

IOWA DEPARTMENT OF HUMAN RIGHTS  
DIVISION OF DEAF SERVICES

# PERFORMANCE REPORT

Performance Results Achieved for Fiscal Year 2005

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# INTRODUCTION

I am pleased to present the Iowa Department of Human Rights, Deaf Services Commission of Iowa's performance report for Fiscal Year 2005 (July 1, 2004 - June 30, 2005). This report provides valuable information about programs and services provided by our division to address issues of hearing loss that affect ten in every 100 Iowans. In addition, information is provided in accordance with the Accountable Government Act to improve decision-making and increase accountability to stakeholders and citizens of Iowa.

This report includes performance information on the division's two core functions and three services, products, and activities provided by the division. Funding for these core functions, services, products and activities represents 100% of the division's FY2005 general fund appropriation and six full-time employees.

The division of Deaf Services focuses on providing information, resources, technical assistance, and referrals to both individuals with a hearing loss and those serving Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people. Key strategic challenges the division is

working to address focus on two areas. One is supporting individuals with a hearing loss to be independent, productive, and informed citizens. The second area of focus is ensuring access to community programs and services through collaborations that identify needs and work to address critical issues. Specifically, the division is focusing on health, mental health, substance abuse, senior issues, and quality living options for Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people.

This report addresses the challenges being addressed by the division through our strategic plan, performance plan, and services, products, and activities. As we review the results from this year's report we continue to refine how we measure our successes and modify plans to improve results.

Sincerely,

Kathryn Baumann-Reese  
Administrator, Division of Deaf Services  
Iowa Department of Human Rights

## AGENCY OVERVIEW

Deaf Services Commission of Iowa (DSCI) exists to address the social, emotional, and communication aspects of a hearing loss. The State of Iowa established the agency in 1975 with the purpose of improving the quality of life of Deaf and Hard of Hearing people in Iowa. This is accomplished through coordination, implementation, and provision of services to the community. The agency is a division of the Iowa Department of Human Rights.

DSCI is the link to accessibility, services, resources, and information on Deaf and Hard of Hearing issues in Iowa. DSCI encourages existing organizations and agencies to make their programs and services accessible. The division assists in the establishment of new programs and services for Deaf and Hard of Hearing citizens through partnerships with other agencies and organizations. Our mission is "To serve, represent & provide a greater understanding of Deaf and Hard of Hearing individuals, of all ages statewide" and our vision is "Equal Communication, Education, and Access."

DSCI categorizes customers into two segments: primary customers and secondary customers. Primary customers include people who have identified themselves as Deaf, Hard of Hearing, Deaf Blind, or Late Deafened. Secondary customers include businesses, government, interpreters, parents, and other professionals working with our primary customers. The cultural identity of the Deaf community is one of "group" rather than of "self." This value carries through to the group's expectations of those who

work with them. If DSCI's staff is not perceived as members of the Deaf community, customers will hesitate to trust, cooperate, and ultimately will not access the agency's services. Additionally, as a minority group, Deaf people are a tightly knit group. 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.

The division has identified two core functions: Advocacy, and Community Coordination and Development. Our services, products, and activities fall under these two core functions. Advocacy includes educating and assisting Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people to gain access to programs, services, and information. Community Coordination and Development activities include providing technical assistance, training, and information to organizations and agencies ensuring accessibility of products and services for primary customers. Another major activity under this core function is working with existing community services to ensure accessibility for individuals with a hearing loss. The division provides direct consultation services to individuals regarding their hearing loss. However, the division has shifted focus over the last several years to direct a majority of resources to addressing systems issues rather than individual issues. This proactive approach allows the division to impact change for large groups of individuals rather than addressing each person's concerns as they arise.

As mentioned earlier, DSCI is a division of the Department of Human Rights. The Governor also appoints a seven member Commission to set policy and direction for the division. In addition to the Commission, the division has six full time employees. Both the Commission and the division staff meet annually to review strategic planning and develop an annual agency performance plan. The Commission meets quarterly. At each meeting the division's staff presents an updated report on the results of activities during the quarter. These reports follow the division's

annual performance plan. This provides the Commission with information to monitor performance, modify the performance plan, and reallocate resources if necessary. Annual agency performance plans are based on general fund appropriations and anticipated outside resources for the next fiscal year. In Fiscal Year 2005, the division received a general fund appropriation of \$381,327. The division also entered into agreements with other state agencies which generated an additional \$10,350.

# KEY RESULT

## SERVICE/ PRODUCT/ ACTIVITY

**Name:** Advocacy and Assistance

**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.

### Results

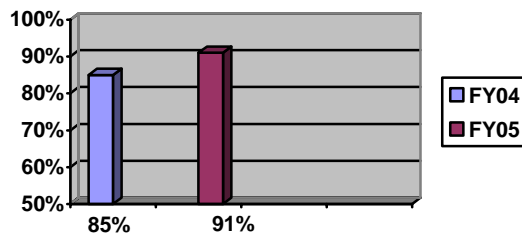
**Performance Measure:**

% of primary customers who gain access after receiving assistance

**Performance Target:**

85%

**Percent of Customers Gaining Access to Programs and Services**



**What was achieved:** 91% of customers who received assistance gained access to community programs and services.

**Data Sources:** Client File Reports & Contact Database

**Resources:** Total funding for these services is approximately \$195,803. There are 3 FTEs associated to implement this activity.

## AGENCY PERFORMANCE PLAN RESULTS FY 2005

<b>Name of Agency:</b> Department of Human Rights – Deaf Services			
<b>Agency Mission:</b> To serve, represent and promote a greater understanding of Deaf and Hard of Hearing individuals, infants to adults, statewide.			
<b>Core Function:</b> Advocacy			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. % of primary customers who report gaining access to services	65 %	83%	<p><b>What Occurred:</b> The majority of Deaf and Hard of Hearing customers receiving intensive assistance reported gaining access to services in their communities.</p> <p><b>Data Source:</b> Client File Reports</p>
2. % of primary customers who report being prepared to self-advocate	50%	93%	<p><b>What Occurred:</b> The majority of Deaf and Hard of Hearing customers receiving assistance reported being prepared to self-advocate.</p> <p><b>Data Source:</b> Client File Reports &amp; Contact Database</p>
3. % of primary customers who report having independent living skills	75%	94%	<p><b>What Occurred:</b> The majority of students attending training reported having independent living skills.</p> <p><b>Data Source:</b> Junior Commission Program Evaluations</p>

<b>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</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. % of primary customers who gain access after receiving assistance	85%	91%	<p><b>What Occurred:</b> The majority of Deaf and Hard of Hearing customers receiving assistance reported gaining access to services in their communities.</p> <p><b>Data Source:</b> Client File Reports &amp; Contact Database</p>
<b>Core Function: Community Coordination and Development</b>			
<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. % of community services that become accessible after receiving assistance	75%	78%	<p><b>What Occurred:</b> 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><b>Data Source:</b> Contact Database &amp; Training Evaluations</p>
<b>Service, Product or Activity: Provide technical assistance, training, and information to organizations and agencies ensuring accessibility of products and services for primary customers</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. % of organizations and agencies that are satisfied with technical assistance and information provided	95%	58%	<p><b>What Occurred:</b> 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.</p> <p><b>Data Source:</b> Contact Database</p>



2. % of individuals attending training that indicate training goals were met	95%	98%	<b>What Occurred:</b> Most individuals attending training were satisfied. <b>Data Source:</b> Training Evaluations
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## RESOURCE REALLOCATIONS

The resource reallocations for this fiscal year were primarily human resource reallocations. The division's secretary retired at the end of December. The division partnered with another division to share staff to fulfill the primary duties associated with the Secretary position. The remaining funding was used to fill a vacancy in the division for an additional Disability Consultant. This position, along with two similar positions in the division, is responsible to carry out the primary core function of Advocacy of the division.

## AGENCY CONTACTS

Copies of Iowa Department of Human Rights, Division of Deaf Services' Performance Report are available on the DSCI website at [www.state.ia.us/government/dhr/ds/index.html](http://www.state.ia.us/government/dhr/ds/index.html). Copies of the report can also be obtained by contacting Kathryn Baumann-Reese at 515-281-7121 (voice/tty.)

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