

State Rehabilitation Council

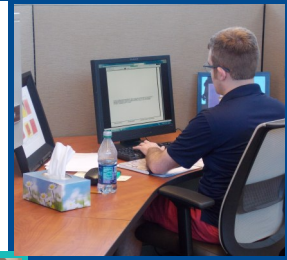
Annual Report

FFY 2016



Iowa
Vocational
Rehabilitation
Services

Finding solutions. Generating success.





Iowa
**Vocational
Rehabilitation
Services**

Finding solutions. Generating success.



Terry E. Branstad, Governor
Kim Reynolds, Lt. Governor
Ryan M. Wise, Director
Department of Education
David L. Mitchell, Administrator

Dear Friends,

Iowa Vocational Rehabilitation Services (IVRS) is pleased to partner with the Iowa State Rehabilitation Council (SRC) to present the 2016 SRC Annual Report. SRC members are volunteers who commit their own time and effort in advocating for improved service delivery for individuals with disabilities. We have robust and energetic meetings, discussing creative strategies to revamp IVRS programming, as well as statewide employment service delivery through the innovative legislation presented by the Workforce Innovation and Opportunity Act.

This report highlights the partnerships that assist IVRS in serving Iowans with disabilities. It is exciting to see how our state systems are collaborating to align employment service delivery and expand capacity so more Iowans with disabilities can access the necessary services to lead independent lives.

The SRC plays a key role in these efforts through their work to understand and challenge policies and procedures impacting employment for our common job candidates. 2016 saw the successful submittal of an Iowa Unified State Plan, of which the IVRS/SRC partnership was integral. Many of the ideas and vision that are identified in the Unified State Plan came from discussions at SRC meetings.

Particular key areas of focus this past year were transition efforts with our youth, business partnerships and quality assurance/customer satisfaction. The SRC continued their analysis of customer satisfaction surveys and worked with an external consultant on revising the satisfaction survey process. The consultant has continued her work with IVRS and the SRC – and in 2017, this work will begin influencing how IVRS develops their future strategic plan. This process brought about changes in strategies for engaging staff in the process as well as influencing our decision-making and communication process. We believe this will bring positive change and increase staff engagement and improve agency accountability.

We have established a foundation to continue to build upon our accomplishments through integrating ideas from the Future Ready Iowa Initiative. IVRS is establishing goals and strategies to integrate service delivery efforts to have a specific impact on career preparation for our job candidates. This approach will enable Iowans with disabilities to better meet business needs through post-secondary credentialing and experience.

Respectfully,

David L. Mitchell, MS, CRC

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"Empowering individuals with disabilities to maximize employment, economic self-sufficiency, independence, inclusion and integration into society."

Working in Partnership



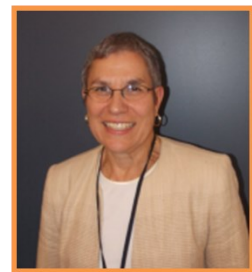
The SRC, with members appointed to three-year terms by the Governor, has been in operation since January 1993.

Our focus is to provide advice and direction to the Department of Education's Iowa Vocational Rehabilitation Services on the quality and effectiveness of their programs and services.

The SRC is a vital link to the constituency group which IVRS serves or through which it procures its goods and services.

The goal of the SRC is to improve the quality of employment outcomes and community participation for individuals with disabilities.

What a year of change this has been both for IVRS and the SRC! The implementation of the Workforce Innovation and Opportunity Act (WIOA) has moved IVRS into deeper partnerships with other employment services providers in the state. Along with those partnerships has come the need to change policies to ensure the full implementation of WIOA. While the SRC has seen longtime council members rotate off the board to be replaced by new members, our role remains the same: to advise and support IVRS in providing quality employment services for Iowans who happen to have a disability.



Some of the accomplishments this past year include:

- Providing input on new policies relating to referrals, applications, implementation of pre-employment transition services, and competitive integrated employment.
- Implementation of the new customer satisfaction survey to assure we truly understand the positives and negatives of the rehabilitation process from the perspective of the job candidate.
- Rewriting of the SRC bylaws to more clearly match the new WIOA legislation.

We are proud of the work we have done – but know there is more work ahead to fully implement WIOA. There is an opportunity to ensure that employment systems change to more fully include persons with disabilities. The council members believe in the importance of employment and will continue to work with IVRS, as well as in our own home communities, to make certain that all persons with disabilities are afforded the opportunity to work and fully engage in the life of their communities.

Rosie Thierer, SRC Chair

SRC Membership

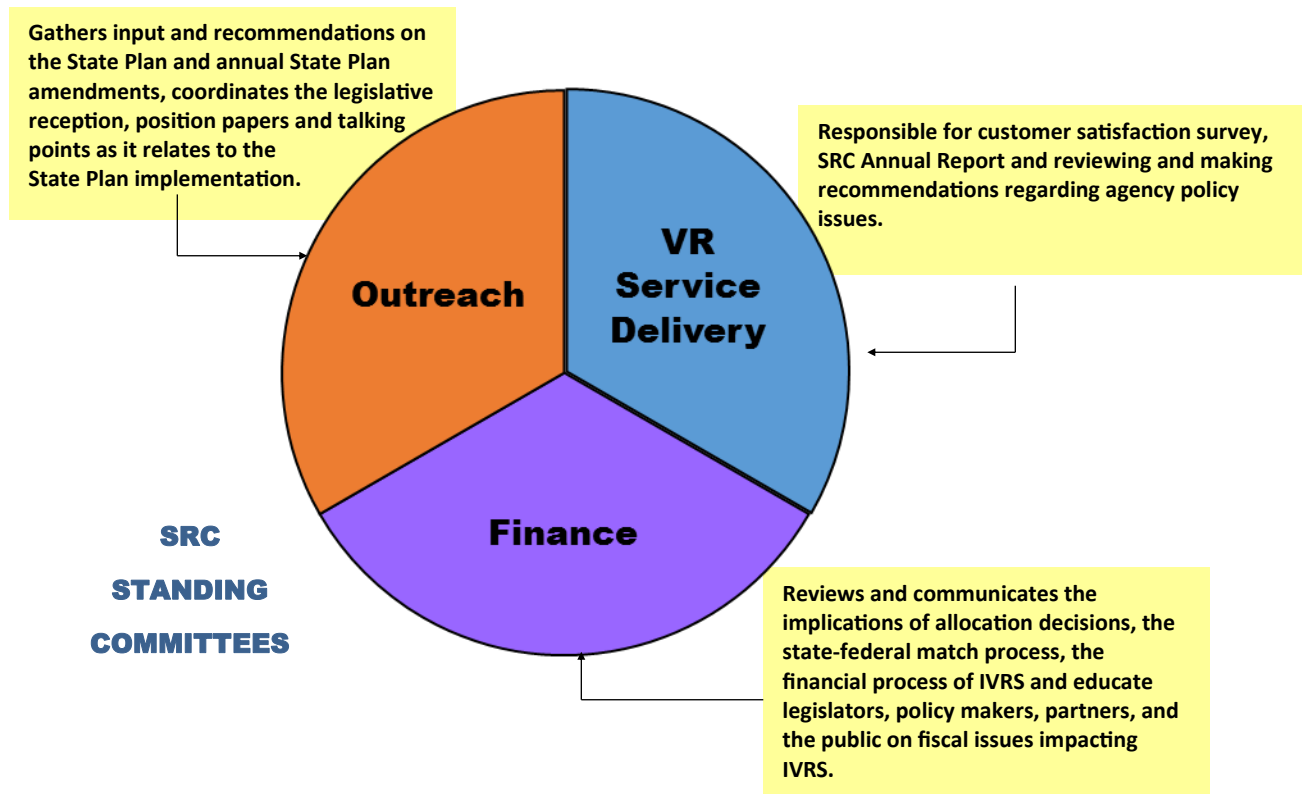
- Sherri Clark—Community Rehab Program ● Nicole Cleveland—Advocacy ● Jill Crosser—Disability Advocacy Group ● Randell Davis—Advocacy
- Kim Drew—Iowa Department of Education ● Page Eastin—Iowa Client Assistance Program
- Pamala Fitzsimmons—Business, Labor and Industry ● Gary McDermott—Statewide Independent Living Center
- Lori Moore—ASK Resource Center/Parent, Training & Info Center of Iowa
- Marketa Oliver—Iowa Workforce Development ● James Smith—VR Counselor (non-voting)
- Rosemary Thierer—Disability Advocacy Group

SRC Bylaws

The WIOA legislation offered an opportunity for SRC to form an ad hoc committee to review and propose changes to its governing rules. The result is a completely revised document that more closely mirrors the provisions of 34 CFR §361.17 *Requirements for a State Rehabilitation Council*. The committee's purpose was to ensure Bylaws that not only comply with these regulations, but also more effectively guide the work of the SRC and ensure the participation of all its members. The Bylaws were unanimously approved September 13, 2016. Key highlights of the new Bylaws are:

- the inclusion of a resource plan for the Council to provide funding and personnel to assist the Council in carrying out its responsibilities;
- a change when officers are elected to better conform to the Governor's annual Council appointments and also ensure continuity through times of leadership transition;
- a clearer definition of the terms of appointment which may involve a partial term;
- an emphasis on member attendance and better defining absences;
- the addition of conflict of interest verbiage;
- an enhanced definition of *quorum* that better aligns with state code regarding the requirements to conduct business.

Perhaps the biggest change to the Bylaws is an overhaul of the SRC's standing committees. Each of the new standing committees now reflects the task of increasing SRC involvement and recruitment of new members who can leverage public support in advocating for persons with disabilities.



CAP

The Client Assistance Program (CAP) is a federally mandated program designated to assist individuals who encounter conflicts with Iowa Vocational Rehabilitation Services, Iowa Department for the Blind and Centers for Independent Living. CAP helps people with disabilities receive quality services by advocating for their interests and helping them identify resources, understand procedures, resolve problems; and protect their rights in the rehabilitation process, employment and home services. The CAP advocate uses mediation, negotiation, conflict resolution, and at times, legal means to help resolve issues.



IVRS

What services are available?

- Job placement
- Job coaching
- Supported Employment
- Business Services
- Technological assessment
- Vocational assessment
- Counseling and guidance
- Transition services for students
- Physical and/or mental restoration services that may include therapy, wheelchairs, hearing aids, etc.
- Special adaptive equipment or devices
- Medical and psychological assessment
- Training for employment
- Occupational tools, equipment or licenses
- Planning for Self-Employment
- Personal Assistants
- Follow-up after placement to assist with work and employer satisfaction

Services may be provided after employment if needed.

IVRS is the largest division of the Department of Education. The division employs nearly 400 people in Des Moines and 43 locations throughout the state. Employees work within three bureaus and a Planning and Development Team.

The majority of staff are professionally trained rehabilitation counselors and disability examiners. Ninety-seven percent of the counselors have Master's degrees in Counseling or a closely-related field.

With the exception of a few administrative personnel and the West Central Area Office, most of the Rehabilitation Services Bureau (RSB) employees are geographically dispersed outside Des Moines to cover all 99 counties and every high school in the state.

As stewards of the public trust, IVRS maintains an efficient workforce by assigning staff to multiple locations so that every secondary school, community college and regent's institution have access to an IVRS staff person.

IVRS customers are individuals with disabilities who need vocational or other assistance to help meet their goals for vocational or personal independence.



The vocational rehabilitation program in Iowa is funded with 78.7% federal funds in the amount of \$25,489,250 for 2016. No non-governmental funds are used to finance this program.

Our Guiding Principles

We are responsive to the unique needs and goals identified by individuals with disabilities.

We demonstrate teamwork and cooperation among staff, customers and partners.

We operate with trust and integrity.

We demonstrate compassion and respect for all people.

We value continued improvement and learning.

We openly communicate with clarity and consideration.

We are results-driven.

Iowa Vocational Rehabilitation Services: INVESTING IN IOWANS FFY 2016



Iowa
**Vocational
Rehabilitation**
Services

Finding solutions. Generating success.

Vocational Rehabilitation is an investment in Iowa!

A Total of **2,225 VR Iowans with disabilities** obtained **employment** in the 2016 federal fiscal year.

Approximately **96 percent of successful VR job candidates remain in Iowa** – working, paying taxes, and contributing to their communities.

A total of **676 VR job candidates** were receiving public support for living expenses (SSI, SSDI, TANF, General Assistance). Of those, **252 now support themselves, a savings of \$924,057.96 annually** for the state.

The investment pays off!

Iowans with disabilities served by IVRS in FFY16 have an aggregated estimated income of **\$37.1 million annually**.

- This **reflects growth** of over **\$27.9 million** from increased employment and more than **\$9.2 million** from increased earnings.
- This results in **Iowans with disabilities earning \$9.4 million more than was spent on the entire VR program**.

Iowa Vocational Rehabilitation Services has a positive impact on linking our youth with disabilities to career pathways! Twenty-five percent of our referrals come from Iowa school districts and **968 students** were **successfully employed**, working **34 hours/week** with **average earnings of \$11.77 / hour**.

- **\$7.14 million** was spent on post-secondary tuition assistance, facilitating educational and occupational skills attainment.

Transition Students

FFY	Potentially Eligible Students Served	Transition Students Served	Total Transition Students Served	Closed, Rehabilitated	Hours Worked per Week	Average Hourly Wage
2016	3,484	3,701	7,185	968	34	\$11.77
2015		4,227		973	34	\$11.21
2014		4,288		922	35	\$11.23
2013		3,910		872	35	\$10.72

Governor Goals	Iowa Vocational Rehabilitation Services INVESTING IN IOWANS FFY 2016
200,000 new jobs	<p>In 2016, IVRS placed 2,225 Iowans with disabilities into competitive employment. IVRS assisted 58 entrepreneurs with their Iowa business! Cumulatively from 2008-2016, 452 businesses were successfully started, expanded or acquired with support from IVRS.</p>
15% Reduction in government	<p>IVRS provides services to individuals with disabilities that span many fields including partnering with the Department of Education, Department of Corrections, Department of Human Services, Department of Veteran Affairs and the Department of Labor. Through the provision of vocational rehabilitation services, individuals with disabilities earned \$9.4 million more than was spent on the entire VR Program. 252 Individuals were on public support for their living expenses and are now supporting themselves, a savings of \$924,057.96 annually for the state.</p>
25% Increase in family incomes	<p>For those successful IVRS employment outcomes, there was an income increase of \$27.9 million from the time of their application status until their case file closure. This is a 437.1% increase in their income, as reported at application.</p>
#1 Schools in the nation	<p>25% of our referrals come from Iowa school districts for youth in transition. In 2016, 968 students were successfully employed working 34 hours a week, with average earnings of \$11.77/hour. More than \$7.14 million was spent on tuition assistance for students in our post-secondary training programs to obtain educational and occupational skills training to help compete in today's labor market.</p>

Workforce Innovation and Opportunity Act

The passage of the Workforce Innovation and Opportunity Act in 2014 re-authorized the Workforce Investment Act of 1998 (WIA) and Rehabilitation Act through 2020. IVRS worked with the SRC to address responsibilities under WIOA, some of which include the following:

- Increased role for IVRS in transition – including Pre-employment Transition Services and Potentially Eligible, and services to Youth;
- Limitations on the use of subminimum wage;
- Eligibility for those in need of Job Retention;
- Memoranda of Agreements established between IVRS and the Department of Education, and IVRS and Iowa's Department of Human Services;
- Changes defining Competitive Integrated Employment and Supported Employment Services;
- Movement of federal programs, roles of IVRS in One-Stop systems and funding of One-Stop infrastructure;
- Increased emphasis on the role of IVRS in the Workforce Development system and shared performance measures.

IVRS Unified State Plan

Additional requirements under WIOA compels states to work with designated partners in state planning efforts. Instead of our traditional stand-alone plan, IVRS worked with three core programs on a "Unified State Plan." Iowa's unified plan was submitted last March to the U.S. Departments of Labor and Education. Core programs contributing to the development of Iowa's plan included: the Adult, Dislocated Worker, and Youth programs; the Adult Education and Family Literacy Act program; Iowa Department for the Blind; the Employment Service program authorized under the Wagner-Peyser Act; and the IVRS program.

Iowa's plan covers the period July 1, 2016, through June 30, 2020, and "represents a fundamental transformation of the workforce system to deliver integrated, job-driven services to job seekers, workers, and employers." Governor Branstad was notified on June 29, 2016, that Iowa's plan was substantially approved subject to certain conditions, one of which requires Iowa to submit a State Plan modification in 2018.



[Click here to access a copy of the Iowa Unified State Plan .](#)

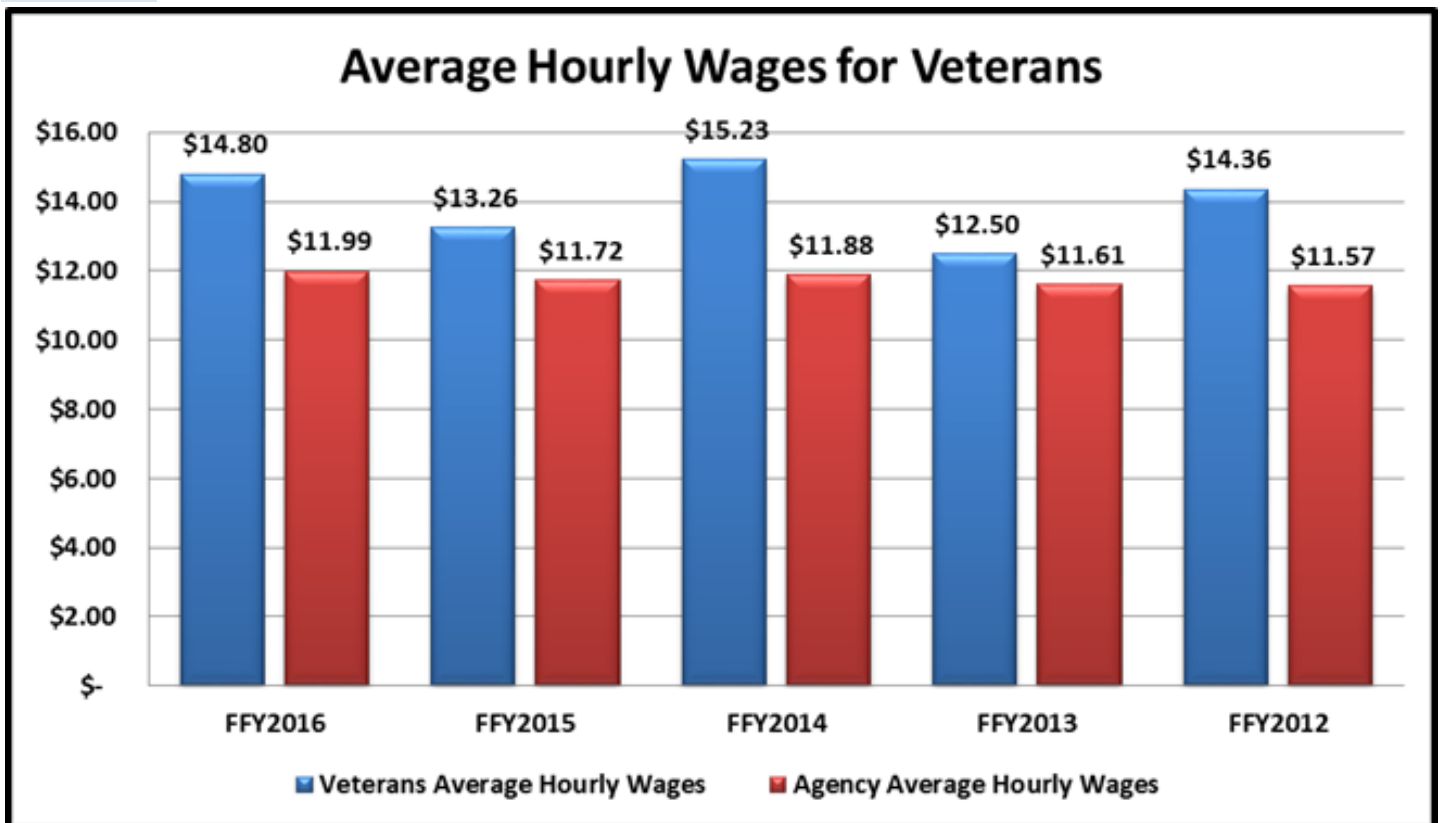
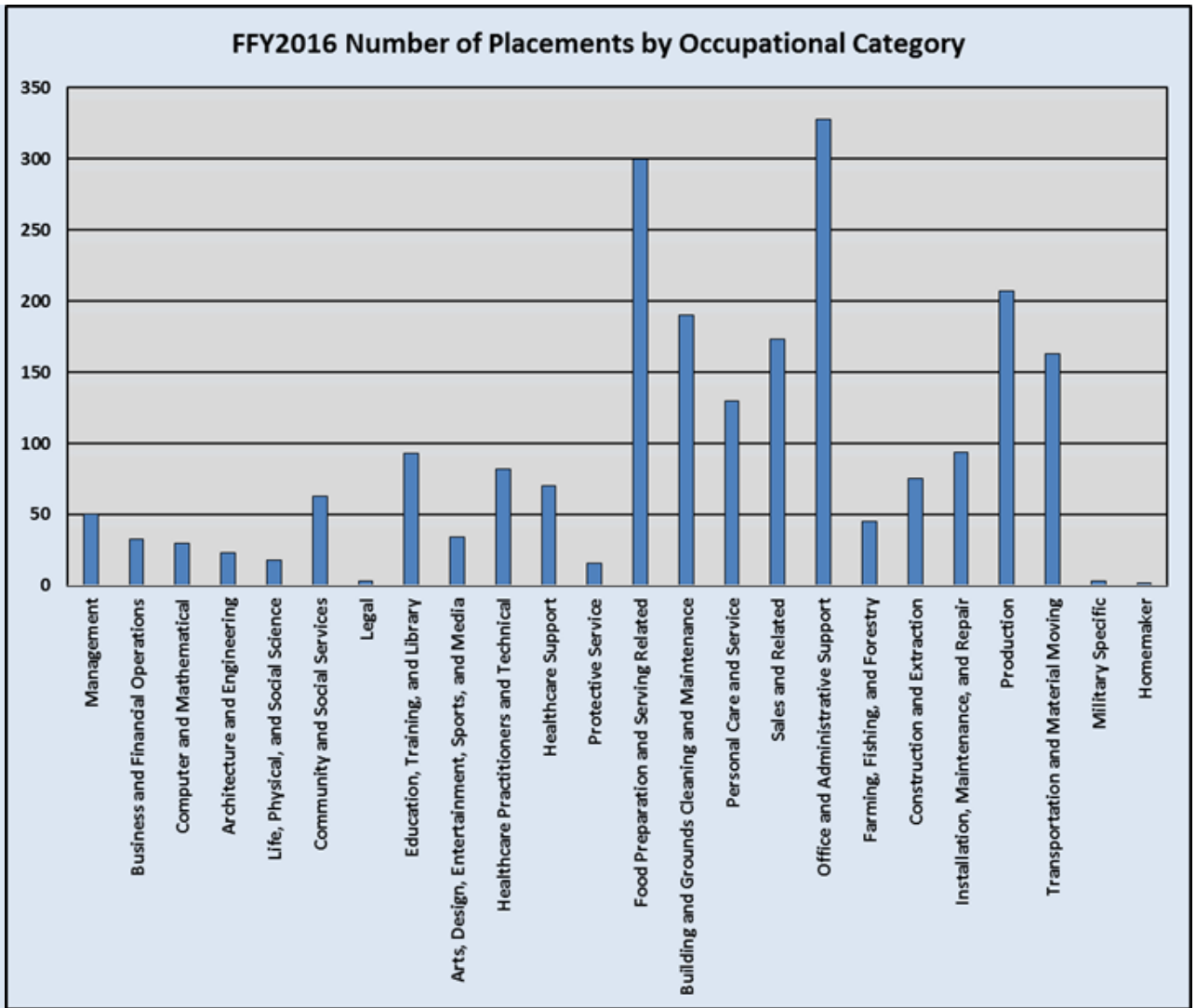
Numbers At a Glance

Iowa Vocational Rehabilitation Services Results of Rehabilitation Services Administration Performance Indicators							
Standard	PERFORMANCE INDICATOR	RSA Standard	2012	2013	2014	2015	2016
	Number of persons with employment outcome (status 26) for current year		2,162	2,185	2,205	2,321	2,223
	Number of persons with employment outcome (status 26) for prior year		2,136	2,162	2,185	2,205	2,321
1.1	Change in number from prior year	Equal or exceed last year	26	23	20	116	-98
1.2	Percentage of persons after receiving services with employment outcomes	55.8%	63.7%	62.3%	59.7%	57.4%	52.6%
1.3	Percentage of persons with employment outcomes with earnings equivalent to at least the minimum wage	72.60%	98.29%	98.12%	98.78%	98.92%	99.51%
1.4	Percent of competitive employment outcomes that were individuals with significant disabilities	62.4%	96.0%	96.7%	97.6%	98.7%	98.9%
	Average Hourly Rate		\$11.57	\$11.61	\$11.88	\$11.72	\$11.99
1.5	VR average wage as a ratio to the state's average hourly earnings for all individuals in the state who are employed.	0.52	0.60	0.60	0.60	0.57	0.57
1.6	The difference between the percentage who report their own income as the largest single source of economic support at the time they exit and the percentage who report their own income as the largest single source of support at the time they apply for VR services.	53.00%	63.34%	64.18%	61.43%	61.24%	60.66%
2.1	The service rate for all individuals with disabilities from minority backgrounds as a ratio to the service rate for all individuals with disabilities from non-minority backgrounds	80.0%	81.2%	71.0%	84.3%	83.9%	91.0%

Agencywide

FFY	Potentially Eligible Job Candidates Served	Job Candidates Served	Total Job Candidates Served	Closed, Rehabilitated	Hours Worked per Week	Average Hourly Wage
2016	3,484	15,658	19,142	2,225	31	\$11.99
2015		17,640	17,640	2,321	32	\$11.72
2014		17,381	17,381	2,205	32	\$11.88
2013		18,441	18,441	2,185	33	\$11.61

Numbers at a Glance



Meet Our Job Candidates

Fort Dodge —

"I wish all of my employees were like Danny. He shows up early, gets right to work and stays on task. He takes care of all the little things that make a difference to a customer. I have never had someone who details cars like Danny. He notices all of the little things that need to be taken care of, such as a headlight that isn't working. Danny never complains. No matter how dirty a car is." **Pocohontas Sales and Service**



Mason City — *"Jeff had desired to work—he's been really good for NIACOG, flexible, on time. Can't say enough good things about him. On-the-Job Training was a very helpful, simple process."* **NIACOG**



Des Moines — Annette was hired to a new position at Source HOV after participating in a Reverse Job Fair hosted by EDNR. In a reverse job fair, job candidates host a booth explaining their job skills and employers visit their booths.



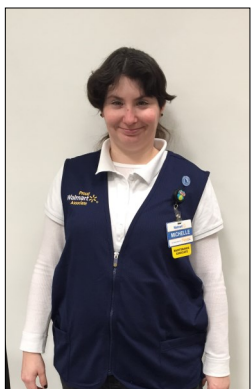
Sioux City — *"Jason has done very well in his job and it turns out it was a fantastic fit. Jason learned the duties of the job very quickly and was very dependable. After proving himself as a temporary employee he was offered a permanent position. Jason says 'I like working at Wells because it has plenty of hours with a reliable schedule. The coworkers are also great to work with and are happy to help when a task requires multiple people.'" Wells Enterprises*



Marion — Kyle represented Papa John's competing at the "Pizza Games."

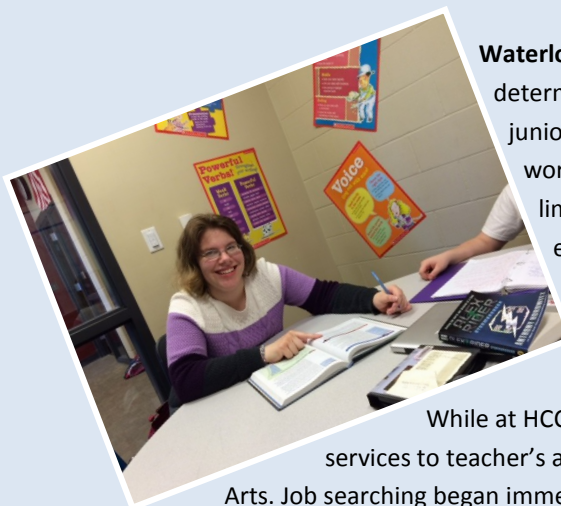


Sigourney — Bryan is a valued employee of Brothers Market (page 12).



Ottumwa —

"Michelle is a good worker, she has a great personality, and her coworkers love her. She does a really good job in her position." **Walmart**



Waterloo — Kelsie applied for services and was determined eligible due to cerebral palsy when she was a junior in high school. Her goal was to attend college and work in education. Kelsie's work experience was limited to babysitting but she did participate in work experience through the school where she worked with the elementary school. She graduated in 2008 and started at Hawkeye Community College (HCC) in the fall with just two classes.

While at HCC, Kelsie narrowed her course of study from human services to teacher's aide. She graduated in 2013 with her AA in Liberal Arts. Job searching began immediately for jobs in the school system. She put her name on the sub-list at the school and during the early part of 2014, Kelsie began volunteering at the middle school. Through many discussions with staff and personnel at the high school, Kelsie was able to acquire a teacher assistant position in 2014.

Learn more about our Job Candidates at <http://www.ivrs.iowa.gov/SuccessStories/successstorieshome.html>.

Employer Partners

Employer	FFY2016 Successfully Employed
Hy-Vee, Inc.	119
Walmart	89
Self-Employed	58
Goodwill Industries	26
McDonald's	26
Pizza Ranch	21
Fareway Food Stores	17
Walgreens	16
Casey's General Store	15
Pizza Hut	15
Sam's Club	11
Mercy Medical Systems	10
UnityPoint Health	10
Wells Fargo	10
Burger King	9
Kmart	9
Menards Inc.	8
Midwest Janitorial Services	8
FedEx	7
Lowe's	7
Subway	7
T.J. Maxx	7
Tyson Foods	7
Hardee's	6
Kwik Star	6
Sodexo	6
Target	6
Theisen's	6
Arby's	5
Culver's	5
Good Samaritan Society	5
Optimae Life Solutions	5
Perkins	5
The Plastic Professionals	5
Salvation Army	5
ServiceMaster	5
Taco John's	5
Wendy's	5
Winnebago Industries	5
YMCA	5



Brothers Market is an Iowa-based company that has experienced exponential growth through the opening of seven stores in seven years. Driven by the company mission, *Where We Treat You Like Family*, Brothers Market serves its six Iowa communities and team members through its family-focused values. This mission not only sets the tone for customer service in each store, but also in the way the leadership team engages its team members.



Brothers Market's recent partnership with IVRS will take their mission to the next level as they diversify their workforce by hiring those with disabilities. "IVRS has been a valuable asset to our team and we look forward to this partnership," said Jared DeVries, Vice President of Brothers Market. IVRS staff have visited each Iowa Brothers Market location, learning about position qualifications and the unique culture, skills and demands of their industry

to ensure employment success. Through this process, IVRS had trained and educated a receptive leadership team about how we can partner in their success through every step of the hiring, training and accommodation process.

Brothers Market team member Bryan has utilized the services of IVRS and a Community Rehabilitation Program to support his development and onboarding into the workforce. "At Brothers Market, Bryan plays a critical role in the truck unloading process – keeping his managers on task. He is always prompt to work and excited to be a part of a team that is encouraging and supportive," said Store Manager, Rick Landgrebe.

Through business and support services, the IVRS team looks forward to ensuring employment success for Brothers Market and are honored to call them "partner."

Kwik Trip

Kwik Trip, (Kwik Star-Iowa), was named one of this year's top workplaces in Iowa by *The Des Moines Register* in their survey of top workplaces. Noted for employee opportunities, outstanding workplace culture and profit sharing, IVRS is excited to team up with Kwik Trip on their "Retail Helper" program, where they partner with IVRS to hire persons with disabilities. Retail Helpers stock shelves, take out the trash, do inventory and other tasks so clerks can attend to the guests. The average retail helper wage is \$10.42 per hour.

In a *The Des Moines Register* article¹ about Kwik Star, IVRS Administrator David Mitchell noted "the company matches workers' abilities with the store's needs, which gives those workers experience in the work world and provides them with a way to earn money."

Michelle Krefft, IVRS Business Consultant, expresses excitement in the partnership forged with this top 2016 employer. "Kwik Trip has hired six IVRS job candidates in the last year, and with the continuing referrals that are coming in for the retail helper position, we anticipate even more job placements that result in life-changing employment and opportunity for people with disabilities."

This partnership has been a win-win for everyone involved. Store feedback is positive ("they are irreplaceable!") and our job candidates love their Kwik Star careers. IVRS salutes Kwik Star for making these great opportunities available.

IVRS LEADERS IN JOB PLACEMENT & BUSINESS DEVELOPMENT

IVRS staff, job candidates and business partners all work together to make successes happen – but one person in particular stands out in the crowd.

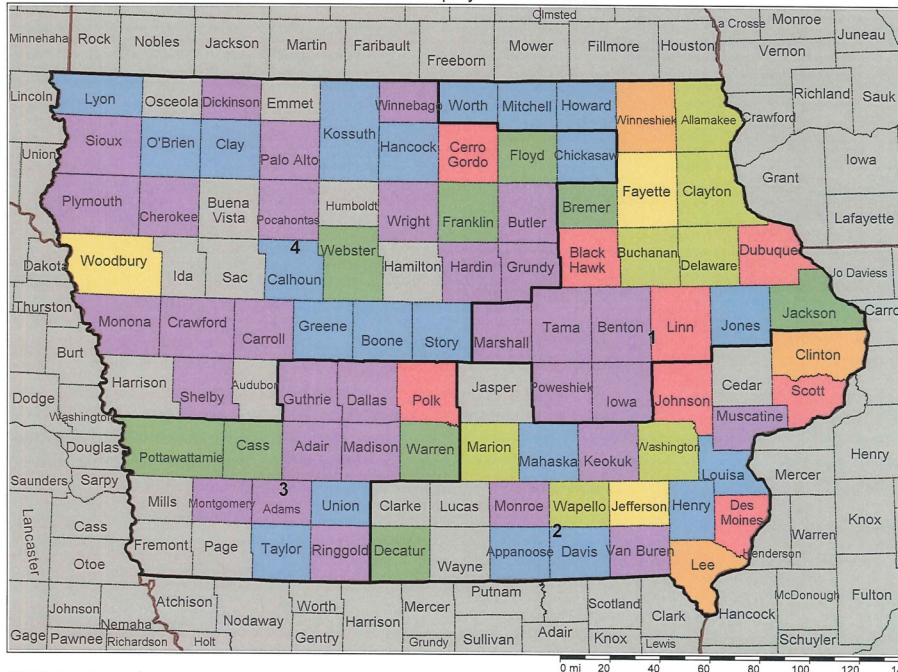


Waterloo area office supervisor Mike Howell guides and mentors his staff as they develop business partnerships; the reward is great for the IVRS job candidates they serve. In October 2016, the Iowa Rehabilitation Association honored Supervisor Howell with the Bill Donohue Memorial Award, "given to recognize a professional who has demonstrated the most outstanding efforts in placing Iowans with disabilities." IVRS recognizes Supervisor Howell and his staff for their steady, consistent business outreach services to develop long-lasting partnerships that result in meaningful employment opportunities for those we serve.

¹Des Moines Register, September 17, 2016

Iowa Self-Employment Program

FFY2008-2016 Self Employment Closures



58 new Iowa businesses were started, expanded or acquired in 2016, earning an average of \$13.83 per hour and working an average of 29 hours per week.

Count by County

- 14 to 32
- 11 to 13
- 9 to 10
- 7 to 8
- 5 to 6
- 3 to 4
- 1 to 2

Cleaning up with a business dream

Austin first met with IVRS Sioux City Area Office counselor Adam Dahlke January 16, 2013.

Austin was a junior in high school working a 30 hour a week job at Scheels, and had also started his own carpet cleaning business in 2012 with \$10,000 he had saved. Counselor Adam and the Transition Alliance Program (TAP) Specialist immediately began the career exploration process, helping Austin weigh the pros and cons of college, employment, and self-employment.

After graduating from high school, Austin met with Counselor Adam for counseling and guidance as he decided between attending college or focusing on expanding his business. Counselor Adam helped Austin look at some different medical college programs that he showed interest in and ultimately he decided that growing his business was the way he wanted to go.

On June 5, 2014, Dennis Bogenrief, Business Development Specialist with IVRS's Iowa Self-Employment (ISE) program, joined the discussion. During that meeting, it became clear that Austin's best choice, based on his passion and vision, was to develop a plan to take his start-up business to the next level, which would allow him to quit his job and

devote his full attention to growing his business.

Austin then began to work with Dennis and Adam to create a comprehensive business plan. This process included a number of in-depth discussions to help identify the best strategies for success.

The result of Austin's research was that he could possibly make much more money – and create a sustainable competitive advantage – by expanding his business to include other cleaning and painting services (creating a “one-stop shop”) with a primary focus on the commercial market (apartment complexes.) Working with Dennis through several iterations of financial projections and narratives, Austin was able to complete the final, feasible business plan on March 3, 2015.

ISE Financial Assistance included a variety of equipment and supplies, and branded t-shirts for employees and customers. Additional Technical Assistance included an attorney to create non-solicitation and non-compete agreements, and a professional marketing firm to design and create a website for Austin's business.

Over the next 18 months, Austin diligently worked his plan. The business name was

updated. Austin hired three employees, and built on his original positioning statement “The Best Clean You’ve Ever Seen”. He also continued to meet monthly with Dennis and Adam for additional advice, and to review his monthly financials to compare actual numbers to projections.

In September, 2016, Austin's IVRS-ISE case was closed successfully, having achieved Austin's vision of taking his start-up business to the next level... and BEYOND! Actual Sales in 2016 Year-to-Date are more than ten times actual annual sales for 2013. Actual Sales in 2016 were almost double projections. And Net Profit - and Cash - were almost triple projections, and well above 80% of Substantial Gainful Activity! Building on his success, Austin now plans to continue expanding his business into other communities, as well.

Austin sums up his IVRS-ISE experience by saying, “I had an awesome experience with IVRS. They did a great job accommodating my needs and using their knowledge to help me turn my entrepreneurial dreams into reality. We have built a great company and I couldn't have done it without Adam and Dennis beside me guiding me through. Huge thanks to everyone at Iowa Vocational Rehabilitation Services and the Iowa Self-Employment program!”

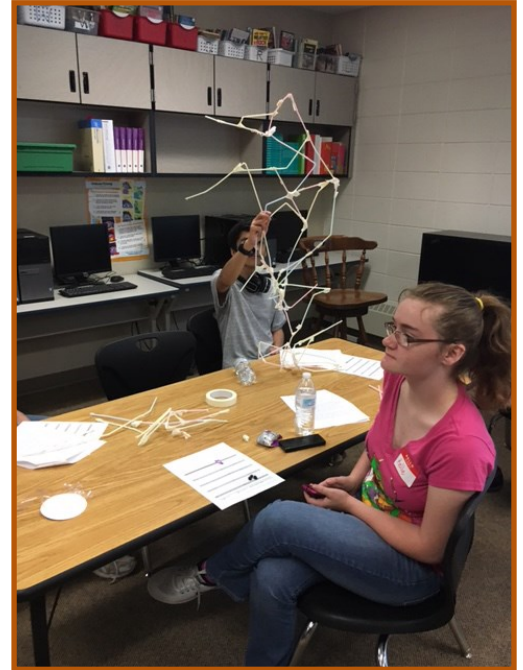
IVRS Transition Initiatives

STEM (Science, Technology, Engineering, Math) Career Camp provided Pre-Employment Transition Services activities to job candidates and to potentially eligible students in the Siouxland area schools in July. These activities included job exploration counseling and opportunities, work-based learning experiences and self-advocacy instruction. Group activities focused on working together and advocating for oneself.

Activities included learning about the Cargill Resiliency Project and touring Western Iowa Technical College's (WITCC) Culinary, Security, Early Childhood Development and Graphic Arts programs. Participants also learned about the tutoring center and how to access services. Another tour included the Industrial Maintenance, Manufacturing, Robotics, and Criminal Justice programs — including the firing range, as well as the dorms and cafeteria at WITCC.

Information about occupations, labor market and financial prospects of industrial occupations were presented. Holiday Inn discussed jobs within their organization, hiring practices and expectations of the job (including a tour of the Holiday Inn to see these jobs and observe employees working at job tasks).

This was a collaborative effort of IVRS, Iowa Workforce Development, WITCC and our business partners, including lunches provided by WITCC and Spalding Schools.

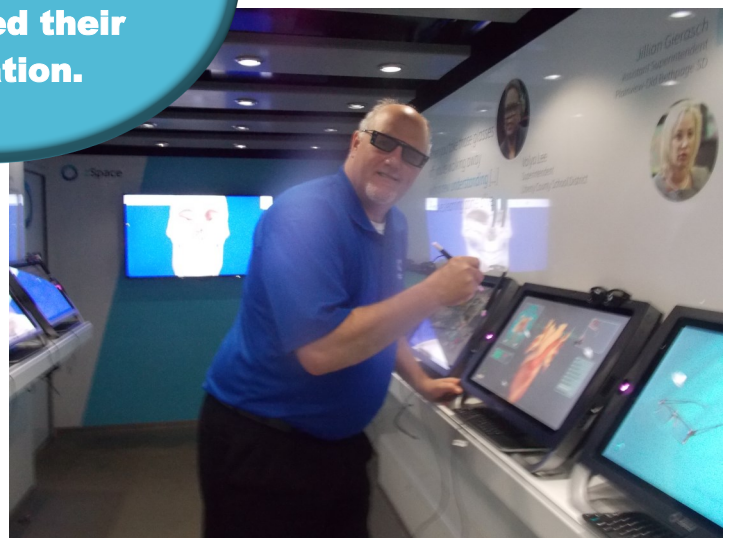


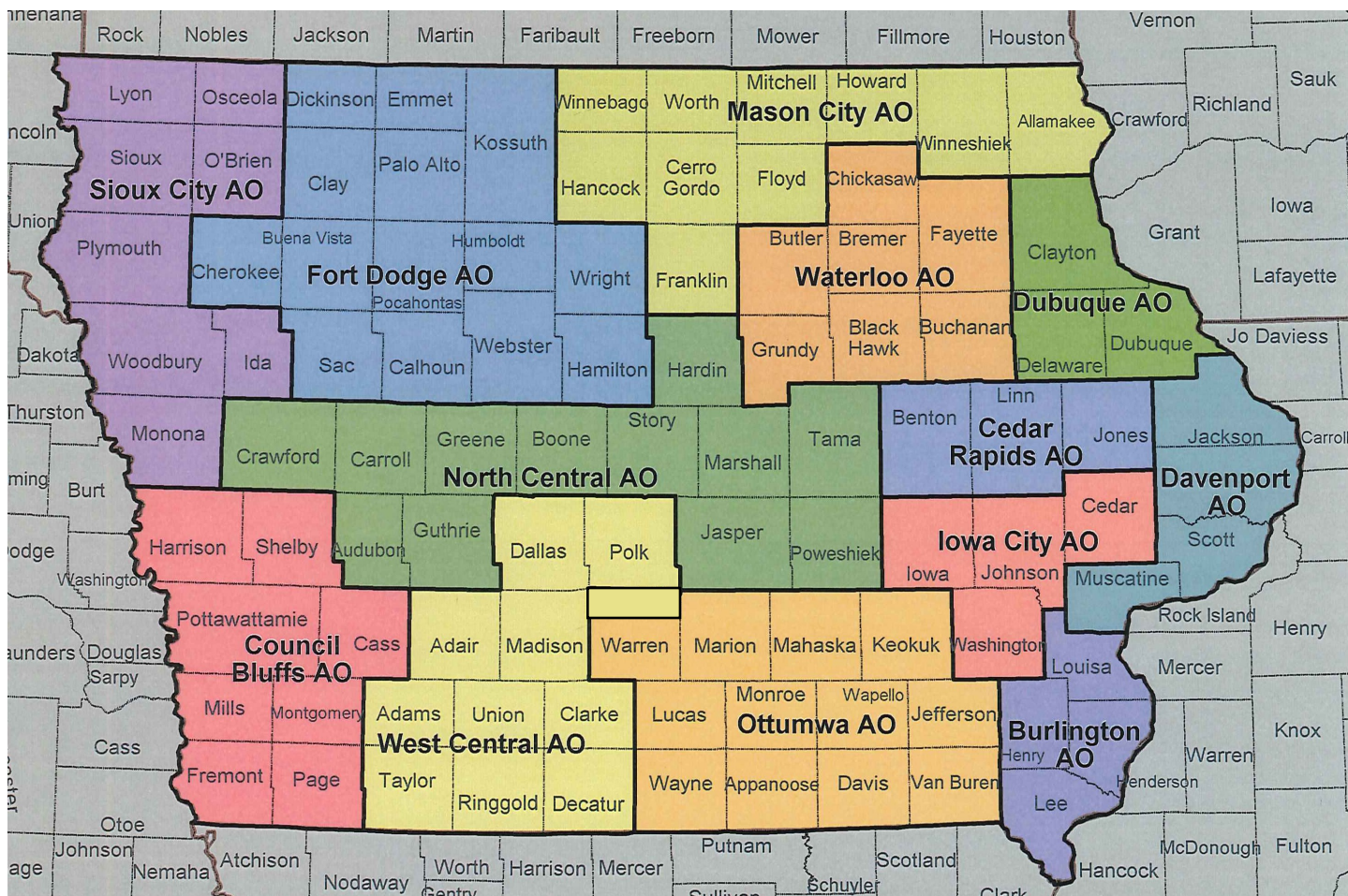
Clockwise from Left: Congratulations to our Project Search 2016 graduates who spent a year interning at hospitals in Iowa to learn additional job skills. This group spent the year at Mercy Hospital Medical Center in Des Moines and attended Des Moines Public Schools.

The Z-Space Trailer visited several Iowa schools and stopped by the Des Moines Vocational Rehabilitation office. The simulators allowed students to perform 3-D activities such as open heart surgery to develop STEM skills.

A construction simulator allowed students to practice hands-on skills in the building trades.

In 2016, 63.9% of successful IVRS job candidates increased their education.





IVRS Area Offices

Burlington Area Office

1000 North Roosevelt
Burlington, Iowa 52601
319-753-2231

Fort Dodge Area Office

Two Triton Circle
Fort Dodge, Iowa 50501
515-573-8175

Sioux City Area Office

2508 East 4th Street
Sioux City, Iowa 51101-2298
712-255-8871

Cedar Rapids Area Office

4444 1st Avenue NE, Suite 436
Cedar Rapids, Iowa 52402
319-294-9308

Iowa City Area Office

1700 South 1st Avenue, Suite 11-A
Iowa City, Iowa 52240
319-354-4766

Waterloo Area Office

3420 University Ave., Suite D
Waterloo, Iowa 50701-2008
319-234-0319 (Voice/TTY)

Council Bluffs Area Office

300 W. Broadway, Suite 33
Council Bluffs, Iowa 51503-9030
712-328-3821 (Voice/TTY)

Mason City Area Office

600 South Pierce Avenue
Mason City, Iowa 50401-4836
641-422-1551

West Central/Polk Area Office

510 East 12th Street
Des Moines, Iowa 50319
515-281-4211
WATS 1-800-532-1486 (Voice/TTY)

Davenport Area Office

3827 W. Locust Street
Davenport, Iowa 52804
563-386-1200 (Voice/TTY)

North Central Area Office

819 Wheeler Street, Suite 6
Ames, Iowa 50010
515-233-5753

Dubuque Area Office

2600 Dodge Street, Suite NW2
Dubuque, Iowa 52003
563-588-4697

Ottumwa Area Office

15260 Truman Street, Suite 4
Ottumwa, Iowa 52501-1473
641-682-7569 (V/TTY)



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