

**Department of Human Rights / Division of Persons with Disabilities Performance Plan  
FY 2007**

<b>Name of Agency: Division of Persons with Disabilities</b>			
<b>Agency Mission: The Division of Persons with Disabilities exists to promote the employment of lowans with disabilities and reduce barriers to employment by providing information, referral, assessment, guidance, training, and negotiation services to employers and citizens with disabilities.</b>			
<b>Core Function</b>	<b>Performance Measure(s)</b>	<b>Performance Target</b>	<b>Link to Strategic Plan Goal(s)</b>
<b>Advocacy</b>			
<b>Desired Outcome(s):</b>			
<b>Youth with disabilities are trained to be successful employees.</b>	<b>Percentage of Youth and College Leadership Forum graduates with disabilities that are employed or preparing for employment.</b>	<b>85%</b>	<b>Goal One: lowans with disabilities are empowered with tools to obtain employment. (Leadership Agenda Goal Number Two)</b>
<b>lowans with disabilities receive quality vocational rehabilitation services.</b>	<b>Percentage of recommended changes in policy that are implemented</b>	<b>75%</b>	<b>Goal One: lowans with disabilities are empowered with tools to obtain employment. (Leadership Agenda Goal Number Two)</b>
<b>Services, Products, Activities</b>	<b>Performance Measures</b>	<b>Performance Target(s)</b>	<b>Strategies/Recommended Actions</b>
<b>1. Facilitate the Youth Leadership Forum &amp; College Leadership Forum Org# 50Y7 and 50C7</b>	<b>Percentage of students rating YLF &amp; CLF as good, very good, excellent.</b>	<b>95%</b>	<b>Utilize and implement student survey requests. Recruiting, training, surveying delegates and staff. Arranging facilities, accommodations, programming, and tracking of delegates.</b>
<b>2. Advocate for agencies funded under the Rehabilitation Act to make appropriate, positive policy changes. Org # CAP7</b>	<b>Percentage of recommendations accepted by agencies.</b>	<b>90%</b>	<b>Review policy, research law and regulations and make recommendations for policy changes. Investigate and respond to reported inequities in rehabilitation systems and make recommendations.</b>

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<b>Community Coordination &amp; Development</b>			
<b>Desired Outcome(s):</b>			
<b>lowans are offered information, referral, training and technical assistance on employment, quality healthcare including access to mental health care and substance abuse treatment, independent living, housing, transportation, service animals, and emergency preparedness.</b>	<b>Percentage of customers provide with services.</b>	<b>95%</b>	<b>Goal One: lowans with Disabilities are empowered with tools to obtain employment. (Leadership Agenda Goal Number Three &amp; Four)</b>
<b>State, County and Local governments will provide goods and services equitably to lowans with disabilities.</b>	<b>Percentage of complaints resolved.</b>	<b>Establish baseline in FY07</b>	<b>Goal Three: State, County and Local Governments are supported in providing services to and employing lowans with disabilities.</b>
<b>Services, Products, Activities</b>	<b>Performance Measures</b>	<b>Performance Target(s)</b>	<b>Strategies/Recommended Actions</b>
<b>1. Educate lowans with disabilities on rights and responsibilities related to employment. Org# 5000, CAP7, 50E7</b>	<b>Ranking of Iowa among 50 states in employment of persons with disabilities.</b>	<b>Iowa ranks in top 25%.</b>	<b>Provide information on employment, housing, emergency preparedness, service animals, mental health, access to goods and services, and substance abuse issues, giving information on rights and responsibilities under ADA and the Rehabilitation</b>

			Act, FMLA, Federal Housing, HAVA, and Civil Rights Act. Research, attend training, and collaborate with partners to stay current on disability issues.
2. Provide information and training to State, County and Local Government on physical and program access. Org# 50E7	Percentage of requests by state government agencies reviewed and recommendations made to provide physical and program access.	100%	Market services to state government agencies. Make recommendations on how to better meet the needs of lowans with disabilities. Offer training on the Americans with Disabilities Act (ADA) and other related legislation.

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<b>Adjudication/Dispute Resolution</b>			
<b>Desired Outcome(s):</b>			
<b>Applicants and clients of agencies funded under the Rehabilitation Act receive assistance resolving disagreements.</b>	<b>Percentage of applicants and clients provided services upon request.</b>	<b>100%</b>	<b>Goal One: lowans with disabilities are empowered with tools to obtain employment. (Leadership Agenda Goal Number Two)</b>
<b>Services, Products, Activities</b>	<b>Performance Measures</b>	<b>Performance Target(s)</b>	<b>Strategies/Recommended Actions</b>
<b>1. Advocate for applicants or clients to receive appropriate services from the rehabilitation agencies Org # CAP7</b>	<b>Percentage of customers resolving disputes through advocacy, mediation, and negotiation.</b>	<b>90%</b>	<b>Provide negotiation between agencies or employers and eligible clients of the Client Assistance Program.</b>
	<b>Percentage of customers resolving disputes without legal action.</b>	<b>95%</b>	<b>Resolve conflicts at the lowest possible level.</b>