AGENCY PERFORMANCE PLAN

**FY 2004**

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| **Name of Agency: Division of Persons with Disabilities** | | | |
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| **Agency 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, guidance, training, and negotiation services to employer and citizens with disabilities.** | | | |
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| **Core Function** | **Outcome Measure(s)** | **Outcome Target** | **Link to Strategic Plan Goal(s)** |
| **Community Coordination & Development** |  |  |  |
| **Desired Outcome(s):** |  |  |  |
| **College graduates with disabilities are recruited for employment** | **Percentage of Iowans with disabilities employed.** | **66%** | **Goal One: Iowans with Disabilities are empowered with tools to obtain employment. . (Leadership Agenda Goal Number One)** |
| **Iowans with disabilities will be employed within communities that provide them with safe, healthy, and quality choices to live independently.** | **Rating of Iowa compared to other states on quality health care and housing.** | Iowa rated 25 | **Goal One: Iowans with Disabilities are empowered with tools to obtain employment. (Leadership Agenda Goal Number Four)** |
| **Iowans 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 rating service good or very good.** | **90%** | **Goal One: Iowans with Disabilities are empowered with tools to obtain employment. (Leadership Agenda Goal Number Three)** |
| **Employment discrimination of Iowans with disabilities will be reduced.** | **Rating of Iowa employers having legal actions filed against them will be reduced.** | **Iowa rated 10** | **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 Iowans with disabilities.** | **Rating of Iowa government agencies having complaints concerning access to goods and services filed against them will be reduced.** | **Iowa rated 10** | **Goal Three: State, County and Local Governments are supported in providing services to and employing Iowans with disabilities.** |
| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **`Strategies/Recommended Actions** |
| **1. Educate and encourage colleges to participate in the Recruitment Program for students with disabilities from the U.S. Department of Labor.** Org# 5000 | **Percentage of Iowa colleges that participate in the Recruitment Program.** | **50%** | **Survey participating colleges on effectiveness of the Recruitment program.**  **Distribute information about the Recruitment program and provide assessment and guidance as requested** |
| **2. Promote housing equity.** Org# 5000 | **Rating of Iowa compared to other states on accessible/adaptable housing for persons with disabilities.** | Benchmark to be set in 2004. | **Collaborate with Iowa Finance Authority and Department of Human Services on permanent supportive housing.**  **Promote inclusion of the lowest income (SSI) households in the Lt. Governor’s initiative on housing for persons with disabilities.** |
| **3. Educate Iowans with disabilities on rights and responsibilities.**  **Org# 5000, CAP3, 50E3** | **Percentage of customers rating the service as good or very good.** | **90%** | **Provide information on employment, housing, mental health and substance abuse issues, giving information on rights and responsibilities under ADA and the Rehabilitation Act, FMLA, Federal Housing, voting and Civil Rights Act. Research, attend training, and collaborate with partners to stay current on disability issues.** |
| **4. Provide information and training to employers on employment issues dealing with disabilities.** Org# 5000 | **Percentage of employers rating the service as good or very good.** | **95%** | **Market services to businesses in Iowa.**  **Maintain and update electronic information** |
| **5. Provide information and training to State, County and Local Government on physical and program access.**  **Org# 50E3** | **Number of complaints against State, County and Local Governments on access issues.** | Benchmark to be set in 2004 | **Market services to government agencies.** |
| **6.Respond and report to Governor, legislators, the Commissioners, and federal partners on activities, policies and information.**  **Org #5000, CAP3** | **Percentage of reports filed before the due date.** | **95%** | **Move to total electronic filing.** |

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| **Core Function** | **Outcome Measure(s)** | **Outcome Target** | **Link to Strategic Plan Goal(s)** |
| **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: Iowans with disabilities are empowered with tools to obtain employment. . (Leadership Agenda Goal Number Two)** |
| Iowans with disabilities receive quality vocational rehabilitation services. | **Percentage of Client Assistance Program clients finding resolution without legal action.** | **90%** | **Goal One: Iowans with disabilities are empowered with tools to obtain employment.** |
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| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **`Strategies/Recommended Actions** |
| **1. Facilitate the Youth Leadership Forum**  **Org# 50Y3** | **Percentage of students rating YLF as good, very good, excellent** | **95%** | **Utilize and implement student survey requests.**  **Investigate operating a similar program for college freshmen. Seek opportunities for additional funding.** |
| **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.** |