

**Division of Persons with Disabilities
Department of Human Rights**



**Strategic Plan
2008-2011**

Vision:

All Iowans with disabilities are able to access employment matching their abilities, interests and economic needs.

Mission:

The Division of Persons with Disabilities exists to promote the employment of Iowans with disabilities and reduce barriers to employment by providing information, referral, assessment and guidance, training, and negotiation services to employers and citizens with disabilities

Assessment

Threats:

- In 2006, the employment rate of working-age people with disabilities in Iowa was 45.6% compared to 85.2 % with disabilities according to the 2006 Disability Status Report from Cornell University.
- Two years after youth with disabilities leave secondary education; only 52% of young men and 32 % of young women have jobs according to the Women's Educational Equity Act Resource Center in Massachusetts.
- According to the 2000 Census, the people with physical disabilities span all income groups, ages, races, lifestyles and religions. Of the 284 million Americans counted in the 2000 Census, about 77 million of them over the age of five were physically disabled. By contrast, there were 36.4 million blacks and 32.8 million Hispanics. This indicates persons with physical disabilities represent the largest minority group.
- Capacity and money to travel to and assist in development of local committees is restricted due to state budget cuts over the last four years.
- People with disabilities are unable to live, work, and participate in communities of their choice due to lack of affordable and accessible housing and transportation.
- Insurance coverage for some mental illnesses and substance abuse is not equal to coverage for other disabilities.
- Lack of understanding of law, regulation and policy results in lost opportunities to access employment matching abilities, interests and economic need for people with disabilities.

Successes:

- Employment rates of Iowans with disabilities have improved from 42.5% in 1990 to 63% in 2000 according to statistics from the census bureau.
- YLF alumni are employed at a rate of 65% compared to 35% in the 2004 Harris Survey. Approximately half are full time and half are part time employees. Six percent are making \$20,000 or more annually and 35% have benefits.
- Staff is knowledgeable on disability issues for all types of disabilities including sensory, mental and physical.
- Staff is gaining knowledge of customer markets and customer satisfaction to aid strategic planning and improving service quality.
- Enhance revenue through collaborative efforts to obtain matching federal funds for projects.
- Strategic plan is formulated by division staff for 2008-2011.
- Completion of Iowa Excellence Self Assessment and continual improvement monitoring.
- Compilation of contract and annual reports to communicate results
- No exceptions noted in annual federal audits of CAP, YLF, CLF, and Access.
- Youth with disabilities in Iowa have better rates of employment than do adults. Of Iowa males age 16 to 21 with a disability, 67% are working while females in this age group have a 70% rate of employment according to the 2000 census.

Core Functions:

Community Coordination and Development
Advocacy

Goals, Measures and Strategies

Goal One: Iowans with disabilities are empowered with tools to obtain employment

Strategies:

- A. **Youth with disabilities are trained to be successful employees**
(Governor's Agenda Workforce Development and Economic Growth Goal Number One)
(Governor's Agenda Health Care Goals One, Two and Three)
(Governor's Agenda Education Goals Number Two and Three)
(Governor's Agenda Safe, Just and Inclusive Communities Goal Number One)
- B. **Iowans with disabilities receive quality vocational rehabilitation services**
(Governor's Agenda Workforce Development and Economic Growth Goals Number One and Three)
(Governor's Agenda Health Care Goals One, Two and Three)
(Governor's Agenda Education Goal Number Two and Three)
(Governor's Agenda Safe, Just and Inclusive Communities Goal Number One)
- C. **Iowans will have access to accurate information on disability issues and appropriate/available services leading to employment**
(Governor's Agenda Workforce Development and Economic Growth Goal Number Two)
(Governor's Agenda Health Care Goals One, Two and Three)
(Governor's Agenda Education Goals Number Two and Three)
(Governor's Agenda Safe, Just and Inclusive Communities Goal Number One)
- D. **Iowans with disabilities will be employed within communities that provide them with safe, healthy, and quality choices to live independently**
(Governor's Agenda Workforce Development and Economic Growth Goal Number Three)
(Governor's Agenda Health Care Goal Number One, Two and Three)
(Governor's Agenda Education Goals Number Two and Three)
(Governor's Agenda Safe, Just and Inclusive Communities Goal Number One and Two)
- E. **Iowans are offered information and referrals for quality healthcare including access to mental health care and substance abuse, independent living, housing, transportation, and recreation opportunities**
(Governor's Agenda Workforce Development and Economic Growth Goal Number One and Three)
(Governor's Agenda Energy and Environment Goal Number Two)
(Governor's Agenda Health Care Goal Number One, Two and Three)
(Governor's Agenda Education Goal Number Two and Three)
(Governor's Agenda Safe, Just and Inclusive Communities Goal Number One and Two)

Goal One Measures:

Input	Output	Efficiency
Number of staff Cost of phone Cost of internet access Cost of printing Cost of travel	Number of training sessions Number of CAP cases managed Number of documents provided Number of people with disabilities served Number of web site visits Number of students at YLF and CLF Number of contacts regarding housing	Cost per service to people with disabilities Cost per training Cost per individual in training Cost per YLF/CLF student Cost per document provided Cost per web site visit
Quality	Outcome	
90% of customers rating service good or very good 95% of students rating YLF/CLF as good, very good, excellent.	90% of YLF students with disabilities will obtain two years of higher education 80% of CLF students will have an employment outcome one year after graduation. 90% of CAP clients find resolution without legal action	

Goal Two: Employers are supported in their efforts to recruit, hire, train, promote, retain, discipline and discharge people with disabilities.

Strategies:

A. Employers will be offered assessment, guidance, and training to recruit, hire, train, retain, promote, and discharge people with disabilities

(Governor’s Agenda Workforce Development and Economic Growth Goal Number One and Two)

(Governor’s Agenda Health Care Goal Number One and Two)

(Governor’s Agenda Safe, Just and Inclusive Communities Goal Number One)

B. Iowa employers will receive information on disability laws, regulations and policies

(Governor’s Agenda Workforce Development and Economic Growth Goal Number One and Two)

(Governor’s Agenda Health Care Goal Number One and Two)

(Governor’s Agenda Safe, Just and Inclusive Communities Goal Number One)

Measures:

Input	Output	Efficiency
Number of staff Cost of travel Cost of printing Cost of internet access Cost of phone	Number of training sessions Number of businesses served Number of web site visits	Cost per training session Cost per business per contact Cost per document provided Cost per electronic communication
Quality	Outcome	
95% of training recipients rating services as good or very good 90% of negotiations resulting in obtaining or retaining employment	95% of employers will rate services as good or very good	

Goals, Measures and Strategies

Goal Three: State, County and Local Governments are supported in providing services to and employing lowans with disabilities

Strategies:

- A. **State, county and local governments will receive assessment and guidance on employment and accommodation of people with disabilities**
 (Governor’s Agenda Workforce Development and Economic Growth Goal Number One and Two)
 (Governor’s Agenda Health Care Goal Number One and Two)
 (Governor’s Agenda Safe, Just and Inclusive Communities Goal Number One)
- B. **State, county and local governments will be provided training on physical and program access**
 (Governor’s Agenda Workforce Development and Economic Growth Goal Number One and Two)
 (Governor’s Agenda Health Care Goal Number Three)
 (Governor’s Agenda Safe, Just and Inclusive Communities Goal Number One)
- C. **State agencies will receive training on emergency evacuation of staff and visitors with disabilities**
 (Governor’s Agenda Workforce Development and Economic Growth Goal Number Three)
 (Governor’s Agenda Health Care Goal Number Three)
 (Governor’s Agenda Safe, Just and Inclusive Communities Goal Number Three)

Measures:

Input	Output	Efficiency
Cost of travel Cost of printing Cost of internet and electronic access Cost of research time Cost of phone	Number of accessibility surveys Number of training sessions Number of agencies trained Number of web site visits Number of requests from state agencies for assessment and guidance	Cost per person trained Cost per agency trained Cost per document provided Cost per electronic communication
Quality	Outcome	
95% of customers rating services as good or very good	100% of agencies have trained volunteers for emergency evacuation of people with disabilities 90% of surveys for state government leases require no modifications	