

**Department of Human Rights
DEAF SERVICES COMMISSION OF IOWA
Performance Plan – FY 2009**

Agency Mission: To serve, represent, and promote a greater understanding of Deaf and Hard of Hearing people, infants to adults, statewide			
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 (379_04401_001) (end measure 379_04_401) (measures 402 & 403 are below)	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 (379_04_402) % of primary customers who report having independent living skills (379_04_403)	65% 65% 75%	

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 lowans have access to information and services lowans 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%	