

**AGENCY PERFORMANCE PLAN
FY08
July 1, 2007 – June 30, 2008
Final Results Report**

Name of Agency: Department of Human Rights – Deaf Services Commission of Iowa			
Agency Mission: Our Motivation is to Serve, Represent and Provide a Greater Understanding of Deaf and Hard of Hearing Individuals at Any Age Across the State			
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 access to adult education, legal aid, employment, medical, finance, housing, recreation, and other personal assistance and social programs	% of primary customers who gain access after receiving assistance	65%	Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people advocate for their needs. Deaf, Hard of Hearing, Deaf Blind, and Late Deafened children have life skills to transition to adulthood
Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
Educate and assist Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people to gain access to programs, services, and information Budget # J74-4000/ 50% of budget	% of primary customers who are satisfied with information and assistance provided % of primary customers who report being prepared to self-advocate % of primary customers who report having independent living skills	65% 65% 75%	
QUARTERLY RESULTS:	<ul style="list-style-type: none"> ▪ 114 Primary Customers requested assistance and information 94% satisfied ▪ 201 primary customers requested consultation services – 94% prepared to self-advocate 		

A. Educate primary customers on legal rights and responsibilities	% of customers who understand their rights and responsibilities after education	85%	<ul style="list-style-type: none"> ▪ Provide individual consultation
QUARTERLY RESULTS:		<ul style="list-style-type: none"> ▪ Provided 86 individual consultations; 96% understand rights and responsibilities after education 	
B. Assist customers with access issues	% of customers receiving assistance upon request	100%	<ul style="list-style-type: none"> ▪ Designate liaisons with Deaf Clubs and CIHLA and Deaf Seniors in Des Moines and attend meetings at least twice a year ▪ Attend IAD Board Meetings ▪ Provide individual consultation
QUARTERLY RESULTS:		<ul style="list-style-type: none"> ▪ 109 clients served - 100% received assistance upon request ▪ Attended Mascia Club, CIHLA, Davenport community, DM Deaf Seniors club, Fort Dodge club meetings ▪ Attended the IAD Conference in Cedar Rapids, attended IAD Board meetings in January and March 	
C. Educate primary customers on current issues of importance	% of customers who report having a better understanding of an issue after education	85%	<ul style="list-style-type: none"> ▪ Have information in ASL on DSCI website ▪ Develop informational media in ASL that can be distributed statewide with a focus on services available from various agencies and most requested information ▪ Deaf Culture/Hearing Culture training (if funding available)
QUARTERLY RESULTS:		<ul style="list-style-type: none"> ▪ As a part of our agreement with IWD to share information with the Deaf community about employment benefits that they may be eligible for, we provided one inservice in Cedar Rapids and then determined that it might be better to target individuals that would be eligible to attend individual consultation sessions. We hosted these sessions in May. 100% of customers reported having a better understanding of employment benefits after education. ▪ Additional trainings were offered on Empowerment, Medicare Part D, Senior Housing Options, and DSCI's Paper on Seven Critical Issues. On average, 90% of customers reported that they had a better understanding of the issues after education. ▪ The agency continues to look for ways to create and distribute information in ASL. Costs have been prohibitive so far. ▪ Staff continues to work on finding presenters to provide a Deaf Culture/Hearing Culture training. A DVD was purchased for the library and one for staff use on this topic and has been used for training primarily with hearing people. 	

<p>D. Provide transition and leadership opportunities and activities for primary customers who are youth</p>	<p>% of customers who report being satisfied with education/training</p> <p>% of participants reporting that program goals were met</p> <p># of youth attending training</p>	<p>95%</p> <p>85%</p> <p>20</p>	<ul style="list-style-type: none"> ▪ Attend Iowa Hands and Voices Board meetings to offer support and learn what DSCI can do to help ▪ Representative on the Coordinating Council for Hearing Services Meeting ▪ Continue with JCP camp but discontinue yearly training unless funding can be secured ▪ Assist with establishing a deaf / hard of hearing student camp for socialization
<p>QUARTERLY RESULTS:</p>	<ul style="list-style-type: none"> ▪ Twenty-one students registered and 19 attended the DSCI JCP Leadership Camp from June 15-21, 2008 at Dolliver State Park, Lehigh, Iowa ▪ 95% reported being satisfied with education/training ▪ 100% reported that training goals were met ▪ Implemented the Junior Counselor Program at JCP Camp and had first Junior Counselor ▪ Mannella continues to represent the agency on the Iowa Deaf Education Advisory Council ▪ Met with YMCA Boone Camp Director and Finance Director at the Des Moines YMCA with Employee and Family Resources and Deaf Children Now; working on a program for the summer of 2009 ▪ Mannella has resigned her advisory position with Iowa Hands and Voices and Jones has taken her place. They attend a meeting in March. ▪ Additional youth activities include presentations to students at East High School, presentation at the Parent Educator Connection Conference, attending the Early Childhood and Diversity Retreat, and a presentation to the Des Moines Schools Parent Group. 		
<p>E. Commissioners will educate the community about the division's services and issues related to hearing loss</p>	<p># of hours per commissioner spent on community education</p>	<p>12 hours</p>	
<p>QUARTERLY RESULTS:</p>			

Core Function			
Community Coordination and Development			
Org# J74-4000			
Desired Outcome(s):	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
Community services are accessible to Primary Customers (Deaf, Hard of Hearing, Deaf Blind and Late Deafened people)	% of community services that become accessible after receiving assistance	75%	Deaf, Hard of Hearing, Deaf Blind, and Late Deafened lowans have access to information and services lowans have information on hearing loss to provide appropriate accommodations for Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
Provide technical assistance, training, and information to organizations and agencies ensuring accessibility of products and services for primary customers Budget # J74-4000/ 50% of budget	% of organizations and agencies that are satisfied with technical assistance and information provided % of individuals attending training that indicate training goals were met	95% 98%	
QUARTERLY RESULTS:	<ul style="list-style-type: none"> ▪ 221 requests for technical assistance and information; 96% satisfaction ▪ 13 training requests – 98% indicate training goals were met 		

<p>A. Work with organizations and agencies to ensure accessibility of products and services for primary customers</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>95%</p> <p>98%</p>	<ul style="list-style-type: none"> ▪ TTY at rest areas recheck ▪ Hotel education about accommodations ▪ Accessible emergency services/information (Homeland Security and CEPIN; including fire alarms and CO2) ▪ Work with the Mercy Steering Committee (specifically on survey of needs and cultural competence training) ▪ Seek funding for legal referral service ▪ Continue assistance to IWD and IVRS on access issues
<p>QUARTERLY RESULTS:</p>	<ul style="list-style-type: none"> ▪ 221 requests for technical assistance and information; 96% satisfaction ▪ 13 training requests – 98% indicate training goals were met ▪ Completed development and distribution of Hotel Accommodations Survey. Will collect results during next FY and compile into report to share with the Iowa Hotel Association. ▪ Represented DSCI at Dual Party Relay Council, CSD Advisory Committee, Iowa Early Detection and Hearing Intervention Advisory Committee, Employers Disability Resource Network, Rehabilitation Counselors for the Deaf and Hard of Hearing Committee, Deaf Capitol Day committee, Deafblind Advisory Committee, IWD Navigator/WIPA State Leadership Team, Governor’s Developmental Disability Council, IWD Benefits Planning, and Rehab Counselors for the Deaf and Hard of Hearing meetings. ▪ Presentations to local housing authorities, health care facilities, Department of Human Services, Iowa Workforce Development, local Lion’s Club, elementary and middle schools, Department of Public Safety training officers, senior housing facilities, employers, community colleges, Iowa Vocational Rehabilitation Services, employment network partners, etc. ▪ Completed project on employment benefits with Iowa Workforce Development. This project covered two fiscal years. Provided six trainings in FY08 to employment network staff across the state. 		

<p>B. Work with organizations and agencies to establish direct services for primary customers in the areas of:</p> <ul style="list-style-type: none"> - quality mental health care - quality substance abuse treatment and aftercare - quality living options for seniors, have additional disabilities, or are at risk of abuse - quality adult education opportunities 	<p>% of recommendations on mental health substance abuse and aftercare services implemented</p> <p># of collaborative projects continued</p> <p>Completed report with recommendations on quality living options for seniors, those with additional disabilities, or at risk of abuse incorporated into agency planning</p> <p>Taskforce with IAD established and recommendations received</p>	<p>1</p>	<ul style="list-style-type: none"> ▪ Establish taskforce with IAD and others to prioritize and address recommendations on mental health, substance abuse, and aftercare services
<p>QUARTERLY RESULTS:</p>	<ul style="list-style-type: none"> ▪ Completed supporting role in the Deaf Access Program at Mercy Medical Center Des Moines; this was a three-year grant project that ended June 30, 2008; DSCI held an advisory role in the project and worked specifically on health surveys, needs assessment, and local captioned news. ▪ Continue to consult with Cardinal Capital Management on a senior housing complex in Council Bluffs; assisted with survey distribution, partner development, etc. ▪ Met with the National Deaf Academy about their residential mental health care services in Florida ▪ Created a paper on Seven Critical Issues Facing Deaf and Hard of Hearing Iowans; shared this with Lt. Governor Judge and other political representatives as well as the general public 		
<p>C. Facilitate access to quality interpreting services</p>	<p>% of interpreters who hold a permanent license</p>	<p>35%</p>	<ul style="list-style-type: none"> ▪ CEU sponsor ▪ mentoring project ▪ look for opportunities to support ITPs ▪ look for opportunities to encourage high school students to consider an interpreting career

QUARTERLY RESULTS:	<ul style="list-style-type: none"> ▪ The annual average of interpreters holding a permanent license in Iowa was 37% this fiscal year; there was an increase of 37 interpreters holding a license to practice this fiscal year ▪ 522 interpreters awarded RID CEUs during this fiscal year ▪ Assisted in establishing the Iowa Mentoring Partnership that includes the four interpreter training programs, Iowa State Registry of Interpreters for the Deaf, Department of Education/Iowa School for the Deaf, DSCI, and interpreters in education. The goal was to establish a formal mentoring program for interpreters in Iowa and host educational sessions statewide that would allow interpreters to improve skills and earn CEUs to maintain licensure and/or certification. Eight sessions were offered over the Iowa Communications Network (ICN). Funding came primarily from the Department of Education with the remaining coming from registration fees and in-kind support from DSCI and ISRID. Evaluations from the program were very positive and participants would like to see these continue. ▪ Supported ISRID in hosting a three-day meta-mentor/mentor/mentee training in April. Those attending were very interested in seeing a formal mentoring program in Iowa. 		
D. Develop, maintain, and distribute information and resources on issues related to hearing loss	<p>% of customers who are satisfied with information and resources received</p> <p>Average length of time to send requests for information and resources</p>	<p>95%</p> <p><1 day</p>	<ul style="list-style-type: none"> ▪ Write monthly articles for E-News, IAD Sign Language, CIHLA about current issues (i.e. changing providers under Medicare Part D)
QUARTERLY RESULTS:	<ul style="list-style-type: none"> ▪ 27 Primary Customers requested information and resources with 89% satisfaction; 58 Secondary Customers requested information and resources; 95% satisfied; average length of time to respond = less than one day ▪ 		
E. 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	
QUARTERLY RESULTS:			
OTHER ACHIEVEMENTS/ACTIVITIES:	<ul style="list-style-type: none"> ▪ Staff attended various meetings and trainings representing the division and gaining more information to better serve consumers. ▪ DSCI was successful in getting general funds to cover the monthly expenses of videophone service. Equipment was purchased and all mechanical work was completed this fiscal year. ▪ DSCI staff continues to participate in various department activities and groups. 		