

HOUSE OF REPRESENTATIVES

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Deaf Services Commission of Iowa

Biennial Report for FY07-08

Iowa Department of Human Rights



Contents

Executive Summaries

- Commission Chair
- Administrator

Agency Directions

- Mission
- Vision
- Priorities of Government
- Statutory Authority

Who We Are

- Commissioners
- Staff

The People We Serve

- Introduction
- Description of Services

Core Functions, Goals, Objectives

- Advocacy
 - Self-Advocacy
 - Life Skills
- Community Coordination and Development
 - Information and Resources
 - Access to Services

Issues

- Seven Critical Issues Facing Iowa's Deaf and Hard of Hearing Communities

Performance Planning and Assessment

- Accountable Government Act
- Annual Performance Report



Executive Summary

Commission Chair

The Deaf Services Commission is very pleased to share with you our accomplishments over the last two years. Although Deaf Services has only a staff of six to serve the entire state, we have seen significant happenings that have positively impacted the people we represent. Providing assistance and consultation services to individuals has increased by 30% over the last two years. Forty-three young adults have become self-advocates and will be our future leaders. Many businesses and organizations have realized the value of effective communication, not just seeing a mandate to do so.

Although we have seen accomplishments, we continue to struggle with barriers. The Commission identified the seven most significant issues facing Deaf and Hard of Hearing Iowans: access to mental health services, access to substance abuse education and aftercare, accessible legal representation, access to technology, access to quality interpreting services, opportunities for youth to prepare for adulthood, and services for those who lose their hearing later in life. We continue to seek opportunities to address these issues and look forward to working with you on solutions.

By working together, we can achieve our vision of "equal communication, education, and access" for all Iowans.

We appreciate your continued support of the Commission.

Respectfully,
Theresa Legg, Chair



Executive Summary

Division Administrator

In accordance with the Code of Iowa, 216A.116, I hereby transmit to Governor Chester Culver and the General Assembly, the Annual Report of the Division of Deaf Services, Iowa Department of Human Rights for Fiscal Years 2007 and 2008. During these two fiscal years, Deaf Services Commission of Iowa sought to ensure equal access for Deaf and Hard of Hearing citizens through advocacy, education, and provision of technical assistance and information.

Our vision is a state where all people can communicate with each other freely and have equal access to education and information. During the last two years the agency has accomplished many things to further our vision and make Iowa a great state for Deaf and Hard of Hearing people to live in.

Your continued support of the Commission and its ongoing efforts to carry out the mandates of the Legislature and the Code of Iowa are appreciated.

Respectfully,
Kathryn Baumann-Reese, Administrator



Agency Directions

Mission and Vision

“Our Motivation is to Serve, Represent, and Provide a Greater Understanding of Deaf and Hard of Hearing Individuals, at Any Age, Across the State”



“Equal Communication, Education, and Access”

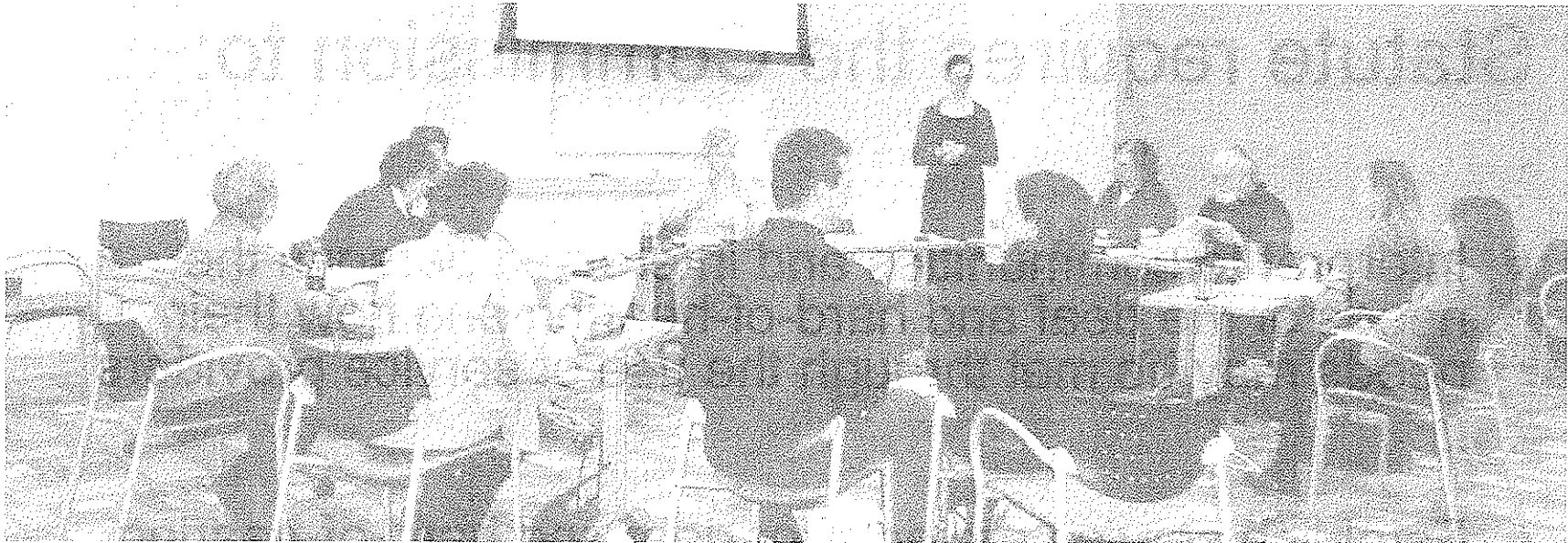


Priorities of Government

“When we took office, we laid out our vision for the future of this great state—create one Iowa with one unlimited future.”

Governor Chet Culver & Lt. Governor Patty Judge

Priority Area	Culver/Judge Leadership Agenda	Deaf Services Commission of Iowa Strategic Goals
Workforce Development and Economic Growth	Ensure that Iowa has enough workers with the necessary skills to meet current and future workforce needs	<ul style="list-style-type: none"> ■ Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people advocate for their needs
Education	All K-12 students prepared for success in postsecondary options	<ul style="list-style-type: none"> ■ Deaf, Hard of Hearing, Deaf Blind, and Late Deafened children have life skills to transition to adulthood
Health Care	Affordable, quality health care for every Iowan; Improve access to mental health services for all Iowans	<ul style="list-style-type: none"> ■ Iowans have information on hearing loss to provide appropriate accommodations for Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people
Safe, Just and Inclusive Communities	Zero tolerance for discrimination in Iowa, in the workplace, in schools and in the criminal justice system; Reduce impact of substance abuse as contributing factor to criminal activity	<ul style="list-style-type: none"> ■ Deaf, Hard of Hearing, Deaf Blind, and Late Deafened Iowans have access to information and services



Statutory Authority

Deaf Services Commission of Iowa was established in 1975 and is a division of the Iowa Department of Human Rights. The agency is guided by establishment in the Code of Iowa, Chapter 216A.111 through 216A.120.



Statute requires the Commission to:

- Interpret to communities and interested persons the needs of the deaf and hard-of-hearing and how their needs may be met through the use of service providers
- Establish service projects for deaf and hard-of-hearing persons throughout the state
- Identify agencies, both public and private, which provide community services, evaluate the extent to which they make services available to deaf and hard-of-hearing persons, and cooperate with the agencies in coordinating and extending these services



Statute requires the Commission to:

- Collect information concerning deafness or hearing loss and provide for the dissemination of the information
- Provide for the mutual exchange of ideas and information on services between federal, state, and local governmental agencies and private organizations and individuals

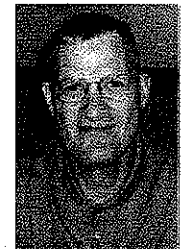
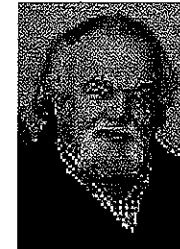
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Who We Are

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Commissioners

- **August “Gus” Cordero**, Deaf Representative, Pleasant Hill
- **Dr. Muhamad Chowdry**, At Large Representative, Independence
- **Jacquelyn Fletcher**, Deaf Representative, Burlington
- **Dr. James Grover**, Hard of Hearing Representative, Sioux City
- **David Jones**, At Large Representative, Ankeny
- **Theresa Legg**, Deaf Representative, Ely
- **Rachel Nemmers**, Deaf Representative, Ankeny
- **Karen Potter-Maxwell**, At Large Representative, Council Bluffs
- **Walter Reed**, Department of Human Rights Director



Staff

- **Kathryn Baumann-Reese**, Administrator
- **Barb Jones**, Education and Outreach Specialist
- **Stephanie Lyons**, Disability Consultant
- **Suzy Mannella**, Disability Consultant
- **Linda Scott**, Secretary
- **Vacant**, Program Planner





The People We Serve



Introduction

DSCI categorizes customers into two segments: primary customers and secondary customers.

Primary customers include people who are identified as Deaf, Hard of Hearing, Deaf Blind, and late Deafened.

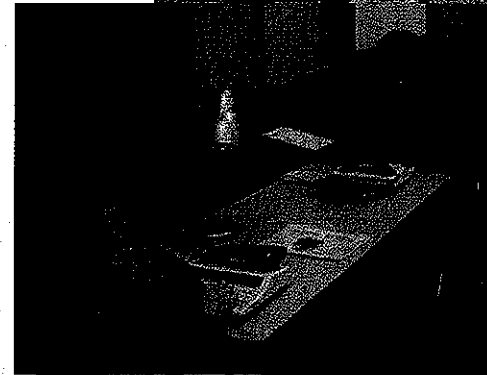
Secondary customers include businesses, government, interpreters, parents, and professionals working with our primary customers.



Description of Services

DSCI is a link to accessibility, services, resources, and information on Deaf and Hard of Hearing issues in Iowa. DSCI encourages existing programs and services to be accessible. We assist in the establishment of new programs and services for Deaf and Hard of Hearing citizens through partnerships with other agencies and organizations.

- lowans are provided with education, information, assistance, and consultation on issues related to hearing loss.
- DSCI maintains a print and video library on deafness as well as publications and other informational resources.
- Technical assistance is provided to the community in several areas such as ADA compliance and policy development, training and workshops on a wide variety of topics, and establishment of advisory groups to direct DSCI and others on how to better meet the needs of the community.





- The agency develops ways for primary customers to access information in ASL within the community and society.



- Resources and information are maintained to meet the accessibility needs of Deaf and Hard of Hearing consumers.



- DSCI sponsors an annual youth leadership program modeled after its Commission. The Junior Commission Program offers a unique opportunity for leadership development and encourages Iowa's youth to carry on leadership roles.



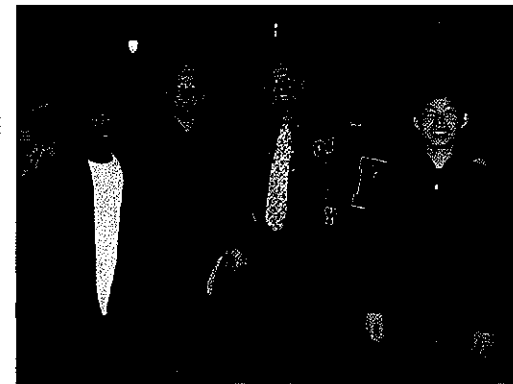


Core Functions, Goals, and Objectives

Advocacy

Agency Goals:

- Primary customers advocate for their needs.
- Primary customers who are children have life skills to transition to adulthood.





Advocacy – What We've Done

- 504 primary customers received individual consultation and assistance with access issues; a 30% increase from the previous two years
- Provided 20 workshops in ASL on a variety of topics
- 195 primary customers were provided with information and resources
- 43 students participated in the agency's Junior Commission Program intensive leadership camp
- Provided 10 transition activities/presentations for children and families

Community Coordination and Development

Agency Goals:

- Lowans have information on hearing loss to provide appropriate accommodations for primary customers.
- Primary customers have access to information and services.





Community Coordination and Development – What We've Done

- Provided technical assistance, training and information to 346 businesses, organizations, and individuals on making services accessible
- Worked with multiple organizations and agencies to establish culturally competent services for primary customers
- Assisted in increasing the number of nationally tested and state licensed interpreters through continuing education (669 CEU requests processed – increase of 231% over previous two years)



Critical Issues Facing Iowa's Deaf and Hard of Hearing Communities



Seven Critical Issues

The historical isolation of people who are deaf or hard of hearing has impeded their full inclusion in our workplaces and our communities. Approximately 65 percent of people who are deaf or hard of hearing live in poverty. Effective access to services and civic involvement is virtually impossible without the means to communicate. The result is that people who are deaf or hard of hearing live in a world of frequent misunderstanding and miscommunication.

In November of 2007, Deaf Services Commission of Iowa published a white paper "Critical Issues Facing Iowa's Deaf and Hard of Hearing Communities." This document outlines seven major issues being confronted by the agency in adequately serving citizens in the state.



Seven Critical Issues

The seven issues include:

- No culturally affirmative mental health services
- No culturally affirmative substance abuse education and aftercare services
- Difficulty finding legal representation that is linguistically accessible
- Limited access to information and services through the use of technology
- Minimal number of licensed sign language interpreters meeting competency standards
- Lack of opportunities for youth to prepare for employment and adult life
- Limited services that specifically address issues for those who lose their hearing later in life



Performance Planning and Assessment



Accountable Government Act

The Iowa Accountable Government Act (AGA) became law in 2001. The AGA aligns and connects many components of Iowa's existing governance system and brings the legislative and executive branches together around a common focus on – and framework for – results. The AGA requires Iowa state government to adopt strategic planning, agency performance planning, performance measurement, results-based budgeting, performance reporting, performance audits, and return on investment.

Annual Performance Reports

Highlights from Fiscal Years 2007 & 2008

Advocacy

- **Description:** Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people gain access to programs, services, and information.
- **Why we are doing this:** When individuals have access to programs, services, and information they are able to live independently and self-advocate for their needs.
- **What we're doing to achieve results:** The division educates and provides assistance to Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people to gain access.

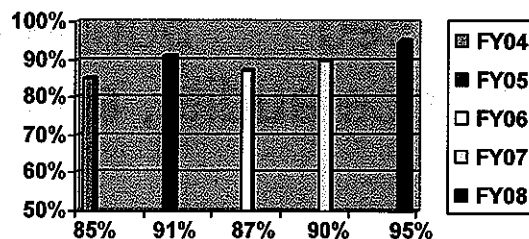
Results

Performance Measure:

% of primary customers who gain access after receiving assistance

Performance Target: 88%

Percent of Customers Gaining Access to Programs and Services



What was achieved: DSCI exceeded our goal by an average of 4.5%.

AGENCY PERFORMANCE PLAN RESULTS FY 2007 & FY 2008

Agency Mission: To serve, represent and promote a greater understanding of Deaf and Hard of Hearing individuals, infants to adults, statewide.			
Core Function: Advocacy			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
% of primary customers who gain access after receiving assistance	65%	<u>FY07</u> <u>FY08</u> 90% 95%	What Occurred: The majority of customers receiving information and assistance reported gaining access to services in their communities. Data Source: Client File Reports, Client Management Database, Contact Database, Training Evaluations

Service, Product or Activity: Educate and assist Deaf, Hard of Hearing, Deaf Blind, and Late Deafened people to gain access to programs, services, and information			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
% of primary customers who are satisfied with information and assistance provided	65%	<u>FY07</u> <u>FY08</u> 93% 94%	What Occurred: A majority of customers were satisfied with information and assistance received. Data Source: Client File Reports & Client Management Database
% of primary customers who report being prepared to self-advocate	65%	<u>FY07</u> <u>FY08</u> 88% 94%	What Occurred: The majority of customers receiving intensive assistance reported being prepared to self-advocate. Data Source: Client File Reports, Client Management Database & Contact Database
% of primary customers who report having independent living skills	75%	<u>FY07</u> <u>FY08</u> 87% 98%	What Occurred: The majority of students attending in-depth training reported having independent living skills. Data Source: Junior Commission Program Evaluations

AGENCY PERFORMANCE PLAN RESULTS FY 2007 & FY 2008 Continued

Core Function: Community Coordination and Development			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
% of community services that become accessible after receiving assistance	75%	<u>FY07</u> <u>FY08</u> 99% 97%	What Occurred: The majority of organizations and agencies implemented policies, procedures, and protocol to ensure their customers who experience a hearing loss have access to programs and services. Data Source: Contact Database & Training Evaluations
Service, Product or Activity: Provide technical assistance, training, and information to organizations and agencies ensuring accessibility of products and services for primary customers			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
% of organizations and agencies that are satisfied with technical assistance and information provided	95%	<u>FY07</u> <u>FY08</u> 100% 96%	What Occurred: Based on previous FY data, the agency implemented new procedures for data collection that eliminated the "unknown" satisfaction rate. The result was a significant increase in the number of organizations and agencies reporting satisfaction with technical assistance and information. Data Source: Contact Database
% of individuals attending training that indicate training goals were met	98%	<u>FY07</u> <u>FY08</u> 98% 98%	What Occurred: The agency consistently has high ratings of training goals being met. Data Source: Training Evaluations

Financial Report

	FY07	FY08
Appropriation	\$390,315	\$413,700
Outside Funding	\$7,414	\$6,609
Balance Carry Forward Previous FY		\$13,501
Expenditures	\$370,728	\$385,957
Balance +/-	\$27,001	\$47,853

