

**Department for the Blind
Agency Performance Plan
FY 2007**

Name of Agency: Department for the Blind			
Agency Mission: The Iowa Department for the Blind is the means for persons who are blind to obtain for themselves universal accessibility and full participation in society in whatever roles they may choose, including roles that improve Iowa's economic growth.			
Core Function	Performance Measure(s)	Performance Target	Link to Strategic Plan Goal(s)
CF – Resource Management (Enterprise or Agency)			
Provides all vital infrastructure needs necessary to administer and support agency operations. Key activities may include financial and personnel services such as payroll, accounting and budget; purchasing of goods and services; media management; information technology enhancement, management and support; staff development; leadership; planning; policy development; maintenance of physical infrastructure and governance system development to achieve results for Iowans.			
Desired Outcome(s):			
Effective administration of the Department for the Blind.	<ol style="list-style-type: none"> 1. Number of reportable comments in the annual audit. 2. Number of compliance issues raised by federal agency during monitoring visit. 	<ol style="list-style-type: none"> 1. No reportable comments in the annual audit pertaining to the Department. 2. No compliance issues raised by federal agencies. 	Supports all three goals in the Department's strategic plan for the period ending June 30, 2009.
Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Org# RESM Department administrative services.	1. Percent of compliance with Accountable Government Act.	1. 100 % compliance with Accountable Government Act.	<ol style="list-style-type: none"> 1. Provide training in pre-audit requirements to staff. 2. Achieve compliance with chapter 8E and E.O. 27 and 41.
Core Function	Performance Measure(s)	Performance Target	Link to Strategic Plan Goal(s)
CF – Library services			
Acquires, manages and circulates information to eligible borrowers. Collections may include books,			

journals, databases, videos, state and federal documents and access to web sites.			
Desired Outcome(s):			
That lowans who cannot use standard print have access to printed materials of all kinds in alternative media.	Number of lowans using services.	7,500 lowans using services.	Goal 3 and Strategy 3.1 of the Department's strategic plan directly address the Library's key services.
Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Org# LIBR Circulation of library materials.	Numbers of books circulated.	240,000	<p>Provide information and reader advisor services to patrons in person and by telephone; circulate books using automated system. Use qualified staff to perform functions.</p> <p>Receive new equipment from National Library Service (NLS); ship machines and accessories to patrons upon request; receive and clean damaged and returned machines; repair damaged machines. Use staff, volunteers and prison inmates to achieve goals.</p> <p>Catalog new titles from NLS, locally produced books, and books purchased from other sources. Use automated system and professional librarian with cataloguing skills to perform work.</p> <p>Conduct public service announcement campaign; produce newsletters for patrons and volunteers; conduct six public outreach activities including open houses, speaking engagements, conference exhibits, etc. Make initial contacts with all new patrons to retain or start services. Purchase and distribute sacred texts upon request. Using staff, volunteers, and prisons program, record,</p>

			duplicate, label, package, and ship recorded material to patrons and other requesting agencies.
2. Org # LIBP Production of materials in alternative media.	Number of items produced in alternative media.	1,500	Label and ship books and video using automated system to generate mailing cards; receive returned books and magazines; inspect, rewind, repair, and re-shelve returned items; receive, label, inventory and shelve new books; excess and discard obsolete and unneeded volumes; inventory, shift, and maintain entire physical collection. Maintain proper inventory in automated system. Use services of staff, volunteers, and prison program to transcribe printed material into Braille. Emboss, burst, thermoform, bind, label, and ship completed documents to patrons and other requesting agencies.
3. Org # INMC Instructional Materials Center services.	Number of educational and vocational requests filled by Instructional Materials Center.	2,000	Work closely with Iowa schools and Area Education Agency personnel to fulfill requests for students' textbooks in alternative media. Fulfill requests from college students and employed persons for educational and professional materials in alternative formats.
Core Function	Performance Measure(s) (Outcome)	Performance Target	Link to Strategic Plan Goal(s)
CF: Vocational Rehabilitation Services & Independent Living			
Provide Vocational rehabilitation services to eligible Iowans with a defined disability seeking employment. Activities may include assessment; training; guidance and counseling; referrals; employer assistance; job placement			

rehabilitative technology services; post-employment follow-up; and coordination of community services.			
Desired Outcome(s):			
Increase productivity and independence of Blind lowans	Ratio of average VR wage to average state wage as a percentage.	100% (per "offer" submitted for 2007 budget.)	Department goal number one as stated in the strategic plan.
	Competitive employment outcomes as a percentage of all employment outcomes.	85% (per "offer" submitted for 2007 budget.)	Department goal number one as stated in the strategic plan.
	Individuals indicating they have a more positive attitude about their blindness after training.	85%	Department goal number two as stated in the strategic plan.

Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Org# VOCR A. Achieve a quantity and quality of employment outcomes for blind lowans consistent with the standards set by the federal Rehabilitation Services Administration.	1) Ratio of Average Blind lowan's average wage to the average state wage as a percentage. 2) Percentage of individuals with an Individualized Plan for Employment (IPE) who attain competitive employment outcomes.	1) 100% 2) 85%	Market the Orientation Center to targeted populations as the most effective forum for blind lowans to obtain the skills and philosophy of blindness.
2. Org# VOCR A. Provide support and training in the use of access technology for consumers.	1) Number of people provided access technology training through support calls and training. 2) Number of specialized workshops on access technology presented. 3) Number of worksite assessments access technology handled.	1) 330 2) 4 3) 30	Offer specialized group and one-on-one technology training opportunities for individuals who are blind. Provide worksite assessments and technical support on access technology to employers and blind employees.
3. Org# INDL A. Provide skills training and related independent living services.	1) Number of community based group training sessions provided and percentage of participants who indicate acquisition of new skills or knowledge. 2) Number of in-service training sessions provided. 3) Percentage of individuals who meet their defined functional goals (daily living, mobility, communication, leisure, and community involvement).	1) 24, 85% 2) 20 3) 80%	Increase the capacity of community-based service providers to meet the needs of older individuals who are blind. Assist individuals in developing a positive attitude about blindness by providing opportunities for peer interaction.