



Iowa
**Vocational
Rehabilitation**
Services

Finding solutions. Generating success.

Kim Reynolds, Governor

Adam Gregg, Lt. Governor

Ann E. Lebo, Director
Department of Education

David L. Mitchell, Administrator

December 11, 2020

The Honorable Kim Reynolds
Governor, State of Iowa

Dear Governor Reynolds:

Pursuant to Chapter 259, Iowa Code, the Iowa Vocational Rehabilitation Services (IVRS) is pleased to present our biennial report for Fiscal Years 2019-2020.

IVRS exists to serve individuals with disabilities under Title II and Title XVI of the federal Social Security Act and Title IV of the Workforce Investment Act. IVRS serves people with disabilities by: 1) providing vocationally-related assistance to achieve economic independence; or 2) providing disability determinations that result in appropriate financial benefits per Social Security Administration guidelines.

Other services and financial assistance are provided to enable persons with disabilities to maintain independent functioning as long as possible within their communities and to prevent institutionalization. IVRS is an integral part of the statewide disability community and remains committed to providing the highest quality vocational rehabilitation services to eligible Iowans in achieving their economic, independence and employment goals.

We are excited to say that in this crazy year of 2020, vocational rehabilitation services have not only continued, but through innovative virtual service delivery, outreach and employment services have provided access to a critical portion for our Iowa citizens, persons with disabilities and our businesses.

The biennial report does not go into detail regarding the creativity, commitment and passion IVRS staff have in supporting our Future Ready Iowa workforce, so please let me know what questions you may have.

Sincerely,

David L. Mitchell, MS, CRC
Administrator, Iowa Vocational Rehabilitation Services

State of Iowa
Department of Education

2019-2020 Biennial Report

Iowa Vocational Rehabilitation Services



December 2020

**IOWA DEPARTMENT OF EDUCATION
IOWA VOCATIONAL REHABILITATION SERVICES
Biennial Report SFY 2015 and 2016**

Section 259.5, Iowa Code states, “Report to Governor. The division shall report biennially to the governor the condition of vocational rehabilitation within the state, designating the educational institutions, establishments, plants, factories, and other agencies in which training is being given, and include a detailed statement of expenditures of the state and federal funds in the rehabilitation of individuals with disabilities.”

Statutory Authority

Iowa Code 259.1 – The State of Iowa, through its legislative authority, accepts the provisions and benefits of the Federal Rehabilitation Act of 1973, as amended, and codified in 29 U.S.C. §701 et seq.

Vocational Rehabilitation is an eligibility-based program provided as a public service to Iowans with disabilities to preserve, restore or develop their abilities so they may become employed. It is one of the oldest, most successful state-federal partnerships. It has been in existence in Iowa since 1921.

Agency Overview

Iowa Vocational Rehabilitation Services (IVRS) exists to serve individuals with disabilities under Title II and Title XVI of the federal Social Security Act and Title IV of the Workforce Investment Act. IVRS serves people with disabilities by: 1) providing vocationally-related assistance to achieve economic independence; or 2) providing disability determinations that result in appropriate financial benefits per Social Security Administration guidelines. Other services and financial assistance are provided to enable persons with disabilities to maintain independent functioning as long as possible within their communities and to prevent institutionalization. IVRS is an integral part of the statewide disability community.

The last two years focused on employment services and the linkages to the Future Ready Iowa Initiative and meeting the objectives of the Workforce Innovation Opportunities Act. We have continued an emphasis on changing the culture of the agency to increase job candidate engagement and empower staff at the field service level to drive employment services. An Employment First philosophy is carried forward with a belief that all individuals can work with the right services and the right supports. The belief empowers VR staff to creatively engage service delivery to identify and implement the right services and supports needed for individuals with the most significant disabilities to gain access to competitive employment opportunities in our Iowa Communities. These efforts result in a positive return on investment for Iowa dollars.

- A Total of 1,930 VR lowans with disabilities obtained employment in the 2019 program year.
- Approximately 96.6 percent of successful VR job candidates remain in Iowa – working, paying taxes, and contributing to their communities.
- A total of 535 VR job candidates were receiving public support for living expenses (SSI, SSDI, TANF, General Assistance) and after receiving services, they are now employed and of those, 98 now support themselves, a savings of \$734,036 annually for the state.
- lowans with disabilities served by IVRS in PY 2019 have an estimated income of \$42.7 million annually.
- This reflects growth of over \$24.89 million from increased employment and over \$7.2 million from increased earnings.
- Iowa Vocational Rehabilitation Services has a positive impact on linking our youth with disabilities to career pathways! Twenty-nine percent of our referrals come from Iowa School Districts and 827 students were successfully employed, working 31 hours/week with average earnings of \$12.89 / hour.
- \$5.08 million was spent on post-secondary tuition assistance, facilitating educational and occupational skills attainment.

As part of our Employment First efforts, we were able to successfully partner with the Iowa Developmental Disabilities Council, to align service delivery and create additional capacity for technical assistance. A pilot project was created focused on customized employment strategies in three area offices and impacted nine community rehabilitation providers as well as monthly Community of Practice Calls to expand professional training. These included the following:

February: Engaging Business Part 1: Building Business Relationships

Attendance– 41 (Archived additional 95 views)

Evaluation: takeaway was to use business lingo

March: Engaging Business Part 2: Building Business Relationships

Attendance – 52 (Archived additional 57 views)

Evaluation: Takeaways included: don't break promises, loved the information on motivational interviewing, build and maintain relationships, the best way to connect with employers and that to have follow up dates set before leaving the location so you are being consistent with an employer, and the webinar re-enforces the idea of keeping the business connection striving, even if you do not have a viable candidate at the moment. Also, agency teamwork is important.

April: Engaging Diverse Populations & Cultural Responsiveness

Attendance - 87 (Archived additional 160 views)

Evaluation: Takeaways included: This is something we should think about doing more of, you never are completely 'culturally competent', develop a team and a plan with action steps for our agencies capacity to better support diverse populations, it is a journey, we should strive to always be learning and doing better, I would like to expand my relationships with more community based organizations, paying attention more to the diversity of all the people I work with, and cultural diversity comes in many forms and people, good presentation.

Suggestions for future webinars included COVID 19 impacts on employment.

May: Students/Transition/Collaboration – A Framework for Success

Attendance - 78 (Achieved additional 42 views)

Evaluation: Takeaways included: I will spend more time going over the tool kit, excited to check out the Griffin-Hammis sites, schools should receive information on local school plans, increase self-determination and self-advocacy, there were some great resources that were included in the webinar, the Covid-19 information and where to find updates about our schools along with the trainings that are going to be coming in the future to expand our skills overall nice presentation, check out the resources for ideas, looking forward to the toolkit, finding new ways to do Discovery services, and work towards students' employment goal.

Suggestions for future webinars included anything that can help the job developer in this workplace climate and how to partner with the AEA more and schools to better the relationship.

June: Supporting Job Seeker's, Employees, and Businesses During Covid-19

Attendance June - 49 (Archived additional 75 views)

Evaluation: Takeaways included: Quik App, I'm looking forward to trying the apps and start introducing them to job candidates that might benefit from them, visual resume info, and sharing the resources on dealing with COVID and/or protests.

July: Facilitating Opportunities for Self-Employment

Attendance– 37 (Archived additional 34 views)

Evaluation: Takeaways included: trying to connect the dots is a beneficial tool and making sure self-employment is a good fit and consulting a certified benefits planner or work incentive specialist, benefits of PASS and accurate benefits counseling, it gave me more information for when I do discovery especially when a parent decides they want to

pursue self-employment, opening up more opportunities in current and future opportunities, looking at different ways to employ, and I like the PASS information I would love to get more acquainted with that.

Suggestions for future webinars included PASS and anything COVID related.

August: IPS, Day Habilitation, & Medicaid Updates

Attendance – 54 (Archived additional 64 views)

Evaluation: Takeaways included: Talking with providers about Day Habilitation and Medicaid changes, Information about day habilitation and the changes that may be coming, prepare for rule changes, preparation for Day Habilitation changes - this helps a lot, figure out what training requirements we need to find - not sure how to pay for these additional requirements and the time it takes DSPs to complete them, to be looking for rule changes in regard to day habilitation services. That they are looking at opening up vocational services for EW, PD and HD members, Help with discussion with Day Habilitation providers, also with COVID 19 Medicaid changes.

Mission

We provide expert, individualized services to lowans with disabilities to achieve their independence through successful employment and economic support.

Core Functions

Assist eligible lowans with disabilities in obtaining, maintaining and advancing in employment through rehabilitation services individually designed to disability and employment needs.

Provide specialized services to the business community to meet their workforce and workplace needs.

Determine eligibility of lowans who apply for disability benefits administered by the federal Social Security Administration.

Motto

Finding solutions. Generating success.

Vision

To Make a Positive Difference for Every Person, One Person at a Time.

Best Decision, Every Claimant, Every Time.

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.

Background

IVRS is the largest division of the Department of Education and functions with considerable autonomy. The division employs over 400 people in 40 locations throughout the state. Employees work within three Bureaus and a Planning and Development Team. For vocational rehabilitation services in 2020, IVRS received \$26,620,667.00 million in federal funds and another \$7.2 million in non-federal funds; for disability determination services, IVRS received federal funds totaling approximately \$27 million from the Social Security Administration (no state funds).

The majority of staff is professionally trained rehabilitation counselors and disability examiners. Ninety-eight percent of the counselors have Master's degrees in Counseling or a closely-related field. IVRS is mandated by its federal funding agency, the Rehabilitation Services Administration, to have qualified rehabilitation counselors – i.e., possession of an appropriate graduate degree. All disability examiners have at least a Bachelor's degree or its equivalent. In addition, DDSB has 40 plus professional consultants who are licensed as physicians, clinical psychologists, or speech pathologists. Most IVRS employees are covered under collective bargaining agreements negotiated with Iowa United Professionals and the American Federation of State, County and Municipal Employees.

All employees of the Administrative Services Bureau work in the Jessie Parker Building on the State Complex. The Planning and Development Team staff have the majority of employees in the Des Moines location, but also several are employed in the field in diverse locations across the state. The Disability Determination Services Bureau works in leased space at 535 SW 7th Street in Des Moines, Iowa.

With the exception of a few administrative personnel and the Des Moines Area Office, most of the Rehabilitation Services Bureau employees are domiciled outside of Des Moines to cover all 99 counties and every high school, community college and regent school in the state. In addition, staff is co-located or has itinerant offices in the majority of Iowa Workforce Development Centers, including an active presence in the One-Stop Centers. This has been a priority as we look at service alignment and shared capacity in employment efforts, of which a key strategy is the partnerships occurring with our core partners at the One-Stop Centers. Exciting work continues with the regional work of our Disability Access Committees, which is part of the State Workforce Board and highlights collaborative efforts at the One Stop Centers to positively affect employment services.

The Rehabilitation Services Bureau (RSB) has the primary responsibility for the statewide program of quality vocational rehabilitation services to all eligible Iowans with disabilities through direct and purchased services from a network of providers. The Disability Determination Services Bureau (DDSB) is responsible for determining the eligibility of Iowa residents who apply for Social Security Disability Insurance (Title II), and Supplemental Security Income (Title XVI) or the Department of Human Services Medicaid waiver programs. DDSB makes the initial determination of eligibility and any subsequent determination of continuing eligibility and handles first-level appeals of

unfavorable decisions. The Administrative Services Bureau (ASB) provides fiscal, personnel, information services and administrative support to the other bureaus.

The Planning and Development Team (PDT) is responsible for planning, legal, program evaluation, and outreach -- including development of business contacts to foster job candidate employment. These contracts have expanded to include a partnership with the Iowa School for the Deaf, our Older Worker Programs with the Iowa Department of Aging and Area Agencies on Aging, sixteen Transition Alliance Programs with Iowa Secondary Schools and Intermediary Networks with our community college partners.

The PDT provides analysis, strategic initiatives and program service delivery enhancing the agency's ability to comply with federal and state regulations in the delivery of our federal grant award. PDT optimizes available resources to enhance implementation of the IVRS agency mission and vision. The independent living program provides oversight of the Iowa Independent Living Centers, Statewide Independent Living Council, as well as some direct service provision to Iowans with independent living needs.

IVRS customers are individuals with disabilities who need vocational or other assistance to help meet their goals for vocational or personal independence, or who need financial benefits due to their disabilities. Vocational rehabilitation and disability determination programs are eligibility rather than entitlement programs. Applicants must meet federally determined criteria. Customers of both RSB and DDSB may apply on multiple occasions during their lifetime. Customers of the Vocational Rehabilitation program, including Iowans with disabilities as well as our business community partners, expect and receive professional and accurate career planning information and involvement to achieve workforce planning, placement or personal independence. DDSB claimants require accurate and timely decisions on their claims.

Competitive success is determined at the federal level by performance standards and indicators. In DDSB that translates to timeliness and accuracy of case processing; on the vocational rehabilitation side, success relates to employment outcomes and equal access to services. During the past two years DDSB received special recognition through the Social Security Administration's Regional Office in Kansas City, Missouri, for meeting and exceeding operation goals. The Iowa DDS is a recognized leader – not only in the region, but in the country. The Regional Office provided appreciation for exceeding all agency workload goals:

FY 2020 presented obstacles and challenges the likes of which we could never have dreamed, including a derecho storm through Iowa! My deepest thanks to you and all of the Iowa DDS staff for your valiant efforts to continue operations under such adverse conditions. You quickly converted to work-from-home operations, resulting in many achievements through September 30, 2020.

- Cleared 4,285 CDRs or 99.1% of receipts cleared
- Cleared 19,746 initial claims or 94% of receipts cleared

-Provided critical assistance to multiple DDSs: 1,405 determinations and 1,262 medical/psychological reviews

Despite such adverse operating conditions, you successfully led your staff through a transition away from your existing legacy system to 100% routing of cases to the new Disability Case Processing System2 (DCPS2). You also served as a mentor for multiple states both formally and informally, and even provided staff training to assist other DDSs in their transition to DCPS2. With responsibility for DCPS2 shifting to Systems, I want to thank you for the ongoing essential feedback that you, as a member of the DCPS Steering Committee, and your staff on the DUIT Team, provided to the DCPS CPO. I know you will continue to provide input that will shape the application into a robust system for the entire DDS community.

As your term as President of the National Council of Disability Determination Directors (NCDDD) comes to a close, please know that your innovative ideas contributed significantly to the improvement of the disability process. You were an excellent representative of all DDSs on NCDDD as well as the National Disability Issues Group (NDIG). Your efforts and willingness to share your resources resulted in excellent service to the residents of Iowa.

Thank you for your leadership and best wishes in FY 2021!

Offices Performance FY2019 07/01/2019 to 06/30/2020																								
Area Office	Closure 26 (PY18) (A)	Closure 08 (PY19) (B)	Closure 26 (PY19) (D)	Closure 28 (PY19) (E)	Closure 30 (PY19) (F)	Closure 38 (PY19) (G)	Total Closures (PY19) (H)	1.1 Change from FFY16 (D-A)	1.2 Rehab. Rate (D/J)	Earnings equivalent to minimum wage \$7.25 (L)	1.3 Competitive Employment (M)	# of Persons who are SD or MSD (N)	1.4 Ratio SD & MSD (N/L)	Average hourly earnings (P)	1.5 Ratio of (P)/\$23.28 (Q)	% of Own Income @ Appl (S)	% of Own Income @ Closure (U)	% of Own Income @ Closure (UL)	1.6 % change between Appl. & Closure (V-T)	Service Rate for Non-minorities (X)	Service Rate for minorities (Y)	2.1 Minority ratio to non-minority service rate (Z)	Average Hours Worked per Week	
																								(= or > last yr)
RSA Standard									55.80%		72.60%	1914	62.40%	\$ 13.43	0.52	337	17.47%	1411	73.15%	53%	0.756	0.820	0.80	
State Total	2110	237	1930	2087	725	6	4985	-180	48.05%	1929	99.95%	1914	99.22%	\$ 13.43	0.58	337	17.47%	1411	73.15%	55.68%	0.756	0.820	0.917	29
BUR	77	6	104	81	29		220	27	56.22%	104	100.0%	103	99%	\$ 12.81	0.55	17	16%	77	74%	57.69%	0.89	0.83	1.11	33
CBL	207	22	133	222	81		458	-74	37.46%	133	100.0%	133	100%	\$ 13.06	0.56	25	19%	101	76%	57.14%	0.74	0.78	0.87	30
CDR	136	20	104	277	110	2	513	-32	27.30%	104	100.0%	104	100%	\$ 12.45	0.53	15	14%	73	70%	55.77%	0.69	0.76	0.93	29
DAV	124	19	75	133	64		291	-124	0.00%	75	100.0%	73	97%	\$ 11.70	0.50	11	15%	38	51%	36.00%	0.66	0.74	0.94	27
DBQ	136	14	127	82	38		261	-61	36.06%	127	100.0%	127	100%	\$ 13.98	0.60	18	14%	97	76%	62.20%	0.68	0.83	0.77	31
FTD	150	8	141	100	36	1	286	-23	60.77%	141	100.0%	138	98%	\$ 12.16	0.52	21	15%	79	56%	41.13%	0.65	0.87	0.79	26
IAC	196	9	188	160	72	1	430	-55	58.51%	188	100.0%	188	100%	\$ 13.62	0.58	18	10%	121	64%	54.79%	0.83	0.81	0.99	27
MAC	187	16	176	175	56	1	424	1	54.02%	176	100.0%	175	99%	\$ 12.97	0.56	33	19%	128	73%	53.98%	0.82	0.83	0.93	29
AMES	235	21	262	237	60		580	-59	50.14%	262	100.0%	262	100%	\$ 14.89	0.64	49	19%	192	73%	54.58%	0.79	0.88	0.91	30
OTT	93	32	112	88	43	1	276	169	52.51%	112	100.0%	109	97%	\$ 14.15	0.61	34	30%	95	85%	54.46%	0.50	0.75	0.39	29
SXC	153	14	117	105	20		256	-41	56.00%	117	100.0%	116	99%	\$ 11.98	0.51	14	12%	90	77%	64.96%	0.79	0.89	0.85	29
WAT	217	35	205	143	36		419	-100	52.70%	204	99.5%	200	98%	\$ 13.21	0.57	44	22%	175	86%	64.22%	0.71	0.87	0.86	30
DMAO	199	21	186	283	80		570	6	58.91%	186	100.0%	186	100%	\$ 14.81	0.64	38	20%	145	78%	57.53%	0.82	0.83	0.96	29
CEN	0	0	0	1	0		1	186	39.66%	0	0%	0	0%	\$ -	0.00	0	0%	0	0%	0.00%	0.00	1.00	0.00	-

Rehabilitation Partnerships and Initiatives

Specific rehabilitation initiatives occurred during the past two years, including an expansion of business partnerships and a focus on improving transition outcomes for students with disabilities in our secondary and post-secondary programs. These services, especially given the impact of the pandemic, with the largest impact on those individuals who are most disadvantaged including individuals with disabilities, are critical to providing access, opportunity and connection to a future of employment success.

Business

This past year caused changes in service delivery to expand virtual learning and networking. Listening to the needs of our business partners, IVRS has developed & implemented the customer service academy that is delivered virtually each month. The academy is 2 hours long for 5 days. The first academy hosted 42 IVRS job candidates all 5 days with an additional 60 participating at least one day. 42 earned certificates. Currently we have 6 businesses who recognize and sponsor the academy. 87% of the participants rated the academy perfect. One Job Candidate said about her participation “I love the customer service academy. The presenters are doing a fantastic job and I hate for it to end”.

IVRS business services is also hosting 6 monthly virtual “job clubs”. This is an opportunity to bring a business onto the zoom platform and meet our job candidates. We are provided information about current and future labor trends, presentations on the business and their needs as well as virtual tours of the company. This allows our business partners to meet future employees while providing job candidates information to make informed choices on careers.

Business partnerships are evolving into improved access for IVRS job candidates. During the application process, oftentimes candidates can get lost, they don't have enough experience or misspell a word. Two companies have provided separate entry points for VR job candidates to apply through to ensure that they are identified as a VR candidate and move forward with the application process. We saw increases in both these businesses. Kwik Trip went from 7 successful outcomes last year to 16 successful outcomes this year (an increase of 9) and Sodexo went from 0 to 2 (an increase of 2).

IVRS held a virtual National Disability Employment Awareness Month event on October 28th. We led with the Proclamation and introduction from the Governor's video-taped message encouraging our business partners to be at the conversation. We had 123 businesses register for the event with 199 in attendance. The business panel was able to talk to businesses across Iowa regarding the value of partnering with IVRS, the single point of contact, the value & ease of making accommodations as well as the positive impact people with disabilities have made to the workplace.

Students in Transition

Plans are continuing to expand Transition Alliance Programs (TAP) in identified districts with gaps in service delivery across the state. These gaps in services are identified through the local school planning process. The Transition Resource Manager discusses program options, such as TAP, with the local school team and completes a gap analysis with the district, if interested to determine unmet needs and identify the new and/or expanded services needed. The Transition Resource Manager provides updates in monthly meetings and presents the completed gap analyses to the financial team. There are currently sixteen TAPs operating across the state. Due to complications surrounding COVID-19, no new TAP programs are anticipated for the 2020-2021 school year.

PY	Potentially Eligible Students Served	Job Candidates Served	Total Job Candidates Served	Closed, Rehabilitated	Hours Worked per Week	Average Hourly Wage
2019	7,825	16,518	24,343	1,930	29	\$13.43
2018	7,149	16,805	23,954	2,110	28	\$12.45
2017	4,726	17,514	22,240	2,090	29	\$12.09
2016	1,918	17,779	19,697	2,230	30	\$12.03
2015	222	17,654	17,876	2,283	31	\$11.84

We have continued to reach more total students each year, despite the challenges of the pandemic in 2020.

Iowa State Rehabilitation Council

IVRS works with the Governor-appointed State Rehabilitation Council (SRC) to develop and review the agency goals and priorities in accordance with the Rehabilitation Act. The SRC also evaluates the effectiveness of the vocational rehabilitation program and submits reports to the governing bodies regarding progress.

The SRC specifically coordinates the development of our State Plan, identifying priorities for service delivery, as well as being involved with evaluating customer satisfaction.

The SRC current members include:

- **Nicole Cleveland**, Woodbury County; Disability Advocacy
- **Johnna Deaton-Davis**, Jasper County; Disability Advocacy
- **Amy Dutton (VICE-CHAIR)**, Grundy County; Disability Advocacy
- **Pamala Fitzsimmons**, Marion County; Business, Labor and Industry
- **Kirsten Lane**, Polk County; Iowa Department of Education
- **Sarah Martinez**, Johnson County; Statewide Independent Living Council
- **James Luttrell**, Mills County; Disability Advocacy
- **Rich Phelan**, Clinton County; Business, Labor & Industry

- **Mari Reynolds**, Polk County; Parent, Training & Information Center
- **Daryn Richardson**, Pottawattamie County; Community Rehabilitation Program
- **Kyle Roed**, Black Hawk County; Business, Labor and Industry
- **Lisa Schneider**, Dallas County; Client Assistance Program
- **Demarcus Thomas**, Pottawattamie County, Disability Advocacy
- **Scott Turczynski (CHAIR)**, Polk County; Business, Labor and Industry
- **Brian Warner**, Cerro Gordo County; VR Counselor (non-voting)
- **David Mitchell**, Administrator (ex-officio, non-voting)

Training Vendors: 2019-2020

ADVANCED DRIVER TRAINING LLC
Alabama State University
Allen College
Allina Health System
Altrusa International
AMAZON COM
AMERICAN CUSTOMER CARE
AMERICAN INTERCONTINENTAL
UNIVERSITY
ANNA BELKIN
Arc Of East Central Iowa
Arc Of Story County
ARGOSY EDUCATION GROUP
Arizona State University
Associated Materials inc
AUBRIANNA HANDY-RONAYNE
AUBURN UNIVERSITY
Augustana College Assoc
Augustana College Ctr
AUTOCARE LLC
B & D Services Inc
BARNES & NOBLE EDUCATION INC
Bellevue University
BETHEL UNIVERSITY
BEYOND LIMITS INC
Black Hawk College
Board of Trustees of Southern Illinois Univ
BOARD OF TRUSTEES OF SOUTHERN
ILLINOIS UNIVER
BODY WISDOM INC
BOSSIER PARISH COMMUNITY
COLLEGE
Briar Cliff University
BRIDGE EDUCATION GROUP INC
Brownells Inc
Buena Vista University
CALIFORNIA POLYTECHNIC STATE
UNIVERSITY
CANINE TRAINERS ACADEMY LLC
Capella University
CAPITAL UNIVERSITY
Cappels
CAREER STEP
Carleton College
Carlson College Of Massage Therapy
Carroll University Inc
CARTHAGE COLLEGE
CASCADE LANES INC

CATHOLIC HEALTH INITIAT
Central College
CENTRAL WYOMING COLLEGE
CEU Authority LLC The
CHAD S SCHNOOR
Chariton Comm Sch Dist
CHOICE EMPLOYMENT SERVICES
CLAREMONT LINCOLN UNIVERSITY
CLARKE UNIVERSITY
Clemons & Clemons Inc
CLEVELAND STATE UNIVERSITY
Client Reimbursement
Coe College
COLLEGE OF LAKE COUNTY
College Of Saint Mary
Colorado Christian University
COLORADO STATE UNIVERSITY
GLOBAL CAMPUS
COLUMBIA BASIN COLLEGE
COLUMBIA COLLEGE
Concordia University
Cooperative Endeavors
Cornell College
Cornell University
Cotter Junior College
Creative Center The
CREATIVE UNIFORMS
Creighton University
Crossroads of Western Iowa
Culver-Stockton College
DAKOTA STATE UNIVERSITY
DALLAS COUNTY COMMUNITY
COLLEGE DISTRICT
Des Moines Area Comm
Des Moines Area Comm Col
DES MOINES TUTORING LLC
Des Moines University
Dordt University
Drake University
Drive Pro Inc
DRIVE WITH COPS
Dubuque Driving Academy
EASTER SEAL SOCIETY OF IOWA INC
EASTERN IOWA COMMUNITY
Eastern Iowa Community College District
EDGEWOOD COLLEGE INC
Eli Research
Emmaus Bible College

TRAINING VENDORS: 2019-2020, CONTINUED

EMORY UNIVERSITY
EVANGEL UNIVERSITY
Exceptional Persons Inc
Faust Inst Cosmetology
Fiegen & Bisenius Inc
First Resources Corp
FONTBONNE UNIVERSITY
Fort Hays State Universi
FOX VALLEY TECHNICAL COL
FRIENDS UNIVERSITY
FULL SAIL
FULLER THEOLOGICAL SEMINARY
Gallaudet University
Genesis Development
Global University
Goodwill Industries Inc
GOODWILL INDUSTRIES OF CENTRAL
IOWA
Goodwill Industries Of Northeast Iowa
GOODWILL INDUSTRIES OF THE
HEARTLAND
Goodwill of the Great Plains
Graceland University
GRAND CANYON EDUCATIONAL INC
GRAND RAPIDS COMMUNITY COLLEGE
GRAND VIEW UNIVERSITY
GRANT WOOD AREA EDUCATIO
Grinnell College
GROOM ROOM AMES LLC THE
Hamilton Technical Coll Tech School
Hamline University
HANDICAP VILLAGE
HAWKEYE CITY OF
Hawkeye Community College
Hazelden Foundation
HEARTLAND INDUSTRIES INC
HILLS & DALES CHILD DEVELOPMENT
CENTER
Home Depot USA
HOPE HAVEN AREA DEVELOPMENT
CENTER
Hope Haven Inc
HOPE INTERNATIONAL UNIVERSITY
Immanuel Rehabilitation
INCLUSION CONNECTION
Indian Hills Community College
INSTITUTE OF PRODUCTION &
RECORDING
Iowa Central Comm Colleg

Iowa CPR LLC
Iowa Lakes Comm College
Iowa School Of Beauty
Iowa School of Mens Hair
Iowa State University
Iowa Valley Community College District
Iowa Wesleyan College
Iowa Western Comm Colleg
ISABELLA SENNO
J LODGE LLC
JOE KUBERT SCHOOL OF CARTOON
AND GRAPHIC
JOHNSON ACCOUNTING TAX AND
COMPUTERS INC
Jtl Truck Driver Training
KANN MANUFACTURING CORP
KANSAS STATE OF
Kansas State University
Kentucky Community & Technical College
System
Kirkwood Comm College
LA JAMES COLLEGE
LaJames College of Hairstyling Inc of
Mason
Larrabee Center Inc The
LAUREATE INC
LIBERTY UNIVERSITY
Lifetime Fitness
LIGHTYEAR DEALER TECHNOLOGIES
LLC
LINCOLN CHRISTIAN UNIVER
Link Associates
Loras College
LORI A GREINER
Luther College
LUTHER SEMINARY
LUTHERAN UNIVERSITY ASSOCIATION
INC THE
LYNN UNIVERSITY INC
Maria T Calhoun
Marquette University
MARYVILLE UNIVERSITY OF ST LOUIS
MAYES EDUCATION INC
MCGHEE AND ASSOCIATES LLC
Medical College of Wisconsin Inc The
MERCY COLLEGE OF HEALTH
SCIENCES
Mercy Health Services

TRAINING VENDORS: 2019-2020, CONTINUED

Mercy Medical Center
Metropolitan Comm Coll
Midland Lutheran College
Midwest Technical Institute
Midwestern Baptist Theological Seminary
MILWAUKEE AREA TECHNICAL
MILWAUKEE SCHOOL OF ENGINEERING
MINNESOTA STATE COLLEGES
MINNESOTA STATE OF
MINNESOTA WEST COMMUNITY &
TECHNICAL
COLLEGE
Mississippi Bend AEA 9
Missouri Western St Coll
MITCHELL TECHNICAL INSTITUTE
Morehead State University
Morningside College
Morrison Institute - Tec
MOUNT MERCY UNIVERSITY
MULTI SERVICE CORPORATIO
NAROPA UNIVERSITY
National Univeristy of Health Sciences
NEBRASKA CHRISTIAN COLL
Nebraska Methodist Colle
Nebraska State of
NEW BOHEMIAN INNOVATION
COLLABORATIVE INC
New Hope Village
New Perspectives Inc
Nishna Valley Cr Union
NORTH AMERICAN BAPIST SEMINARY
NORTH CENTRAL TECHNICAL COLLEGE
North Central University
North Iowa Area Community College
North Iowa Transition & Employment
Services
NORTHEAST COMMUNITY COLL
Northeast IA Comm Coll
NORTHWEST AEA
Northwest Iowa Comm Coll
Northwest Mo State Univ
NORTHWEST NAZARENE UNIVERSITY
INC
Northwestern College
NORTHWESTERN UNIVERSITY
Office Depot Inc
Oklahoma Christian University Inc
OKLAHOMA STATE UNIVERSITY

OPEN ROAD DRIVING SCHOOL COM INC
Opportunities Unlimited
OPTIMAE LIFESERVICES
ORAL ROBERTS UNIVERSITY
OREGON HEALTH AND SCIENCE
UNIVERSITY
Pacific University
PAF TRAINING PROGRAMS LLC
PALM BEACH ATLANTIC UNIVERSITY
INC
PALMER CHIROPRACTIC UNIVERSITY
FOUNDATION
PCI ACADEMY INC
PENN FOSTER INC
PERFORMANCE LEARNING
Peru State College
PRATT COMMUNITY COLLEGE
PRECISION DRIVE LLC
Precision Optical Group
Purdue University Global Inc
RACHAEL MAXON
REGENT UNIVERSITY
REGENTS OF THE UNIVERSITY OF
COLORADO
Regents of the University of Minnesota
Rex Pharmacy Inc
RIDING MASTERS LTD
RIGHT WAY DRIVER EDUCATION INC
Rochester Inst Technology
Ronald A Bandy
Savannah College of Art and Design Inc
School District R3
SIGNATURE HEALTHCARE LLC
Simpson College
SONSHINE DRY CLEANERS LLC
SOUTH DAKOTA SCHOOL OF
South Dakota State Of
Southeast Community Coll
Southeastern Community College
Southeastern Ok St Univ
Southern Illinois University
SOUTHERN NH UNIVERSITY
Southwest Wi Tech Colleg
SOUTHWESTERN BAPTIST
THEOLOGICAL SEMINARY
Southwestern Comm Colleg
Spectrum Industries
SQUARE ONE ASSESSMENTS

TRAINING VENDORS: 2019-2020, CONTINUED

ST AMBROSE UNIVERSITY
ST JOHNS UNIVERSITY NEW YORK
ST LUKES COLLEGE
St Lukes Methodist Hospital
St Marys Univ Of Minn
St Vincent Depaul Societ
Stanley Works
STAPLES INC
Street Smarts LLC
STUDENTS CARE
Substance Abuse Services
SUSAN CAP
Sweet Briar Institute
Systems Unlimited
TAMA COUNTY HUMANE SOCIETY
TASC INC
Tenco Industries
The Regents of New Mexico State
University
TOURO UNIVERSITY
TRENTS GARAGE
Tri-State Nursing Enterprises Inc
True Potential Education LLC
TRUE-BIZ ASL LLC
UMA EDUCATION INC
Universal Technical Institute of Phoenix Inc
University Book & Supply Inc
UNIVERSITY OF ARIZONA THE
UNIVERSITY OF CENTRAL MISSOURI
University Of Dubuque
UNIVERSITY OF HOUSTON
University Of Iowa
University Of Kansas
UNIVERSITY OF MEMPHIS THE
University of Miami
University Of Missouri
UNIVERSITY OF MONTANA

UNIVERSITY OF N DAKOTA
University of Nebraska
UNIVERSITY OF NORTHERN C
University Of Northern Iowa
University of Phoenix
UNIVERSITY OF SAN DIEGO
UNIVERSITY OF SIOUX FALL
University Of St Thomas
University Of Wisconsin
UNIVERSITY OF WYOMING
Upper Iowa University
US Bank Cardmember East
US BANK CARDMEMBER Central
US Bank Cardmember West/SE
Valley West Uniforms
VAN BUREN COUNTY HOSPITAL
Vernon Fitzpatrick
VILLAGE NORTHWEST UNLIMITED
Vocational Development Center Inc
VP INSTITUTE INC
WAGNER COLLEGE
WALDEN UNIVERSITY
Wal-Mart Stores Inc
Wartburg College
WASHBURN UNIVERSITY
Washington University In St Louis
Waterloo Barber College
WATERTOWN SCHOOL DISTRIC
WCDC Inc
Wentzel's True Value
West Chester University of Pennsylvania
WESTCHESTER LEARNING
WESTERN GOVERNORS UNIVER
Western Illinois Univ
Western Iowa Tech CC
Western Michigan Univer
William Burke LTD
William Penn University

REVENUE AND EXPENDITURES

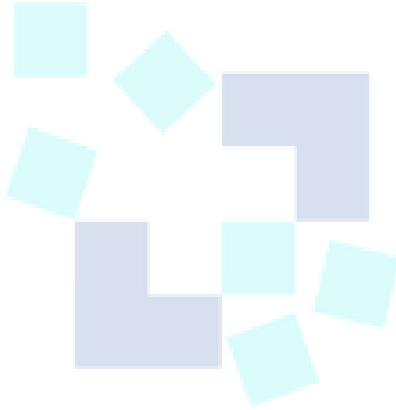
Biennial Report of Revenues and Expenditures for State Fiscal Years 2019 and 2020

		SFY 2019 7/1/2018 to 6/30/2019	SFY 2020 7/1/2019 to 6/30/2020	Total for Biennium
Revenue				
Basic Support (0001-283-I67)				
	Federal Funds	29,058,438.69	29,092,560.33	58,150,999.02
	State Appropriation I67	5,677,908.00	5,696,328.00	11,374,236.00
	Other Revenue	1,632,721.10	2,642,445.19	4,275,166.29
	Total	36,369,067.79	37,431,333.52	73,800,401.31
In Service (0001-283-I67-4000)				
	Federal Funds	0.00	0.00	0.00
	State Appropriation I67	0.00	0.00	0.00
	Other Revenue	0.00	0.00	0.00
	Total	0.00	0.00	0.00
Independent Living (0001-283-I68)				
	Federal Funds	339,934.61	438,314.61	778,249.22
	State Appropriation I68	84,823.00	84,823.00	169,646.00
	Other Revenue	0.00	0.00	0.00
	Total	424,757.61	523,137.61	947,895.22
Entrepreneurs With Disabilities (0001-283-I80)				
	Federal Funds	0.00	0.00	0.00
	State Appropriation I80	138,506.00	138,506.00	277,012.00
	Other Revenue	0.00	0.00	0.00
	Total	138,506.00	138,506.00	277,012.00
Independent Living Center Grants (0001-283-I92)				
	Federal Funds	0.00	0.00	0.00
	State Appropriation I92	86,457.00	86,457.00	172,914.00
	Other Revenue	0.00	0.00	0.00
	Total	86,457.00	86,457.00	172,914.00
VR SSA Fund (0034-283)				
	Federal Funds	0.00	13,723.10	13,723.10
DDS - DHS Medicaid (0231-283)				
	Other Revenue	81,464.15	72,043.78	153,507.93
Supported Employment (0366-283)				
	Federal Funds	248,254.57	242,418.01	490,672.58
Disability Determination Services (0394-283)				
	Federal Funds	26,179,644.52	25,277,834.87	51,457,479.39
	Other Revenue	492,654.78	462,399.72	955,054.50
	Total	26,672,299.30	25,740,234.59	52,412,533.89
VR Contributed Fund (0395-283)				
	Other Revenue	3,567.80	5,276.37	8,844.17
Other Grants (0398-283)				
	Other Revenue	0.00	0.00	0.00
Total Revenue		64,024,374.22	64,253,129.98	128,277,504.20

		SFY 2019 7/1/2018 to 6/30/2019	SFY 2020 7/1/2019 to 6/30/2020	Total for Biennium
Expenditures				
Basic Support (0001-283-167)				
	Personnel	18,521,028.01	19,722,623.25	38,243,651.26
	Other Costs	6,595,096.77	7,814,324.19	14,409,420.96
	Case Service Costs	11,252,943.01	9,894,386.08	21,147,329.09
	Total	36,369,067.79	37,431,333.52	73,800,401.31
In Service (0001-283-167-4000)				
	Personnel	0.00	0.00	0.00
	Other Costs	0.00	0.00	0.00
	Case Service Costs	0.00	0.00	0.00
	Total	0.00	0.00	0.00
Independent Living (0001-283-168)				
	Personnel	52,198.91	79,706.01	131,904.92
	Other Costs	304,656.56	325,870.99	630,527.55
	Case Service Costs	67,902.14	117,560.61	185,462.75
	Total	424,757.61	523,137.61	947,895.22
Entrepreneurs With Disabilities (0001-283-180)				
	Personnel	138,506.00	112,190.00	250,696.00
	Other Costs	0.00	26,316.00	26,316.00
	Case Service Costs	0.00	0.00	0.00
	Total	138,506.00	138,506.00	277,012.00
Independent Living Center Grants (0001-283-192)				
	Personnel	0.00	0.00	0.00
	Other Costs	86,457.00	86,457.00	172,914.00
	Case Service Costs	0.00	0.00	0.00
	Total	86,457.00	86,457.00	172,914.00
VR SSA Fund (0034-283)				
	Personnel	16,698.53	0.00	16,698.53
	Other Costs	0.00	14,908.10	14,908.10
	Case Service Costs	5,205.42	7,776.00	12,981.42
	Total	21,903.95	22,684.10	44,588.05
DDS - DHS Medicaid (0231-283)				
	Personnel	0.00	0.00	0.00
	Other Costs	37,669.40	34,064.55	71,733.95
	Case Service Costs	43,829.75	38,014.23	81,843.98
	Total	81,499.15	72,078.78	153,577.93
Supported Employment (0366-283)				
	Personnel	0.00	0.00	0.00
	Other Costs	2,193.00	2,333.00	4,526.00
	Case Service Costs	246,061.57	240,085.01	486,146.58
	Total	248,254.57	242,418.01	490,672.58
Disability Determination Services (0394-283)				
	Personnel	17,611,840.03	17,814,084.68	35,425,924.71
	Other Costs	3,740,841.33	3,427,334.96	7,168,176.29
	Case Service Costs	5,324,758.48	4,502,582.98	9,827,341.46
	Total	26,677,439.84	25,744,002.62	52,421,442.46

		SFY 2019 7/1/2018 to 6/30/2019	SFY 2020 7/1/2019 to 6/30/2020	Total for Biennium
VR Contributed Fund (0395-283)				
	Personnel	0.00	242,174.37	242,174.37
	Other Costs	3,567.80	3,110.54	6,678.34
	Case Service Costs	0.00	0.00	0.00
	Total	3,567.80	245,284.91	248,852.71
Other Grants (0398-283)				
	Personnel	0.00	0.00	0.00
	Other Costs	0.00	0.00	0.00
	Case Service Costs	0.00	0.00	0.00
	Total	0.00	0.00	0.00
	Total Expenditures	64,051,453.71	64,505,902.55	128,557,356.26

Iowa Vocational Rehabilitation Services



Empowering
Individuals
with Disabilities
through Employment