



Iowa
**Vocational
Rehabilitation**
Services

Finding solutions. Generating success.

IVRS

FFY 2011

Welcome

Today's economic climate presents a number of challenges for all of our customers, but IVRS is positioned to be a valued resource as we collaborate with our partners in providing services to enhance the lives of individuals with disabilities. Key focuses in the months ahead will include: Increased business partnership, improved collaboration with partner agencies, an analysis of work processes that will lead to more effective practices, and identification of strategies to improve communication channels, both internal and external to the agency, in order to better engage all of our customers.

During the federal fiscal year of 2011, the IVRS vocational rehabilitation program placed 2,136 individuals into competitive employment. Individuals served by IVRS earned \$15.7 million more than was spent on the entire VR program, and after ten years, the State of Iowa receives an average of \$329 return on every \$100 of state appropriation originally invested in the VR program. 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 targeted needs of the individuals we are serving. We look forward to sharing in the celebration of future achievements with you as we share the journey ahead.

IVRS in 2011

2

Agency Statistics

3

Agency Impact

4

Strategic Goals

5

Our Consumers

6

SRC Survey

7—8

Education

9

Staff

10—11

Contact Us

IVRS FFY 2012 FINANCIAL STATUS REPORT FOR PERIOD BEGINNING 10/1/11

BASIC SUPPORT RESOURCES	MATCH SOURCE	FEDERAL EARNED
IVRS STATE APPROPRIATIONS	\$5,075,931.24	\$18,754,731.88
MATCH FROM CONTRACTS	\$504,687.98	\$1,864,739.18
TOTAL MATCH	\$5,580,619.22	\$20,619,471.06
ORIGINAL FEDERAL ALLOCATION		\$27,276,558
REQUIRED MATCH NEEDED	\$7,382,346.70	
PROJECTED MATCH UNDER	(\$1,801,727.48)	(\$6,657,086.94)

Staffing Levels

2006 # of staff 243.9 # of counselors 124
 2010 # of staff 240.5 # of counselors 105
 2011 # of staff 226.4 # of counselors 95

Span of control: Was 14-1 now 15.7-1.

Referrals and Outcomes FFY 2011

FFY 2011	Number of Referrals	Closed, Rehabilitated	Hours Worked per Week	Average Hourly Wage
Agency Wide	6,480	2,136	33	\$11.48
Veterans	323	77	34	\$11.83
Transition	2,164	820	35	\$10.78

Iowa Vocational Rehabilitation Services:

Investing in Iowans

FFY 2011

Vocational rehabilitation is an investment in Iowa

*** A Total of 2,136 Iowans with disabilities obtained employment through IVRS in the 2011 federal fiscal year.**

***Approximately 95 percent of successful VR clients remain in Iowa, working, paying taxes, and contributing to their communities.**

***A total of 356 VR clients were on public support for living expenses (SSI, SSDI, TANF, General Assistance). Of those, 102 now support themselves, a savings of \$786,804 annually for the state.**

***Of those, 30 clients received Temporary Assistance to Needy Families (TANF) at the time of their applications. Rehabilitation of these individuals saves Iowa \$154,008 per year. That's nearly \$770,040 over 5 years.**

The investment pays off

***Iowans with disabilities served by IVRS in FFY 2011 earned \$15.7 million more than was spent on the entire VR program.**

***Their income is an estimated \$44.4 million annually. This is an increase of \$33.5 million annually from application.**

***IVRS helps increase earnings in Iowa by over \$33.5 million; over \$9.9 million in increased earnings and over \$23.6 million from increased employment.**

***After 10 years, the state receives an average \$329 return on every \$100 of State Appropriation originally invested in VR clients.**

State of Iowa Strategic Goals

**200,000
New Jobs**

**15%
Reduction in
Government**

**25% Increase in
Family
Incomes**

**#1 Schools in the
Nation**

IVRS in Iowa

In 2011, IVRS placed 2,136 Iowans with disabilities into competitive employment. Fifty-five new businesses were started and from 2008-2011, 172 new, successful businesses were started by IVRS.

IVRS provides services to individuals with disabilities that cross many fields including partnering with the departments of Education, Corrections, Human Services, Veteran Affairs and Labor. Through the provision of vocational rehabilitation services, individuals with disabilities earned \$15.7 million more than was spent on the entire VR Program. One hundred and two Individuals were on public support for their living expenses and are now supporting themselves, a savings of \$786,804 annually for the state.

For those successful IVRS employment outcomes, there was an increase of \$33.5 million from their application status. This is a 338 percent increase in their income as reported at application.

Forty-six percent of our referrals come from Iowa school districts for youth in transition. In 2011, 820 students were successfully rehabilitated working an average of 35 hours a week with average earnings of \$10.78/hour. Over \$5.5 million was spent on tuition assistance for students in our post-secondary training programs to obtain educational and occupational skills training to help compete in today's labor market.

IVRS and Iowans Working Together to Achieve Career Success

Achieving employment goals

Deb had leukemia and lost her job because of time away for diagnosis and treatment. She relied on Social Security Disability Income to support herself. She reached a very low point in her life after being told she had a learning disability.

Deb turned to IVRS for help to get back on track for a successful future career. Her counselor, Michelle Krefft, was able to provide guidance and counseling and assist Deb with tuition so she could return to college for her RN Degree. Once she completed her education, the Mason City Area Office Staff helped her obtain a license and begin a job search. After doing mock interviews at IVRS and purchasing new clothing appropriate for her career, Deb interviewed in two departments with Mercy Hospital in Mason City (the Oncology and Heart Center) and both resulted in job offers. She is now earning \$22.41 an hour with a full benefit package and is no longer dependent on SSDI.



Creating jobs and businesses in Iowa

Jack Phillips entered the Cedar Falls Transition Alliance Program (TAP) through Cedar Falls High School and Iowa Vocational Rehabilitation Services (IVRS) in November 2007 as a high school senior.

Jack has Cerebral Palsy and a stuttering disorder. He cared for lawns for many years as a side job and had interest in pursuing lawn care as a career.

Jack applied and was accepted into the Horticulture Science program at Hawkeye Community College. After high school graduation in May 2008, Jack had surgery to lengthen his Achilles tendon. After being in a cast and doing physical therapy all summer, Jack began college in August 2008. He accepted accommodations through Student Disability Services at Hawkeye Community College, continued working with TAP and IVRS and received support from his family. In addition, Jack made contact with the department head in his program at Hawkeye and arranged a mentor, of whom was finishing the Horticulture Science program.

Jack earned above a 3.5 grade point average throughout college. He was awarded two scholarships, received IVRS tuition assistance and had financial support from his parents to fund his education. Jack did an internship during his program and continued to do side lawn care and snow removal jobs before and after classes. He graduated from Hawkeye Community College in May 2011 with an Associate of Arts degree in Horticulture Science.

He has started his own business, Jack's Lawn Care and More. Jack met with a lawyer to become a licensed business. He has focused on marketing strategies to promote his business such as developing business cards, a website and advertisements, and regularly speaks about his services with neighbors and other community members. He developed a business plan which includes projected earnings, a retirement fund, and goals for equipment purchases. Currently, Jack has 45 clients and employs two part-time staff.

SRC Survey

93% of our consumers with successful employment outcomes report satisfaction with the quality of services at IVRS

81% of our consumers with successful employment outcomes report a better quality of life

53% of our consumers with successful employment outcomes report opportunities for advancement in their careers

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

The State Rehabilitation Council (SRC) and IVRS staff developed this 20-question *Consumer Satisfaction Survey* 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 and other public and private entities responsible for providing vocational rehabilitation 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 first implemented in March 2008. Both IVRS and the SRC are charged with a regular review of survey data.

Individual clients of IVRS who were closed successfully (status 26), as well as individuals closed unsuccessfully (status 28) were asked to complete this confidential survey.

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

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.

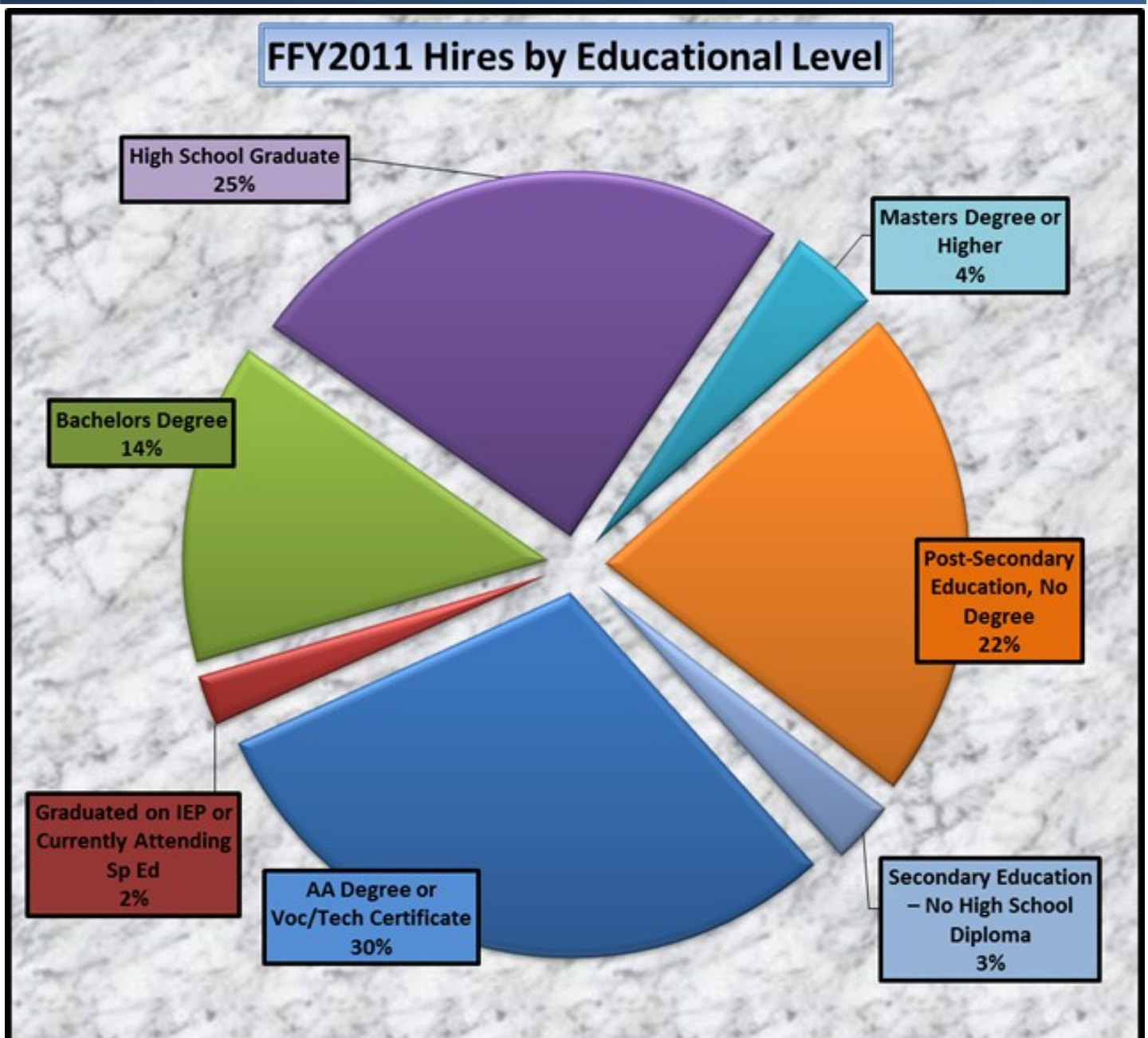
Collaboration between the SRC and IVRS to further refine *Consumer Satisfaction Surveys* continues. Current efforts have included a reduction in the number of questions, as well as opportunities for clients to complete surveys on-line.

Per direction from the SRC and supported by IVRS, survey results from fiscal year 2011 is now available and can be found on the IVRS Website at the following link:

<http://www.ivrs.iowa.gov/partners/SRC/SRCFrameset.html>

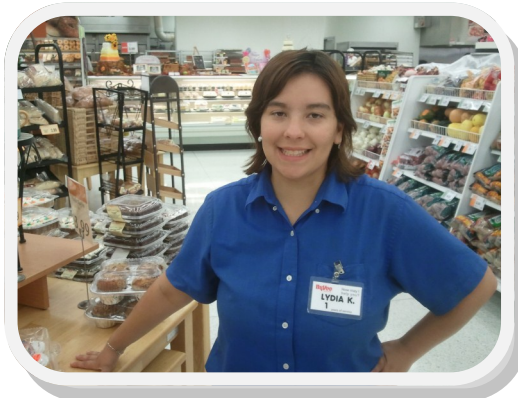
Select Consumer Satisfaction Survey Results from the links.

We assisted 5,264 clients in post-secondary education of which 3,973 received \$5,585,431 to help them manage post-secondary expenses



Partners with business and education

Lydia is a young woman from Floyd County who has a significant cognitive disability. Despite her academic challenges, she and her family believed Lydia could work successfully in the community after graduation from high school. She was referred for IVRS services during her sophomore year at Charles City High School, and her IVRS counselor has been Mary Ott during the time of service with our agency.



Mary worked with Lydia, meeting with her at her school, throughout her high school years providing career exploration and assessment activities, work readiness instruction, and job seeking skills training. One of the career exploration experiences that Mary provided to Lydia involved participation with other students in a “career day” session which Mary organized for the school. At this experience, business leaders from the Charles City area came and presented information about their industries and answered questions in a panel discussion with the students. In another experience, a community based work assessment was provided for the client at a local day care with coaching supports provided through a partnership with a Mason City based community rehabilitation program. That work experience did not result in a job placement; and in fact, the recommendation was for continued work in a sheltered setting, or perhaps volunteer work. But, Lydia and her family were convinced that she could be successful in the community, though perhaps in another setting.

Lydia had done a brief work experience while in high school at a local restaurant, so she felt she could be successful in a retail setting. Lydia told Mary that she would love to work at Hy-Vee, and she wondered if she could be given an opportunity to try a work experience there. Mary had a good working relationship with that store, having provided customized training opportunities in various departments for other IVRS clients successfully. So, Mary contacted the store manager and set up a customized training program for bagging and stocking at Hy-Vee. In customized training situations, the store manager and department heads work closely with the IVRS counselor to train the candidate in the skills needed, providing internal supports rather than using paid job coaches. This strategy has worked well with others, but even Lydia and her family thought that external coaching might be necessary for success. As it turned out, however, Lydia learned the job well in her training program without a coach, and the department head was so impressed with her skills that Lydia was hired.

A year later, Lydia is still working independently at Hy-Vee in Charles city as a bagger. Additionally, she faces shelves, provides customer service, and helps out packaging in the bakery when needed (which she loves). Reports from her manager indicate that Lydia does very well in her job, and the staff there are glad to have her working at the store. She has a great attitude! Lydia works 20-30 hours a week and has received a raise from minimum wage up to \$7.75 an hour. She is very proud of her accomplishments at Hy-Vee; she is especially proud of the fact that she has now been able to move into her own apartment and can afford to live independently.

Lydia’s skills and energy, along with the strong partnership of IVRS and Hy-Vee, helped this determined individual with a disability to achieve her dream of living independently and working successfully in a store setting. Mary recently was shopping at Hy-Vee, and when she saw Lydia, she asked her about her dream for the future. Lydia proudly responded, “I’m living it!”

60% of successful closures have increased their education from application to closure

During the last fiscal year, the number of those with a high school diploma or higher increased from 93% to 95%

During the last fiscal year, those who have an educational level beyond high school increased from 61% to 70%

IVRS Staff 2011

David Mitchell was named Administrator of Iowa Vocational Rehabilitation Services in April 2011.

David has worked with IVRS for 11 years as Assistant Bureau Chief, Administrative Consultant and Supervisor for the East Central Area Office.

Prior to joining IVRS, Mitchell worked in rehabilitation services in Central Iowa for nearly 20 years in both the public and private sectors serving as a community services administrator, rehabilitation consultant, branch manager and vocational counselor.

Mitchell received his Master of Science Degree from Drake University in Counseling and Personnel Services and earned his undergraduate degree from Iowa State University in Social Work and Industrial Administration. Mitchell is a Certified Rehabilitation Counselor (CRC) through the Commission on Rehabilitation Counselor Certification.



The Job Placement Division of the Iowa Rehabilitation Association 2011 IRA JPD Bill Donohue Memorial Award winner is **Michelle Krefft**, (left) IVRS Rehabilitation Counselor from the Mason City Area Office.

Michelle was the lead placement person in Iowa this past fiscal year with 45 successful closures! This award is given to the professional who has demonstrated the most outstanding effort in placing Iowans with disabilities.

The Gerry Byers Award for Outstanding Service was awarded to **Lois Staff**, counselor for the Waterloo Area Office, after working for more than 23 years for our agency.

She has represented and counseled individuals as a college counselor at UNI, and more recently serves rural counties surrounding Independence, Iowa.

IVRS was awarded a Certificate of Excellence in Diversity by the Central Iowa Society for Human Resources Management at the CISHRM Banquet on October 11, 2011.

IVRS is the first state agency to be recognized for its contributions to diversity.

James Arnett, Accountant 2, successfully completed testing for the Certified Government Financial Managers (CGFM) designation, and received a \$500 "scholarship award from the local chapter of CGFM.

IVRS Rehabilitation Counselor **Mary Ott** (right) from Mason City has been named the National Rehabilitation Association Job Placement Division National Award Winner, which recognizes outstanding accomplishments in the job placement of persons with disabilities. The award recipient must demonstrate outstanding leadership and abilities in the areas of job placement, job development and follow up.

Mary serves as secretary to the Iowa Rehabilitation Association Board and is past president of the Job Placement Division.

Mary Ott was recently promoted to Supervisor of our Sioux City Area Office.



State Rehabilitation Council

FFY 2011—2012

Joan Bindel	West Des Moines	6/30/13 (2)	Business, Labor & Industry
Daniel Bray	Indianola	6/30/14 (1)	Disability Advocacy Group
Sherri Clark	Red Oak	6/30/12* (1)	Community Rehab Program
August Cordero	Pleasant Hill	6/30/14 (1)	State Independent Living Center
Craig Cretsinger	Spencer	6/30/13 (2)	Iowa Workforce Development
James Flansburg	Clive	6/30/14 (1)	Department of Education
John Mikelson	Columbus Junction	6/30/12 (1)	Advocacy
Jeff Mikkelsen	Marion	6/30/14 (2)	VR Counselor
Mark Plutschak	Council Bluffs	6/30/12 (1)	Disability Advocacy Group
Mari Reynolds	Des Moines	6/30/12 (2)	Parent, Training & Info Center of Iowa
Jeanne Sorenson	Johnston	6/30/14 (1)	Advocacy
Venita Springman	Cedar Rapids	6/30/14 (1)	Advocacy
Christopher Townsend	Davenport	6/30/12* (1)	Business, Labor & Industry
Vivian Ver Huel	Des Moines	6/30/12 (2)	Advocacy
Jacqueline Wipperman	Grimes	6/30/13 (2)	Client Assistance Program
David L. Mitchell	IVRS		Administrator

Staff to SRC:

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Kenda Jochimsen

Jane McCord

Lee Ann Russo

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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