

**AGENCY PERFORMANCE PLAN
 QUARTERLY REPORT
 April 1, 2008 – June 30, 2008**

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"> ▪ 27 Primary Customers requested assistance and information 89% satisfied ▪ 35 primary customers requested consultation services – 97% 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 13 individual consultations 89% 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"> ▪ 26 clients served - 100% received assistance upon request ▪ Attended Mascia Club meeting and provided workshop on empowerment and presented information on DSCI's Seven Critical Issues Paper ▪ Represented DSCI at the Hearing Loss Association of Central Iowa meeting in June 	
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"> ▪ Worked with IWD and Employee and Family Resources to host a pilot of individual benefits planning sessions in Des Moines. Very few people took advantage of the pilot. It was decided that individual appointments will be arranged in future. ▪ Had an exhibit at the DeafNation Expo in Omaha, Nebraska ▪ Attended a brainstorming meeting with the Department of Cultural Affairs on careers in the arts for people with disabilities 	

<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 		
<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"> ▪ 3 training requests – 97% indicate training goals were met ▪ 100% were satisfied with technical assistance and information provided ▪ Presentations to local housing authorities, health care facilities, Department of Human Services, Iowa Workforce Development, local Lion’s Club, elementary and middle schools, and Department of Public Safety training officers ▪ Completed project on employment with Iowa Workforce Development 		

<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"> ▪ Completed development of Hotel Accommodations Survey. Survey is on the DSCI webpage. Distributed to individuals listed with DSCI through e-mail. Also sent an article to IAD for the July/August newsletter about the survey. ▪ Represented DSCI at Dual Party Relay Council, CSD Advisory Committee, Iowa Early Detection and Hearing Intervention Advisory Committee, Employers Disability Resource Network, and Rehabilitation Counselors for the Deaf and Hard of Hearing Committee meetings. 		
<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 ▪ Met with the National Deaf Academy about their residential mental health care services in Florida 		

C. Facilitate access to quality interpreting services	% of interpreters who hold a permanent license	35%	<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"> ▪ 38% of interpreters licensed in Iowa hold a permanent license; 355 total interpreters licensed as of 7/22/08 ▪ Last quarter results: 37% of interpreters licensed in Iowa hold a permanent license; 338 total interpreters licensed ▪ 98 interpreters awarded RID CEUs during this period ▪ Lyons has been notified that DMACC will not have an advisory committee for their Interpreter Training Program ▪ Co-coordinated 2 workshops for interpreters over ICN as a part of the Iowa Mentoring Partnership; 79 registrants ▪ Represented DSCI at the ISRID Spring Conference ▪ Continue to participate in the Iowa Mentoring Partnership group 	
D. 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 send requests for information and resources	95% <1 day	<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:			

<p>OTHER:</p> <p>A. Host Midwest conference for Deaf and Hard of Hearing State Agencies</p> <p>B. Novelty items that promote DSCI (if funding is available)</p>	<p>These items are on hold.</p>
<p>OTHER ACHIEVEMENTS/ACTIVITIES:</p>	<ul style="list-style-type: none"> ▪ Staff attended DHR Professional Development Opportunities ▪ Staff attended Deaf Capitol Day and had two displays (DSCI and videophones) ▪ Continue to keep in touch and support Cardinal Capital Management, Inc. on Deaf senior housing in Iowa ▪ Lyons attended Advocating Change Day