



**Iowa State
Rehabilitation Council**

2023 Annual Report



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State Rehabilitation Council Membership

SRC Chair Daryn Richardson



My fellow Iowans,

Imagine an investment offering an impressive 400% return while benefiting your community and neighbors and creating additional investment opportunities. Such an opportunity exists, and it lies in increasing funding to Vocational Rehabilitation Services, a division of Iowa Workforce Development (IVRS).

Most IVRS funding comes from a federal match, which is only possible because of state appropriations and the hard work of IVRS employees. This annual report highlights their successes, demonstrating that every \$1 state match leverages \$4 and generates significant economic growth. The IVRS funding supports job seekers in finding employment and assists businesses in finding loyal employees while also creating new jobs for counselors and CRP placement professionals. Importantly, this funding has positive outcomes on health and mental health, reducing stress on crisis programs and health systems.

While IVRS has a creative, successful strategy to bring in other revenue, more work still needs to be done. Many job seekers need assistance finding a career path, and certain parts and subgroups of Iowa remain underserved.

As Iowans, we understand the importance of planting seeds under the right conditions. The conditions for growth are perfect, and investing in IVRS is the seed that will help Iowa flourish.

Respectfully,

Daryn D. Richardson, Chair
State Rehabilitation Council



SRC Vice-Chair Mari Brown

Mari Brown is serving her second appointment to the SRC. She is the Transition Iowa Project Coordinator and Data Coordinator for ASK Resource Center. She worked with families as a Family Support Coordinator at ASK for 15 years.



SRC Members 2023

Linda Rouse

Monroe County
Workforce Development

Amy Robasse

Iowa County
SILC Representative

Eva Castillo

Des Moines
Advocacy

David Zrostlik

Hancock County
Business, Labor & Industry

Rich Phelan

Clinton County
Business, Labor & Industry

Morgan Johnson

Marion County
VR Counselor

Susan Koch-Seehase

Chickasaw County
Business, Labor and Industry

Margee Woywood

Dubuque County
Advocacy

Lisa Schneider

Dallas County
Client Assistance Program

New IVRS Administrator James Williams



IVRS Administrator James Williams

“My vision is leaving no stone unturned in terms of restructuring and looking at how we can streamline and modernize IVRS for a new generation of job candidates who embrace technology, expect fast responses, and need outside-of-the box thinking.”

James’ announcement was featured in a Iowa Workforce Development press release and on the workforce podcast, “Mission: Employable”, to highlight his experience and vision for the future of Vocational Rehabilitation in Iowa.

Press Release:

[IWD Welcomes James Williams as New Administrator of Vocational Rehabilitation Services \(Link\)](#)

Mission: Employable Podcast:

[Episode 173 - New Leadership for Iowa’s Vocational Rehabilitation Services \(Link\)](#)

James Williams, Ed.D. was named the new Division Administrator for Vocational Rehabilitation Services beginning October 2023.

Williams will oversee the state’s vocational rehabilitation program, which moved to IWD as part of the state’s alignment effort. The move is designed to make it easier for Iowans to access all available workforce services in a single location and working with a single team.

“IWD is very excited to have James join our team and to lead the Vocational Rehabilitation Services division. James has spent his professional life serving individuals with disabilities, beginning as a Special Education teacher in Texas and progressing in both his education and work experience to being the CEO of Bloom Consulting, a company that oversees delivery of rehabilitative services in seven states,” said Beth Townsend, Executive Director of Iowa Workforce Development. “We are so fortunate to find James, as he is the perfect combination of passion for the work plus a wealth of experience, education and expertise. Additionally, through his work in multiple states including Texas, which realigned VR services with its workforce commission in 2017, he knows the best practices utilized around the country and can ensure that Iowa provides services to Iowans with disabilities at a level we’ve only previously imagined when contemplating the benefits of alignment.”

Before starting the position, Williams previously was CEO of Bloom Consulting in Round Rock, Texas – a firm that specializes in providing vocational services, evaluations, and training to individuals with disabilities, particularly those diagnosed with Autism Spectrum Disorder. In 2021, Gov. Greg Abbott of Texas appointed Williams to serve as Vice Chair of the Texas State Rehabilitative Council.

Realignment of Iowa Governmental Services in 2023

Bill Signed by Governor

Iowa's new alignment for state government became operational on July 1.

A year ago, a comprehensive assessment of state government was initiated to identify ways for Iowa to operate more efficiently and effectively and to elevate our service to Iowa citizens.

A plan was developed to bring agencies with similar functions together into one department and centralize similar programs across multiple agencies into a single department to achieve the best outcomes for Iowans.

On April 4, Governor Kim Reynolds signed the government alignment bill into law.

"I believe this will transform state government. Not only by improving how we serve Iowans, but also in how we work together to collaborate, innovate, and build a strong culture as one team," Governor Reynolds said. "Creating that type of unity is something I've envisioned since becoming governor, and I believe we can continue to advance that goal."

In October, 18 vocational rehabilitation counselors who worked with job candidates in offices across from the Iowa Capitol complex moved their desks to the IowaWORKS job center in south Des Moines.

The change is part of implementing a broad statewide alignment plan targeted to increase coordination of government services and make it easier for Iowans to access what they need.

Effective October 27, counselors with the Vocational Rehabilitation Services division of Iowa Workforce Development (who worked out of the Jessie Parker Building, 510 E. 12th St.) began working from the IowaWORKS office at 200 Army Post Road in Des Moines.

The move, which is expected to improve efficiency and expand access to workforce services for Iowans with disabilities, is part of a broad reorganization of Vocational Rehabilitation Services in the wake of its July 1 move to become part of IWD. More than 50 Voc Rehab staffers changed offices in October and November as part of work to more fully integrate the division into IWD.

"This is the first step in building the better workforce system that Governor Reynolds and the Iowa Legislature have asked us to create for the betterment of all Iowans," said Beth Townsend, Executive Director of Iowa Workforce Development.

Finance and administration members of the Vocational Rehabilitation team moved in October to the IWD offices at 1000 E. Grand Ave. in Des Moines. Information technology staffers followed in early November. The Vocational Rehabilitation division fully vacated its portion of the Jessie Parker Building at the end of November 2023.

"Iowa's Vocational Rehabilitation team will be providing the same great service only in a new environment," said James Williams, who took over as Division Administrator of Vocational Rehabilitation Services on October 2.

"We'll be providing the same important assistance. Only now, if the Iowans we serve turn out to need additional workforce services, we'll be able to arrange that simply by walking down the hall. This is what a one-stop center is all about."

IVRS clients with questions about the impact of alignment should call their counselors or the Des Moines office at 515-281-4211. Information about the Des Moines IowaWORKS office, including directions and hours, can be found at this link. For more information about Vocational Rehabilitation Services, visit <https://ivrs.iowa.gov>.

IVRS By the Numbers: 2022-2023

Program Year July 1, 2022 to June 30, 2023	Potentially Eligible Students Served	Job Candidates Served	Total Job Candidates Served	Closed, Rehabilitated	Hours Worked per Week	Average Hourly Wage
	7,956	13,903	21,859	1,925	29	\$15.83



Jake Spece began working with Iowa Vocational Rehabilitation Services in high school to assist with navigation through self-employment and vehicle modifications.

Jake has been in a wheelchair for all of his life. He was born with a spinal muscular disease that affects the nerve cells within his spinal cord and

brain. However, he hasn't let that stop him from working on his family farm and selling beef to customers. He has been able to do work on the farm through modified vehicles such as a modified 4wd truck that is great for towing and over-the-road use. Unfortunately, the truck had limitations on where it was able to traverse, so he reached out to Mobility Quad, a St. Louis company that specializes in modifying vehicles for people with disabilities.

"I've wanted a UTV for probably 10 years, but there just wasn't anything out there that fit my needs," Jake said, when talking about this dream vehicle.

A UTV or Utility Task Vehicle has been a tremendous asset in allowing Jake to be more involved on the farm.

"It saves a lot of wear and tear on my wheelchair and allows me to go through mud and snow and get places I otherwise couldn't in my wheelchair or even my truck," Jake said. "The ramp on the UTV is 100 percent mechanical. It requires no electronics to open or close, which is exactly what I wanted — simple and reliable."

Jake operates Johnston Creek Beef, where he sells beef directly to consumers from cattle that are raised on his family farm. There they sell individual retail cuts, as well as quarter, half and whole beef shares. He is also in charge of all of the decision-making when it comes to things such as marketing and day-to-day operations, which is where his college degree has benefited him.

"I enjoy the challenges that come with farming. I enjoy being outside, seeing the seasons change and watching the cattle grow."

His favorite part of the day is "getting a message from a customer saying they just grilled one of our steaks and it was the best they've ever had. It's very rewarding," Jake said.

IVRS job candidates who were successful in finding employment reported increasing their income by \$38.19 million between the time of application and when their case file was closed.

This is a 340% increase compared to what was reported at application.

Iowans with disabilities served by IVRS in Plan Year 2022 had an estimated income of \$49.4 million annually.

This reflects growth of nearly \$29 million from increased employment and over \$9.2 million from increased earnings.

Approximately 97.1% of successful VR job candidates remain in Iowa — working, paying taxes, and contributing to their communities.

TRANSITION TO WORK

**A total of 1,925
VR lowans with
disabilities
successfully
obtained
employment in
program year
July 1, 2022 to
June 30, 2023.**

Top 10 Employers of IVRS Job Candidates

EmployerName	Total
Hy-Vee	112
Self Employed	51
Walmart	49
Casey's General Store	35
McDonald's	25
Mercy One	24
Pizza Ranch	24
Fareway	18
Unity Point Health	16
Kwik Star	14

**Hy-Vee has
now been the
top employer
of IVRS
Job Candidates
for 11 years**

Every Iowa community is familiar with their local grocery store, and the staff that works its aisles. For those workers, the journey to employment can pass through many different places.

Dylan Scott got his start through a program coordinated by the Vocational Rehabilitation Services division of Iowa Workforce Development.

Dylan is one of 112 lowans with disabilities who were hired successfully by Hy-Vee in 2023.

Joann Peterson, Hy-Vee's human resources manager in Bettendorf, said the store's proximity to a high school makes it convenient for students with learning disabilities to come there with a trainer for a few hours a week. The students learn and gain work experience in exchange for classroom credit.

Dylan took part in the school program as a junior and was hired full time upon graduation. Now, "he's one of our best wrappers," Peterson said.

Hy-Vee is Iowa's largest overall employer, employing 88,000 people in 2023. The company has 157 stores in Iowa, (about 51% of all Hy-Vee stores in the U.S.) and can provide community-based employment options across the state.

Ankeny high school student Connor Gjerde got his job at Hy-Vee through Project Search, a job training program helping students with disabilities transition to the workforce after high school. Ames-based counselors Carla Reynolds and Erin VanDorin helped Gjerde explore various career options and find the best fit.



"Hy-Vee was really good to work with," VanDorin said. "Having an existing relationship with the HR manager was really important. I was able to work with them prior to the interview which helped them frame questions in a way that Connor would be successful in answering."

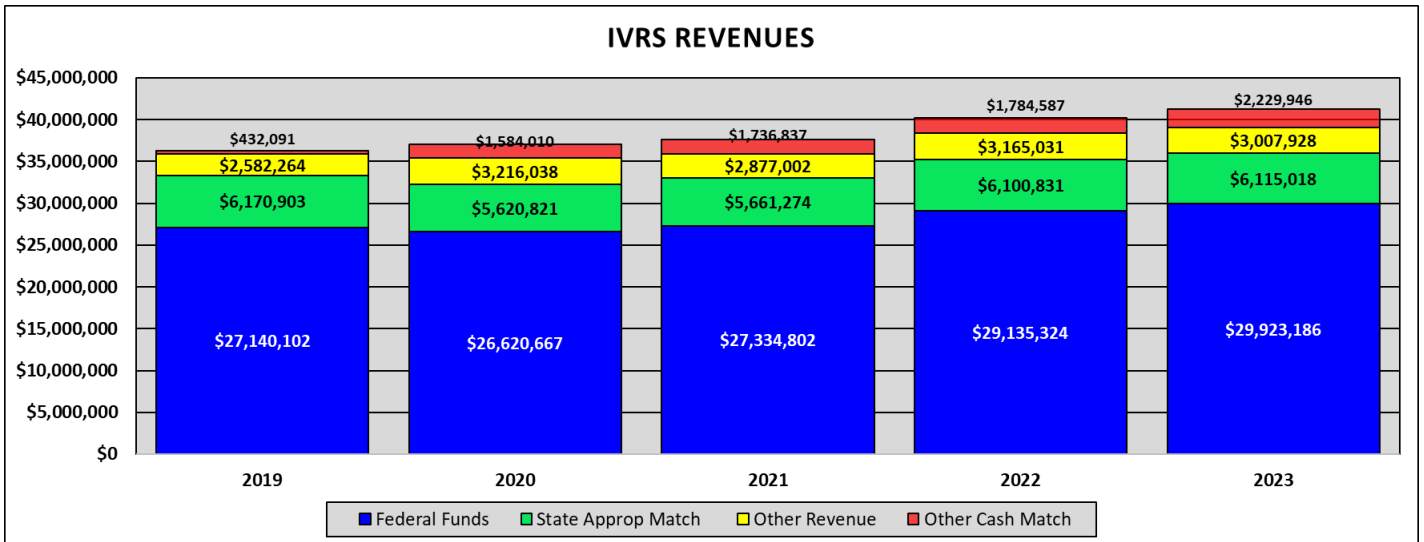
With the Hy-Vee's permission, VanDorin attended Connor's orientation and online training. The counselors supported him as he began working to ensure he would have success, then faded when they felt it was time to back away.

"We always kept that point of contact with either HR or the manager at the front to ensure we could help solve before something became an issue," VanDorin said. "Hy-Vee has always valued the education that we bring to supporting our students, and I feel it is a collaborative approach to their success. Many of my students have stayed and made Hy-Vee their career."

Mady Pershy, assistant manager of story operations at the Ankeny Hy-Vee said, "Connor is doing a good job as a courtesy clerk. His co-workers like working with him."

The feeling is mutual for Connor, who chose to remain at Hy-Vee in Ankeny after completing the program because he enjoys the store environment: "I love to talk to people and like to cart."

IVRS REVENUES



The Federal Government matches the amount the state invests into Vocational Rehabilitation.

IVRS brings in almost four (\$4) federal dollars for every state dollar invested in the program.

122 Individuals who were on public support for their living expenses are now supporting themselves, a savings of \$889,920 annually for the state.

IVRS EXPENDITURES

2023 Top Expenditures

- ◆ Four-Year College or University
- ◆ Rehabilitation Technology
- ◆ Supported Employment
- ◆ Job Search
- ◆ Maintenance

2022 Top Expenditures

- ◆ Rehabilitation Technology
- ◆ Four-Year College or University
- ◆ Supported Employment
- ◆ Assessment
- ◆ Job Search

2021 Top Expenditures

- ◆ Four-Year College or University Training
- ◆ Rehabilitation Technology
- ◆ Supported Employment
- ◆ Junior or Community College Training
- ◆ Graduate College or University Training

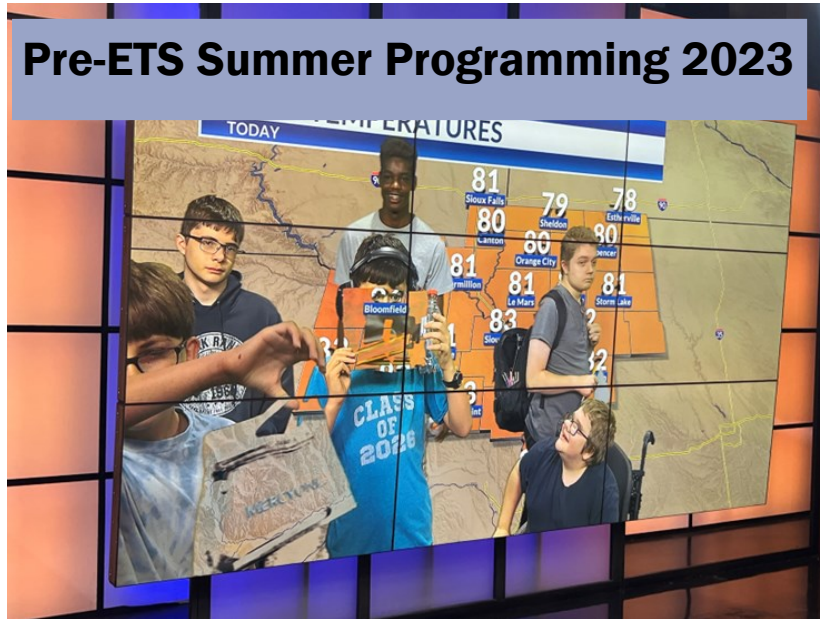
Helping Students Find Careers

Iowa Vocational Rehabilitation Services has a positive impact on linking our youth with disabilities to career pathways!

\$3.43 million was spent on post-secondary tuition assistance, facilitating educational and occupational skills attainment.

“I enjoyed the tours.”

Karsten Krug



Students toured KCAU News Channel 9 and saw both a live newscast and the control room during the live newscast! They were able to learn more about the various careers and skills needed to be successful in those positions.

The 2023 Pre-Employment Transition Services (Pre-ETS) summer programs had more than 500 Students registered to participate in locations across the state. Individual Iowa Vocational Rehabilitation Services (IVRS) offices worked collaboratively with contracted programs and other partners to design sessions that enhance the learning experience of students transitioning from high school to the workforce or continuing education. Job tours and experiences, community service, self-care and transportation skills are incorporated into the program to maximize successful employment and independent living after high school. Each IVRS office works with partners to provide unique programming tailored for students in the area they reside.

Nearly 8,000 students were served by IVRS in 2023 and 26 percent of referrals come from Iowa school districts for youth in transition. The Pre-ETS summer program is headed by Transition Services Program Manager Mary Jackson.

Program Year 2022*

14,480 Iowa Transition Students were served by IVRS

In Iowa, 26% of IVRS referrals come from Iowa School Districts

Potentially eligible students served	7,956
Transition Students Served	6,524
Closed Rehabilitated	920
Hours Worked per Week	31
Average Hourly Wage	\$12.57

* July 1, 2002 to June 30, 2023



The Waterloo Summer Tap Camp visited Bergen Plumbing/Blackhawk Apprenticeship School, Waterloo Food Bank, Cedar Falls Public Safety and LaJames Hairstyling.

Iowa Self-Employment Program Drives Business

Artist Begins a New Chapter and a New Business

David Kafar started working with Counselor Brandi Fitch while stabilizing his life in 2021 following mental health issues. He initially stated an interest in working as a delivery driver or doing janitorial or maintenance work.

He was talking with Sally Leibold with Older Workers Employment Program (OWEP) and at one point shared his artwork. Sally was impressed. His counselor, Fitch, also noticed real talent and began exploring self-employment.

David had been drawing all of his life and had received encouragement from his mother and teachers when he was in school. His first prize for a drawing was a wagon when he won a contest sponsored by a local weather station. In high school he was encouraged to go to art school.

“Then I went to work,” he said. David did a lot of interesting things – lifting weights, competitive body building, martial arts and modeling

“I always came back to drawing,” he said. “It was a hobby.”

His mother was a lifelong fan of his work. He remembers the bird he drew when he first moved to Iowa and she gave him a pencil and paper. She loved the drawing. She admired an owl drawing and David drew one for her before she passed away three years ago.

“She said, now you’ve got to do something with this David. She was my biggest supporter. When mom said that, I said ‘I’m going to do it’.”

After working with IVRS Counselor Brandi Fitch and Kochell Weber-Ricklefs, Business Development Specialist with the Iowa Self-Employment Program, he said everything fell into place. David’s website and online art gallery launched in December 2022.

“I am amazed they believed in me,” he said.

David has drawings and paintings and does silk-screening as well. The drawings are highly detailed and he said he enjoys switching over to painting for a change of pace – or even working on the website.

All-in-all, David loves his second career.

“I’m elated. Every day I get to get up and do what I love,” he said. “It makes me happy that other people appreciate what I’m doing.”

The Iowa Self-Employment (ISE) program was able to help David with counseling and guidance, computer and equipment and benefits counseling to begin his new endeavor.

You can see and purchase David’s artwork at his website www.dfkafor.com. Also feel free to follow him on Facebook <https://www.facebook.com/DFKafarArt>.



David Kafar and his artwork.

There were 51 IVRS Self-Employment Closures in Program Year 2022-2023

Cumulatively, from Program Years 2016-2022, 332 businesses were successfully started, expanded, or acquired with support from IVRS.

Individual Placement and Support Program

Matt Adamson has overcome mental health and substance abuse barriers since working with IVRS Counselor Ashley Banes and Kayla Robinson, IPS Specialist at Hope Haven.

With the proper supports in place, work became part of the recovery process for Adamson. Now, Matt helps others struggling with mental health or addiction barriers as a Peer Support Specialist at Counseling Associates Inc.

Individual Placement and Support (IPS) provides a supported employment model for individuals with behavioral health needs.

Banes, who has previously worked in Corrections and has supported IPS in her local VR office said, “Work equals structure, which helps provide support in an individual’s sobriety journey.”

Robinson agrees. She said traditionally it was thought that individuals need to be stabilized before they could work. The IPS program flips that assumption on its head.

“Working helps with that stability, it helps that process,” Robinson said.

The IPS team includes mental health professionals, Integrated Home Health case managers, IVRS Counselors and IPS Employment Specialists through local Community Rehabilitation Programs. This team provides ongoing support for the job candidate and also the business working with them.

“If an individual wants support, we’re going to give them that support,” Robinson said. “I have people that have already exited the program, and I check in and see how it’s going.”

Those participating in IPS can also receive additional support on social security benefits planning, counseling and guidance services, and referrals to other agencies to assist in coordinating outside services.

Adamson, along with Banes and Robinson, spoke on a panel as part of National Disability Employment Awareness Month (NDEAM) in Burlington on October 31 to talk about his experience in the program. He said working at Counseling Associates Inc. helping others



Matt Adamson, Peer Support Specialist; Kayla Robinson, IPS Specialist and Ashley Banes, IVRS Counselor Specialist.

Individual Placement and Supports (IPS) focuses on individuals with serious mental illness.

Since piloting IPS, rehabilitation rates have gone from 38.5% in Federal Fiscal Year 2019 to 53% in FFY 2022.

The number of CRPs providing IPS have gone from two in the entire state to more than five agencies, with plans to start more in FFY 2023.

with similar struggles provides an ideal career and purpose for him.

“That’s really the best part of the job – helping people set goals and watching them achieve them,” Adamson said.



Above: Chris Larsen Park in Sioux City.

Below: Mississippi River Museum and Aquarium in Dubuque.



IVRS provides services to individuals with disabilities working with partners including the Department of Education, Department of Corrections, Department of Human Services, Department of Veteran Affairs and the Department of Labor.

ADA Coordinators help solve accessibility issues

Recent success placing clients from Iowa Vocational Rehabilitation Services at a Dubuque museum has sparked a much broader relationship between the two entities – and prompted IVRS to expand a valuable new service.

Vocational Rehabilitation staff members are participating in specialized training and testing to become Certified ADA Coordinators – experts who will be able to help Iowa businesses and organizations better serve persons with disabilities in their communities.

The staff members receive certification to evaluate workplaces for compliance with the Americans with Disabilities Act (ADA) and guide organizations on how to better accommodate the public and/or potential employees with disabilities.

This service was requested in early 2023 by the the National Mississippi River Museum and Aquarium in Dubuque. After finding success with several IVRS-assisted job candidates, the museum asked IVRS if it could assist them in doing a total assessment of how to make the museum a more inclusive place. Vocational Rehabilitation Services brought in people with hearing impairments, autism, intellectual disabilities, and physical barriers to provide input, while also working with the museum staff and the Great Plains ADA.

Projects the division has assisted since then include:

A six-year planning and construction project for the City of Sioux City along the waterfront at Chris Larsen Park. The project will include accessible walkways, water features, wheelchair and adaptive charging stations and adaptive play equipment.

An Iowa factory where the division recommended a fire alarm system that included flashing lights for a deaf employee. The company noted that it ultimately improved safety for all employees working in the noisy factory, who otherwise might not hear the alarm.

“Our recent accessibility audit conducted through a partnership with Iowa Vocational Rehabilitation Services and Great Plains ADA has allowed us to identify several ways that we can break down the barriers that prevent people from experiencing our campus. This has been a vital step in placemaking to add diversity, accessibility, and belonging to the visitor experience,” said Kristen Leffler, Staff Resource & Engagement Manager and Internship Coordinator at the National Mississippi River Museum & Aquarium. “We are so grateful for the opportunity to work with the very talented and passionate staff of these organizations and look forward to the many positive changes to come.”

[For more information, visit ADA at our website](#)

IVRS Independent Living Program

IVRS is the Designated State Entity in the three-year State Plan for Independent Living. IVRS receives the federal Part B funds for Independent Living from the Administration for Community Living, our federal funder. These funds are shared with partners - the Statewide Independent Living Council (SILC), the six Centers for Independent Living (CILS), and the Iowa Department for the Blind (IDB). In addition, IVRS operates an Independent Living Program and utilizes some of the federal Part B funds, as well as the required State match funds, to operate that program.

In State Fiscal Year 2023, there were 39 Independent Living closures and a successful closure rate of 85.7% for Independent Living (IL) Clients with IL Plans written up and signed.

Closures	Successful Closure with Goals met	Died	Voluntarily Withdrew	Closed as Other *
39	24	3	7	5
			(3 IL plans Written)	(1 IL Plan Written)

**Closed as Other: 4 of the 5 were a result of not participating in their program and one should have been referred to Iowa Department for the Blind's IL program rather than IVRS IL.*

Of the \$90,000 provided at the beginning of Federal Fiscal Year 2023, \$63,324.72 was used with a remaining balance of \$26,675.28.

At the end of the 2023 State Fiscal Year, the IVRS IL Program was actively serving 25 IL clients with 23 additional clients on the waiting list.

In addition to the standard information and referral, assessment for IL needs, and IL counseling, IVRS also provided financial assistance for the following:

6 Bathroom modifications which included:

- 1 walk-in tub installation
- 1 bathtub
- 1 doorway widened
- 3 walk-in showers
- 1 ADA toilet
- Installation of grab bars
- Installation of an accessible sink, vanity and drawers.

8 Home modifications that included:

- 4 entryway/exit ramps
- 1 doorway landing with a set of steps with handrails
- 2 stairlifts
- 1 concrete ramp landing/driveway extension.

3 lift chairs

1 set of hearing aids

1 adjustable bed/mattress

1 scooter

1 utility trailer to haul 1 adaptive bicycle

1 driving assessment and 1 set of hand controls.



Robert Hendrickson was recently promoted to Resource Manager of the Independent Living Program, administered through Iowa Workforce Development's Vocational Rehabilitation Services division. The Independent Living (IL) program was one of the top priorities identified by management to provide services that allow persons with disabilities to be independent and integrated within their communities.

"My personal goals, for myself, as the Independent Living Resource Manager is to really look at the program to ensure it is working as efficiently and effectively as possible, and to continue to provide the valuable, needed Independent Living services to those in our great state by complimenting the vocational component of the agency's mission of independence and inclusion of persons with significant disabilities," Hendrickson said.

Hendrickson has been with the division since November 2007 and started out as a VR counselor in the Decorah Field office. In August 2015, he assumed the position of Assistive Technology and Independent Living Counselor Specialist for the entire state.

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**Iowa Workforce
Development
Vocational Rehabilitation Services**