AGENCY PERFORMANCE PLAN 2007

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| **Name of Agency: Department of Education, Iowa Vocational Rehabilitation Services** |
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| **Agency Mission: To work for and with individuals with disabilities to achieve their employment, independence and economic goals.** |
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| **Core Function** | **Performance Measure(s)** (Outcome) | **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.** |
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| **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.** |  |  |  |
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| **CF: Agency Resource Management** | 1. **Percent of internal customer satisfaction with key support services**
2. **Percent of time IT network services are available to staff**
 | 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.** |  |  |  |

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| **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** | 1. **Percent employed (federal reporting)**
2. **Access to services ratio of minority to non-minority clients (federal reporting)**
3. **Number of employment outcomes (federal reporting)**
4. **Number of Entrepreneurs with Disabilities that achieve start-up or expansion of a business**
 | 1. **55.8%**
2. **0.80**
3. **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**
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| **2. Independent Living (Vocational Rehabilitation)****Org#****0001-283-0714** | 1. **Percentage of persons meeting their goals**
2. **Number of persons able to continue to live independently in their homes**
 | 1. **45%**
2. **120**
 | 1. **High quality client services and outcomes**
2. **Effective collaboration**
3. **Enhanced external communication**
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| **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** | 1. **Initial claim processing time**
2. **Percent of budgeted CDRs completed**
 | 1. **85 days**
2. **100%**
 | 1. **Develop quality management plan**
2. **Enhance training where needs are identified**
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| **4.Infrastructure (Resource Management)****Org#****0001-283-3000****0001-283-4000** | 1. **Percent of required non-federal match dollars generated**
2. **Ratio of employees to supervisors**
3. **Inspection results on safety and health of Parker Building facilities**
 | 1. **100%**
2. **No less than 12:1**
3. **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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