

429—1.2(216A) Organization.

1.2(1) *Central office.* Hours of operation for the central office are 8:30 a.m. to 5:00 p.m., Monday through Friday. The central office is located in the Department of Human Rights, Second Floor, Lucas State Office Building, Des Moines, Iowa 50319-0090. The telephone number is (515)281-3164, voice and TTY.

1.2(2) *Method of contacting the division of deaf services.* Citizens may contact the division of deaf services central office by telephone, mail, fax, E-mail, or personal visits for any of the services provided unless otherwise stated under the specific service.

a. Citizens may call the central office in Des Moines from within the state, station-to-station collect.

b. Citizens who call regional offices may ask the division of deaf services staff to return the call on the division of deaf services' telephone line.

1.2(3) *Composition of staff.*

a. Administrator. The governor shall appoint the administrator, subject to confirmation by the senate. The administrator shall serve at the pleasure of the governor. The administrator is responsible for the overall administration of the program. The administrator recruits, interviews, appoints, trains, supervises, evaluates, and terminates staff; plans and oversees execution of the budget; ensures provision of adequate services in the application of policies, rules, and regulations; determines the number and type of personnel and makes staffing and budgetary recommendations to the commission; carries out policies implemented by the commission; develops, establishes, and maintains cooperative working relations with public and private agencies and organizations; identifies legislative issues; interprets program objectives and promotes public interest in and acceptance of the division of deaf services; and maintains an adequate reporting system for necessary records. The administrator of the division of deaf services shall be fluent in American sign language.

b. Interpreters. The interpreters provide sign language and oral interpreting services. Pursuant to Iowa Code chapter 622B, Supreme Court Rules on Qualifications and Compensation of Interpreters, and Iowa Code section 804.31, the division of deaf services interpreters shall hold a Comprehensive Skills Certificate (CSC) or a Certificate of Interpretation (CI) and Certificate of Transliteration (CT) from the Registry of Interpreters for the Deaf, Inc. Applicants that are hired as staff interpreters who do not possess a CSC or CI and CT shall attain this level of certification within six months of hire as a condition of employment. The interpreters plan, coordinate, and schedule requests to provide direct interpreting services. The interpreters document services provided for statistical purposes, maintain cooperative working relationships with clients served, and perform related work as required. Advocacy issues or issues requiring assistance will be referred to the consultants or administrator.

c. Consultants. The consultants provide technical services related to deafness in the areas of housing, transportation, recreation, physical access and employment practices. The consultants act as liaisons with elected officials, governmental agencies, human resource professionals, and local groups in order to clarify the program needs of deaf and hard-of-hearing persons and to establish and maintain the plans and programs dealing with deaf and hard-of-hearing persons and their disabilities. The consultants report on data obtained on programs, issues, and services relating to the deaf and hard-of-hearing. The consultants shall be fluent in American Sign Language.

d. Support staff. The support staff is responsible for carrying out the program responsibilities by providing general office duties and related services, including clerical and skilled typing tasks, processing and maintaining the records and written materials used by the organization served. Support staff should possess sign language skills.

e. Program planners. The program planners conduct research and prepare reports, articles, news releases, and publications on demographic, economic, cultural, and social issues affecting deaf and hard-of-hearing people. The program planners reply to public requests for information on issues affecting deaf and hard-of-hearing people and develop and maintain the agency's information resource program. The program planners develop public information programs to increase public interest and understanding of issues affecting deaf and hard-of-hearing people. The program planners analyze the social impact of services and lack of services for deaf and head-of-hearing people and prepare recommendations and

guidelines on service needs. The program planners identify funding sources for program development and are responsible for applying for grants. The program planners work cooperatively with the public and private sectors to establish programs to fill service gaps and implement ongoing evaluations of successes and failures.