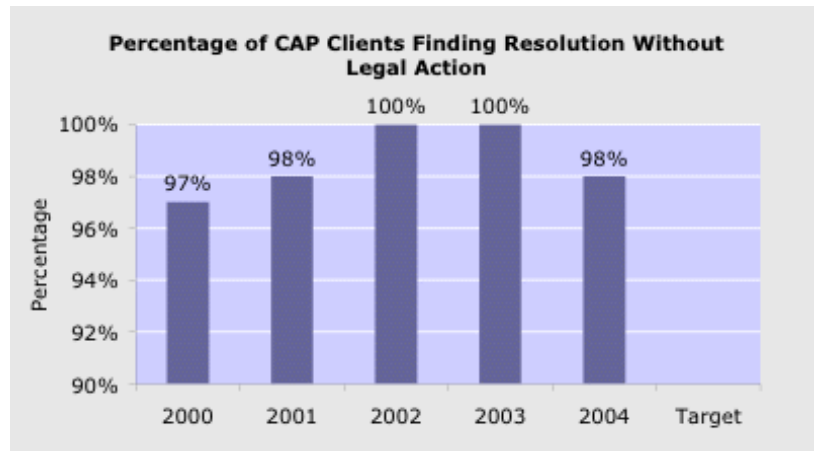
Performance

Measure:

% of CAP clients finding problem resolution (in receiving rehabilitation services) without legal action

Data Sources:

Results Iowa –
Accountability for Iowa



Data reliability: Data calculated annually by staff of the Division of Persons with Disabilities and audited by the Rehabilitation Services Administration. All records are counted. No exceptions have been noted in audits.

What was achieved: Litigation costs were minimized, problems were resolved, and services were provided through advisory, negotiation, administrative review, and mediation services from CAP. These services result in employment for lowans with disabilities.

Analysis of results: All individuals have the right to file complaints and the right to go immediately to an impartial hearing. CAP is required to assist applicants and clients through advisory, negotiation, administrative review, and median processes if assistance is requested by the individual. Only after those avenues are considered does CAP move toward the appeal with a hearing officer and then toward litigation. Resolution at a lower level saves tax dollars.

Link(s) to Enterprise Plan: New Economy

Key Strategic Challenges and Opportunities: Employers lack confidence in working with persons with disabilities more than persons with disabilities question their ability to work. The unemployment rate for working aged persons with disabilities is higher than for other lowans. Negative attitudes and stereotypes are more prevalent against persons with disabilities.

Goal # 2: Employers are supported in their efforts to hire people with disabilities.

Strategies: Employers will be offered technical assistance and training to hire, retain, promote, and discharge people with disabilities. Iowa employers will receive information on disability law and regulations. Employers and employees are offered information and referral for healthcare, independent living, physical access, housing, transportation, and recreational opportunities.

Results

Performance

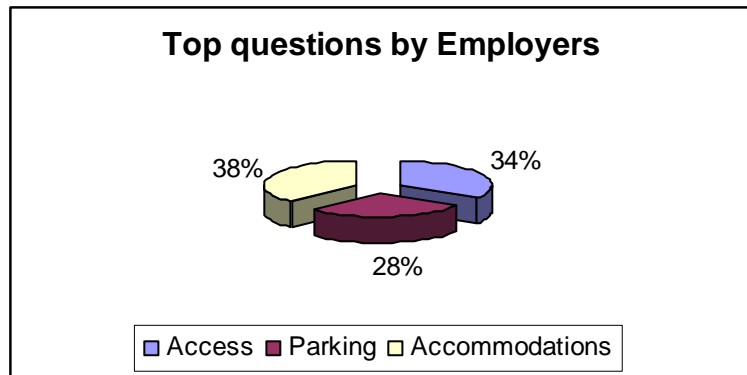
Measure:

% of top ten question from employers that can be answered on a Q&A website.

Data Sources:

Division access database

Top questions by Employers



Data reliability: Data is recorded in our agency database, daily from employers and employees from email, phone, mail, personal contacts, fax, and training sessions.

What was achieved: Identified baseline data using top ten questions to enhance how we present information dissemination for employers and employees electronically via web based programming.

Analysis of results: Baseline has been established and information will be added to the website.

Link(s) to Enterprise Plan: New Economy

Key Strategic Challenges and Opportunities: Employment rate in state government of employees with disabilities is lower than the employment rate in the private sector.

Goal # 3: State, county, and local governments are supported in providing services to and employing lowans with disabilities.

Strategies: State, county, and local governments will receive technical assistance on employment and accommodation of people with disabilities. State, county, and local governments will be provided training on physical and program access. State agencies will receive training on emergency evacuation of staff and visitors with disabilities.

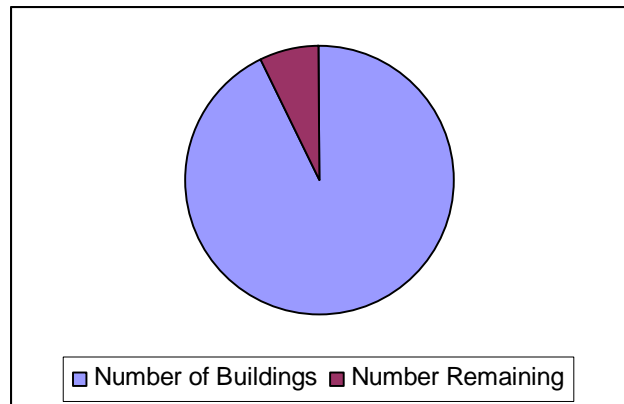
Results

Performance

Measure:

% of agencies trained towards voluntary compliance.

Data Sources: Agency data base information



In addition, 34 leases were reviewed for physical access to state offices.

Data reliability: Data is recorded in our agency database from state agencies by email, mail, personal contacts, fax, and training sessions. All agencies are required to seek this service prior to signing lease agreement through Executive Order.

What was achieved: 108 volunteers from 16 different agencies in 12 of 13 buildings on the Capitol Complex (including the Department for the Blind) were provided initial training on the proper and safe use of the Evac+Chairs in case of an emergency to evacuate employees and visitors with disabilities. 34 surveys of leased facilities for state agencies

were completed to provide physical access to state agencies.

Analysis of results: A majority of the Capitol Complex buildings have trained personnel to provide emergency evacuation to employees and staff. Services should be available to all lowans from state agencies and this is being facilitated by assuring physical access to buildings and offices.

Link(s) to Enterprise Plan: New Economy

PERFORMANCE PLAN RESULTS

CORE FUNCTION:

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

Description: Facilitate the Youth Leadership Forum and the College Leadership Forum programs.

Why we are doing this: Governor Vilsack has set a goal of doubling the number of lowans with post secondary education. The goal is important to Iowa's economic development-having trained people for high-skilled, high-wage jobs, but also to improve the earning power of lowans with disabilities. Studies show that the more education that a person has the higher their earnings.

What we're doing to achieve results: By facilitating these forums, Iowa youth are prepared for employment.

Results

Performance Measure:

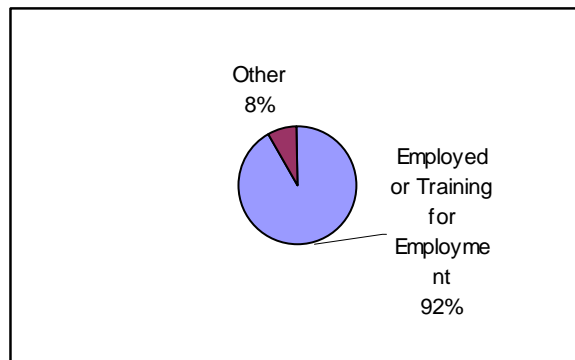
Percentage of students graduates with disabilities that are employed or are preparing for employment.

Performance Target:

85%

Data Sources:

Survey of delegates completing the program.



Data reliability: This is an internal survey completed by students at the end of the each session. CLF is a new program and data will be collected in the future after graduation from college.

Why we are using this measure: Students are satisfied with the quality of the program and promote attendance by recommendation to others. Each year this results in alumni volunteers to staff future events.

What was achieved: 100% of students rated the forum as good, very good, and/or excellent.

Analysis of results: The target of 95% was reached and exceeded. This is due in a large part by the individualized preparation and programming provided along with exceptional staff training. While the budget needs to remain constant, a decrease in funding will greatly reduce the quality and positive affect of these programs as a large percentage of the costs included are fixed, regardless of number of participants involved.

Factors affecting results: YLF and CLF staff are all volunteer with the greater majority of them being alumni. Their YLF/CLF experiences and successes affect the positive outcomes and results of the program. Division staff experiences from prior forums enhance the quality of the program.

Resources used: The YLF/CLF program is 50% state appropriation and 50% federal match utilizing approximately 1 FTE.

SERVICE/ PRODUCT/ ACTIVITY:

Name: Facilitate the Youth Leadership Forum and the College Leadership Forum.

Description: Arrange facilities accommodations, programming, and tracking of delegates. Recruit and train staff. Survey delegates and staff for program improvement.

Why we are doing this: Governor Vilsack has set a goal of doubling the number of lowans with post secondary education. The goal is important to Iowa's economic development-having trained people for high-skilled, high-wage jobs, but also to improve the earning power of lowans with disabilities. Studies show that the more education that a person has the higher their earnings.

What we're doing to achieve results: By facilitating these forums, Iowa youth are prepared for employment.

Results

Performance Measure:

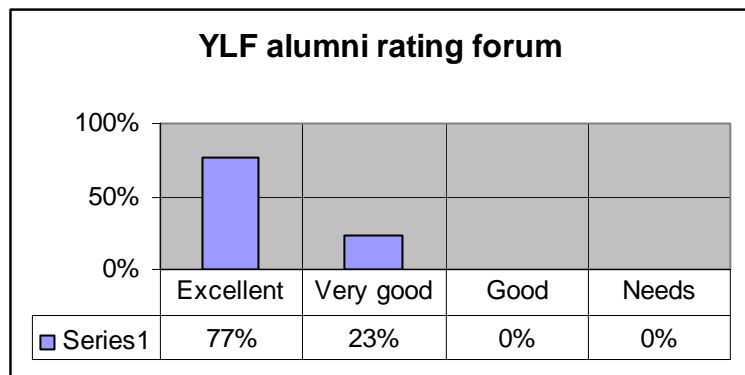
Percentage of students rating service as good or very good.

Performance Target:

95%

Data Sources:

Survey of delegates completing the program.



Data reliability: This is an internal survey completed by students at the end of the each session.

Why we are using this measure: Students are satisfied with the quality of the program and promote attendance by recommendation to others. Each year this results in alumni volunteers to staff future events.

What was achieved: 100% of students rated the forum as good, very good, and/or excellent.

Analysis of results: The target of 95% was reached and exceeded. This is due in a large part by the individualized preparation and programming provided along with exceptional staff training. While the budget needs to remain constant, a decrease in funding will greatly reduce the quality and positive affect of these programs as a large percentage of the costs included are fixed,

regardless of number of participants involved.

Factors affecting results: YLF and CLF staff are all volunteer with the greater majority of them being alumni. Their YLF/CLF experiences and successes affect the positive outcomes and results of the program. Division staff experiences from prior forums enhance the quality of the program.

Resources used: 50% state appropriation and 50% federal match utilizing approximately 1 FTE.

CORE FUNCTION:

Name: lowans with disabilities receive quality rehabilitation services.

Description: Advocacy services including interpretation, advice, negotiation, administrative review, mediation and informal hearing are provided to clients or applicants to resolve problems as they seek to receive rehabilitation services and become employed.

Why we are doing this: lowans with disabilities need rehabilitation services to become employed. Services enable applicants and clients of the rehabilitation program to resolve problems without litigation.

What we're doing to achieve results: Problems are resolved at the lowest level to avoid litigation.

Results

Performance Measure:

Percentage of CAP clients finding resolution without legal action.

Performance Target:

90%

Data Sources:

Division of Rehabilitation Services and the Department for the Blind.



Data reliability: Data is audited by the Rehabilitation Services Administration on an annual basis.

Why we are using this measure: Litigation was reduced thus saving tax dollars. These dollars can then be used for client services.

What was achieved: 98% of cases interventions were resolved without legal action.

Analysis of results: The target of 90% was reached and exceeded. This is due in a large part by the individualized investigation of reported concerns and timely follow-up with action.

Factors affecting results: Agency policies and procedures that effect services to clients with disabilities. Counselor training on appropriate service delivery regardless of client disability. Capacity of CAP staff.

Resources used: 100% federally funded. 1 FTE.

SERVICE/ PRODUCT/ ACTIVITY:

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

Description: Advocacy services including interpretation, advice, negotiation, administrative review, mediation and informal hearing are provided to clients or applicants to resolve problems as they seek to receive rehabilitation services and become employed.

Why we are doing this: Iowans with disabilities need rehabilitation services in order to become employed, live, and participate in the community of their choice.

What we're doing to achieve results: By providing services that meet customer needs, these individuals can move toward employment.

Results

Performance Measure:

Percentage of customers rating service as good or very good.

Performance Target:

90%

Data Sources:

Customer satisfaction surveys sent to all individuals receiving intervention services.



Data reliability:

This is an internal survey sent to all individuals receiving intervention services. All data is audited by the Rehabilitation Services Administration.

Why we are using this measure: Clients are receiving the services and outcomes they requested 93% of the time. This provides a likely indicator that more individuals will use this service rather than litigation against state agencies.

What was achieved: Litigation was reduced thus saving tax dollars because individuals were satisfied with the services received from CAP in mitigating their problems. Word of mouth among individuals and willingness of rehabilitation agency staff to entrust new referrals to CAP will

continue to assist in reducing costs of litigation.

Analysis of results: The target of 90% was reached and exceeded. This is due in a large part by explanation of services that can be provided and the quick response time given to individuals as they resolve their problems. Due to capacity, it is anticipated that increased demand and reduced staff will create less satisfaction of services as trends move forward.

Factors affecting results: External factors having an impact on results are the lack of state matching dollars in order for the rehabilitation agencies to draw down all federal funds. This results in waiting lists and individuals not being served. Therefore they are more likely to request CAP advocacy services. Internal factors include a reduction in capacity with an increased demand. This is likely to result in less timely services and less satisfaction by individuals seeking advocacy assistance. Consideration is being given to increasing CAP staff.

Resources used: The CAP program is funded under the Rehabilitation Act and is funded at 100% Federally Funded. One FTE is currently operating this statewide program.

CORE FUNCTION:

Name: College graduates with disabilities are recruited for employment.

Description: Workforce Recruitment Program.

Why we are doing this: College students with disabilities are employed at a lesser rate than their peers.

What we're doing to achieve results: Working directly with the disability coordinators at each Regent University to encourage participation in the Workforce Recruitment Program.

Results

Performance Measure:

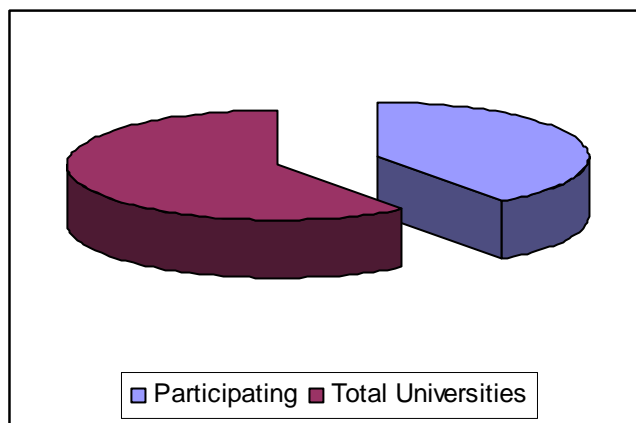
Number of Universities contacted to participate in the Workforce Recruitment Program.

Performance Target:

2 of 3

Data Sources:

Department of Labor



Data reliability: Data is collected on an annual basis.

Why we are using this measure: The number of Universities would be indicative of the number of college students with disabilities participating in the program.

What was achieved: 12 students were interviewed and the majority were offered internships.

Analysis of results: While the program appears to be successful in the universities that choose to participate, staff capacity limits our involvement and participation.

Factors affecting results: Voluntary participation by Universities and by the students.

Resources used: Minimal associated costs.

SERVICE/ PRODUCT/ ACTIVITY:

Name: Educate and encourage colleges to participate in recruitment programs for students with disabilities from the US Department of Labor.

Description: Survey participating colleges on the effectiveness of the recruitment program, distribute information about the recruitment program and provide assessment and guidance and requested.

Why we are doing this: Studies show the more education a person has the higher their earnings. Lowans with disabilities should be integrated into the labor market.

What we're doing to achieve results: By encouraging college to participate there is a greater likelihood that students with disabilities will be active in the program and will become employed more rapidly.

Results

Performance Measure:

Percentage of Iowa colleges that participate in the recruitment program.

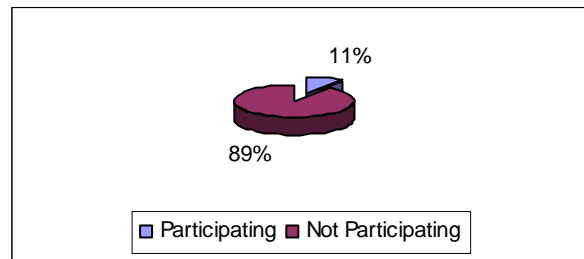
Performance Target:

50%

Data Sources:

Number of colleges self-reporting.

Of the 34 four year colleges in Iowa, 4 participated in the Workforce Recruitment program.



Data reliability: Information from colleges is self-reported.

Why we are using this measure: Colleges participation will increase the likelihood that graduates with disabilities become employed.

What was achieved: 12 students participated at Iowa State University. They are continuing the program and feel positive about the results. The number participating at the other three colleges is not available.

Analysis of results: The target of 50% was not met due to capacity issues with staff. Two of the three Regent Universities participated in the recruitment program. The trend indicates little or no change in participation at those institutions.

Factors affecting results: This Department of Labor program is voluntary and depends on the interest of the career placement centers in each University. Marketing, student's interest, and prior success.

Resources used: Part of one FTE – State Appropriation

CORE FUNCTION:

Name: lowans with disabilities will be employed in communities that provide them safe, healthy, and quality choices to live independently.

Description: People with disabilities are more likely to be participating citizens and can be more productive in communities that provide accessible/adaptable homes, healthcare and employment.

Why we are doing this: Following the Governor's and Lt. Governors priorities for safe and healthy communities.

What we're doing to achieve results: Partnering with state and local agencies that directly fund and regulate housing and healthcare issues that include persons with disabilities.

Results

Performance Measure:

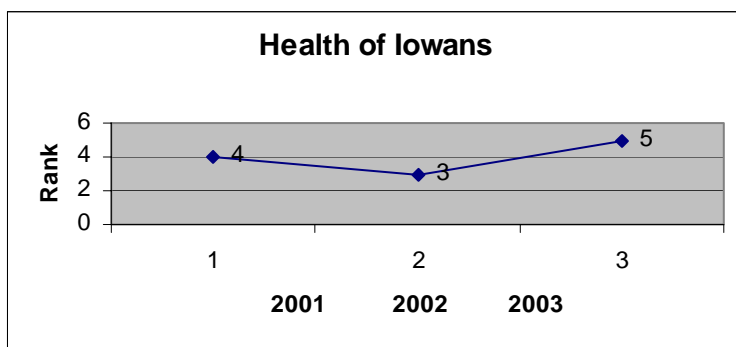
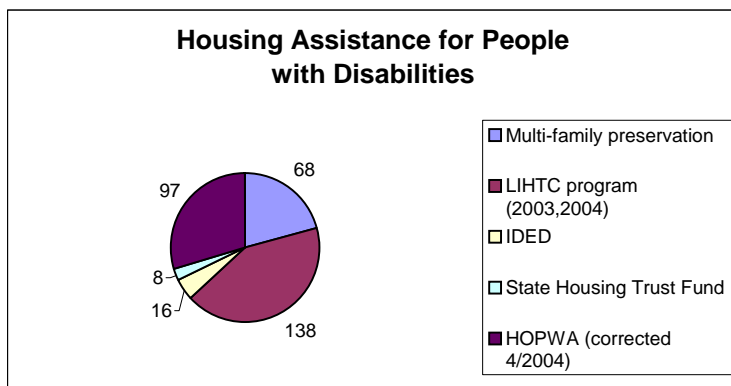
Rating of Iowa compared to other states on quality healthcare and housing.

Performance Target:

Iowa rated 25.

Data Sources:

Healthiest State Award, Morgan Quinto Press.
Housing.



Data reliability: Data is quantified by statistical methodology.

Why we are using this measure: The ratings look at states health and housing on a variety of indicators. Available healthcare and accessible housing allow persons with disabilities to live and work in communities of their choice.

SERVICE/ PRODUCT/ ACTIVITY:

Name: Promote housing equity.

Description: lowans with disabilities should live and work in the community of their choice. Accessible\adaptable housing allows for integration into the community.

Why we are doing this: The Lt. Governor’s initiative on housing for people with disabilities promotes inclusion of lowest income households throughout Iowa. These would include those on Social Security income but the scope can be farther reaching to include the elderly.

What we're doing to achieve results: Collaboration with Iowa Finance Authority and the Department of Human Services to promote permanent supportive housing. Trained professionals (including, contractors, developers, architects, various Public Housing Authorities agency staff) on assessable\adaptable\universal design, and Fair Housing legislation. Hosted two state and one regional forum to advance the pioneering initiative to promote a variety of housing options.

Results

Performance Measure:

Rating of Iowa compared to other states on accessible\adaptable housing for persons with disabilities.

Performance Target:

Benchmark to be set in 2004

Data Sources:

Iowa Finance Authority.

Iowa did not receive the grant to track for this measure.

Data reliability: Data was to be collected by IFA and audited by federal agencies but the grant was not received.

Why we are using this measure: This measure will reflect the ability of lowans to live in communities of their choice.

What was achieved: Unknown

Analysis of results:

Factors affecting results: Funding, program acceptance of builders and architects, executive and legislative branch leadership, inflation, interest rates, housing starts, taxes.

Resources used: Part of an FTE – State Appropriation

CORE FUNCTION:

Name: lowans are offered information and referral on employment, quality health care including access to mental health care and substance abuse treatment, independent living, housing, transportation, and recreation activities.

Description: lowans with disabilities are empowered with tools to obtain employment and support services.

Why we are doing this: lowans with disabilities should be able to access employment matching their abilities, interests and economic needs. The Governor's leadership agenda identifies quality health care and quality living options as priorities.

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

Results

Performance Measure:

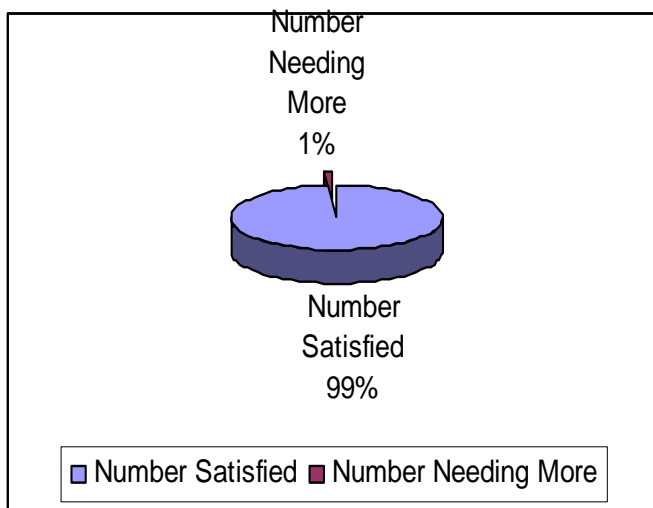
Percentage of customers rating service good or very good.

Performance Target:

90%

Data Sources:

Agency Database.



Data reliability: Data is entered daily.

Why we are using this measure: Quality of services and efficacy of services provided to lowans with disabilities. Division is the only source for all types of disabilities in state government.

What was achieved: 90% satisfaction rate was exceeded.

Analysis of results: We are exceeding expectations of our customers. Individual feedback comments are recorded and utilized to improve services.

Factors affecting results: Staff training to be current and accurate in their responses and feedback. Marketing of services and timeliness of response. Changing laws and regulations.

Resources used: Part of all FTE's – State Appropriation

SERVICE/ PRODUCT/ ACTIVITY:

Name: Educate Iowans with disabilities on rights and responsibilities.

Description: Iowans with disabilities will be informed on their rights and responsibilities regarding, employment, housing, mental health, access to goods and services, and substance abuse treatment, giving information on rights and responsibilities under Americans with Disabilities Act and the Rehabilitation Act, Family Medical Leave Act, Fair Housing Act, Help America Vote Act, and Civil Rights Act. Research, attend training and collaborate with partners to stay current on disabilities issues.

Why we are doing this: Mandated by the State of Iowa Code 216. Iowans with disabilities need information on employment and support services in order to participate in safe communities of their choice.

What we're doing to achieve results: Attended training on ADA, Rehabilitation Act, Fair Housing Act, Help America Vote Act, Civil Rights, Department of Justice, Transportation, and Equal Employment Opportunity Commission. Provided individualized consultation as requested through email, phone, mail, fax, and personal visits.

Results

Performance Measure:

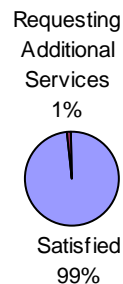
Percentage of customer rating the service as good or very good.

Performance Target:

90%

Data Sources:

Division Database and feedback reports.



Data reliability: Data is collected daily by Division Staff.

Why we are using this measure: When customers are satisfied with the services they receive, they will refer other Iowans to those services. Satisfied customers will be less likely to litigate and more likely to initiate appropriate accommodation requests, and participate in community life.

What was achieved: Exceeded satisfaction target.

Analysis of results: Staff responses and trainings are on target for desired results.

Factors affecting results: State appropriation, training offered, staff experience, division leadership, marketing, quality of customer service.

Resources used: Part of four FTE's

CORE FUNCTION:

Name: Employment discrimination of lowans with disabilities will be reduced.

Description: lowans with disabilities are empowered with tools to obtain employment and support services.

Why we are doing this: lowans with disabilities should be able to access employment matching their abilities, interests and economic needs. The governor's leadership agenda identifies quality health care and quality living options as priorities.

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

Results

Performance Measure:

Rating of Iowa employers having legal actions filed against them will be reduced.

Performance Target:

Iowa rated 10 or above (Original)
Benchmark (New)

Data Sources:

Civil Rights and the EEOC.

Data reliability: Data is verified by the Iowa Civil Rights Commission and the EEOC.

Why we are using this measure: Change (+/-) of litigation would indicate current employment climate. Litigation will be reduced if individuals have accurate information on laws and regulations effecting employment.

What was achieved: This measure is not readily available therefore we reported trend measurement for all Iowa employment related discrimination actions, not solely disability.

Analysis of results: Insignificant trend towards increased litigation. Source unknown.

Factors affecting results: Unemployment rates, available job market, size of business, legal climate, availability of assistive technology for accommodations, ability of the disabled person to articulate their needs appropriately, political and legislative climate.

Resources used: Part of an FTE – State Appropriation

SERVICE/ PRODUCT/ ACTIVITY:

Name: Provide information and training to state, county, and local governments on physical and program access.

Description: Market services to governments in Iowa. Maintain and update electronic information.

Why we are doing this: Government agencies lack confidence in their ability to work with person with disabilities. By providing current, comprehensive, user friendly information, government agencies will be more comfortable and more confident in their interaction with customers and employees with disabilities.

What we're doing to achieve results: Attended training on ADA, Rehabilitation Act, and Transportation. Web based training developed for Iowa League of Cities and Iowa State Association of Counties. Provided individualized consultation and training as requested through email, phone, mail, fax, and personal visits.

Results

Performance Measure:

Number of complaints against state, county and local government on access issues.

Performance Target:

Benchmark to be set in 2004

Data Sources:

Department of Justice

Data reliability: Data is collected by the Department of Justice.

Why we are using this measure: Number of complaints filed is indicative of the quality of access to goods and services.

What was achieved: Benchmark information is being requested. Information gathered on federal fiscal year basis, therefore results will lag.

Analysis of results: Positive feedback on web based training has been noted. Benchmark information will be analyzed.

Factors affecting results: State appropriation, training offered, staff experience, division leadership, marketing, quality of customer service, and government requests.

Resources used: Part of two FTE's – Iowa Access Grant

SERVICE/ PRODUCT/ ACTIVITY:

Name: Respond and report to Governor, Legislators, Commissioners, and Federal partners on activities, policies, and information.

Description: Provide accountable measures to partners, and funding sources as required and requested.

Why we are doing this: Mandated by Iowa Code, Administrative Rules, contracts, and by request. Accurate information allows these sources to evaluate and support our projects.

What we're doing to achieve results: Moved to electronic filing of many reports, timely and accurate submittal of all reports, Iowa Excellence participation, participate in training for Accountable Government Act, attend and report at Commission meetings, and attend Local Committee functions as requested.

Results

<p>Performance Measure: Percentage of reports filed on or before the due date.</p> <p>Performance Target: 95%</p> <p>Data Sources: Division staff</p>	<p>100%</p>
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Data reliability: Data is collected by Division staff and reported to the administrator. Some of data is audited by State Auditors, Rehabilitation Services Administration, Division of Vocational Rehabilitation Services, and Department for the Blind.

Why we are using this measure: Accurate and timely reporting is mandated by statute and contract.

What was achieved: Exceeded target.

Analysis of results: No exceptions were found in audits.

Factors affecting results: State appropriation, training offered, staff experience, division leadership, and government requests.

Resources used: Part of four FTE's

Resource Allocations

During this fiscal year we were unable to fill a secretarial position that was funded with 50 percent federal funds and 50 percent state appropriated dollars. As a result of this situation, the Administrator and staff inherited the functions of this position including answering our toll-free telephone lines and other detailed administrative duties.

Some of the funding for one disability consultant position that was previously funded with state appropriations, the Youth Leadership Forum Grant, and the Iowa Access Grant, was redistributed to the acquired College Leadership Forum Grant.

Some of the funding for another disability consultant position which was previously funded by state appropriated dollars, was reallocated to the Iowa Access Grant. This redistribution allowed for the addition of more federal match dollars.

Agency Contacts

Copies of the Division of Persons with Disabilities, of the Iowa Department of Human Rights Performance Report are available on our website at www.state.ia.us/dhr/pd. Copies can also be obtained by contacting Jill Fulitano-Avery at 515-242-6334 or jill.avery@iowa.gov.

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