

**AGENCY PERFORMANCE PLAN
FY 2005**

Name of Agency: Division of Persons with Disabilities			
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.			
Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
Community Coordination & Development			
Desired Outcome(s):			
lowans are offered information and referral on employment, quality healthcare including access to mental health care and substance abuse, independent living, housing, transportation, and recreation opportunities.	Percentage of customers Satisfied with information received	90%	Goal One: lowans with Disabilities are empowered with tools to obtain employment. (Leadership Agenda Goal Number Three & Four)
Employment discrimination of lowans with disabilities will be reduced.	Number of Iowa employers having legal actions filed against them regarding reasonable accommodation according to Iowa Civil Rights Commission Statistics	500	Goal Two: Employers are supported in their efforts to hire people with disabilities.
State, County and Local governments will provide goods and services equitably to lowans with disabilities.	Percentage of Iowa government agencies having complaints concerning access to goods and services filed against them According to Iowa Civil Rights Commission Statistics	8%	Goal Three: State, County and Local Governments are supported in providing services to and employing lowans with disabilities.
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions

<p>1. Educate Iowans with disabilities on rights and responsibilities. Org# 5000, CAP3, 50E3</p>	<p>Percentage of customers rating the service as good or very good.</p>	<p>90%</p>	<p>Provide information on employment, housing, mental health, access to goods and services, and substance abuse issues, giving information on rights and responsibilities under ADA and the Rehabilitation Act, FMLA, Federal Housing, HAVA, 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 employers on employment issues dealing with disabilities. Org# 5000</p>	<p>Percentage of employers rating the service as good or very good.</p>	<p>95%</p>	<p>Market services to businesses in Iowa. Maintain and update electronic manuals, publications, and materials.</p>
<p>3. Provide information and training to State, County and Local Government on physical and program access. Org# 50E3</p>	<p>Number of complaints against State, County and Local Governments on access issues.</p>	<p>Target based on 2004</p>	<p>Market services to government agencies. Evacuation chair training site inspections, E-Training website, response to requests for information, survey of office spaces.</p>
<p>4. Respond and report to Governor, legislators, the Commissioners, and federal partners on activities, policies and information. Org #5000, CAP3</p>	<p>Percentage of reports filed before the due date.</p>	<p>95%</p>	<p>Reports are moved to electronic filing and storage. Responses are accurate and timely.</p>

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Advocacy			
Desired Outcome(s):			
Youth with disabilities are trained to be successful employees.	Percentage of Youth 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. . (Leadership Agenda Goal Number Two)
lowans with disabilities receive quality vocational rehabilitation services.	Percentage of Client Assistance Program clients finding resolution without legal action.	90%	Goal One: lowans with disabilities are empowered with tools to obtain employment.
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Facilitate the Youth Leadership Forum & College Leadership Forum Org# 50Y3	Percentage of students rating YLF & CLF as good, very good, excellent.	95%	Utilize and implement student survey requests. Recruiting, training, surveying delegates and staff. Arranging facilities, accommodations, programming, tracking of delegates.
2. Advocate for applicants or clients to receive appropriate services from the rehabilitation agencies Org # CAP3	Percentage of customers rating service good or very good.	90%	Provide negotiation between agencies or employers and eligible clients of the Client Assistance Program. Investigate and respond to reported inequities in rehabilitation systems and make recommendations.

