

Iowa Department of Human Rights

Deaf Services Commission

Performance Plan

**State of Iowa
December 2004**

**DSCI Performance Report
FY04
Reporting Period: July 1, 2003 – June 30, 2004**

Name of Agency: Deaf Services Commission of Iowa – Department of Human Rights			
Agency Mission: To serve, represent, and promote a greater understanding of Deaf and Hard of Hearing people, infants to adults, statewide			
Core Function	Advocacy		
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
RESULTS:	- 65% reported understanding rights and responsibilities		
2. Assist customers with issues A Provide individual consultation B Provide individuals with resources, contact agencies on customer's behalf, and provide assistance with filing complaints with state and federal agencies	% of customers receiving assistance upon request	75%	- Establish regular staff meetings to discuss ADA consultation services and share strategies
RESULTS:	Individual consultation = 83/100% Assistance with filing complaints = 27/100%		

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
RESULTS: - 28.5% indicated they were satisfied - 71.5% satisfaction unknown			

Core Function Community Coordination and Development			
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 lowans 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
RESULTS: - 2 support networks identified			

<p>2. Conduct leadership training opportunities for primary customers who are youth</p> <p>A Recruit students B Facilitate program C Evaluate program D Follow up with participants</p>	<p>% of participants reporting that program goals were met</p> <p># of youth attending training</p>	<p>95%</p> <p>12</p>	<ul style="list-style-type: none"> - Continue working with Sertoma Clubs in Iowa to host Junior Commission Program - Provide internship opportunities for students in graduate and undergraduate programs
<p>RESULTS:</p>	<ul style="list-style-type: none"> - 100% report goals were met - 22 youth attended training 		
<p>3. Work with organizations and agencies to establish services for primary customers</p> <p>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</p>	<p>% of organizations and agencies that are satisfied with technical assistance provided</p> <p>% of individuals attending training that indicate training goals were met</p>	<p>85%</p> <p>85%</p>	<ul style="list-style-type: none"> - 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

RESULTS:	<ul style="list-style-type: none"> - 100% satisfied with technical assistance - 98% report training goals met 		
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%	<ul style="list-style-type: none"> - Establish partnerships with the state organization of interpreters and the Interpreter Education Programs in Iowa - Work with the Governor's staff on licensing issues
RESULTS:	93% of interpreters registered with DSCI are nationally certified		
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	<ul style="list-style-type: none"> - Increase use of website to share information with public
RESULTS:	<ul style="list-style-type: none"> - 67% customers satisfied; 33% satisfaction unknown - Average length of processing time = 15 minutes 		
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 hours/commissioner	
RESULTS:	Average # hours per commissioner = 9		