



State Rehabilitation Council

2014

Iowa
Vocational
Rehabilitation
Services

Finding solutions. Generating success.

From the IVRS Administrator



Finding solutions. Generating success.

Terry E. Branstad, Governor
Kim Reynolds, Lt. Governor
Brad A. Buck, 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) in presenting the 2014 SRC annual report. We are proud of the accomplishments and activities reflected in this report and of the IVRS vision of making a positive difference for every person, one person at a time.

This report highlights the partnerships that assist IVRS in serving Iowans with disabilities. Particular focus is on strong relationships with secondary and post-secondary schools, Iowa Workforce Development and a collaborative approach across state systems to improve employment outcomes for individuals with disabilities.

The State Rehabilitation Council plays a key role in providing for these collaborative partnerships. Diverse representation on the Council facilitates lively discussion impacting areas of veteran services, independent living, and students/ adults with disabilities. This report also emphasizes the essential partnerships developed with business and industry.

Through these efforts, IVRS provided vocational rehabilitation services to over 12,000 Iowans with disabilities in fiscal year 2014. All federal outcome measures, as outlined by the Rehabilitation Services Administration, were achieved.

One of those standards and indicators included 2205 Iowans with disabilities that achieved successful community integrated employment. These new on-the-job citizens represent a powerful impact of vocational rehabilitation with an average increase in annual earnings of \$27.2 million and a documented return on the dollar of 3-1 for every state appropriated dollar invested in VR services.

The SRC plays a critical role in supporting the VR service delivery program through its work in conducting a Comprehensive Needs Assessment, informing the State Plan and in reviewing and monitoring satisfaction and progress towards attaining employment goals.

IVRS pledges continued commitment towards an employment service delivery system that is accountable and effective in serving Iowans with disabilities and our business and industry customers. Thank you for taking the time to review this report and the work of our dedicated SRC volunteers.

Respectfully,

IOWA VOCATIONAL
REHABILITATION SERVICES

A handwritten signature in blue ink that reads "David L. Mitchell".

David L. Mitchell
Administrator

Administrative Offices • 510 East 12th Street • Des Moines, Iowa 50319 • 515.281.4311 V/TTY • www.ivrs.iowa.gov

Iowa Vocational Rehabilitation Services is a division of the Iowa Department of Education

Page	Contents
<u>3</u>	<u>SRC Membership</u>
<u>4</u>	<u>About SRC</u>
<u>5</u>	<u>SRC Survey</u>
<u>6</u>	<u>State Goals</u>
<u>7</u>	<u>IVRS in 2014</u>
<u>8</u>	<u>IVRS Services and Outcomes</u>
<u>9</u>	<u>IVRS Job Candidate Profiles</u>
<u>10</u>	<u>Business Partners</u>
<u>11</u>	<u>Education Services</u>
<u>12</u>	<u>IVRS Area Office Locations</u>



State Rehabilitation Council FY 2014-2015

Joan Bindel

Sherri Clark

Jill Crosser

Randell Davis

Page Eastin

Kathy Joblinske

Gary McDermott

John Mikelson

Lori Moore

Renee Neppi

Deb Samson

James Smith

Jeanne Sorenson

Rosemary Thierer

Ed Wallace

David Mitchell





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 goals of the SRC is to seek and improve the quality of employment outcomes and community participation for individuals 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.

SRC Committees

Jeanne Sorenson: Chair

Renee Neppl: Chair, Co-Chair

Rosemary Thierer: Co-Chair

PLANNING AND EVALUATION COMMITTEE

DUTIES/OBJECTIVES/ACTIVITIES:

1. Review and provide input and recommendations on the RSA required State Plan and yearly State Plan amendments.
2. Develop and coordinate distribution of monthly client satisfaction survey.
3. Analyze responses from monthly client satisfaction survey.
4. Complete SRC Annual Report to the Governor.
5. Review proposals and make recommendations regarding Agency policy issues.

OUTREACH COMMITTEE

DUTIES/OBJECTIVES/ACTIVITIES:

1. Create an informative legislative reception that produces support from legislators regarding IVRS services and initiatives.
2. Develop a position paper to be used in educating legislators and the public on the impact of IVRS on the Iowa Workforce needs.
3. Recruit new SRC members who can leverage public support in advocating for persons with disabilities.

FINANCE COMMITTEE

DUTIES/OBJECTIVES/ACTIVITIES:

1. Review and communicate the implications of allocation decisions.
2. Understand and be able to communicate the state-federal match process.
3. Understand and be able to communicate the financial processes of IVRS.
4. Educate legislators, policy makers, partners and others on fiscal issues.

SRC Consumer Satisfaction Survey

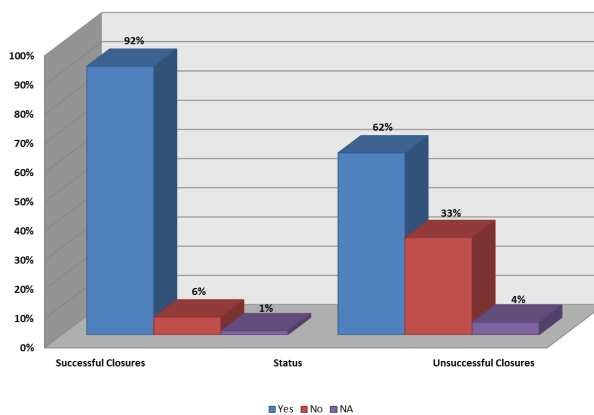
92% of our job candidates with successful employment outcomes report satisfaction with the quality of services at IVRS

85% of our job candidates with successful employment outcomes report a better understanding of their abilities to choose a job consistent with their skills, interests, and preferences.

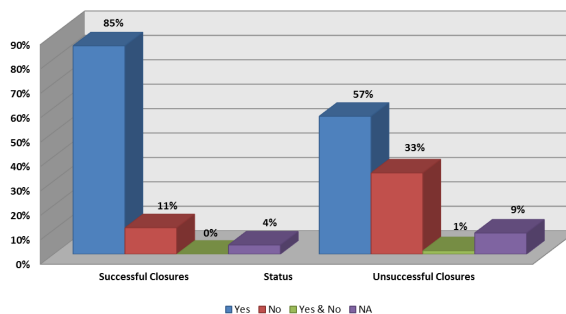
91% of our job candidates with successful employment outcomes would recommend IVRS to another person

81% of our job candidates with successful employment outcomes report satisfaction with the job

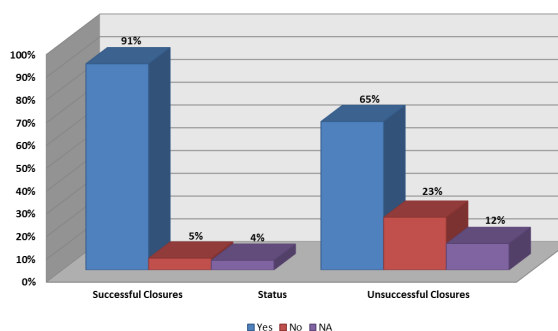
1. I am satisfied with the quality of services I received from IVRS



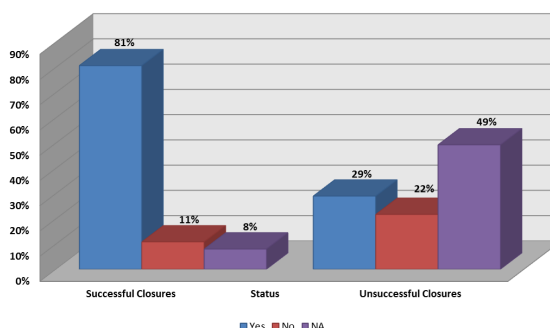
5. Iowa Vocational Rehabilitation Services helped me understand my abilities so that I could choose a job consistent with my skills, interests, and preferences.



9. Would you recommend Iowa Vocational Rehabilitation Services to another person?



12. Are you satisfied with your job?



Satisfaction surveys have been designed to solicit information from individuals served by IVRS. Survey data is shared at quarterly SRC meetings and posted to the IVRS website. IVRS staff are also informed about the satisfaction level from job candidates who complete a survey once their case is closed by IVRS.

The current *Consumer Satisfaction Survey* is in response to a mandate under federal regulations §361.29:

Additionally, a five-question post-card survey is provided to active job candidates at three specific points during their rehabilitation process. It is currently available in all IVRS offices, and can be completed on site or on-line.

Feedback from this survey indicates that the majority of job candidates rate the quality of services received from IVRS as excellent. The survey also provides an opportunity for individuals to make contact with IVRS administration.

Survey satisfaction results are reviewed and shared at every SRC meeting. The goal of each member of Iowa's SRC continues to be to seek and improve the quality of employment outcomes and community participation for individuals with disabilities.

To see the results of the entire Consumer Satisfaction Survey visit our website at:

<http://www.ivrs.iowa.gov/partners/SRC/FFY2014ConsumerSatisfactionSurvey20141114.pdf>

STATE PLAN GOALS

1. Improve retention and rehabilitation rate of job candidates from diverse backgrounds in the caseload annually through FFY15.
2. Collaborate with workforce partners to coordinate effective service delivery for IVRS job candidates through FFY15.
3. Retain eligible IVRS job candidates until they become rehabilitated, achieving their optimal level of employment and self-sufficiency, achieving or exceeding number of persons with employment outcomes in prior year.
4. Improve meaningful, sustained employment for supported employment consumers through FFY15.
5. Improve outreach and rehabilitation rates for individuals who are underserved such as individuals who are age 55 and older, and students who are Deaf/Hard of Hearing through FFY15.
6. Track data and assess the effectiveness of benefits planning services provided by IVRS in FFY15.

Iowa Vocational Rehabilitation Services RESULTS OF RSA PERFORMANCE INDICATORS

	PERFORMANCE INDICATOR	RSA Standard	2010	2011	2012	2013	2014
	Number of persons with employment outcome (status 26) for current year		2,217	2,136	2,162	2,185	2,205
	Number of persons with employment outcome (status 26) for prior year		2,264	2,217	2,136	2,162	2,185
1.1	Change in number from prior year	Equal or exceed last year	-47	-81	26	23	20
1.2	Percentage of persons after receiving services with employment outcomes	55.8%	51.96%	57.95%	63.68%	62.27%	59.66%
1.3	Percentage of persons with employment outcomes with earnings equivalent to at least the minimum wage	72.6%	98.11%	98.27%	98.29%	98.12%	98.78%
1.4	Percent of competitive employment outcomes that were individuals with significant disabilities	62.4%	95.08%	94.52%	95.95%	96.74%	97.57%
	Average Hourly Rate		\$11.18	\$11.57	\$11.57	\$11.61	\$11.88
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	0.63	0.62	0.60	0.60	0.60
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.	53.0%	63.36%	66.94%	63.34%	64.18%	61.43%
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	0.80	0.799	0.767	0.812	0.710	0.843

Iowa Vocational Rehabilitation Services:

Investing in Iowans

FFY 2014

Vocational Rehabilitation is an Investment in Iowa

The Investment Pays Off

- ♦ A Total of 2,205 VR Iowans with disabilities obtained employment in the 2014 federal fiscal year.
- ♦ Approximately 96 percent of successful VR clients remain in Iowa, working, paying taxes, and contributing to their communities.
- ♦ A total of 571 VR clients were on public support for living expenses (SSI, SSDI, TANF, General Assistance). Of those, 122 now support themselves, a savings of \$890,390.04 annually for the state.
- ♦ Of those, 12 clients received Temporary Assistance to Needy Families (TANF) at the time of their applications. Rehabilitation of these individuals saves Iowa \$72,264 per year. That's nearly \$361,320 over 5 years.
- ♦ Iowans with disabilities served by IVRS in FFY 2014 have an income that is an estimated \$46.3 million annually. This is an increase of \$36.9 million annually from application.
- ♦ Iowans with disabilities served by IVRS in FFY 2014 earned \$14.6 million more than was spent on the entire VR program.
- ♦ IVRS helps increase earnings in Iowa by more than \$36.9 million; more than \$9.7 million in increased earnings and more than \$27.2 million from increased employment.
- ♦ After 10 years, the state receives an average \$326 return on every \$100 of State Appropriation originally invested in VR clients.



Iowa
Vocational
Rehabilitation
Services

Finding solutions. Generating success.

What services are available?

- 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 assistance
- Supported Employment
- Job coaching
- Job placement
- Follow-up after placement to assist with work and employer satisfaction

Services may be provided after employment if needed.

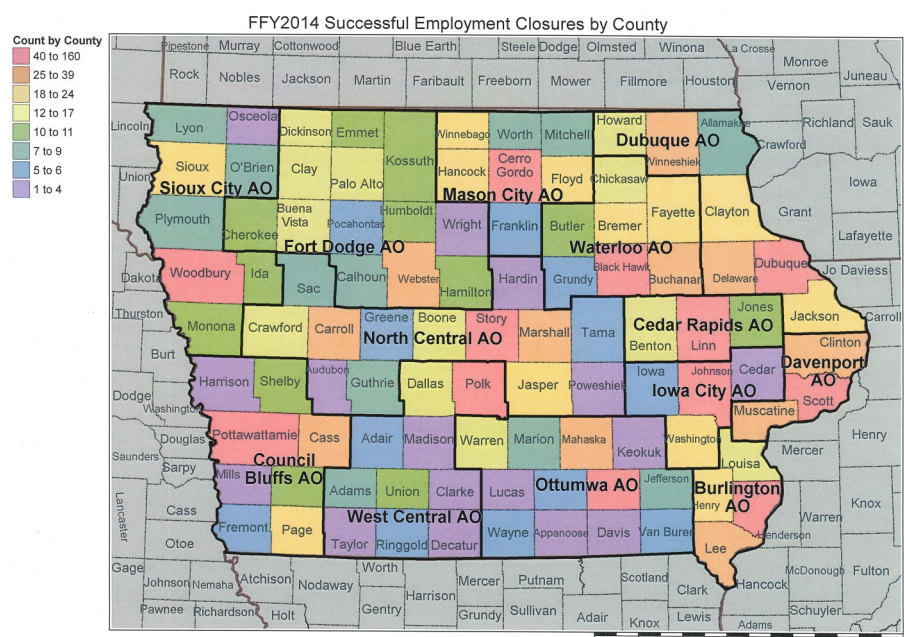
IVRS is the largest division of the Department of Education. The division employs nearly 400 people in Des Moines and 43 locations throughout the state. Employees work within three bureaus and a Planning and Development Team.

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 disbursed outside of 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 community college, regent's institution, county, high school and most mental health institutes 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.



IVRS Job Candidates

For those successful IVRS employment outcomes in 2014, there was a 390% increase in their income as reported at application.

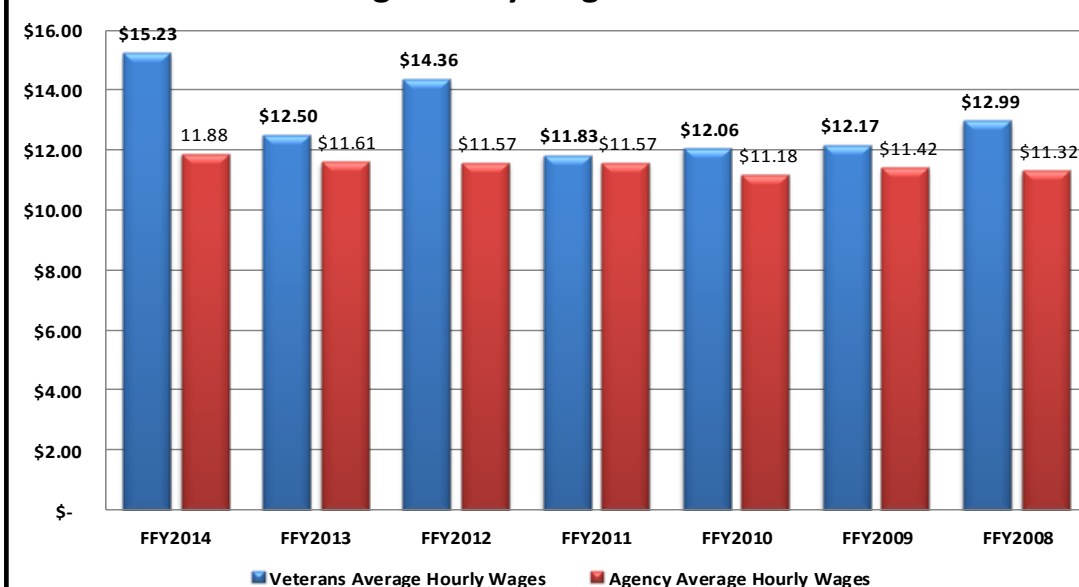
There were 6,036 referrals for IVRS services in 2014.

46% of all referrals come from educational institutions – elementary or secondary.

Standard Occupational Classifications

FFY2014	
SOC Category	Count
Management	67
Business and Financial Operations	25
Computer and Mathematical	34
Architecture and Engineering	25
Life, Physical, and Social Science	24
Community and Social Services	73
Legal	7
Education, Training, and Library	77
Arts, Design, Entertainment, Sports, and Media	35
Healthcare Practitioners and Technical	86
Healthcare Support	103
Protective Service	30
Food Preparation and Serving Related	292
Building and Grounds Cleaning and Maintenance	159
Personal Care and Service	127
Sales and Related	193
Office and Administrative Support	283
Farming, Fishing, and Forestry	36
Construction and Extraction	65
Installation, Maintenance, and Repair	92
Production	226
Transportation and Material Moving	121
Military Specific	4
Homemaker	19
Unpaid Family Worker	2
Grand Total	2,205

Average Hourly Wages for Veterans



IVRS assisted 60 Veterans in obtaining employment in 2014.



Business Initiatives

IVRS works with business and industry to provide career opportunities for our job candidates and a qualified and trained workforce for our business partners.

We have initiatives with several partner businesses including Walgreen's REDI program and Manpower's Access2Ability to provide on-the-job-training or Temp-To-Hire opportunities for our job candidates.

In addition we work with employers who seek Federal 503 compliance or consultation for reasonable accommodations and assistive technology. IVRS provides additional resources through the Talent Acquisition Portal and Employer's Disability Resource Network (EDRN).

*T*he Iowa Job Honor Awards, a new initiative aimed at recognizing Iowans who have overcome significant barriers to employment, has announced its top honorees for 2014.

Nominations were submitted via the organization's website, www.jobhonor.org, and judged by a statewide panel. The awards were presented during the Iowa Association of Business and Industry annual conference on Wednesday, June 11, 2014. Several hundred Iowa business leaders assembled in Cedar Rapids' Paramount Theatre to witness the ceremony, in which biographical videos described the honoree's efforts to win life-changing jobs. Linda Hall, Vocational Counselor in the Burlington Area Office and Michelle Krefft, Vocational Counselor in the Mason City Area Office were featured as critical parts to the business success of T & D Repair in Burlington, Iowa and Winnebago Industries in Forest City, Iowa.

The Iowa Job Honor Awards is an annual awards ceremony celebrating Iowans who have overcome significant barriers to employment, and the employers who hire them. The awards ceremony culminates a year-round nominating campaign.

The Intent of the Iowa Job Honor Awards is to:

1. Encourage struggling Iowans to use available resources in order to address their barriers to employment.
2. Inspire employers to give these individuals a second chance by hiring them.

"It's the goal of the Iowa Job Honor Awards not to build a road out of poverty, but rather to illuminate the roads that already exist."

Kyle Horn, Founder & Director

[View Video](#)

Businesses hiring more than 5 IVRS Job Candidates in FFY2014	
Business	Number of Hires
Hy Vee	78
Walmart	70
McDonald's Restaurant	46
Self Employed	38
Casey's	27
Mercy	22
Fareway Stores	20
Burger King	15
Pizza Ranch	15
Menards	14
Goodwill Industries	13
Federal Government	13
Winnebago Industries	12
University of Iowa	11
Walgreens	11
State of Iowa	10
Subway	10
Tyson	9
Unity Point	9
Dollar General	8
Pizza Hut	8
ABM	7
Hiawatha Care Center	7
John Deere	7
Veterans Administration	7
Cost cutters	6
Fed Ex	6
Kmart	6
Securitas Security Services	6
Target	6
YMCA	6

Iowa Self-Employment Program

38 new Iowa businesses were started or expanded in 2014, earning an average of \$13.65 per hour and working an average of 31 hours per week.

Learn more about the Iowa Self-Employment Program at:
<http://www.ivrs.iowa.gov/IowaSelfEmploymentProgram/SelfEmploymentMainIndex.htm>

IVRS Transition Initiatives



Project Search students and staff from Des Moines Public Schools, Easter Seals of Iowa and IVRS attended a proclamation signing at the State Capitol for National Disability Employment Awareness Month.

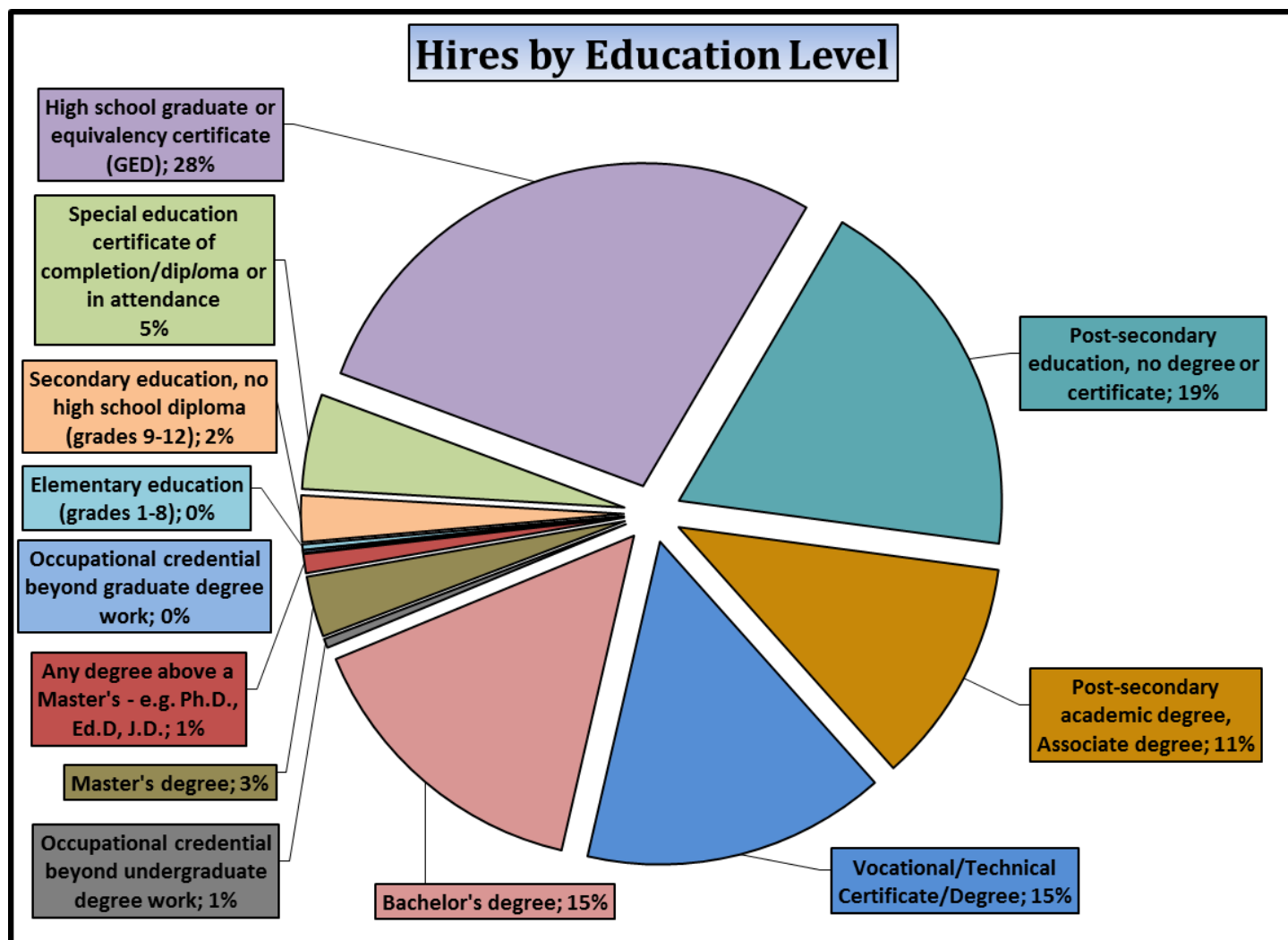
See the KCCI TV segment on Project Search, one of our transition programs to allow students to complete workforce training at Mercy Hospital Medical Center, featuring Austin Lee (front).

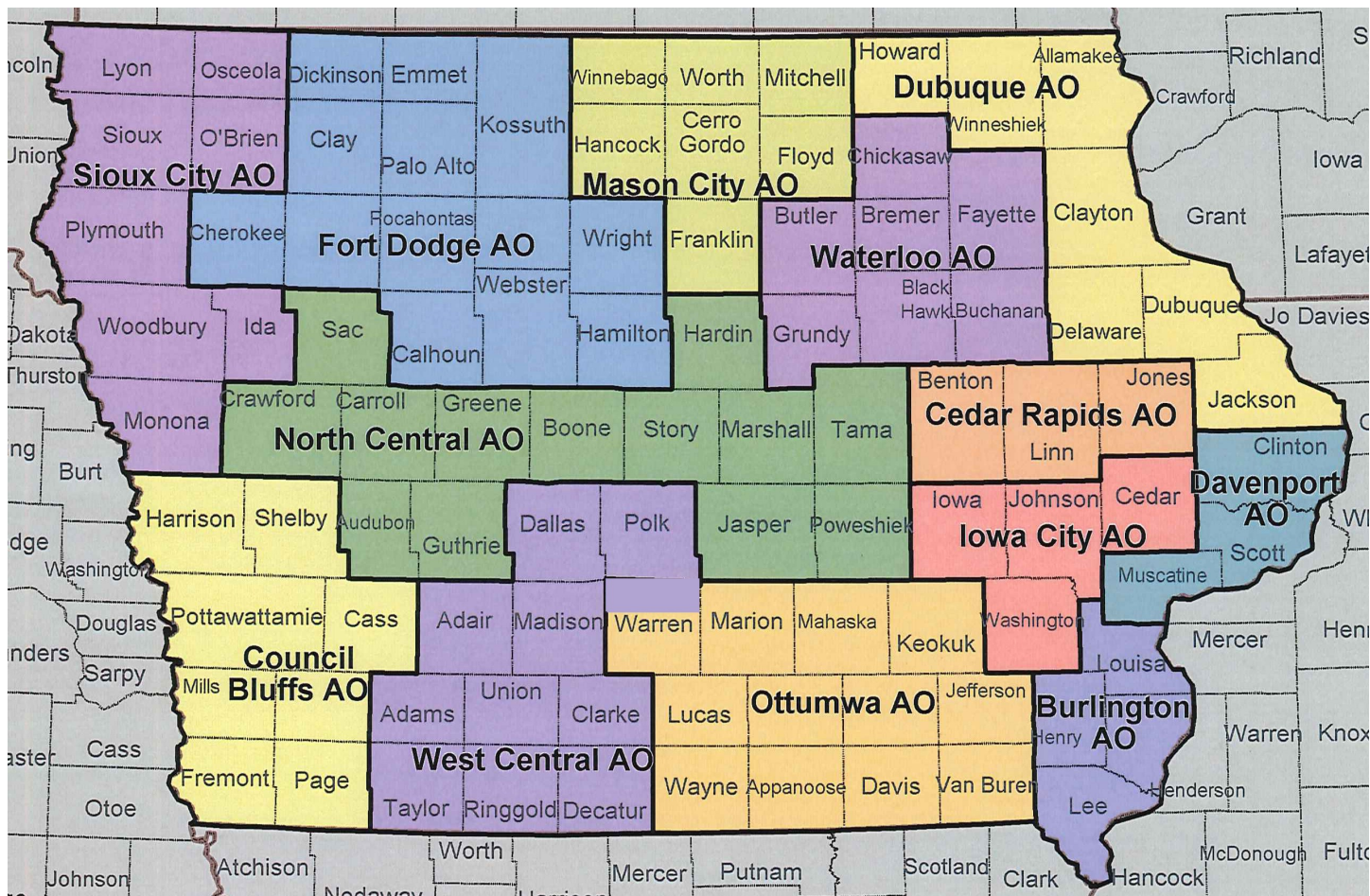
<http://www.kcci.com/news/project-search-helps-students-train-for-real-world-jobs/29607590>

The Transition Alliance Program (TAP) is a collaborative effort between IVRS and a local school district, focused on improving post-school employment outcomes for students with disabilities. The program is jointly funded by IVRS and the school district, with each entity providing 50% of the costs of the program. Currently there are eight TAP contracts serving 20 high schools and 929 students.

IVRS, in partnership with the local school districts, assists students with disabilities to prepare for success in vocational, academic, and independent living settings. IVRS has a presence in every public high school in the state to assist with a student's transition to employment.

More than \$4.9 million was spent on tuition assistance for students in post-secondary training programs to obtain educational or occupational skills training to help compete in today's labor market.





IVRS Area Offices

Burlington Area Office

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

Cedar Rapids Area Office

4444 1st Avenue NE, Suite L-10, Suite 436
Cedar Rapids, Iowa 52402
319-294-9308

Council Bluffs Area Office

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

Davenport Area Office

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

Dubuque Area Office

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

Fort Dodge Area Office

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

Iowa City Area Office

1700 South 1st Avenue, Suite 25-D
Iowa City, Iowa 52240
319-354-4766

Mason City Area Office

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

North Central Area Office

1525 Airport Road, Suite 102
Ames, Iowa 50010
515-233-5753

Ottumwa Area Office

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

Sioux City Area Office

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

Waterloo Area Office

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

West Central/Polk Area Office

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



Iowa
**Vocational
Rehabilitation**
Services

Finding solutions. Generating success.

Visit Our Website: www.ivrs.iowa.gov