

AGENCY PERFORMANCE PLAN 2007

Name of Agency: Department of Education, Iowa Vocational Rehabilitation Services			
Agency Mission: To work for and with individuals with disabilities to achieve their employment, independence and economic goals.			
Core Function	Performance Measure(s) <small>(Outcome)</small>	Performance Target(s)	Link to Strategic Plan Goal(s)
CF: Vocational Rehabilitation Services and Independent Living	Wage ratio of IVRS clients to state average	0.52	Goal 1 To maximize every client's opportunity to reach their economic, independence and employment goals.
Desired Outcome(s): Full-time, or if appropriate, part-time competitive employment in the integrated labor market.			Goal 2 Increase advocacy and support for rights of individuals with disabilities.
CF: Economic Supports	Percent of claims accurately determined per SSA standards (initial net accuracy)	95%	Goal 1 To maximize every client's opportunity to reach their economic, independence and employment goals.
Desired Outcome: Economic independence for disabled Iowans through cash benefits, and healthier Iowans through access to Medicare and Medicaid.			
CF: Agency Resource Management	<ol style="list-style-type: none"> 1. Percent of internal customer satisfaction with key support services 2. Percent of time IT network services are available to staff 	<ol style="list-style-type: none"> 1. 85% 2. 95% 	Goal 3 Increase capacity to serve all VR clients. Goal 4 Increase interest and satisfaction in VR careers.
Desired Outcome: Resources are sufficient to provide services per IVRS mission and federal guidelines for Vocational Rehabilitation and Disability Determination.			

Services, Products, Activities	Performance Measure(s)	Performance Target(s)	Strategies/Recommended Actions
1. Employment (Vocational Rehabilitation) Org# 0001-283-1000 0001-283-2000 0034-283-0704 0366-283-0708 0395-283-0703 0398-283-0093	A. Percent employed (federal reporting) B. Access to services ratio of minority to non-minority clients (federal reporting) C. Number of employment outcomes (federal reporting) D. Number of Entrepreneurs with Disabilities that achieve start-up or expansion of a business	A. 55.8% B. 0.80 C. 2050 D. 30	1. High quality client services and outcomes 2. Comprehensive system of job placement 3. Effective collaboration 4. Manage waiting lists for services
2. Independent Living (Vocational Rehabilitation) Org# 0001-283-0714	A. Percentage of persons meeting their goals B. Number of persons able to continue to live independently in their homes	A. 45% B. 120	1. High quality client services and outcomes 2. Effective collaboration 3. Enhanced external communication
3. Disability Determination: Initial review of claims and continuing disability reviews (CDR) (Economic Supports) Org# 0231-283-0716 0394-283-0702 0394-283-0712 0394-283-0722 0394-283-0723	A. Initial claim processing time B. Percent of budgeted CDRs completed	A. 85 days B. 100%	1. Develop quality management plan 2. Enhance training where needs are identified
4. Infrastructure (Resource Management) Org# 0001-283-3000 0001-283-4000	A. Percent of required non-federal match dollars generated B. Ratio of employees to supervisors C. Inspection results on safety and health of Parker Building facilities	A. 100% B. No less than 12:1 C. No major deficiencies	1. Maintain and improve sustainability model and ability forecast resource needs 2. Manage IVRS operations in South wing of Parker Building to allow other state agency use of available space
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