

**AGENCY PERFORMANCE PLAN
 QUARTERLY REPORT
 FY09
 April 1, 2009 – June 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"> ▪ 19 Primary Customers requested assistance and information 100% satisfied ▪ 29 primary customers requested consultation services – 97% 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 9 individual consultations 89% understand rights and responsibilities after education ▪ Attended ADA Audio Learning Sessions ▪ Continue to develop “How to Request an Interpreter” training
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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"> ▪ 20 clients served - 100% received assistance upon request ▪ No request received yet from Deaf Clubs to provide assistance ▪ Sent letter to the Deaf Clubs: Davenport, Burlington, Deaf Lutheran Senior Citizens, Cedarloo Association of the Deaf and Council Bluffs and Des Moines Deaf Club regarding Advocacy Change Day letter cover and Brochures ▪ Attended the IAD Board meeting in Cedar Falls ▪ Presented at the Central Iowa Hearing Loss Association on Audism
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C. Educate primary customers on current	% of customers who report having a better understanding	85%	<ul style="list-style-type: none"> ▪ Have information in ASL on DSCI website ▪ Develop informational media in ASL that
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issues of importance	of an issue after education		can be distributed statewide with a focus on services available from various agencies and most requested information (DVD/CD) <ul style="list-style-type: none"> ▪ Deaf Culture/Hearing Culture training
QUARTERLY RESULTS:	<ul style="list-style-type: none"> ▪ Met with Nancy Brady from the Iowa Law Enforcement Academy to discuss developing 911 System information in ASL on DVD ▪ Applied for partnership funding to create ASL videos on the Census 2010 		
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"> ▪ Held annual JCP Leadership Camp from June 14-19, 2009 at Dolliver State Park in Lehigh with 19 students attending; four DSCI staff along with ten volunteer staff; four interpreters, two captioners and one nurse; 94% of participants reported that training goals were met; 94% were satisfied with training ▪ Attended YMCA Boone Camp Monthly Meetings ▪ Attended Iowa Deaf Education Advisory Council Meeting ▪ Attended Youth Development Grant Technical Assistance meeting with the Department of Management ▪ Met with Iowa Chops Outreach Manager to discuss sponsorship opportunities for youth programs 		

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"> ▪ Attended Census 2010 monthly meetings ▪ Provided technical assistance to the Emergency Preparedness Survivors Conference Committee on communication access and planning for their September conference ▪ Met with Iowa Workforce Development’s new Navigators ▪ Provided a tour to visitors from Mexico, discussed services here and what they have available ▪ Participated in the Department of Public Health’s Diversity Panel ▪ Represented DSCI on the following groups: CSD Advisory Committee, IUB Dual Party Relay Council, ▪ Participated in Advocating Change Day, Deafhood Workshop, Professional Development Opportunities (DHR), and Deaf, Deaf World training 		

<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 		

<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"> ▪ 166 or 41% of interpreters licensed in Iowa hold a permanent license; 407 total interpreters licensed as of 6/30/09 ▪ Last quarter results: 41% of interpreters licensed in Iowa hold a permanent license; 392 total interpreters licensed ▪ 35 interpreters awarded RID CEUs during this period; successfully completed and passed an audit by RID ▪ Commission approved joint project with ISRID on CDI training; waiting for response from ISRID 		

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"> ▪ 19 Primary Customers requested information and resources with 100% satisfaction; 31 Secondary Customers requested information and resources; 94% satisfied; average length of time to respond = one day ▪ Met with Iowa Interactive to discuss new web design for the DSCI site ▪ Wrote articles on Advocacy Change Day, DTV ASL, Disability Law lowdown, ASL Disability law regarding ADA & other disability resources and HUD 		
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"> ▪ Jen Kelch completed her internship with DSCI in April. She provided outstanding service to the agency including research and program development. ▪ Purchased new Videophone equipment that is compatible with the state's network system; also purchased wireless VPs that staff can use when traveling ▪ Attended Rep. John Connors' funeral; his great grand-daughter is a former Junior Commissioner 		