

**AGENCY PERFORMANCE PLAN  
 QUARTERLY REPORT  
 FY09  
 January 1, 2009 – March 31, 2009**

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| <b>Name of Agency: Department of Human Rights – Deaf Services Commission of Iowa</b>   |  |                              |  |
| <b>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</b>   |  |                              |  |
| <b>Core Function</b>   |  |                              |  |
| <b>Advocacy</b>  |  |                              |  |
| <b>Desired Outcome(s):</b>   | <b>Outcome Measure(s)</b>  | <b>Outcome Target</b>        | <b>Link to Strategic Plan Goal(s)</b>  |
| 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.<br><br>Deaf, Hard of Hearing, Deaf Blind, and Late Deafened children have life skills to transition to adulthood |
| <b>Services, Products, Activities</b>  | <b>Performance Measures</b>  | <b>Performance Target(s)</b> | <b>Strategies/Recommended Actions</b>  |
| Educate and assist Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people to gain access to programs, services, and information<br><br>Budget # J74-4000/ 50% of budget   | % of primary customers who are satisfied with information and assistance provided<br><br>% of primary customers who report being prepared to self-advocate<br><br>% of primary customers who report having independent living skills | 65%<br><br>65%<br><br>75%    |  |

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| <b>QUARTERLY RESULTS:</b> | <ul style="list-style-type: none"> <li>▪ <b>45 Primary Customers requested assistance and information 100% satisfied</b></li> <li>▪ <b>39 primary customers requested consultation services – 94% prepared to self-advocate</b></li> </ul> |
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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 | <b>85%</b> | <ul style="list-style-type: none"> <li>▪ Provide individual consultation</li> <li>▪ Workshop on effective communication including how to share concerns and filing formal complaint</li> </ul> |
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| <b>QUARTERLY RESULTS:</b> | <ul style="list-style-type: none"> <li>▪ <b>Provided 22 individual consultations 94% understand rights and responsibilities after education</b></li> <li>▪ <b>Attended ADA Audio Learning Sessions</b></li> </ul> |
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| B. Assist customers with access issues | % of customers receiving assistance upon request | <b>100%</b> | <ul style="list-style-type: none"> <li>▪ Designate liaisons with Deaf Clubs and CIHLA and Deaf Seniors in Des Moines and make contact at least twice a year</li> <li>▪ Attend IAD Board Meetings</li> <li>▪ Provide individual consultation</li> </ul> |
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| <b>QUARTERLY RESULTS:</b> | <ul style="list-style-type: none"> <li>▪ <b>29 clients served - 100% received assistance upon request</b></li> <li>▪ <b>No request received yet from Deaf Clubs to provide assistance</b></li> <li>▪ <b>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</b></li> <li>▪ <b>Attended the IAD Board meeting in Cedar Falls</b></li> <li>▪ <b>Presented at the Central Iowa Hearing Loss Association on Audism</b></li> </ul> |
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| <p>C. Educate primary customers on current issues of importance</p>  | <p>% of customers who report having a better understanding of an issue after education</p>   | <p><b>85%</b></p>                                    | <ul style="list-style-type: none"> <li>▪ Have information in ASL on DSCI website</li> <li>▪ 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)</li> <li>▪ Deaf Culture/Hearing Culture training</li> </ul>   |
| <p><b>QUARTERLY RESULTS:</b></p>   | <ul style="list-style-type: none"> <li>▪ <b>Contacted Nancy Brady from Iowa Law Enforcement Academy to set up meeting (May) to discuss developing CDs in ASL about 911 System</b></li> <li>▪ <b>Still working on “ how do you request interpreter” project</b></li> </ul>                            |  |   |
| <p>D. Provide transition and leadership opportunities, information, 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><b>95%</b></p> <p><b>85%</b></p> <p><b>20</b></p> | <ul style="list-style-type: none"> <li>▪ Attend Iowa Hands and Voices Board meetings to offer support and learn what DSCI can do to help</li> <li>▪ Representative on the Deaf Education Advisory Group</li> <li>▪ Continue with JCP camp but discontinue yearly training unless funding can be secured</li> <li>▪ Continue partnership establishing a deaf/hard of hearing student camp for socialization</li> </ul> |
| <p><b>QUARTERLY RESULTS:</b></p>   | <ul style="list-style-type: none"> <li>▪ <b>Received 12 JCP camp registration forms – staff continue to recruit students</b></li> <li>▪ <b>Attended YMCA Boone Camp Monthly Meetings</b></li> <li>▪ <b>Working on meal planning, recruiting volunteer staff, and soliciting donations</b></li> </ul> |  |   |

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| 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 |  |
| <b>QUARTERLY RESULTS:</b>  | ▪  |          |  |

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| <b>Core Function</b>   |  |                       |  |
| <b>Community Coordination and Development</b>  |  |                       |  |
| <b>Org# J74-4000</b>   |  |                       |  |
| <b>Desired Outcome(s):</b>   | <b>Outcome Measure(s)</b>  | <b>Outcome Target</b> | <b>Link to Strategic Plan Goal(s)</b>  |
| <b>Community services are accessible to Primary Customers (Deaf, Hard of Hearing, Deaf Blind and Late Deafened people)</b> | <b>% of community services that become accessible after receiving assistance</b> | <b>75%</b>            | <b>Deaf, Hard of Hearing, Deaf Blind, and Late Deafened lowans have access to information and services</b><br><br><b>lowans have information on hearing loss to provide appropriate accommodations for Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people</b> |

| Activities, Services, Products   | Performance Measures  | Performance Target(s) | Strategies/Recommended Actions  |
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| <p>Provide technical assistance, training, and information to organizations and agencies ensuring accessibility of products and services for primary customers</p> <p>Budget # J74-4000/ 50% of budget</p> | <p>% of organizations and agencies that are satisfied with technical assistance and information provided</p> <p>% of individuals attending training that indicate training goals were met</p>   | <p>95%</p> <p>98%</p> |   |
| <p><b>QUARTERLY RESULTS:</b></p>   | <ul style="list-style-type: none"> <li>▪ <b>97% of organizations and agencies were satisfied with technical assistance and information provided</b></li> </ul>  |                       |   |
| <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"> <li>▪ Hotel education about accommodations complete</li> <li>▪ Explore training for emergency personnel</li> <li>▪ Seek ways to obtain updated demographics of our customers in Iowa</li> <li>▪ Encourage multiple state agencies to apply for technology funding for videophones in each county</li> <li>▪ Seek funding for legal referral service and explore education opportunities with legal community</li> <li>▪ Continue assistance to IWD and IVRS on access issues – 3 regional trainings with IVRS</li> <li>▪ Seek funding to establish visual fire and CO2 alarm distribution program</li> </ul> |
| <p><b>QUARTERLY RESULTS:</b></p>   | <ul style="list-style-type: none"> <li>▪ <b>Made final summary survey report, Dec 2008. Need to make formal letter to the Lodging Association-Pending</b></li> <li>▪ <b>Represented DSCI at Deaf-Blind Interventor Meeting, Deaf-Blind Advisory Meeting, CSD</b></li> </ul> |                       |   |

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|  | <p><b>Advisory Meeting, Governor’s Developmental Disabilities Council, EDRN and training subcommittee, and Iowa EDHI</b></p> <ul style="list-style-type: none"> <li>▪ <b>Provided assistance to Governor’s DD Council on coordinating Advocating Change Day</b></li> <li>▪ <b>Assisted with the State MLK Celebration</b></li> <li>▪ <b>Met with Hy-Vee Diversity Recruiter on hiring opportunities</b></li> <li>▪ <b>Met with student at Drake University about services available</b></li> <li>▪ <b>Presented to the Drake University Counseling Class</b></li> </ul> |  |  |
| <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"> <li>- quality mental health care</li> <li>- quality substance abuse treatment and aftercare</li> <li>- quality living options for seniors, have additional disabilities, or are at risk of abuse</li> <li>- quality adult education opportunities</li> </ul> | <p>Forum hosted and report on mental health and substance abuse issues completed and distributed</p>  |  | <ul style="list-style-type: none"> <li>▪ 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</li> </ul> |
| <p><b>QUARTERLY RESULTS:</b></p>   | <ul style="list-style-type: none"> <li>▪ <b>Presented at Camp Dodge, Boone, and Decatur City with Hamilton Relay to 911 Dispatchers and Emergency Responders</b></li> <li>▪ <b>Mental Health Forum is on hold due to budget</b></li> </ul>  |  |  |

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| <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"> <li>▪ Continue as RID CEU sponsor</li> <li>▪ Continue as a member of the Iowa Mentoring Partnership</li> <li>▪ Explore offering ASL as a foreign language in high schools</li> <li>▪ Provide professional conduct training for interpreters</li> <li>▪ Explore having a BA interpreting program at a Regents' institution</li> <li>▪ Look for opportunities to encourage high school students to consider an interpreting career</li> <li>▪ Sponsor information session on what is a CDI</li> </ul> |
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| <p><b>QUARTERLY RESULTS:</b></p>  | <ul style="list-style-type: none"> <li>▪ <b>161 or 41% of interpreters licensed in Iowa hold a permanent license; 392 total interpreters licensed as of 4/24/09</b></li> <li>▪ <b>Last quarter results: 40% of interpreters licensed in Iowa hold a permanent license; 382 total interpreters licensed</b></li> <li>▪ <b>35 interpreters awarded RID CEUs during this period; successfully completed and passed an audit by RID</b></li> <li>▪ <b>Worked extensively with Department of Education to address the potential of 1/3 of all educational interpreters not passing a national exam and no longer being eligible for a license beginning 7/1/09. Assisted in creating a development plan, RFPs, informational documents, etc.</b></li> <li>▪ <b>Working with ISRI/DSCI regarding CDI training Action to provide educating Deaf community – proposal to Commission for approval</b></li> <li>▪ <b>Increased requests for information about obtaining interpreting services through video; working with several medical facilities and other businesses on this option; was contacted by several out of state vendors</b></li> <li>▪ <b>Attended a licensing meeting at the Illinois/Iowa Center for Independent Living; presentation by the IL Commission of the Deaf and Hard of Hearing</b></li> </ul> |                             |  |
| <p>D. Develop, maintain, and distribute information and resources on issues related to hearing loss</p> | <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>&lt;1 day</p> | <ul style="list-style-type: none"> <li>▪ Write monthly articles for E-News, IAD Sign Language, CIHLA about current issues (i.e. changing providers under Medicare Part D)</li> </ul> |

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| <p><b>QUARTERLY RESULTS:</b></p>   | <ul style="list-style-type: none"> <li>▪ <b>16 Primary Customers requested information and resources with 100% satisfaction; 38 Secondary Customers requested information and resources; 97% satisfied; average length of time to respond = one day</b></li> <li>▪ <b>Attended 3 days Dreamweaver Website Design Class</b></li> <li>▪ <b>Wrote articles on Advocacy Change Day, DTV ASL, Disability Law lowdown, ASL Disability law regarding ADA &amp; other disability resources and HUD</b></li> </ul> |                 |  |
| <p>E. Commissioners will educate the community about the divisions services and issues related to hearing loss</p>   | <p># of hours per commissioner spent on community education</p>   | <p>12 hours</p> |  |
| <p><b>QUARTERLY RESULTS:</b></p>   |   |                 |  |
| <p><b>OTHER:</b><br/> A. Host Midwest conference for Deaf and Hard of Hearing State Agencies<br/> B. Novelty items that promote DSCI (if funding is available)</p> | <p><b>These items are on hold.</b></p>  |                 |  |
| <p><b>OTHER ACHIEVEMENTS/ ACTIVITIES:</b></p>  | <ul style="list-style-type: none"> <li>▪ <b>Jen Kelch completed her internship with DSCI in April. She provided outstanding service to the agency including research and program development.</b></li> <li>▪ <b>Purchased new Videophone equipment that is compatible with the state's network system; also purchased wireless VPs that staff can use when traveling</b></li> <li>▪ <b>Attended Rep. John Connors' funeral; his great grand-daughter is a former Junior Commissioner</b></li> </ul>       |                 |  |