

***Iowa Division of Persons with Disabilities***

***Mission: The Division of Persons with Disabilities exists to 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.***

***Iowa***

***Commission of***

***Persons with***

***Disabilities***

Annual Report

FY2004

# A Division of the

## Department of Human Rights

### Highlights

**This report highlights the achievements of the Division of Persons with Disabilities, especially new and innovative directions to improve the employment opportunities for Iowans with disabilities**.

**Page 3**

**Results**

**Page 4, 5, 6**

**Service - Developing Abilities of the Workforce**

**Page 7, 8, 9**

**Service - Disability Solutions that Work**

**Page 10**

**Service - Client Assistance Program**

**Page 11**

**Strategic Planning & Accountable Government**

**Page 12, 13**

**Staff**

**Page 14**

**Financial Information**

#### Page 15

**Members of the Commission**

**Page 16**

**Annual Awards Banquet**

**Page 17**

**Local Committees**

**Page 18**

**Diversity Conference**

***Commission***

***Activities***

##### Results

***Because We Acted:***

* Patricia was able to obtain a wheelchair for her husband.
* Sandy was able to connect with others with a similar disability so she did not feel so isolated.
* Mildred was able to identify who her state legislators were to express her concerns regarding disability issues.
* Jessica was able to locate accessible housing.
* An employer was able to accommodate Susan who had a chemical sensitivity.
* Jim was able to receive snow removal so he could continue to drive to his medical appointments.
* Tessa was able to self-advocate for accommodations and maintain her job with a primary telephone service provider.
* Kenny was able to obtain the needed rehabilitation services to set up a business.
* Jack was able to return to work following surgery due to the recommended accommodations.
* Johnny, a former Youth Leadership Forum graduate, was able to obtain financial aid and personal assistant services to remain in his own home and attend college.
* Linda was able to request accommodations and keep her job.
* Adam was able to perform his duties with the employer, a state office.
* Darrell was allowed to legally drive his electric scooter on the street instead of the sidewalk where there are no curb ramps.
* Donna was able to maintain her employment at a private college by requesting an accommodation.
* Visitors from Nigeria to Cedar Rapids were able learn how Iowans with disabilities live work and play.

***Customer Satisfaction:***

Response to publications sent resulted in 100% satisfaction with comments such as “I need to replace my copy (of ADA Title 1) because I have worn it out”, “I appreciate all you do”, and “I wish I had heard of your services before!”

949 individuals attended trainings and positive responses indicated they were well received

##### Service - Developing Abilities of the Workforce

***Youth Leadership Forum for Students with Disabilities***

******

In partnership with the Division of Vocational Rehabilitation Services and the Department for the Blind, we organized and managed the five-day Youth Leadership Forum (YLF). This intensive forum was held at Iowa State University and provided training for 31 high school juniors and seniors in areas such as self-advocacy, assistive technology, identifying accommodation needs, post-secondary education, and job seeking.

Volunteer staff and students enjoyed a variety of speakers, events and challenges promoting leadership, team building, self-advocacy, self-determination, employment, health and safety issues, college, and independent living.



Because of the positive results, all of the student delegates volunteered to come back to work as assistants, peer counselors, attendants or at other staff positions next year.

Seventeen YLF alumni volunteered as staff for the forum this year. Several of the YLF graduates served as ambassadors at events around Iowa.

|  |  |
| --- | --- |
| ***YLFGroup picture***  ***Lecture & Discussion*** | ***YLFTalk5airguard*** |
| ***YLFget together*** | ***YLFclasshot*** |

***College Leadership Forum for Students with Disabilities***

Plans are currently underway for the Iowa College Leadership Forum, a school to work transition program in partnership with the Division of Vocational Rehabilitation Services and the Department for the Blind for college students with disabilities. According to the National Organization on Disability, 12% of students with disabilities graduate from college versus 23% without disabilities, yet 55% of college graduates with disabilities are unemployed compared to 14% of college graduates who do not have disabling conditions.

The College Leadership Forum is the next step in providing leadership training to Iowa students as they transition from post secondary school into the workforce. The goals of the College Forum are:

1. College age students with disabilities in college or post secondary programs will become encouraged and empowered to reach their employment goals;
2. College age students with disabilities in college or post secondary programs will be knowledgeable about resources available to them to become successfully employed adults;
3. College students with disabilities will be exposed to professionals with disabilities who are recognized leaders and role models;
4. College students with disabilities will become employed and self-sufficient as they transition into the workforce.

We are also collaborating with Des Moines Area Community College and Iowa State University in developing curriculum and marketing students for this forum. We anticipate that the forum will be ready in the summer of 2004.

##### Service - Developing Abilities of the Workforce

Information for Applicants/Employees

A primary function of the Division is to provide information and referral to Iowans with disabilities. Many inquiries are from individuals with disabilities who are seeking employment or trying to retain employment. With the appropriate information on accommodations and application procedures, individuals are better equipped to become productive members of the workforce.

During the year, we provided printed materials, electronic or phone responses, and individualized advice to ***622*** ***Iowans with disabilities*** or their family members. See page 11 of this report for web site activity during the year that is not divided by types of individuals seeking information.

***Referral to Rehabilitation Agencies***

Many of our constituents are not aware of the services available to Iowans with disabilities. When a request is received, we take care to make sure the caller has all of the information they need including referral to agencies to assist them when more than job placement is needed.

While a job may be the ultimate goal, interventions of a medical or counseling nature are often needed prior to achieving that goal. It is important that individuals know where to find those services. There were **218 individuals referred** to rehabilitation agencies or independent living services.

Responsible Citizens

Informed citizens with disabilities have less need to file litigation. We give individuals accurate information on rights and responsibilities relative to employment and encourage resolution at the least formal level. Only **35 constituents** were referred to Civil Rights agencies to resolve problems.

We encourage communication and negotiation to work out differences in employment settings. We also provide options for individuals to choose from while exercising their rights.

Self-Advocacy & Self-Determination

We believe that Iowans with disabilities need self-advocacy skills and we teach those in conjunction with other services we provide. In this way, once the skill is learned, an individual can transfer that skill set to another similar situation, understanding how to research rights and responsibilities.

Because we provide a number of solutions for individuals to consider, they make the determination that best fits their comfort level and meets their needs.

##### Service - Disability Solutions That Work

***Information for Employers***

To assist in removal of barriers to employment for Iowans with disabilities, we make every effort to assist employers as they seek to hire a person with a disability or retain an employee who has become disabled. Specific areas of concern include accessible facilities, job accommodations, properly written job descriptions, recruiting in appropriate places, or training for supervisors and co-workers. We provide assistance as requested or find an alternate trainer as needed.

Employers appreciate the fact that we are not a compliance agency and that we address all types of disabilities. We provided information, researched and responded to ***82 employer*** requests during the year and gave presentations to ***524 employers***. In addition, web site training was made available and promoted through the League of Cities and Iowa Association of Counties with links on their web sites.

***Assistance to Service Providers***

***State Government***

The State of Iowa is a major employer with 800 hiring authorities. In partnership with the Department for the Blind and the Deaf Services of Iowa, a program was developed to provide better access to employment opportunities in state government and access to goods and services. The Harris Survey of December, 2001, indicated only 50% of individuals with disabilities who are employed say there is a plan made to safely evacuate their workplace. The State of Iowa redefined its own emergency preparedness plan to ensure the welfare of state workers and visitors to the Capitol complex.

The State of Iowa purchased 51 evacuation chairs at a cost of about $1000 per chair as part of its overall emergency preparedness plan for the complex. There are about 33 floors located above grade level in these buildings. The division staff worked on distribution of these chairs among the buildings. Training was provided on the proper and safe use of the chairs to state employees who volunteered in their particular building. All buildings have been done except Grimes. There were **108 volunteers trained.**

The Division continues to collaborate with the State of Iowa ADA Advisory Committee in developing a process to prioritize the removal of structural barriers on the Capitol complex:

* Installed magnet door holders to the doors in the tunnel between the Capitol and Lucas Building.
* Recommended that handrails be installed on steps located west of the Capitol.
* Completed an accessible path of travel between the capitol and parking lot south of Walnut.
* Replaced curb ramps and added detectable warnings around the complex.

##### Service - Disability Solutions that Work

***Others***

In addition, information and individualized assessment and guidance services were provided to ***112 service providers*** on access to goods and services. See page 11 of this report for web site activity during the year that is not divided by types of individuals seeking information.

Collaborations

Achievements in collaboration with the following agencies

* Secretary of State – participated in design of the statewide plan for the Help America Vote Act (HAVA) legislation
* Department of Public Health, Disability Prevention Division – provided data and assured accessibility to 31 health related facilities across Iowa; 19 substance abuse programs and 12 mental health and health service facilities
* Division of Vocational Rehabilitation Services, Department for the Blind, and Statewide Independent Living Council – reviewed and provided input on state plans
* Division of Vocational Rehabilitation Services and Department for the Blind – Youth Leadership Forum for Students with Disabilities and College Leadership Forum and provided job announcements/opportunities from the private and public sectors
* Des Moines Public Schools (Taylor, Ohde and Kitchell) – reviewed blueprints and made recommendations for accessibility of school renovations
* Divisions within the Department of Human Rights - provided consultation for represented populations on disability issues
* Iowa Legislators – provided service and information for constituents with disabilities
* Department of General Services – reviewed and assured accessibility to 34 offices leased to various state agencies across Iowa
* Homeland Security – Emergency Management – provided consultation regarding emergency evacuation and other disability related issues
* Iowa Finance Authority – co-planned and implemented the Lt. Governor’s Midwest Regional Housing Summit
* Iowa State University Extension Office – participated in meetings to discuss accessibility issues for playgrounds
* Iowa State University – provided consultation for marketing and recruitment materials targeted towards persons with disabilities
* Iowa Civil Rights Commission – co-planned and implemented the 40th Anniversary celebration of the Civil Rights Act
* Department of Transportation and Department of Human Services – attended national conference and began discussions regarding better transportation for persons with disabilities in Iowa
* League of Cities and League of Counties – provided electronic based training regarding the ADA and offered technical assistance to members through their websites
* Iowa Coalition Against Sexual Assault – provided consultation regarding a tool for person with developmental disabilities to communicate sexual assault issues
* National Association of Governor’s Committees – participated in and exchanged information regarding disability programs throughout the United States
* City of Des Moines – participated in monthly meetings to review blue prints and accessibility issues in the city
* Department of Public Health – reviewed and edited Iowa State Fair Accessibility Brochure
* Elder Affairs – participated in quarterly Senior Living Coordinating Council meetings and discussed elder and disability issues
* Division of Vocational Rehabilitation Services – participated in quarterly State Rehabilitation Council meetings to provide advice to the agency

##### Service - Client Assistance Program

The Client Assistance Program (CAP) is mandated in each state in order for the state to receive federal rehabilitation funds. Funds coming into Iowa for rehabilitation services exceed **$28 million**. The CAP is a 100% federally funded formula grant program. In Iowa, the Division of Persons with Disabilities, Department of Human Rights, operates CAP. Federal law requires that the program be operated outside of the rehabilitation agencies it monitors. This includes the Department for the Blind, the Division of Vocational Rehabilitation Services, and the seven centers for independent living. The program operates on the federal fiscal year ending September 30.

CAP services assist clients of the rehabilitation agencies in resolving problems so their rehabilitation programs can continue and they can move to employment. Results of these services during the year are depicted below.



After services are provided to each individual, they are asked to rate the services they have received from CAP to assist in program improvement. These are the results from the past year.

For further information, visit our website at [www.state.ia.us/government/dhr/pd](http://www.state.ia.us/government/dhr/pd). This report will be updated by December 31.

##### Strategic Planning & Accountable Government

***Strategic Planning***

Early in the year, the staff met to review and revise the Division strategic plan, including the performance plan and action plans for each program and project. These are shared with the Commission. Goals are:

* Iowans with disabilities are empowered with tools to obtain employment.
* Employers are supported in their efforts to hire people with disabilities.
* State, county and local governments are supported in providing services to and employing Iowans with disabilities.
* The Division infrastructure will be financially sound.

Iowa Excellence

Staff continues to participate in Iowa Excellence. Our second self-assessment is scheduled for 2005. Two staff members are trained examiners for Iowa Excellence.

Accountable Government Act (AGA)

On June 1, 2001, Governor Tom Vilsack signed the AGA into law. The AGA institutionalizes many components of Iowa’s existing governance system and brings the legislative and executive branches together with a common focus on, and framework for, results.

This year the Division reviewed and updated our annual performance plan and performance measures. We then prepared an inventory of services and made offers for the budgeting process. Those offers accepted by the management teams will be funded.

***Connecting with Our Constituencies***



##### Staff

***Administrator, Jill Fulitano-Avery***

Governor Thomas J. Vilsack appointed Jill Fulitano-Avery March 18, 2002, to administer the Division. Jill has been busy with the Lt. Governor’s Midwest Regional Housing Summit, the Accountable Government Act, the Olmstead Bill, Help America Vote Act, the Celebration of the 40th Anniversary of the Civil Rights Act, the Department of Human Rights Cultural Competency training, and collaborating with many different agencies to better serve persons with disabilities.



Disability Consultants: John, Mike, Harlietta

John TenPas, a native of Plymouth, Wisconsin has been a Disability Consultant with the Division since June of 1984. John holds a Bachelor’s and Master’s of Science Degree in Vocational Rehabilitation from the University of Wisconsin – Stout in Menomonie, Wisconsin. Prior to coming to the Division of Persons with Disabilities, John was the Director and Chief Evaluator of the Assessment Center at Iowa Central Community College in Fort Dodge as well as providing career counseling and job seeking skills training to individuals with disabilities. John works with issues involving physical and program accessibility for public and private entities, parking and public transportation issues, housing, and recreational issues as they relate to persons with disabilities. John continues to work with the legislative task force of the Commission. This past year, John trained volunteers on the use of Evac Chairs as part of the State’s Emergency Preparedness Plan and the Access Grant. He also drafted guidelines used by state agencies in providing material in alternative format to comply with the Americans with Disabilities Act (ADA).

Mike Williams has been with the Division since May, 2000 as a disability consultant. He serves in the capacities of Youth Programs Director, webmaster, information technology liaison, data information specialist, and is trained as an Iowa Excellence Examiner. Mike has a degree in Business Management from Simpson College and Master’s Degree in Public Administration from Drake University. Mike is currently one of 3 Co-Chairs for the Iowa Diversity Conference, is a member of the Executive Committee for the local Chapter of the American Society for Public Administration, and is the current President for the St. Anthony’s Board of Education.

Two of Mike’s main challenges are organizing the Iowa Youth Leadership Forum for High School Students with Disabilities and the Iowa College Leadership Forum for college students with disabilities. The YLF is in its sixth year and has been successful in preparing Iowa high school students with disabilities as they move from high school to post secondary education and employment. The CLF will be implemented and prepare young Iowans with disabilities in application processes and interviewing for the jobs that they want. Both the YLF and CLF are collaborations with the Division of Vocational Rehabilitation and the Department for the Blind and funding for the forums is on a matching basis using Federal draw down dollars.

Harlietta Helland received a length of service award from Lt. Governor Sally Pederson for her 35 years of service to the State of Iowa. Harlietta worked for Human Services, Workforce, and Vocational Rehabilitation prior to coming to the Division in 1989 as a disability consultant. In 1991, she assumed the program duties of the Client Assistance Program (CAP) described on page 10. Her degree is in personnel management systems and is a good fit with her experience in working with people with disabilities in employment preparation and employment rights, specifically those of the Americans with Disabilities Act (ADA). She has provided training at the national CAP training conference as well as the regional CAP conferences.

Secretary: Becky

Becky Danilson provided the secretarial support for the Division with her duties ending in May when she took a similar position with the Department of Public Health.

##### Financial Information



1. State appropriations for FY 2004 rose from $170,970 in FY 2003 to $184,971. but remained lower than the appropriation in FY 2002 of $189,931.

2. We were able to identify and obtain some federal matching funds at a 50/50 match for FY 2004 in the amount of $140,834 up from the $85,560 in FY 2003 and the $53,950 in FY 2002.

3. The CAP non-mathcing federal grant funds remained fairly constant at $121,736. for FY 2004, $122,459 for FY 2003, and 120,724 for FY2002.

Commission Members

***2003-2004***

|  |  |
| --- | --- |
| ***Mary Ament*** | ***Waukon*** |
| ***Janet Arnold*** | ***Sheldon*** |
| ***Lisa Balduf*** | ***Mason City*** |
| ***Angela Banks*** | ***Webster City*** |
| ***Joel Barnett*** | ***Rolfe*** |
| ***Marilyn Belman*** | ***Iowa City*** |
| ***Daniel Harmon*** | ***Keokuk*** |
| ***Larry Hart*** | ***Oskaloosa*** |
| ***Joe Hays*** | ***Truro*** |
| ***Curt Jones*** | ***Decorah*** |
| ***Tom Mayes*** | ***Waterloo*** |
| ***Gary McDermott*** | ***Clinton*** |
| ***Steven Oberbroeckling*** | ***Des Moines*** |
| ***Ted Ornas*** | ***Sheldon*** |
| ***Jim Rixner*** | ***Sioux City*** |
| ***Liz Smith*** | ***Woodward*** |
| ***Gene VanGrevenhof*** | ***Fort Dodge*** |
| ***Joan VanZomeren*** | ***Mason City*** |
| ***Fred Wegner*** | ***Des Moines*** |
| ***Chris Wilson*** | ***Indianola*** |
| ***Carol Zeigler*** | ***Des Moines*** |

***Officers & Executive Committee:***

***Gary McDermott, Chair***

***Chris Wilson, Vice-Chair***

***Carol Zeigler, Secretary-Treasurer***

***Daniel Harmon***

***Joe Hays***

***Tom Mayes***

***Plans & Goals***

* ***To identify and provide technical assistance helping to eliminate physical barriers to employment. To promote universal access.***
* ***To provide a summary of legislative priorities to the Governor and members of the Iowa General Assembly. To identify bills and monitor bill activity.***
* ***To promote, strengthen and empower local committees across the state through recruitment, organizational development, goal setting and program building.***
* ***To effectively coordinate the planning, preparation and management of specific events to promote the employment of Iowans with disabilities.***

***Awards Banquet***

|  |  |
| --- | --- |
| Ashleygovmrs  ***Ahley Lerch, Youth Service Award*** | DrWalz  ***Dr. Tom Waltz – Distinguished Service Award*** |
| DrWoodbetter  ***Dr. Mildred H. Wood – Governor’s Award*** | eastersealbetter  ***Easter Seals – Best Accessible Design*** |
| randygov  ***Randy Sackett - Small Employer of the Year*** | ruthgovchristie  ***HyVee Stores-Large Employer of the Year*** |

***Local Committees***

|  |  |
| --- | --- |
| ***Citizens for People with Disabilities*** | ***Jackie Ryan, Chair***  ***St. Luke’s Hospital***  ***Cedar Rapids, IA 52404***  ***319-369-8135***  ***3rd Tuesday Month – 12 noon***  ***Kirkwood Resource Center*** |
| ***Clinton Coalition for Disabled Persons*** | ***Willis & Lois Sikkema, Co-Chairs***  ***11030 Albany Road***  ***Erie, Illinois 61250***  ***(309) 887-4894***  ***1st Thursday Month – 7:00 p.m.***  ***Park Tower Apartments*** |
| ***Equal Access for the Disabled*** | ***Pat Butler, Chair***  ***377 Harrison***  ***Council Bluffs, IA 51503***  ***712-323-1894***  ***2nd Monday Month – 1:30 p.m.*** |
| ***Fort Dodge Coalition for People with Disabilities*** | ***Gene Van Grevenhof, Co-Chair***  ***Irene Blair, Co-Chair***  ***115 South 21st St.***  ***Fort Dodge, IA 50501***  ***515-955-8744***  ***3rd Tuesday Month – 5:00 p.m.*** |
| ***Citizen’s Disability Council*** | ***Loretta TenPas, Chair***  ***3945 Lay Street***  ***Des Moines, IA 50317***  ***515-265-6378***  ***2nd Tuesday Month – 4:45 p.m.***  ***Mercy Hospital Conference Room*** |
| ***Johnson County Coalition of Persons with Disabilities*** | ***Louise Young & Lori Bears, Co-Chairs***  ***P.O. Box 426***  ***Iowa City, IA 52244***  ***319-466-4280***  ***1st & 3rd Monday Month – 6:30 p.m.***  ***Bill’s Small Mall Tea Room*** |
| ***Siouxland Committee – Abilities First*** | ***Mark Lewis & Cecil Hanson, Co-Chairs***  ***441 W. 3rd Street***  ***Sioux City, IA 51103***  ***712-255-8011***  ***3rd Tuesday Month – 12:00 p.m.***  ***Lower Level St. Luke’s Regional Hospital*** |

"IOWA’S MOSAIC" (a statewide diversity conference)   
September 29, 2003   
Scheman Center, Ames, Iowa

Title:   ***People and Places in Sync: Planning for Barrier-Free Living***   
Target Audience:  Business professionals, human resource personnel, persons with disabilities/family/friends, those who work with agencies, city and state government, and elder populations.   
    
Overview / Objectives: A presentation for community leaders, community   
participants, and anyone who dares to think of personal unforeseen   
possibilities.  Experts in accessibility issues shared tested ideas on how to make a community more livable, businesses more productive and housing more convenient.  Visuals and handouts highlighted specific projects.   
    
Presenters:  Steven Oberbroeckling, Architect; Len Sandler, Attorney and   
Disability Specialist; Fredrick Wegner, Commissioner, Iowa Commission of Persons with Disabilities; and Sharon Jingst, KATECHO, Inc. The presenters offered an interactive panel with topics ranging from architectural living designs, resources for accommodations both at home and on the job, along with examples of best practices.  Time was available for questions from the audience.

The evaluation summary indicated that those attending gave high ratings to workshop presenters, topics, and all aspects of workshop.  Commissioners presenting:  Steven Oberbroekling and Fred Wegner.  Commissioners making arrangements:  Marilyn Belman and Carol Zeigler.

***Diversity Conference***