

**AGENCY PERFORMANCE PLAN  
FY 2009**

<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>			
Youth with disabilities are trained to be successful employees.	Percentage of Youth and College Leadership Forum graduates with disabilities that are employed or preparing for employment.	85%	Goal One: lowans with disabilities are empowered with tools to obtain employment.
lowans with disabilities receive quality vocational rehabilitation services.	Percentage of Client Assistance Program clients finding resolution to problems with rehabilitation agencies without legal action.	90%	Goal One: lowans with disabilities are empowered with tools to obtain employment.
<b>Services, Products, Activities</b>	<b>Performance Measures</b>	<b>Performance Target(s)</b>	<b>Strategies/Recommended Actions</b>
1. Facilitate the Youth Leadership Forum and College Leadership Forum Org# 508Y and 50CY8 509Y and 5CY9	Percentage of students rating Youth Leadership Forum and College Leadership Forum as good, very good, or excellent.	95%	Utilize and implement student survey requests. Recruiting, training, surveying delegates and staff. Arranging facilities, providing accommodations, programming, and tracking of delegates.
2. Advocate for applicants or clients to receive appropriate services from the rehabilitation agencies. Org # CAP7 and CAP8	Percentage of customers resolving disputes through advocacy, mediation, and negotiation.	90%	Provide negotiation between agencies or employers and eligible clients of the Client Assistance Program. Investigate, recommend changes, and respond to reported inequities in

<b>3. Advocate with agencies funded under the Rehabilitation Act for appropriate, positive policy changes. Org # CAP7 and CAP8</b>	<b>Percentage of recommended changes in policy that are implemented.</b>	<b>75%</b>	<b>rehabilitation systems. Review policy, research law and regulations and make recommendations for policy changes.</b>
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<b>Core Function</b>	<b>Performance Measure(s)</b>	<b>Performance Target</b>	<b>Link to Strategic Plan Goal(s)</b>
<b>Community Coordination and 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 provided with services.</b>	<b>95%</b>	<b>Goal One: lowans with Disabilities are empowered with tools to obtain employment.</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 (50%)</b>	<b>Ranking of Iowa among 50 states in employment of persons with disabilities.</b>	<b>Iowa ranks 15</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>

			<p>Act, Family Medical Leave Act, Federal Housing, Help America Vote Act, and Civil Rights Act. Research, attend training, and collaborate with partners to stay current on disability issues.</p>
<p>2. Provide information and training to State, County and Local Government on physical and program access. Org# 5000 (50%) and 5PH8</p>	<p>Percentage of requests from government agencies reviewed to determine physical and program access.</p>	<p>100%</p>	<p>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.</p>