



# IVRS

## FFY 2013

### Welcome

Our State Rehabilitation Council has met on a quarterly basis this past year to help provide guidance to the state agency, challenge our leadership and staff with forward thinking and ensure accountability to the citizens of Iowa through the provision of quality Vocational Rehabilitation services.

Their commitment to the work of the agency, their willingness to volunteer their time and their passion for services that impact employment and independence for eligible individuals with disabilities is rewarding.

IVRS remains positioned to be a valued resource as we collaborate with our partners in providing services to enhance the lives of individuals with disabilities. Key priorities in the months ahead will include:

- ♦ Increasing employment opportunities for individuals with disabilities.
- ♦ Expanding partnerships with our secondary schools.
- ♦ Completing ongoing efforts to promote the Employment First philosophy in Iowa.
- ♦ Continuing efforts to collaborate and coordinate rehabilitation services with our community providers.
- ♦ Leveraging technology to enhance the efficiency and effectiveness of our staff.

During the Federal Fiscal Year of 2013, the IVRS Vocational Rehabilitation program placed 2,185 individuals into competitive employment. Individuals served by IVRS earned \$14 million more than was spent on the entire VR program. For every state dollar appropriated to IVRS, \$2.97 are returned to the state economy! IVRS is making a difference, and we are committed to finding ways to enhance service delivery. We have a fantastic team of talented and dedicated employees who are providing an array of services to meet the unique needs of each individual we serve. We look forward to sharing in the celebration of future achievements with you as we share the journey ahead.

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# SRC Members 2014

Joan Bindel	West Des Moines	6/30/16 (2)	Business, Labor & Industry
Daniel Bray	Indianola	6/30/14 (1)	Disability Advocacy Group
Sherri Clark	Red Oak	6/30/15 (1)	Community Rehab Program
August Cordero	Pleasant Hill	6/30/14 (1)	State Independent Living Center
Jill Crosser	Ames	6/30/15 (1)	Disability Advocacy Group
Nancy Cruz-Tretina	Ames	6/30/15 (1)	Parent, Training & Info Center of Iowa
James Flansburg	Clive	6/30/14 (1)	Department of Education
Kathy Joblinske	Waterloo	6/30/16 (1)	Business, Labor & Industry
Doug Keast	Altoona	6/30/16 (1)	Iowa Workforce Development
John Mikelson	Columbus Junction	6/30/15 (2)	Advocacy
Jeff Mikkelsen	Marion	6/30/14 (2)	VR Counselor
Renee Neppi	Adel	6/30/16 (1)	Business, Labor & Industry
Jeanne Sorenson	Johnston	6/30/14 (1)	Advocacy
Venita Springman	Cedar Rapids	6/30/14 (1)	Advocacy
Rosemary Thierer	Mitchellville	6/30/15 (1)	Advocacy
Christopher Townsend	Davenport	6/30/15 (1)	Business, Labor & Industry
Michael Williams	Des Moines	6/30/16 (1)	Client Assistance Program
David L. Mitchell	IVRS		Administrator

## IVRS FFY 2013 FINANCIAL STATUS REPORT FOR PERIOD BEGINNING 10/1/12

BASIC SUPPORT RESOURCES	MATCH SOURCE	FEDERAL EARNED
IVRS STATE APPROPRIATIONS	\$5,127,837.77	\$18,946,517.98
MATCH FROM CONTRACTS	\$497,762.88	\$1,839,152.02
<b>TOTAL MATCH</b>	<b>\$5,625,600.65</b>	<b>\$20,785,670.00</b>

ORIGINAL FEDERAL ALLOCATION		\$26,358,699.00
REQUIRED MATCH NEEDED	\$7,133,929.97	
<b>PROJECTED MATCH UNDER</b>	<b>(\$1,508,329.32)</b>	<b>(\$5,573,029.00)</b>

### Staffing Levels

2006	# of staff	243.9	# of counselors 124	<b>Span of control:</b> <b>Was 14-1</b> <b>Now 15.7-1.</b>
2010	# of staff	240.5	# of counselors 105	
2011	# of staff	226.4	# of counselors 95	
2013	# of staff	226.7	# of counselors 92.25	

## Agency-Wide Outcome Statistics

FFY	Consumers Referred	Closed, Rehabilitated	Hours Worked per Week	Average Hourly Wage
2013	5,980	2,185	33	\$11.61
2012	5,668	2,162	33	\$11.57
2011	6,480	2,136	33	\$11.48
2010	7,348	2,217	33	\$11.18
2009	8,363	2,264	33	\$11.42
2008	6,988	2,146	34	\$11.32



## **Vocational Rehabilitation is an investment in Iowa**

**\* A total of 2,185 Iowans with disabilities obtained employment in the 2013 federal fiscal year.**

**\*Approximately 95 percent of successful IVRS job candidates remain in Iowa, working, paying taxes, and contributing to their communities.**

**\*A total of 430 job candidates were on public support for living expenses (SSI, SSDI, TANF, General Assistance). Of those, 81 now support themselves, a savings of \$576,672 annually for the state!**

**\*Of those, 12 job candidates received Temporary Assistance to Needy Families (TANF) at the time they applied to IVRS.**

**Rehabilitation of these individuals saves Iowa \$44,328 per year. That's nearly \$221,640 over five years.**

## **This investment pays off**

**\*Iowans with disabilities served by IVRS in FFY 2013 earned \$14 million more than was spent on the entire VR program.**

**\*The income earned by IVRS job candidates is an estimated \$45 million annually. This is an increase of \$35.4 million annually from application for VR services.**

**\*IVRS helps increase earnings in Iowa by over \$35.4 million; more than \$9.2 million in increased earnings and more than \$26.2 million from increased employment.**

**\*After ten years, the state receives an average \$297 return on every \$100 of state appropriation originally invested in VR job candidates.**

## IVRS in Iowa

**200,000  
New Jobs**

In 2013, IVRS placed 2,185 Iowans with disabilities into competitive employment, some of whom become self-employed. Fifty-four new businesses were started and from 2008-2013, 307 new businesses started or expanded business operations through funding and support from IVRS.

**15%  
Reduction in  
Government**

IVRS provides services to individuals with disabilities that cross many fields, including: partnering with the Department of Education; Department of Corrections; Department of Human Services; Department of Veteran Affairs; and the Department of Labor. Through the provision of Vocational Rehabilitation services, individuals with disabilities earned \$14 million more than was spent on the entire VR Program. Eighty-one individuals were on public support for their living expenses and are now supporting themselves; a savings of \$576,672 annually for the state.

**25% Increase  
in Family  
Incomes**

For those successful IVRS employment outcomes, there was an increase of \$35.4 million from the time they applied for VR services. This is a 365 percent increase in their income as reported at application.

**#1 Schools in  
the Nation**

Forty-three percent of IVRS referrals come from Iowa school districts. In 2013, 872 students were successfully rehabilitated, working 35 hours a week with average earnings of \$10.72/hour. More than \$4.96 million was spent on tuition assistance for students in post-secondary training programs to obtain educational and/or occupational skills training to help compete in today's labor market.



# Transition Alliance Program

The Transition Alliance Program (TAP) is a collaborative effort between Iowa Vocational Rehabilitation Services and a local school district, focused on improving post-school employment outcomes for students with disabilities. The program is jointly funded by IVRS and the school district, with each entity providing 50 percent of the costs of the program. TAPs were first established in 1998, and currently there are eight TAP contracts, serving 20 high schools and 928 students. The eight TAPs are located in the following school districts: Mt. Ayr, Waterloo (three high schools), Cedar Falls, Sioux City (three high schools), Galva-Holstein (eight high schools), Ft. Dodge, Charles City and Ankeny (two high schools).

One of the keys to success of the TAP is that students begin participating in TAP during their freshmen year of high school and can continue their involvement until age twenty-five. During high school, TAP students get the opportunity to participate in various new and expanded career development activities to assist them in identifying their employment goal. TAP activities complement and build upon the opportunities available through their school district, which allows the participants to develop a clear picture of what a good job match would be based on their specific interests, preferences and skills. Examples of expanded opportunities/positive implications of TAP within a school district include:

- Significant increase in collaboration and linkages between school and community, particularly the world of work;
- Active and systematic transition planning which is student driven;
- Increase in school engagement to positively impact the drop-out rate;
- Increase in expanded transition assessments and career planning;
- Increase in selecting relevant and realistic post-secondary goals;
- Increase in collaboration with the school staff to assist students in taking relevant coursework which will better prepare them to meet their post-secondary goals;
- Increased self-advocacy and self-determination skills for students as they leave high school;
- Increased collaboration with post-secondary institutions, as well as employers;
- Increase in paid work opportunities for students while they are in high school.

Once a student graduates from high school, TAP staff continues to provide support to them, whether that support is to obtain their first full-time job or assistance as the student transitions to their post-secondary training program. This support through the initial transition from high school to the next post-secondary environment has greatly benefited TAP students as evidenced by the success of the students at post-secondary institutions and in their employment. In 2012-2013, forty-five percent of TAP students were attending post-secondary training and for students that obtained their employment goal, the average wage was \$10.49 and the average hours worked per week was 40.38.

Based on the historical success of TAP, IVRS started expanding TAP in 2012 with the Ft. Dodge School District becoming the sixth TAP program in the state and in 2013, adding Charles City and Ankeny. The success of a TAP in a school district can be seen very quickly.

834 successful closures  
for transition applicants  
under the age of 22.

A TAP student is now successfully going to college at Iowa Central Community College (ICCC) even though a year ago his Individualized Education Program (IEP) team feared he lacked the ability to tolerate stress and his disabilities wouldn't allow him to successfully complete general education classes in high school, let alone attend a post-secondary education.

2,466 transition  
applicants under the  
age of 22.

After entering TAP, TAP staff worked with this student and assisted him in completing his general education classes and encouraged him to take classes for college credit while attending high school. He is currently a full-time student at ICCC and taking classes toward an AS in Engineering and Design Technology. He has maintained straight A's in his first semester at college! Additionally, this past summer he detasseled corn for his first paid work experience. While in college, he is more comfortable keeping his focus on school work and has remained interested in working with TAP staff to assist him in gaining additional paid employment experience for summer 2014.

# SRC Survey

The State Rehabilitation Council (SRC) conducts a consumer satisfaction survey of the services received from Iowa Vocational Rehabilitation Services.

The State Rehabilitation Council (SRC) and IVRS staff reduced the number of survey questions posed to job candidates whose cases were closed by IVRS to 13 (from 20 questions originally). The current *Consumer Satisfaction Survey* is in response to a mandate under federal regulations §361.29:

4) To the extent feasible, conduct a review and analysis of the effectiveness of, and consumer satisfaction with —

- (i) The functions performed by the designated State agency;
- (ii) The vocational rehabilitation services provided by State agencies other public and private entities responsible for providing vocational services to individuals with disabilities under the Act; and
- (iii) The employment outcomes achieved by eligible individuals receiving services under this part, including the availability of health and other employment benefits in connection with those employment outcomes;

This survey was designed in 2008 to solicit information from individuals closed by IVRS. Since that time, survey data has been shared at quarterly SRC meetings and posted to the IVRS website. IVRS staff is also informed about the satisfaction level from job candidates who complete a survey once their case is closed by IVRS.

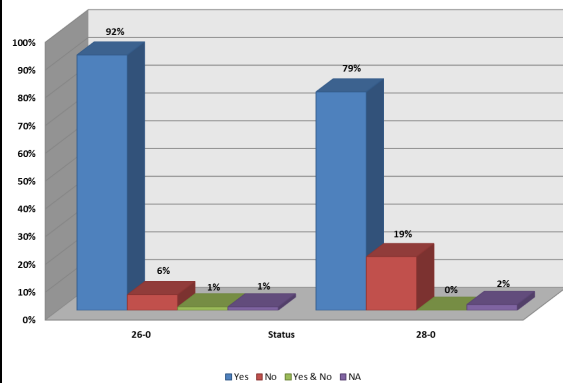
Identifying information on all individuals surveyed was deliberately not used in an effort to solicit honest feedback.

In FY 2012, a survey was developed by IVRS and SRC members to obtain information from current IVRS job candidates in the form of a postcard. This five-question survey was piloted at three IVRS offices before rolling it out statewide. This postcard survey is provided to active job candidates at three specific points during the rehabilitation process. It is currently available in all IVRS offices, and can be completed on site or on-line. Feedback from this survey indicates that the majority of job candidates rate the quality of services received from IVRS as excellent. The survey also provides an opportunity for individuals to make contact with IVRS administration. Administrator David Mitchell does follow-up with those individuals who request further communication from IVRS.

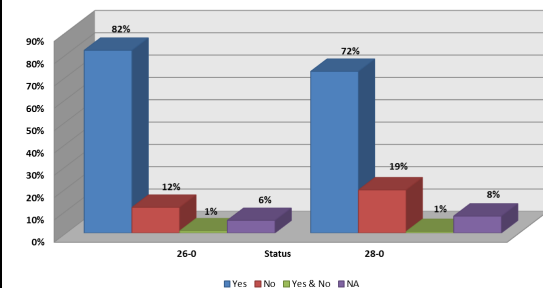
The information gleaned from survey results has helped the SRC and IVRS recognize work done well, in addition to areas in which improvements should occur. IVRS has been tracking comments shared by job candidates through surveys, as well as information obtained at public forums held across the state, all of which help shape and ensure quality services continue to be delivered by IVRS.

Per direction from the SRC and supported by IVRS, survey results from Fiscal Year 2013 is now available and can be found on the IVRS Website at the following link: <http://www.ivrs.iowa.gov/partners/SRC/ConsumerSatisfactionSurveyFFY2013.pdf>.

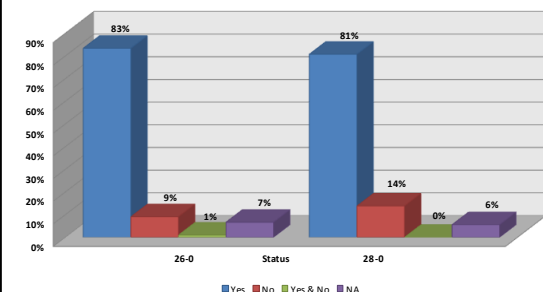
## 1. I am satisfied with the quality of services I received from IVRS



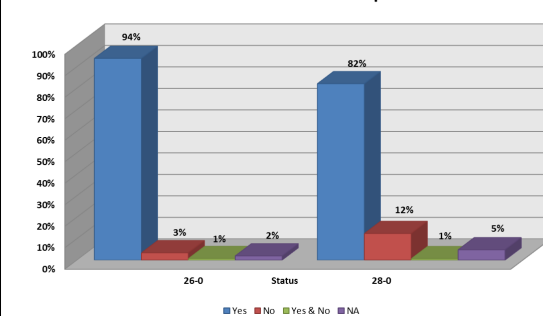
## 5. Iowa Vocational Rehabilitation Services helped me understand my abilities so that I could choose a job consistent with my skills, interests, and preferences.



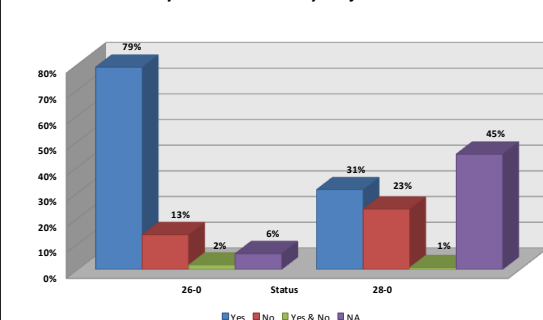
## 7. I was encouraged to help develop my plan for the services I needed to get a job or training for a job.



## 9. Would you recommend Iowa Vocational Rehabilitation Services to another person?

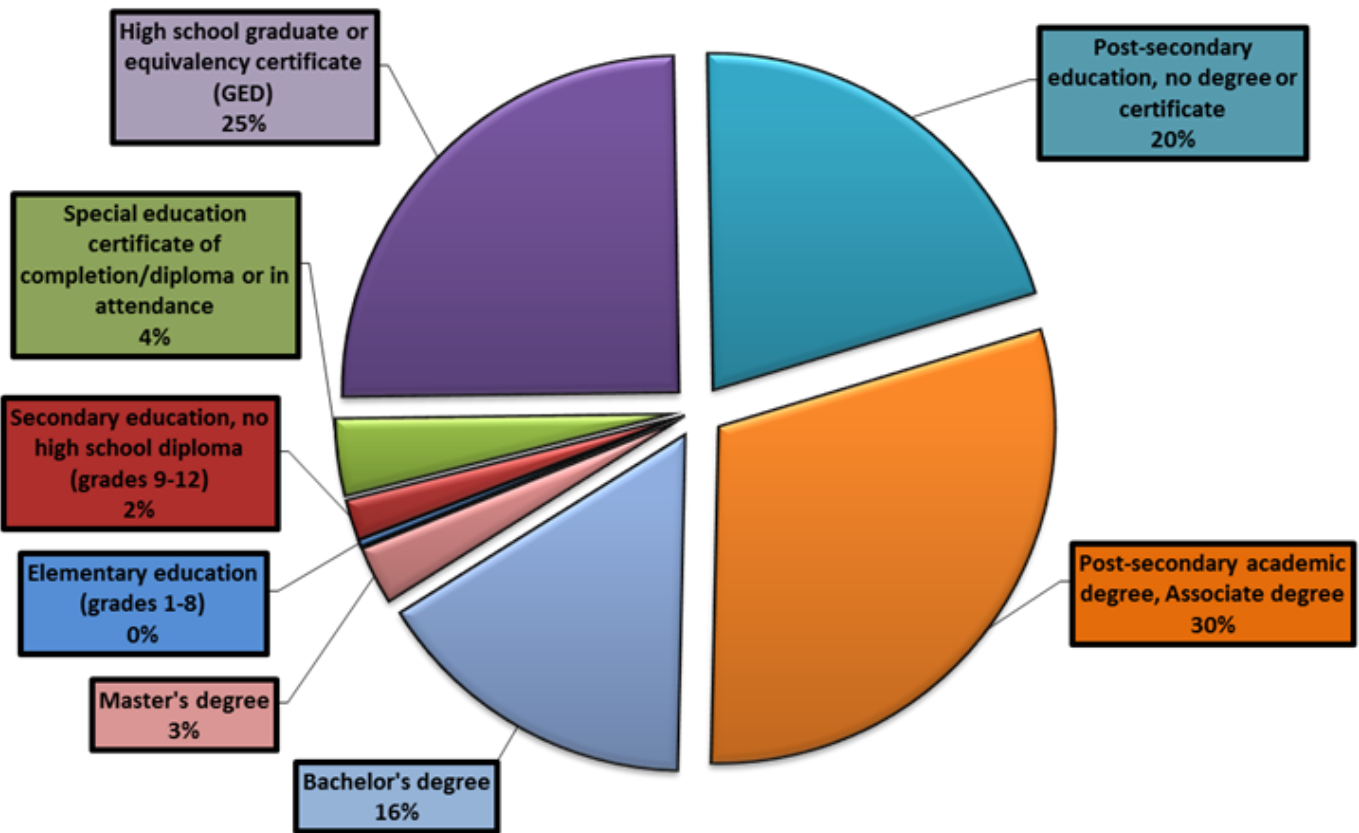


## 12. Are you satisfied with your job?

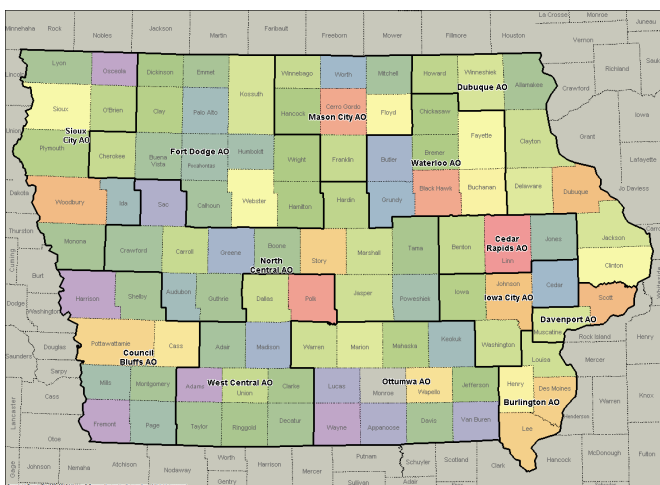


# Profile of IVRS Job Candidates

## Hires by Education Level



## Placements by County



FFY2013 SOC Description for Successful Employments		
SOC Category		Count
11 - Management		61
13 - Business and Financial Operations		35
15 - Computer and Mathematical		27
17 - Architecture and Engineering		19
19 - Life, Physical, and Social Science		21
21 - Community and Social Services		63
23 - Legal		4
25 - Education, Training, and Library		98
27 - Arts, Design, Entertainment, Sports, and Media		39
29 - Healthcare Practitioners and Technical		107
31 - Healthcare Support		123
33 - Protective Service		21
35 - Food Preparation and Serving Related		240
37 - Building and Grounds Cleaning and Maintenance		134
39 - Personal Care and Service		130
41 - Sales and Related		187
43 - Office and Administrative Support		280
45 - Farming, Fishing, and Forestry		44
47 - Construction and Extraction		47
49 - Installation, Maintenance, and Repair		109
51 - Production		222
53 - Transportation and Material Moving		141
55 - Military Specific		3
59 - Homemaker		28
79 - Unpaid Family Worker		2
<b>Grand Total</b>		<b>2185</b>

The increase in annual income between application for services and closure was 365% statewide.



## Partners with Business



The SRC heard progress reports through the year regarding IVRS efforts at partnering with business and industry and how Vocational Rehabilitation services can be a resource in meeting the mid-skill gaps existing in Iowa. Examples of occupational skill training programs, and innovative collaboration such as Access2Ability with Manpower Staffing, Project REDI with Walgreens, Project Search were all discussed and success stories shared at SRC Meetings.

**Above: Business panelists that discussed their best practices in hiring and retaining individuals with disabilities included (right to left):**

**Ron Frank (Walgreens – Cedar Rapids, Iowa)**

Walgreens is a national leader with the REDI Project (Retail Employees with Disabilities Initiative). Ron is involved with expanding the concept in Iowa and has been actively involved as a board member of Iowa Association of Persons Supporting Employment First (APSE). Walgreens increased their number of hires of individuals with disabilities through IVRS by 37% in 2013.

**Randi Powell (Hy-Vee – West Des Moines, Iowa)**

Hy-Vee is the top business for hiring individuals with disabilities in Iowa through IVRS for the past two years (30% growth in hires for individuals with disabilities).

**Pam Moser (Serta – Clear Lake, Iowa)**

Serta is expanding opportunities and expansion of outreach to community resources in efforts to link individuals with disabilities with employment. Serta has been involved with their local vocational rehabilitation office in continuing the conversation.

**Gary McCarthy (Winnebago – Forest City, Iowa)**

Winnebago more than doubled their number of IVRS hires in 2013. Winnebago is the leading employer in northern Iowa for promoting the hiring of individuals with disabilities.

On October 17<sup>th</sup>, 2013, Governor Branstad, Lt. Governor Reynolds and Senator Harkin hosted a forum, titled, “Empowering Individuals with Disabilities through Employment and Entrepreneurship.” The Governor and Senator Harkin provided keynote speeches and the Lt. Governor provided closing remarks and a summary of the events and opportunities for the future. Six individual job candidates shared their inspirational stories regarding their rehabilitation and successful path to employment and independence. There were also four business representatives that shared the business perspective regarding how their bottom line improved through involvement with Vocational Rehabilitation. The collaboration and partnering among many state agencies was apparent as business needs were being met and directly linked to successful economic development.

<b>Businesses Hiring more than 5 IVRS Job Candidates in FFY2013</b>	
<b>Business</b>	<b>Number of Hires</b>
HyVee	80
WalMart	70
Self Employed	49
McDonald's	46
Casey's	18
Fareway	16
Menards	15
Winnebago Industries	13
Goodwill	12
Mercy	11
Pizza Ranch	11
Walgreens	11
State of Iowa	11
Target	10
Wells Fargo	10
University of Iowa	9
Des Moines Public Schools	8
Good Samaritan	8
Pizza Hut	8
Midwest Janitorial	7
Tyson's	7
Federal Government	7
Burger King	6
Manpower	6
Optimae Life Services	6
St. Lukes	6
Stream	6



# SRC Highlights 2013

Right: The SRC Legislative Reception was held at the State Capitol last March. Pictured are Iowa Senator William Dotzler and SRC Chair Joan Bindel.

Below: Project SEARCH video presentation was shared with SRC membership. This project is a collaborative effort providing students a range of hands-on job experiences in order to develop work skills necessary for future employment. SRC Chair Joan Bindel had the opportunity of seeing Project SEARCH in action and learned about IVRS involvement with that program.



- ◆ Dawn Francis, Executive Director of the Statewide Independent Living Center (SILC), presented information on the history of the independent living movement and reviewed the five goals of the State Plan for Independent Living (SPIL). SRC members voted on approval for IVRS signing of the SPIL.
- ◆ Continued oversight and review of consumer satisfaction with the delivery of services from IVRS. (See more about the survey on page 7.)
- ◆ State Plan Attachments reviewed and approved for submittal to our federal partners by the end of June.
- ◆ Guest speaker Angie O'Brien, Statewide Mobility Manager, presented information to SRC members on transportation needs and resources in the state.
- ◆ Small group sessions to learn about IVRS business relations, Transition/TAP and contract management/oversight occurred at SRC Meetings.



- ◆ Presentation by the Fort Dodge TAP team, including a visit by Director of Education, Dr. Brad Buck (above).



# Contact us



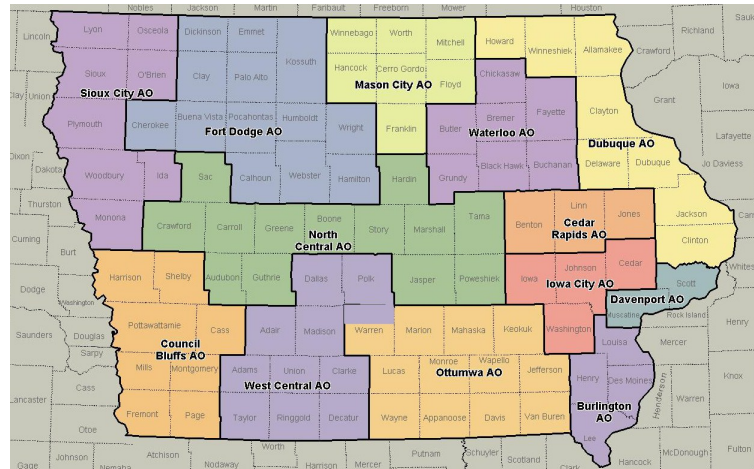
**Jessie Parker Building**  
510 East 12th Street  
Des Moines, Iowa 50319

**David Mitchell**  
Administrator

**Matthew Coulter**  
Chief Financial Officer

**Kenda Jochimsen**  
Rehabilitation Services  
Bureau Chief

**Liz McLaren**  
Disability Determination  
Services Bureau Chief



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For TTY, call Iowa Relay at 711 or 1-800-735-2942,  
and ask for the number you wish to contact.

Visit our Website

[www.ivrs.iowa.gov](http://www.ivrs.iowa.gov)