

Deaf Services Commission of Iowa

Biennial Report for FY05-06

Iowa Department of Human Rights



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Executive Summary

Commission Chair

We are committed to using our knowledge and experience to further the mission and goals of the Commission. We inform citizens of their rights and the appropriate use of service providers. We provide awareness of programs that assist in equal opportunities for education and assist individuals to enter the Iowa workforce with the appropriate skills to succeed. We ensure that activities of the agency are administered objectively throughout the state. We collect information and listen to citizen concerns that assist us, as a Commission, to identify the needs of Deaf and Hard of Hearing people and guide us in carrying out the statutes, regulations, and policies of the State and the Commission.

Our vision is that there will be all kinds of different communication used among individuals, with or without disabilities.

We appreciate your support of the Commission.

Very Respectfully,
Jan A. Fletcher, Chair



Executive Summary

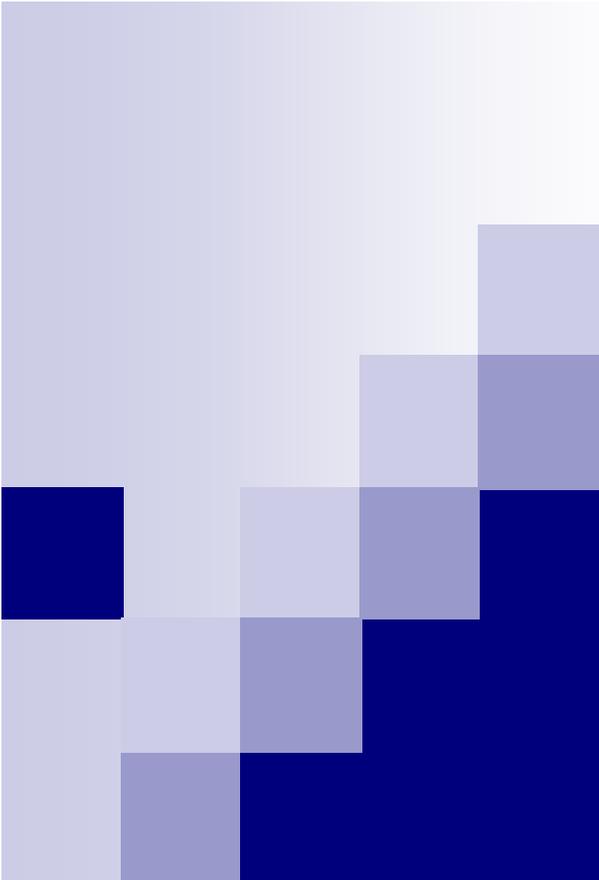
Division Administrator

In accordance with the Code of Iowa, I hereby transmit to Governor Chester Culver and the General Assembly, the Annual Report of the Division of Deaf Services, Iowa Department of Human Rights for Fiscal Years 2005 and 2006. During these two fiscal years, Deaf Services Commission of Iowa sought to ensure equal access for Deaf and Hard of Hearing citizens through advocacy, education, and provision of technical assistance and information.

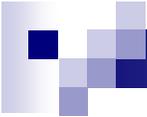
Our vision is a state where all people can communicate with each other freely and have equal access to education and information. During the last two years the agency has accomplished many things to further our vision and make Iowa a great state for Deaf and Hard of Hearing people to live in.

Your continued support of the Commission and its ongoing efforts to carry out the mandates of the Legislature and the Code of Iowa are appreciated.

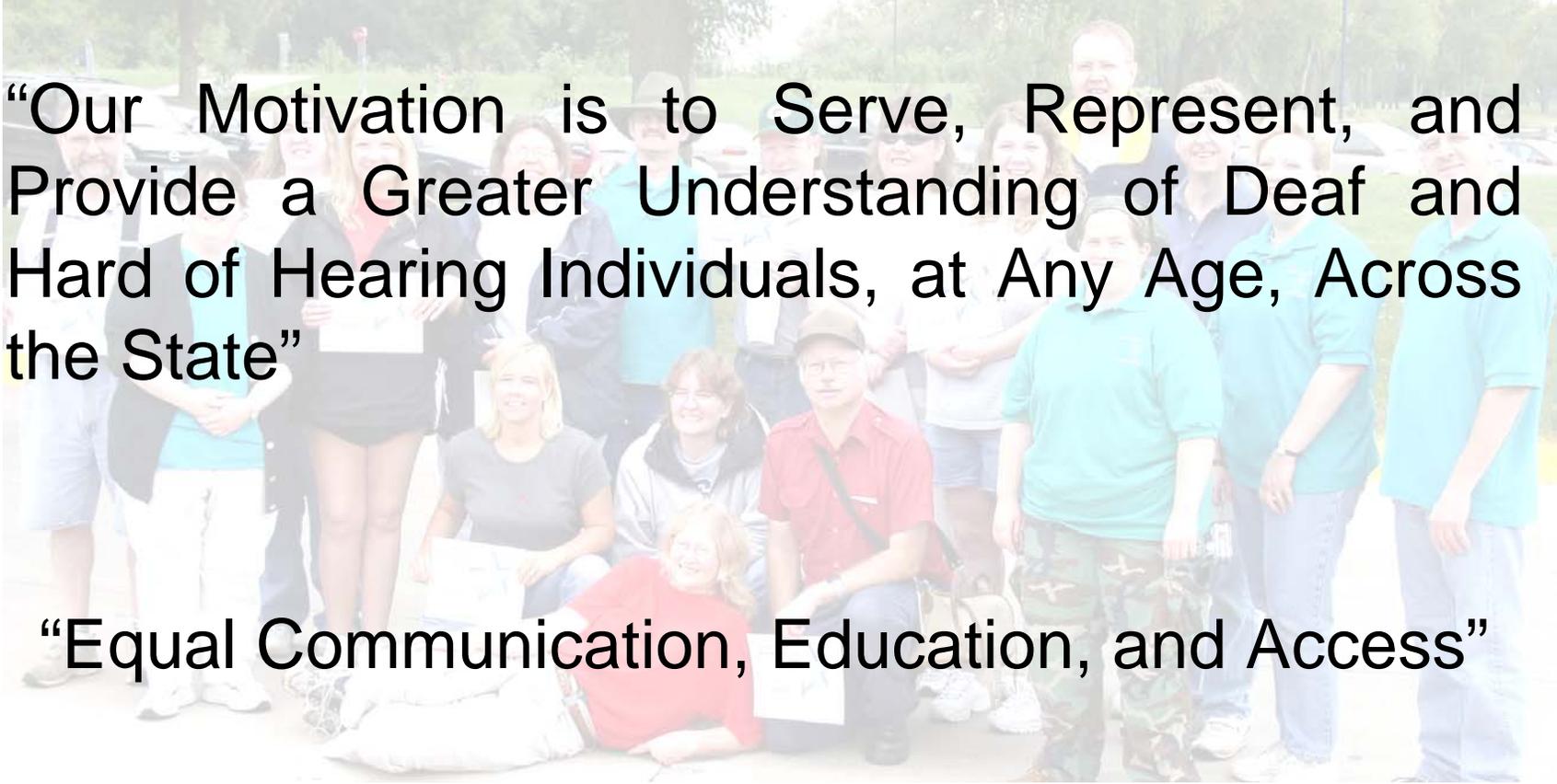
Respectfully,
Kathryn Baumann-Reese, Administrator



Agency Directions



Mission and Vision



“Our Motivation is to Serve, Represent, and Provide a Greater Understanding of Deaf and Hard of Hearing Individuals, at Any Age, Across the State”

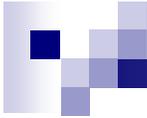
“Equal Communication, Education, and Access”



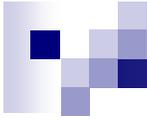
Priorities of Government

“Governor Thomas Vilsack and Lt. Governor Sally Pederson set out their Leadership Agenda, consisting of five measurable goals that guided legislative and budget priorities and set overall state government direction.”

Changing the Landscape of Iowa, 2007



Priority Area	Vilsack/Pederson Leadership Agenda	Deaf Services Commission of Iowa Strategic Goals
New Economy	Increase by 50,000 the number of employed workers with college experience	■Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people advocate for their needs
Education	90% of students have at least two years of higher education	■Deaf, Hard of Hearing, Deaf Blind, and Late Deafened children have life skills to transition to adulthood
Health	All lowans have access to quality health care, including access to mental health and substance abuse treatment services	■lowans have information on hearing loss to provide appropriate accommodations for Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people
Safe Communities	Seniors, adults with disabilities, and those at risk of abuse have safe quality living options in their communities	■Deaf, Hard of Hearing, Deaf Blind, and Late Deafened lowans have access to information and services



Deaf Services Commission of Iowa was established in 1975 and is a division of the Iowa Department of Human Rights. The agency is guided by establishment in the Code of Iowa, Chapter 216A.111 through 216A.120.



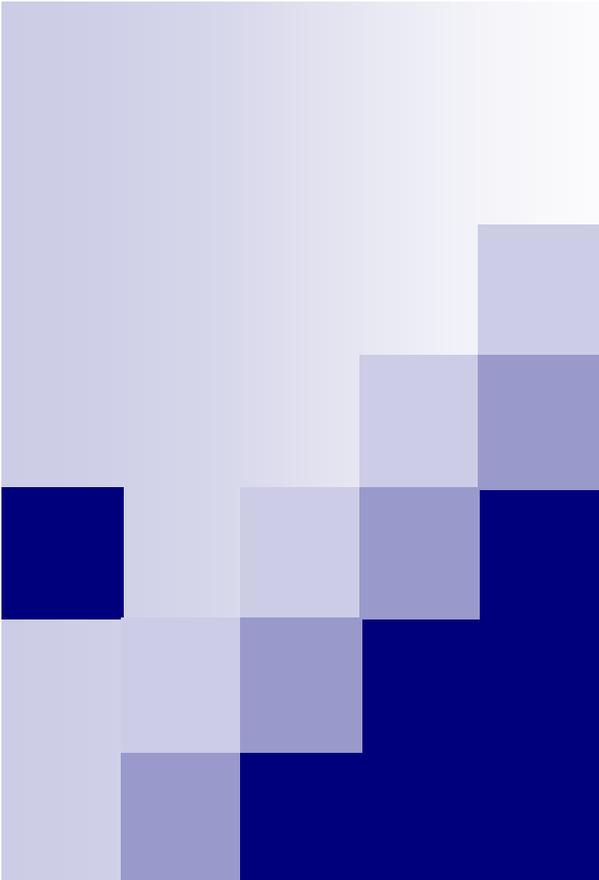
Statute requires the Commission to:

- Interpret to communities and interested persons the needs of the deaf and hard-of-hearing and how their needs may be met through the use of service providers
- Establish service projects for deaf and hard-of-hearing persons throughout the state
- Identify agencies, both public and private, which provide community services, evaluate the extent to which they make services available to deaf and hard-of-hearing persons, and cooperate with the agencies in coordinating and extending these services



Statute requires the Commission to:

- Collect information concerning deafness or hearing loss and provide for the dissemination of the information
- Provide for the mutual exchange of ideas and information on services between federal, state, and local governmental agencies and private organizations and individuals



Who We Are

Commissioners

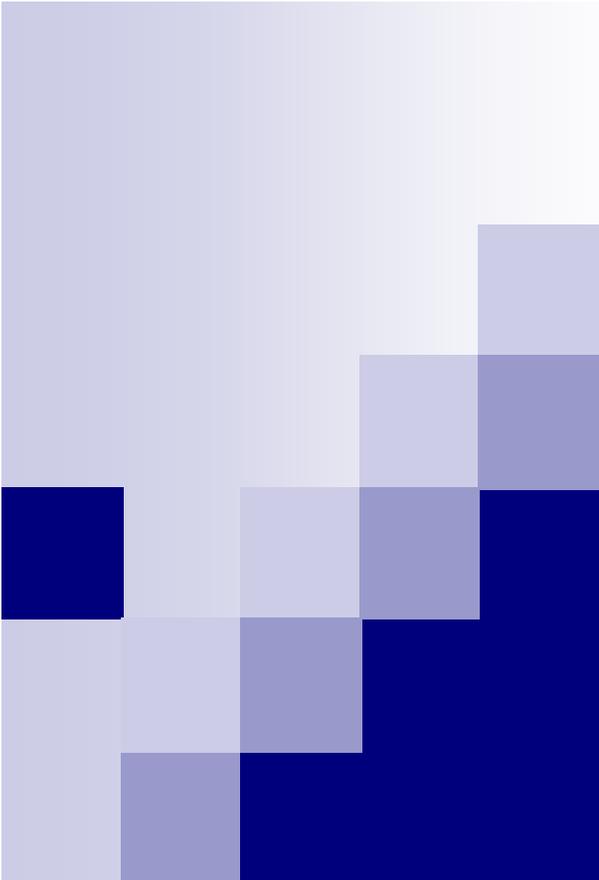
- **Tina Caloud**, Deaf Representative, Cedar Rapids
- **Jacquelyn Fletcher**, Deaf Representative, Burlington
- **Dr. James Grover**, Hard of Hearing Representative, Sioux City
- **David Jones**, At Large Representative, Ankeny
- **John Matthews**, Deaf Representative, Gilmore City
- **Kathy Miller**, Deaf Representative, Honey Creek
- **Karen Potter-Maxwell**, At Large Representative, Council Bluffs
- **Walter Reed**, Department of Human Rights Director



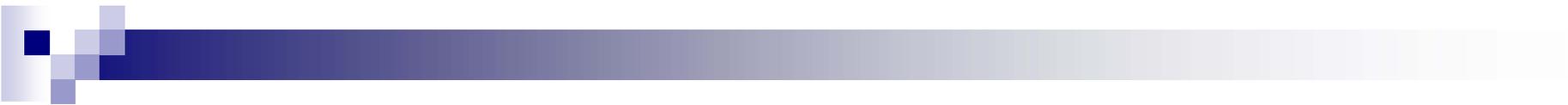
Staff

- **Kathryn Baumann-Reese**, Administrator
- **Dawn Habhab**, Program Planner
- **Barb Jones**, Education and Outreach Specialist
- **Stephanie Lyons**, Disability Consultant
- **Suzy Mannella**, Disability Consultant
- **Linda Scott**, Secretary





The People We Serve



Introduction

DSCI categorizes customers into two segments: primary customers and secondary customers.

Primary customers include people who are identified as Deaf, Hard of Hearing, Deaf Blind, and late Deafened.

Secondary customers include businesses, government, interpreters, parents, and professionals working with our primary customers.



“Cultural Identity”

The cultural identity of the Deaf community is one of “group” rather than of “self.” Deaf people are a tightly knit, well-connected community. It is critical for DSCI to establish a close working relationship with this group while maintaining professional boundaries that reaffirm the confidentiality of the agency’s services.



“Emerging Changes”

There is an emerging change within our primary customer base. Today the majority of children who are Deaf and Hard of Hearing attend schools in their communities rather than attending one school where all of the children are Deaf and Hard of Hearing. Their cultural identity is one of “self” rather than one of “group.” This identity is also true for hard of hearing and late Deafened customers. Many of these people also struggle with their own identity related to their hearing loss.



“Challenge”

These emerging changes present a challenge to the agency in serving two distinct groups of individuals with similar needs. Older consumers expect change on a grand scale that will be accomplished by the agency alone. Younger consumers expect change that will affect them as an individual. They expect the agency to support them in initiating the change on their own.



Description of Services

DSCI is a link to accessibility, services, resources, and information on Deaf and Hard of Hearing issues in Iowa. DSCI encourages existing programs and services to be accessible. We assist in the establishment of new programs and services for Deaf and Hard of Hearing citizens through partnerships with other agencies and organizations.

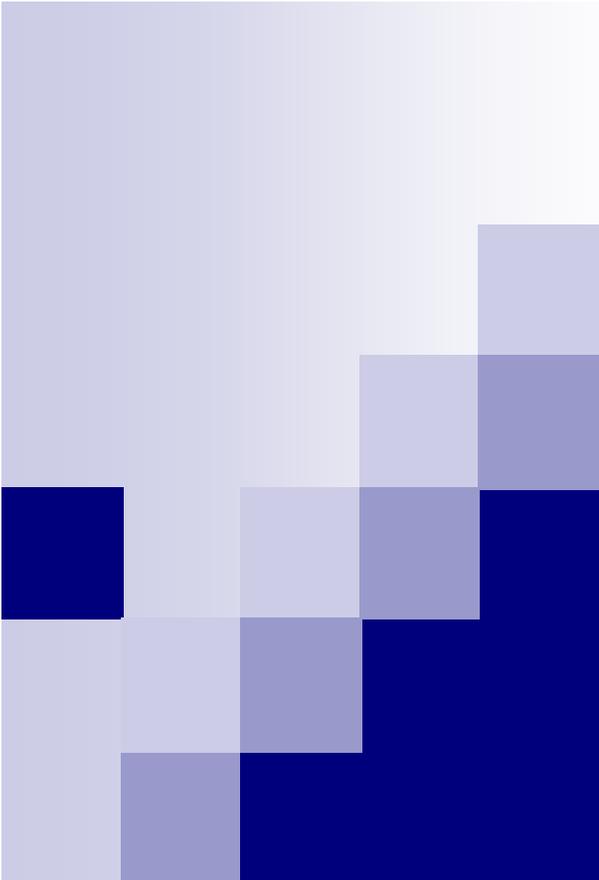
- Iowans are provided with education, information, assistance, and consultation on issues related to hearing loss.
- DSCI maintains a print and video library on deafness as well as publications and other informational resources.
- Technical assistance is provided to the community in several areas such as ADA compliance and policy development, training and workshops on a wide variety of topics, and establishment of advisory groups to direct DSCI and others on how to better meet the needs of the community.





- The agency develops ways for primary customers to access information in ASL within the community and society.
- Resources and information are maintained to meet the accessibility needs of Deaf and Hard of Hearing consumers.
- DSCI sponsors an annual youth leadership program modeled after its Commission. The Junior Commission Program offers a unique opportunity for leadership development and encourages Iowa's youth to carry on leadership roles.

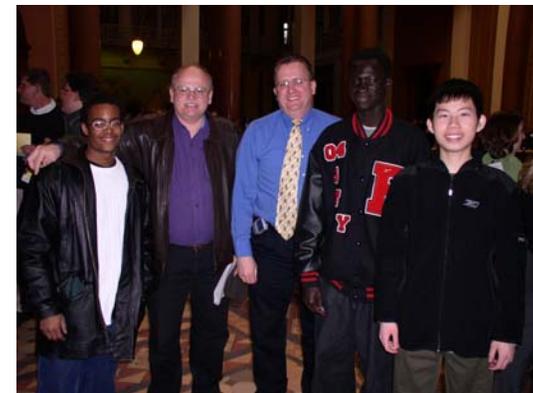




Core Functions, Goals, and Objectives

Advocacy

- Primary customers advocate for their needs.
- Primary customers who are children have life skills to transition to adulthood.





Advocacy – What We've Done

- 388 primary customers received individual consultation and assistance with access issues
- Provided 22 workshops in ASL on a variety of topics
- 221 primary customers were provided with information and resources
- 21 students participated in the agency's Junior Commission Program intensive leadership camp and follow-up trainings
- Provided 8 transition activities for children and families and participated in 8 transition projects

Community Coordination and Development

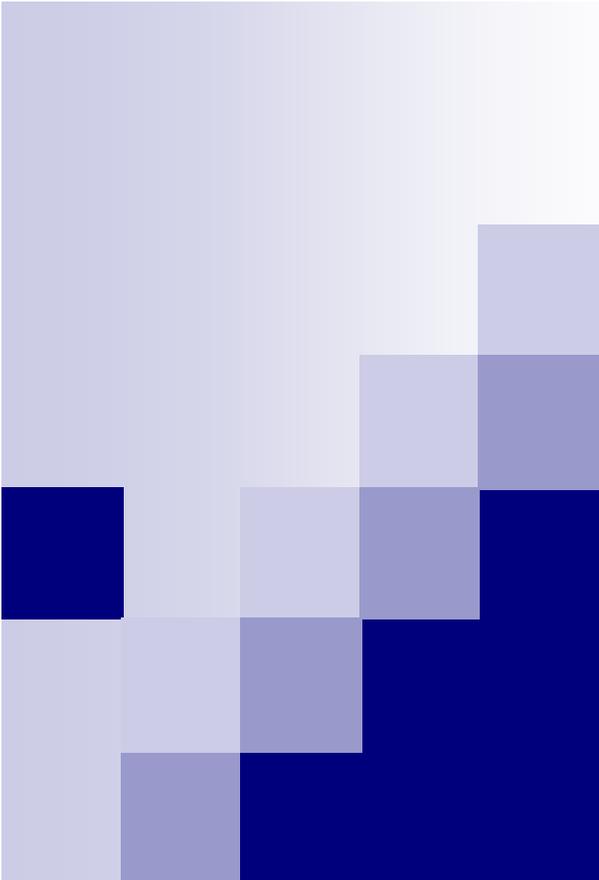
- Lowans have information on hearing loss to provide appropriate accommodations for primary customers.
- Primary customers have access to information and services.





Community Coordination and Development – What We've Done

- Provided technical assistance and training to 120 businesses and organizations on making services accessible
- Worked with 7 organizations and agencies to establish culturally competent services for primary customers
- Continued technical support to Mercy Medical Center in Des Moines in increasing their Deaf Access Program
- Assisted in increasing the number of nationally tested and state licensed interpreters through continuing education (202 CEU requests processed) and a collaborative mentoring project
- 382 secondary customers were provided with information, resources, and referrals to community services



Performance Planning and Assessment



Accountable Government Act

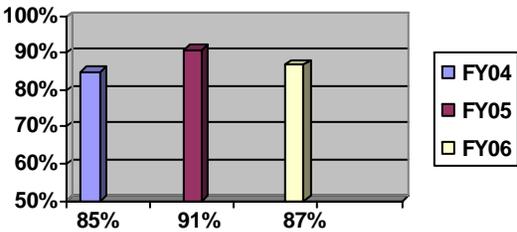
On June 1, 2001, Governor Tom Vilsack signed the Accountable Government Act (AGA) into law. The AGA aligns and connects many components of Iowa's existing governance system and brings the legislative and executive branches together around a common focus on – and framework for – results. The AGA requires Iowa state government to adopt strategic planning, agency performance planning, performance measurement, results-based budgeting, performance reporting, performance audits, and return on investment.

Annual Performance Reports

Highlights from Fiscal Years 2005 & 2006

Advocacy

- **Description:** Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people gain access to programs, services, and information.
- **Why we are doing this:** When individuals have access to programs, services, and information they are able to live independently and self-advocate for their needs.
- **What we're doing to achieve results:** The division educates and provides assistance to Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people to gain access.

<p>Results</p>	<p style="text-align: center;">Percent of Customers Gaining Access to Programs and Services</p>  <table border="1"> <caption>Percent of Customers Gaining Access to Programs and Services</caption> <thead> <tr> <th>Fiscal Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>FY04</td> <td>85%</td> </tr> <tr> <td>FY05</td> <td>91%</td> </tr> <tr> <td>FY06</td> <td>87%</td> </tr> </tbody> </table>	Fiscal Year	Percentage	FY04	85%	FY05	91%	FY06	87%
Fiscal Year		Percentage							
FY04		85%							
FY05	91%								
FY06	87%								
<p>Performance Measure: % of primary customers who gain access after receiving assistance</p> <p>Performance Target: 85%</p>									
<p>What was achieved: Customers who received assistance gained access to community programs and services.</p>									

AGENCY PERFORMANCE PLAN RESULTS FY 2005

Name of Agency: Department of Human Rights – Deaf Services			
Agency Mission: To serve, represent and promote a greater understanding of Deaf and Hard of Hearing individuals, infants to adults, statewide.			
Core Function: Advocacy			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of primary customers who report gaining access to services	65 %	83%	What Occurred: The majority of Deaf and Hard of Hearing customers receiving intensive assistance reported gaining access to services in their communities. Data Source: Client File Reports
2. % of primary customers who report being prepared to self-advocate	50%	93%	What Occurred: The majority of Deaf and Hard of Hearing customers receiving assistance reported being prepared to self-advocate. Data Source: Client File Reports & Contact Database
1.% of primary customers who report having independent living skills	75%	94%	What Occurred: The majority of students attending training reported having independent living skills. Data Source: Junior Commission Program Evaluations
Service, Product or Activity: Educate and assist Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people to gain access to programs, services, and information			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of primary customers who gain access after receiving assistance	85%	91%	What Occurred: The majority of Deaf and Hard of Hearing customers receiving assistance reported gaining access to services in their communities. Data Source: Client File Reports & Contact Database

AGENCY PERFORMANCE PLAN RESULTS FY 2005

Core Function: Community Coordination and Development			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of community services that become accessible after receiving assistance	75%	78%	What Occurred: The majority of organizations and agencies implemented policies and procedures to ensure that their customers with a hearing loss have access to the organization/agency's programs and services. Data Source: Contact Database & Training Evaluations
Service, Product or Activity: Provide technical assistance, training, and information to organizations and agencies ensuring accessibility of products and services for primary customers			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of organizations and agencies that are satisfied with technical assistance and information provided	95%	58%	What Occurred: Each organization and agency that is provided with information and/or technical assistance is documented in the division's Contact Database. Data on customer satisfaction is collected in this database. Staff did not consistently gather this data. Therefore, 58% of customers surveyed indicated they were satisfied with services. The satisfaction of the remaining 42% of customers is unknown. Data Source: Contact Database
2. % of individuals attending training that indicate training goals were met	95%	98%	What Occurred: Most individuals attending training were satisfied. Data Source: Training Evaluations

AGENCY PERFORMANCE PLAN RESULTS FY 2006

Name of Agency: Department of Human Rights – Deaf Services			
Agency Mission: To serve, represent and promote a greater understanding of Deaf and Hard of Hearing individuals, infants to adults, statewide.			
Core Function: Advocacy			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of primary customers who report gaining access to services	65 %	90%	What Occurred: The majority of Deaf and Hard of Hearing customers receiving intensive assistance reported gaining access to services in their communities. Data Source: Client File Reports, Client Management Database, Training Evaluations
2. % of primary customers who report being prepared to self-advocate	50%	81%	What Occurred: The majority of Deaf and Hard of Hearing customers receiving assistance reported being prepared to self-advocate. Data Source: Client File Reports, Client Management Database & Contact Database
1.% of primary customers who report having independent living skills	75%	89%	What Occurred: The majority of students attending training reported having independent living skills. Data Source: Junior Commission Program Evaluations, Student Training Evaluations
Service, Product or Activity: Educate and assist Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people to gain access to programs, services, and information			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of primary customers who gain access after receiving assistance	85%	87%	What Occurred: The majority of Deaf and Hard of Hearing customers receiving assistance reported gaining access to services in their communities. Data Source: Client File Reports, Client Management Database, Contact Database, & Training Evaluations

AGENCY PERFORMANCE PLAN RESULTS FY 2006

Core Function: Community Coordination and Development			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of community services that become accessible after receiving assistance	75%	90%	<p>What Occurred: The majority of organizations and agencies implemented policies and procedures to ensure that their customers with a hearing loss have access to the organization/agency's programs and services.</p> <p>Data Source: Contact Database & Training Evaluations</p>
Service, Product or Activity: Provide technical assistance, training, and information to organizations and agencies ensuring accessibility of products and services for primary customers			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of organizations and agencies that are satisfied with technical assistance and information provided	95%	81%	<p>What Occurred: Each organization and agency that is provided with information and/or technical assistance is documented in the division's Contact Database. Data on customer satisfaction is collected in this database. Staff improved tracking data this fiscal year. However, satisfaction rates of 29% of customers is still unknown.</p> <p>Data Source: Contact Database</p>
2. % of individuals attending training that indicate training goals were met	95%	98%	<p>What Occurred: Almost all individuals attending training were satisfied.</p> <p>Data Source: Training Evaluations</p>