AGENCY PERFORMANCE PLAN

**FY 2003**

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| **Name of Agency: Deaf Services Commission of Iowa – Department of Human Rights** |
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| **Agency Mission: To serve, represent, and promote a greater understanding of Deaf and Hard of Hearing people, infants to adults, statewide** |
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| **Core Function** |
| **Advocacy****Org# J74-4000** |
| **Desired Outcome(s):**  | **Outcome Measure(s)** | **Outcome Target** | **Link to Strategic Plan Goal(s)** |
| **Primary customers (Deaf, Hard of Hearing, Deaf Blind and Late Deafened people) have assistance with ADA compliance issues** | **% of primary customers who self-advocate after receiving assistance** | **65%** | **Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people advocate for their needs.** |
| **Primary customers have educational opportunities to become self-advocates** | **% of primary customers who are prepared to self-advocate after training** | **50%** |
| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| 1. **Educate primary customers on ADA rights and responsibilities**
 | **% of customers who understand their rights and responsibilities under the ADA after education** | **50%** | **- Provide workshops on the ADA****- Publish ADA information via newsletter and website** |
| **2. Assist customers with ADA issues** | **% of customers receiving assistance upon request** | **75%** | **- Establish regular staff meetings to discuss ADA consultation** |
|  **A Provide individual consultation on ADA issues** |  |  | **services and share strategies** |
|  **B Provide individuals with resources, contact agencies on customer’s behalf, and assistance with filing complaints with state and federal agencies** |  |  |  |
| **3. Develop, maintain, and distribute information to primary customers in their native language** | **% of primary customers satisfied with information received** | **75%** | **- Investigate the use of video and train-the-trainer approaches to reaching more customers** |

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| **Core Function** |
| **Community Coordination and Development****Org# J74-4000** |
| **Desired Outcome(s):**  | **Outcome Measure(s)** | **Outcome Target** | **Link to Strategic Plan Goal(s)** |
| **Primary customers who are infants, children, young adults, and their families will have supports to live independently** | **% of primary customers who gain independent living skills after receiving supports** | **75%** | **Deaf, Hard of Hearing, Deaf Blind, and Late Deafened children have life skills to transition to adulthood** |
| **Community services will be accessible to primary customers** | **% of community services that become accessible after receiving technical assistance** | **75%** | **Deaf, Hard of Hearing, Deaf Blind, and Late Deafened Iowans have access to information and services** |
| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| 1. **Parents and families of children who are primary customers will have support networks as information resources**
 | **# of support networks identified and/or created** | **2** | **- Compile listing of existing support networks****- Work with Youth Task Force to identify priority networking areas****- Host annual family conference** |
| **2. Conduct leadership training opportunities for primary customers who are youth** | **% of participants reporting that program goals were met** | **95%** | **- Continue working with Sertoma Clubs in Iowa to host Junior Commission Program** |
|  **A Recruit students** | **# of youth attending training** | **12** | **- Provide internship opportunities** |
|  **B Facilitate program** |  |  |  **for students in graduate and** |
|  **C Evaluate program** |  |  |  **undergraduate programs** |
|  **D Follow up with participants** |  |  |  |
| **3. Work with organizations and agencies to establish services for primary customers****A Provide technical assistance to organizations and agencies****B Work with organizations and agencies to establish quality health care for primary customers****C Work with organizations and agencies to establish quality mental health care for primary customers****D Work with organizations and agencies to establish quality substance abuse treatment and aftercare for primary customers****E Provide training opportunities to organizations and agencies on accessibility for primary customers****F Work with organizations and agencies to establish quality living options for primary customers who are seniors, have additional disabilities, or are at risk of abuse** | **% of organizations and agencies that are satisfied with technical assistance provided****% of individuals attending training that indicate training goals were met** | **85%****85%** | **- Establish regular staff meetings**  |
|  **to discuss technical assistance** |
|  **provided and share strategies** |
| **- Continue working with identified** |
|  **medical facility in establishing** |
|  **accessible services as a model** |
|  **for Iowa** |
| **- Identify organizations to collaborate with in establishing mental health care****- Identify organizations to collaborate with in establishing substance abuse treatment and aftercare****- Provide training opportunities like Deaf, Deaf World for organizations and agencies****- Identify organizations to collaborate with in establishing quality living options** |
| **4. Facilitate access to quality interpreting services** **A Partner with other organizations to provide continuing education opportunities to interpreters** **B Initiate licensing for interpreters in Iowa** | **% of interpreters registered with the agency who are nationally certified** | **60%** | **- Establish partnerships with the state organization of interpreters and the Interpreter Education Programs in Iowa****- Work with the Governor’s staff on licensing issues** |
| **5. Develop, maintain, and distribute information and resources on issues related to hearing loss** | **% of customers who are satisfied with information and resources received****Average length of time to process requests for information and resources** | **85%****20 minutes** | **- Increase use of website to share information with public** |
| **6. Commissioners will educate the community about the divisions services and issues related to hearing loss** | **# of hours per commissioner spent on community education** | **12** |  |