



Iowa
**Vocational
Rehabilitation**
Services

Finding solutions. Generating success.

SFY22
AGENCY PERFORMANCE REPORT

PERFORMANCE RESULTS FOR STATE FISCAL YEAR 2022
Program Year 2021

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Introduction

This report represents Iowa Vocational Rehabilitation Services (IVRS) outcomes related to our Agency Performance Plan ending June 30, 2022. IVRS is a division of the Iowa Department of Education. Information in this report is provided in accordance with the Accountable Government Act to improve decision-making and increase accountability to Iowa stakeholders and citizens.

Our Agency Performance Report will provide an update on progress toward the IVRS strategic plan goals as well as information on performance of the three identified core functions of the agency:

- Vocational Rehabilitation Services and Independent Living
- Economic Supports
- Agency Resource Management.

Information for the program areas named below will be presented using the *Key Results Template*. These continue to be key indicators of this agency's success in providing services to our customers.

Key Services

1. Services that assist Iowans with disabilities to become employed in the competitive labor market.
2. Prepare students with disabilities for employment through the provision of Pre-Employment Transition Services (Pre-ETS) and related services
3. Services involving the evaluation of Iowa citizens' disabilities to determine eligibility for economic support via Social Security disability benefits.
4. Services to assist Iowans to live independently in their homes through provision of various supports.

Waiting List

IVRS has managed a waiting list of eligible job candidates seeking vocational rehabilitation services since May 2002 and has had to balance the need for VR services against restricted funding and limited staff capacity to meet all needs identified. During this time, we have been able to effectively remove all individuals from the waiting list weekly through increased staff capacity due to an increase in contacts with secondary schools to assist in providing Pre-Employment Transition Services.

The active caseload contained 10,685 cases on June 30, 2022. This is 659 less than a year ago at this time, June 30, 2021. The waiting list on June 30, 2022, contained 0; this is 1 less than a year ago June 30, 2021.

Agency Overview

IVRS exists to serve individuals with disabilities under Title II and Title XVI of the federal Social Security Act and Title IV of the Workforce Innovation and Opportunity Act (WIOA). IVRS serves people with disabilities by: 1) providing vocational-related assistance to achieve economic independence through competitive integrated employment; or 2) providing disability determinations that result in appropriate financial benefits per Social Security Administration guidelines.

Services through the Independent Living Program may provide financial assistance to enable persons with disabilities to maintain independent functioning as long as possible within their communities and to prevent institutionalization. Examples of these services would include bathroom modifications and ramps to improve physical accessibility for safe entry/exit. IVRS is an integral part of the statewide disability community and has demonstrated leadership nationally in assisting individuals with disabilities through a progressive employment process to achieve competitive integrated employment for the most significantly disabled lowans who have never worked.

Mission

We provide expert, individualized services to lowans with disabilities to achieve their independence through successful employment and economic support.

Core Functions

Assist eligible lowans with disabilities in obtaining, maintaining and advancing in employment through rehabilitation services individually designed to disability and employment needs. Provide specialized services to the business community to meet their workforce and workplace needs.

Determine eligibility of lowans who apply for disability benefits administered by the federal Social Security Administration.

Vision

Vocational Rehabilitation Services Vision:

Making a positive difference with every person, one person at a time.

Disability Determination Services Bureau Vision:

Best Decision, Every Claimant, Every Time.

Agency Background

Funding

Recap of Basic Support Resources: Match Source Federal Earned	
IVRS State Appropriation	Federal
\$6,000,830.78	\$22,172,083.67
IVRS Contributed Funds	Federal
\$0.00	\$0.00
Match from Contracts	Federal
\$1,754,208.95	\$6,481,513.82
Total Match	Federal Earned
\$7,755,039.73	\$28,653,587.49

IVRS received federal funds totaling approximately \$28.3 million from the Social Security Administration (no state funds).

Staff

The majority of staff are professionally trained rehabilitation counselors or disability examiners. Typically, counselors have Master's degrees in Counseling or a closely related field. IVRS is mandated by its federal funding agency, the Rehabilitation Services Administration (RSA), to employ qualified rehabilitation counselors. All disability examiners have at least a Bachelor's degree or its equivalent. In addition, DDS has on its payroll 30 professional consultants who are licensed as physicians, clinical psychologists, or speech pathologists. Most IVRS employees are covered under collective bargaining agreements negotiated with Iowa United Professionals or the American Federation of State, County and Municipal Employees.

All employees of the Planning Development Team, Administrative Services and Disability Determination Services (DDS) bureaus work in the Des Moines area. With the exception of a few administrative personnel and the Des Moines area office, the Rehabilitation Services Bureau employees are geographically located outside of Des Moines to cover all 99 counties and every high school in the state. As stewards of the public trust, IVRS maintains an efficient workforce by assigning staff to multiple locations so that every community college, regent's institution, county, community rehabilitation programs, high school and most mental health institutes have access to an IVRS staff person. We have continued to make a commitment to the use of technology in efforts to reduce travel costs and find efficiencies in communication and access to information.

WIOA and Collaborative Partnerships

In July 2014, federal legislation passed on the Workforce Innovation and Opportunity Act. (WIOA) This mandates that IVRS, IWD, Adult Education/Literacy, Dislocated Worker Program, Wagner-Peyser, and the Youth Programs work collaboratively to maximize resources and minimize duplication. IVRS has been a key partner in the Unified Planning and development of the Memorandum of Understanding. IVRS continues to collaborate with our partner agencies to improve work effectiveness.

We recognize that IVRS' work in the One-Stops expands opportunities for persons with disabilities through the technical expertise and guidance that IVRS staff provides in advocacy,

system development, and accessibility technical assistance. This occurs through communication and avoiding duplication of services through true collaboration. Stronger partnerships are encouraged beyond simple co-location or itinerant offices in the Iowa Workforce Development Centers, community colleges, regent's institutions and through coverage at our mental health institutions.

The Iowa Workforce Development State Board formed a standing committee led by IVRS representation called the Disability Access Committee. The Statewide Disability Access Committee is made up of diverse representation from various stakeholders and provides guidance to local and regional Disability Access Committees in positively impacting physical and program accessibility at the local One Stop Centers as well as creating action steps to impact service delivery focused on employment through the implementation of an integration model.

The IVRS Administrator is a voting member of the state workforce board. The Iowa Unified State Plan will be up for renewal in 2022 as this will be year two of the four-year cycle. IVRS has several staff members participating in cross system leadership teams for state plan purposes including direct representation on the development and renewal of the Iowa Unified State Plan.

IVRS Bureau Functions

The Rehabilitation Services Bureau (RSB) has the primary responsibility for delivering the statewide program of quality vocational rehabilitation services to all recipients and eligible Iowans with disabilities through direct and purchased services from a network of providers. The focus of the RSB is training individuals with disabilities to prepare for, obtain, and maintain employment and as such, works very closely with the Department of Education and Iowa Workforce Development.

DDS is responsible for determining the eligibility of Iowa residents who apply for Social Security Disability Insurance (Title II), and Supplemental Security Income (Title XVI), or the Department of Human Services Medicaid programs. DDS makes the initial determination of eligibility and any subsequent determination of continuing eligibility and handles first-level appeals of unfavorable decisions.

The Administrative Services Bureau (ASB) provides fiscal, personnel, information technology services and administrative support to the other Bureaus.

The Planning and Development Team (PDT) is responsible for planning, program evaluation, and outreach. The mission of the PDT is to provide analysis, strategic initiatives and program service delivery enhancing the agency's ability to comply with federal and state regulations in the delivery of our federal grant award. PDT optimizes available resources to enhance implementation of the IVRS agency mission and vision.

IVRS Customers

IVRS customers are individuals with disabilities who need vocational and other assistance to help meet their goals for employment through the RSB. IVRS works with individuals experiencing all types of disability with the exception of visual impairments, those individuals are served by the Iowa Department for the Blind.

The Independent Living Program encourages personal independence and assists individuals with disabilities to remain living in their home and community. DDS provides needed financial benefits due to an individual's disability. Vocational rehabilitation and disability determination

programs are eligibility rather than entitlement programs. Applicants must meet federally determined criteria. Customers of RSB and DDS may apply on multiple occasions during their lifetime. Customers of the vocational rehabilitation program – be they lowans with disabilities or the business community, expect and receive professional and accurate career planning information and involvement to achieve workforce planning, placement or personal independence. DDS claimants require accurate and timely decisions on their claims.

IVRS also provides oversight of state and federal monies that pass through our Division and are dispersed to the Statewide Independent Living Council and six independent living centers in the state of Iowa. The Centers provide five core services that assist lowans with disabilities to be able to remain living independently in the community of their choice, as follows: 1. Information and Referral; 2. Independent Living Skills Training; 3. Peer Support; 4. Individual and Systems Advocacy; and 5. Transition

The six centers include:

Central Iowa Center for Independent Living - Des Moines

Access 2 Independence- Iowa City

Disabilities Resource Center of Siouxland- Sioux City

League of Human Dignity, Southwest Iowa Center for Independent Living - Council Bluffs

Illinois/Iowa Center for Independent Living - Rock Island

South Central Iowa Center for Independent Living – Oskaloosa

Disability Determination Services Bureau

DDS has met and exceeded the requirements set out by the Social Security Administration for accuracy and timeliness associated with determinations on disability claims. The Social Security Administration (SSA) provides data metrics to DDS each Federal Fiscal Year. The achievements outlined here reflect DDS performance for three reporting quarters.

FY 2022 presented DDS with challenges in recruitment/retention, workload, and ongoing development of a national case processing system; however, staff worked tirelessly toward its goals. Below are just a few of the many accomplishments through September 30, 2022.

- Transitioned State of Iowa Medicaid cases to a fully electronic process.
- Successfully passed SSA Grant Thornton Financial Statement Audit with only 1 finding to remediate.
- Despite continuing COVID-19 recovery actions, DDS percent of receipts cleared is remarkably at 103.7%.
- Cleared 100% of SSA targeted workloads, including Initial, Reconsideration, and Continuing Disability Reviews
- Processing time for all case levels remains in the top five best in the Nation.
- Provided critical assistance to multiple DDS's including determinations and medical evidence development and consultative examination purchases.
- Provided excellent customer service by creating a high quality product, with an initial performance accuracy of 96.1%.
- In response to SSA actuary predictions and requests, hired and on boarded 30 new employees, including 2 physicians, 2 psychologists, and 1 speech language pathologist..

DDS provides generous allocation of resources to Social Security Administration initiatives, which further the SSA mission. The bureau chief serves as the National Council of Disability Determination Directors Systems Committee chair, and staff facilitate the DCPS Community of Practice, and provide ongoing essential feedback to the DCPS Chief Program Officer. DDS is a pilot site and performs national leadership and training on SSA's Imagen -Intelligent Medical

Language Analysis Generation tool. Early Iowa support for this critical systems modernization will help ensure the final product meets the needs of the DDS community. Staff serve on multiple national workgroups and pilots where their valuable input influences policy and procedure.

The bureau chief also serves as Past President of the National Council of Disability Determination Directors (NCDDD). This role provides a seat at the table on the National Disability Issues Group (NDIG), where innovative ideas improve our disability processes. The bureau chief is able to provide critical input on invitation to the Social Security Advisory Board and SSA Acting Commissioner Kilolo Kijakazi.

How We Determine Success

Competitive success is determined at the federal level by performance standards and indicators. In DDS, that translates to timeliness and accuracy of case processing; on the vocational rehabilitation side, success relates to employment outcomes and equal access to services.

QA Process for IVRS

During year 2022, IVRS conducted intensive QA reviews of 4 IVRS offices. In these reviews, 10 files for each staff member were reviewed for quality of services provided to IVRS job candidates. Financial staff were included in two of the reviews and will assist in designing financial components of the QA process moving forward.

The positives from the review was that IVRS is excelling in the area of compliance and staff are meeting the standards for compliance based on federal regulations. All offices performed well in this area.

During these reviews a trend was identified regarding case note documentation and concerns regarding how detailed case notes have been for services provided and IPE development. Over the 4 IVRS offices that were reviewed the pattern showed that feedback needed to be provided to better outline the expectations for case note documentation and the requirements needed in this area. During AO visits, Assistant Bureau Chief had a round table discussion with staff regarding case note documentation timeliness and completeness. Examples were provided and strategies were discussed for improvement.

The QA team will determine areas for changes to the QA instrument and move to a targeted approach for reviews in 2023. Financial components for QA will be included with feedback from agency financial staff.

IVRS Independent Living Services

In Federal Fiscal Year 2022 the IL program successfully closed 24 of 30 Independent Living (IL) Cases as "Meeting their IL Goals". Of the 30 IL closures this fiscal year, three IL clients died, two voluntarily withdrew, and one failed to maintain contact or progress through the program, which resulted in a closure of "other".

The IL program provided \$92,954.21 in funding for direct services to IL clients. Additional services included IL counseling, information and referral to regional Centers for Independent Living, and Vocational Rehabilitation through IVRS, for those interested in pursuing a vocational goal.

IL clients were also provided with the following Assistive/Rehab Tech this fiscal year:

- 11 Bathroom modifications/walk in showers/ADA Toilet/Grab Bars
- 5 Vehicle Modifications/wheelchair lifts/Braun Turny Evo Seat and a Receiver Hitch
- 3 sets of hearing aids
- 2 Sets of Steps/Handrails
- 1 Stairlift
- 1 Scooter
- 1 Scooter seat cushion
- 1 Lift Chair
- 1 Adjustable Bed with Mattress

Strategic Plan

Rehabilitation Services Bureau and Administrative Services Bureau Strategic Plan Goals

The strategic plan is dated 2019-2022. It was developed with input from our State Rehabilitation Council and integrates visions of high achieving private Fortune 500 companies along with a national vocational rehabilitation vision.

Goal 1: VISIONARY LEADERSHIP

All IVRS staff contribute to the mission and vision of the agency through their daily work and collaboration across work teams. All staff embrace the opportunity to contribute to the mission and vision and learn new skills and knowledge, adapting to an ever-changing environment that is focused on improved employment outcomes for individuals with disabilities.

Results:

In 2018, IVRS had 2,097 outcomes, in 2019, we had 2,124 outcomes, in 2020, we had 1,930 outcomes, in 2021 we had 1,718 outcomes and in this current year we had 1,972.

Collaboration efforts continue to be moved forward with the Iowa Department of Education in sharing data. Pre-ETS goals were met this year and we have been able to eliminated all carry forward dollars for the 15% Pre-ETS requirements.

Goal 2: CUSTOMER FOCUS

All IVRS staff appreciate the dual customer approach of quality engagement with our job candidates and our business partners, resulting in valued service delivery. All staff have ownership and accountability when service practices do not support the needs of our customer base and provide recommendations to resolve the gap.

Results:

We continue to have monthly all staff meetings to share information and communicate core competencies to the field staff. We also held a statewide conference this year lead by field staff on best practices in areas that each office excels in. Through this we continue to see an increase in RSA performance data.

Goal 3: VALUING EMPLOYEES AND PARTNERS

Collaborative partnerships increase service capacity, minimize duplication and maximize resources available. All staff strive to share information in an effort to create a seamless system for our customers.

Results:

Power DMS continues to receive significant positive feedback for access to resource information and for minimizing duplication. IVRS contracts and partnerships have continued to be grow and perform as a high level.

IVRS has taken training on Autism and hired two additional Rehabilitation Counselors with ASL focus to serve the Deaf and Hard of Hearing. This brings us to four fulltime Counselors to serve this population with an additional position posted.

DISABILITY	PROGRAM YEAR	SUCCESSFUL CLOSURES	REHAB RATE
Autism	2021	256	53.8%
	2020	172	55.1%
	2019	188	50.8%
Deaf & Hard of Hearing	2021	164	71.0%
	2020	152	72.4%
	2019	185	72.0%
Mental Illness	2021	1070	46.8%
	2020	883	46.8%
	2019	958	42.5%
DD/Cognitive	2021	374	52.0%
	2020	294	50.4%
	2019	311	45.7%

Targeted service results as identified by priorities established by the State Rehabilitation Council.

Goal 4: MANAGING FOR INNOVATION

IVRS staff remain flexible and adapt to changes and service needs quickly by integrating innovation into their work. All IVRS staff have opportunities for discussion and planning for the future to help the agency achieve greater access to and usability of vocational rehabilitation services. Our goal is to achieve the most effective outcomes for our customers.

Results:

We continue to grow in our IT support through the use of technology. We have begun the process of going paperless and several offices are almost 100% paperless at this time. IT will need to be a continued area of focus as we move that direction to maintain the support the field needs.

Goal 5: MANAGEMENT BY FACTS

All IVRS staff use meaningful data to evaluate their individual and work unit performance. Data is used to adapt and adjust actions to positively impact the results for our customers.

Results:

Communication and management structure for meetings has been changed to support field service training needs and communication of decisions. The QA process continued with implementation. RSA federal standards and indicators reflect:

1. An increase in successful outcomes.
2. Maintained rehabilitation rate above 50% with goal of 55.8% (Incremental improvement from 2017 and 2018 46%, 2019 48% 2020 51.8%, 2021 50.7%)
3. Positive ratio of service for individuals with significant and most significant disabilities
4. Exceeding goal of earnings per hour as a ratio to state wages
5. Exceeding the expected federal change from application to closure
6. Exceeding our minority service rate goal.

Goal 6: FOCUS ON RESULTS AND CREATING VALUE

All IVRS staff focus on strategies to provide improved service to customers and partners. This approach will assist in planning opportunities and strategies to affect trends, issues and problems in a positive direction.

Results:

The state plan in collaboration with the core partners has been submitted and approved by RSA for the updated required. The Statewide Needs Assessment been completed and will be used for future state plans and strategic plan updates.

Benefits Planning continues to be implemented through a tiered cadre approach. Training and webinars are held weekly in an open attendance manner providing opportunities for dialog and specific questions and answers, for both VR staff and our job candidates. This is also being shared with partners so that they are able to refer individuals that they may be working with to learn about benefits and how they could be served through IVRS.

Disability Determination Services Strategic Planning Efforts

DDS has made progress on the FY 19-22 Strategic Plan goals by strengthening our State/Federal partnership with SSA, increasing employee opportunity for engagement via local and national workgroups/details, enhancing security measures and standard operating procedures, piloting Information Technology modernization efforts. DDS is focusing on employee retention through improved training and onboarding programs, continuation of a Leadership development program, and enhanced workplace flexibilities. Activities are underway to develop the 2023-2026 Strategic Plan.

Resource Reallocations

IVRS management continues to review requests to fill positions through analysis of the budget team, workforce planning models and our case management data. This is driven with the understanding of a status quo budget, as well as annual increases in our operating costs and service delivery costs. Staff capacity has maintained, despite the increase of serving 7,000 more individuals, through our expanded contract services. We are, however, at a maximum in terms of our ability to effectively operate, monitor and report on the quality of these contracted programs. Without further revenue streams, we need to reduce personnel, operating and service costs, resulting in shrinking of the agency and consequently, a growth in the waiting list is eventually planned.

DDS has flexible positions that provide bureau wide support. Most FFY 22 hires were allocated to front line service. As compared to all other DDS's around the nation, the Iowa Bureau has one of the highest disability examiner to all staff ratio at 59%, up from 55% in prior years. The national average is 49.9%. If you take into consideration the medical consultants as direct staff the ratio changes to 74%, up from 66.7% and compared to the national average of 58.3%. DDS had the 3rd lowest attrition rate in the nation at 9.8%.

Performance Plan Results

Key Results 1 of 2

Core Function

Name: Vocational Rehabilitation Services and Independent Living

Description: IVRS provides a wide variety of services for persons with disabilities that lead to the attainment of their employment, independence and economic goals. Business and industry is also a customer of IVRS to whom various services are provided to help meet workplace and workforce needs. The desired outcome is competitive integrated employment that meets the needs and interests of our eligible job candidates. Services include: assessment, medical referral for the diagnosis and treatment of physical and mental impairments, training, personal assistance services, placement, rehabilitation technology services, maintenance, transportation, small business enterprise assistance, and post-employment services. Services are planned for and delivered according to the individualized needs of the job candidate to achieve employment, and services are expanded beyond what can be obtained through a partner agency due to the unique nature and need of the job candidate.

Why we are doing this: Federal law was enacted after recognizing that individuals with disabilities faced severe discrimination in the workforce and required specialized assistance to achieve equal opportunity under the law. IVRS provides services to help persons with disabilities find and maintain employment or to help them live independently (not in a group home or other care facility). This greatly enhances their quality of life and adds to the Iowa economy through reduced dependence on public support and through the payment of taxes. Our work is consistent with the Governor's stated priorities specifically related to the Future Ready Iowa Initiative.

What we are doing to achieve results: Our agency is participating in Employment First and Future Ready Iowa initiatives, serving on Regional Workforce Boards, the State Workforce Board, as well as providing Pre-Employment Transition Services, business services, post-secondary education, counseling and guidance for individuals with the most significant disabilities.

IVRS collaborates with approximately 70 plus community rehabilitation programs across the state to provide comprehensive rehabilitation services and occupational skills training. The case management system, Iowa Rehabilitation Services System (IRSS), is closely managed and reviewed for its operating efficiency. This plays an important role in data collection and state/federal reporting and case management. Continued development, improved quality and work effectiveness of the system remains a top priority. This was even in further evidence with the onset of the pandemic and the need to have the majority of staff operate virtually.

IVRS has a federal mandate to serve the most significantly disabled individuals first, when resources are limited. The focus upon vocational placement and the prioritizing of core initiatives in each area office contributes to the number of individuals placed into competitive integrated employment. Through the expertise of the counseling staff, collaboration with job candidates and other services and resources, IVRS connects job candidates to competitive, integrated employment. Every employed job candidate becomes a tax payer and a consumer

with more buying power, thereby increasing Iowa's economy and tax base, while also saving the State's support dollars. **IVRS has demonstrated a positive return on investment for state dollars that are returned to the economy – serving as an economic stimulus.**

IVRS is mandated by Section 511 of the WIOA to encourage job candidates who typically only achieved employment in community rehabilitation programs (CRP) at subminimum wage to explore and discover the opportunities of work competitively in an integrated employment setting. As a result, local IVRS offices have met and developed plans with local community rehabilitation program providers to have a planned approach toward placement services for their most significantly disabled population. Recognizing that the CRPs and IVRS do not have the capacity – nor does the local business community have the capacity – to place hundreds of individuals in supported employment, these plans are instrumental in achieving a successful business labor force model. IVRS continues to have a focus on this area and is working closely with partners to improve the outcomes of individuals that have historically worked in sub-minimum wage. Iowa has reduced this number over the last year and continues to make it a priority as we believe in the Employment First priorities. IVRS continues to partner with the Iowa Medicaid system to ensure the two systems align to provide quality services without duplication.

Data Sources: IVRS Case Service Records.

Resources Used: IVRS is funded with a combination of 78.7% federal funds and matched with 21.3% of non-federal funds that are required to generate the federal funding. State appropriation for FY2022 was \$6,306,114.00. Total FTEs were 249.

Agency-wide

PY	Potentially Eligible Students Served	Job Candidates Served	Total Job Candidates Served	Closed, Rehabilitated	Hours Worked per Week	Average Hourly Wage
2021	7,542	15,277	22,819	1,972	29	\$14.52
2020	6,413	15,348	21,761	1,718	29	\$13.38
2019	7,825	16,518	24,343	1,930	29	\$13.43
2018	7,149	16,805	23,954	2,110	28	\$12.45
2017	4,726	17,514	22,240	2,090	29	\$12.09
2016	1,918	17,779	19,697	2,230	30	\$12.03
2015	222	17,654	17,876	2,283	31	\$11.84

Veterans

PY	Veterans Referred	Closed, Rehabilitated	Hours Worked per Week	Average Hourly Wage
2021	96	30	29	\$17.69
2020	85	30	27	\$16.38
2019	104	48	32	\$15.41
2018	160	40	30	\$14.22
2017	178	49	31	\$14.93
2016	194	48	33	\$12.87
2015	194	63	33	\$14.10

Transition Students

PY	Potentially Eligible Students Served	Transition Students Served	Total Transition Students Served	Closed, Rehabilitated	Hours Worked per Week	Average Hourly Wage
2021	7,542	6,508	14,050	925	30	\$13.81
2020	6,413	6,508	12,921	749	31	\$12.98
2019	7,825	3,149	10,974	827	31	\$12.89
2018	7,149	3,720	10,656	905	30	\$12.21
2017	4,726	3,769	8,495	927	32	\$11.86
2016	1,918	3,806	5,724	993	34	\$11.67
2015	222	3,911	4,133	971	34	\$11.63
2014	1	4,995	4,996	936	34	\$10.88

Key Results 2 of 2

CORE FUNCTION

Name: Disability Determination Services – Economic Supports

Description: IVRS provides Disability Determination Services to claimants for Social Security Disability Insurance and Supplemental Security Income in Iowa through a relationship with the Social Security Administration (SSA) – per federal regulations.

Why we are doing this: To enhance economic independence for Iowans with disabilities through cash benefits and healthier Iowans through access to Medicare and Medicaid.

What we are doing to achieve results: The electronic process system to determine claimant eligibility for social security benefits is operating effectively and DDS has made nearly full transition to the new system. The outdated legacy system will be retired effective June 30, 2021 after our hybrid phase is complete. IVRS DDS expanded the use of management information using Microstrategy Business Analytics to make business decisions and revised staff performance expectations to improve communication and accountability for service delivery. Continuing business process reviews and targeted quality reviews occur to ensure efficient and accurate service. DDS performs continuous business process reviews to enhance service and evaluate stewardship. Technology advancements are ongoing with recent improvements to the help desk and the intranet portal. A pilot of decisional support technology using natural language processing and machine learning is underway. DDS teams with state health providers on electronic health records submission and telehealth options. Targeted quality reviews occur to ensure efficient and accurate service. COVID-19 mitigation and recovery have brought forth innovations in policy, processes, and technology.

Data Sources: Social Security Administration Office of Quality Assurance and Performance Assessment.

Resources Used: This program receives 100% federal funding of approximately \$26.3 million from the Social Security Administration. Total of 155 FTEs.

Agency Performance Plan Results

PY 21

(Numbers in red indicate actual result)

Name of Agency: Department of Education, Iowa Vocational Rehabilitation Services			
Agency Mission: To work for and with individuals with disabilities to achieve their employment, independence and economic goals.			
Core Function	Performance Measure (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 .56	Goal 1 - To maximize every client's opportunity to reach their economic, independence and employment goals. Goal 2 - Increase advocacy and support for rights of individuals with disabilities.
Desired Outcome(s): Full-time, or if appropriate, part-time competitive employment in the integrated labor market.			
Services, Products, Activities	Performance Measures	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	A. Percent employed (federal reporting) B. Access to services ratio of minority to non-minority clients (federal reporting) C. Number of employment outcomes (federal reporting) D. Number of Self-Employment clients who achieve start-up or expansion of a business	A. 55.8% 50.68% B. 0.80 .902 C. 2100 1972 D. 25 59	1. High-quality client services and outcomes. 2. Comprehensive system of job placement. 3. Effective collaboration. 4. Manage waiting lists for services.
2. Independent Living (Vocational Rehabilitation) Org# 0001-283-0714	A. Percentage of persons meeting their goals B. Number of persons able to continue to live independently in their homes	A. 55% 92% B. 30 23	1. High-quality client services and outcomes. 2. Effective collaboration. 3. Enhanced external communication. <i>*Staff time dedicated to Independent Living services decreased in the last two fiscal years. In addition, average expenditure per client case is significantly higher compared to 5 years ago. These factors, along with limited program funds, have affected the number of clients served by IVRS in IL services.</i>

Name of Agency: Department of Education, Iowa Vocational Rehabilitation Services			
Agency Mission: To work for and with individuals with disabilities to achieve their employment, independence and economic goals.			
Core Function	Performance Measure (Outcome)	Performance Target(s)	Link to Strategic Plan Goal(s)
CF: Economic Supports	Percent of claims accurately determined per SSA standards (initial net accuracy)	95% 95.9%	Goal 1 - To maximize every client's opportunity to reach their economic, independence and employment goals.
Desired Outcome(s): Economic independence for disabled Iowans through cash benefits, and healthier Iowans through access to Medicare and Medicaid.			
Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
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	A. Initial claim processing time B. Percent of budgeted CDRs completed	A. 85 days 76 days B. 100% 102.2%	1. Increase efficiency and customer value through performance accountability and continues quality improvement. 2. Develop quality management plan. 3. Enhance training where needs are identified.
Core Function	Performance Measure (Outcome)	Performance Target(s)	Link to Strategic Plan Goal(s)
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 3. IT Trainings will be designed, implemented and tracked for availability and access for field staff	1. 85% (Not done) 2. 98% 99% 3. 3 Trainings 4	Objective 3: Develop and deliver customer service that addresses customer needs and requirements. No internal customer satisfaction survey was completed. Instead, we did a statewide survey effort to impact strategic plan initiatives. Objective 4: Increase efficiency and customer value through performance accountability and continuous quality improvement. Goal 2: Increase service capacity and work effectiveness through advanced information technology
Desired Outcome(s): Resources are sufficient to provide services per IVRS mission and federal guidelines for Vocational Rehabilitation and Disability Determination.			
Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
4. Infrastructure (Resource Management) Org# 0001-283-3000 0001-283-4000	A. Percent of required non-federal match dollars generated B. Ratio of employees to supervisors	A. 100% 100% B. 12:1 15:1	1. Maintain and improve sustainability model and use IRSS to forecast resource needs. 2. Not fill supervisory positions automatically when vacancies arise.

Agency Contacts

- **Daniel Tallon, IVRS Administrator**
Daniel.Tallon@iowa.gov
(515) 326.1785
- **Richard Clark, RSB Bureau Chief, Rehabilitation Services Bureau**
Richard.Clark@iowa.gov
(641) 422.1551
- **Liz McLaren, DDS Bureau Chief, Disability Determination Services Bureau**
Liz.Mclaren@ssa.gov
(515) 725.0702
- **Jeff Haight, Data Specialist**
Jeffrey.Haight@iowa.gov
(515) 281.6520