

**AGENCY PERFORMANCE PLAN
 QUARTERLY REPORT
 FY10
 July 1, 2009 – September 30, 2009**

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"> ▪ 12 Primary Customers requested assistance and information 100% satisfied ▪ 37 primary customers requested consultation services – 96% prepared to self-advocate
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A. Educate primary customers on legal rights and responsibilities (including ADA compliance issues)	% of customers who understand their rights and responsibilities after education	85%	<ul style="list-style-type: none"> ▪ Provide individual consultation ▪ Workshop on effective communication including how to share concerns and filing formal complaint
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QUARTERLY RESULTS:	<ul style="list-style-type: none"> ▪ Provided 16 individual consultations 100% understand rights and responsibilities after education ▪ Provided additional assistance to a group contacting the US Dept of Justice regarding access to medical settings ▪ Attended ADA Learning Session at Vocational Rehabilitation ▪ Developed and provided training to Des Moines Deaf Seniors group on September 30, 2009 on how to request and interpreter and how to file a complaint 		
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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 make contact at least twice a year ▪ Attend IAD Board Meetings ▪ Provide individual consultation
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QUARTERLY RESULTS:	<ul style="list-style-type: none"> ▪ 21 clients served - 100% received assistance upon request 		
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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 (DVD/CD) ▪ Deaf Culture/Hearing Culture training
QUARTERLY RESULTS:		<ul style="list-style-type: none"> ▪ Continued working with Iowa Interactive on DSCI's new website design. ▪ Worked on filming of 2010 U.S. Census ASL DVD with high school students and two community members ▪ Attended IAD Conference in Marshalltown with Commission Legg and provided update on DSCI and other issues 	
D. Provide transition and leadership opportunities, information, and activities for primary customers who are youth	<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 Deaf Education Advisory Group ▪ Continue with JCP camp but discontinue yearly training unless funding can be secured ▪ Continue partnership establishing a deaf/hard of hearing student camp for socialization
QUARTERLY RESULTS:		<ul style="list-style-type: none"> ▪ Completed and Distributed Photos and Video CD's to JCP Campers, Staff and Volunteers. ▪ Attended Iowa Deaf Education Advisory Council Meeting. ▪ Attended Youth Development Grant Technical Assistance Meeting with Department of Management. ▪ Started a pilot transition project working with deaf and hard of hearing high school students. 	

E. Commissioners will educate the community about the division's services and issues related to hearing loss	# of hours per commissioner spent on community education	12 hours	
QUARTERLY RESULTS:	▪		

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 Iowans have access to information and services Iowans 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"> 100% of organizations and agencies were satisfied with technical assistance and information provided 		

<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"> ▪ Hotel education about accommodations complete ▪ Explore training for emergency personnel ▪ Seek ways to obtain updated demographics of our customers in Iowa ▪ Encourage multiple state agencies to apply for technology funding for videophones in each county ▪ Seek funding for legal referral service and explore education opportunities with legal community ▪ Continue assistance to IWD and IVRS on access issues – 3 regional trainings with IVRS ▪ Seek funding to establish visual fire and CO2 alarm distribution program
<p>QUARTERLY RESULTS:</p>	<ul style="list-style-type: none"> ▪ Provided technical assistance and/or training to 7 businesses/organizations – 100% receiving assistance and/or training were satisfied ▪ Attended the Emergency Preparedness Conference and involved in conference planning ▪ Worked on setting up CEPIN Training – Postponed to Spring 2010 ▪ IUB Dual Relay Council meeting; Early Detection and Hearing Intervention meetings; Employers Disability Resource Network meetings; Rehab Counselors for the Deaf and Hard of Hearing meeting ▪ Attended Benefits Liaison/IWD ICN- Reviewing SSI/SSDI/IWPA materials covered ▪ Attended 911 Enhanced System for Black Hawk County Demo in Waterloo 		

<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>Forum hosted and report on mental health and substance abuse issues completed and distributed</p>		<ul style="list-style-type: none"> ▪ Host mental health forum with interested professionals and consumers across the state and compile report of issues, resources, and recommendations to complete mental health report; distribute final report
<p>QUARTERLY RESULTS:</p>	<ul style="list-style-type: none"> ▪ Mental Health Forum is on hold due to budget ▪ Met with Community Liaison from National Deaf Academy from Florida; arranged meetings with IVRS, Magellan Health, Dept of Corrections, etc. about services available for Deaf and Hard of Hearing people with mental illness or substance abuse issues. ▪ Met with Magellan Health Services regarding access for Deaf lowans through the Medicaid program. Received a list of providers that indicate they can sign. Working with Magellan to create a questionnaire to confirm competency in ASL. Provided training, along with other DHR divisions, to Magellan Network Providers on providing culturally competent services. 		

<p>C. Facilitate access to quality interpreting services</p>	<p>% of interpreters who hold a permanent license</p> <p># of requests for assistance filing complaints about interpreter quality</p>	<p>35%</p> <p>(new measure – collecting baseline data)</p>	<ul style="list-style-type: none"> ▪ Continue as RID CEU sponsor ▪ Continue as a member of the Iowa Mentoring Partnership ▪ Explore offering ASL as a foreign language in high schools ▪ Provide professional conduct training for interpreters ▪ Explore having a BA interpreting program at a Regents' institution ▪ Look for opportunities to encourage high school students to consider an interpreting career ▪ Sponsor information session on what is a CDI
<p>QUARTERLY RESULTS:</p>	<ul style="list-style-type: none"> ▪ 170 or 52% of interpreters licensed in Iowa hold a permanent license; 327 total interpreters licensed as of 9/30/09 ▪ Last quarter results: 41% of interpreters licensed in Iowa hold a permanent license; 407 total interpreters licensed ▪ 42 interpreters awarded RID CEUs during this period ▪ DSCI and ISRID working together to host two study sessions (October 3 and November 21) to prepare for the CDI written exam; in addition, ISRID is working to pair an interpreter mentor with each person studying for the CDI exam 		

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"> ▪ 12 Primary Customers requested information and resources with 100% satisfaction; 40 Secondary Customers requested information and resources; 97% satisfied; average length of time to respond = 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"> ▪ Valerie Osterberg has begun a practicum with DSCI; she is a rehabilitation graduate student from Drake ▪ Worked extensively with other Department of Human Rights staff to develop a new organizational structure that is more efficient, effective, and will strengthen all divisions in the end. 		