

Service Area Plan

Department for the Deaf and Hard-of-Hearing

Consumer, Interpreter, and Community Support Services (45005)

Service Area Background Information

Service Area Description

This service area provides communication access and community support services for Virginia citizens who are deaf, hard of hearing, their families and the professionals who serve them. The service area is composed of four agency programs: Interpreter Referral; Virginia Quality Assurance Screening (VQAS); Outreach; and, Information and Referral (I&R). Direct services include:

- Scheduling of qualified sign language interpreters for courts and state agencies,
- Provision of interpreters for situations not covered by the federal Americans with Disabilities Act,
- Maintenance and distribution of the Virginia Directory of Qualified Interpreters,
- An assessment and diagnostics program for the evaluation of the skill level of sign language interpreters,
- Regional technical assistance and local training on assistive devices, adapting to and prevention of hearing loss, use of interpreters, orientation to deafness, and communications access in emergency situations, and
- Information and referral materials including specialized library services on all aspects of communication access for persons who are deaf or hard of hearing.

Service Area Alignment to Mission

This service area directly aligns with VDDHH's mission of reducing communication barriers through community awareness and the identification and referral of sign language interpreters.

Service Area Statutory Authority

- Virginia Code §51.5-113 authorizes VDDHH to provide an Interpreter Referral program as well as the Directory of Qualified Interpreters.
- Virginia Code §51.5-113 also establishes the Virginia Quality Assurance Screening program for evaluation of sign language interpreters.
- 22VAC20-30 Regulations Governing Quality Assurance Screening establishes guidelines for the interpreter skills assessment program.
- Virginia Code §51.5-112.3 authorizes VDDHH to provide technical assistance and training within the Commonwealth through Outreach efforts to support efforts to initiate or improve community programs and services for persons who are deaf or hard-of-hearing
- □ Virginia Code §51.5-112.1 authorizes VDDHH to develop an information and referral program for persons who are deaf or hard-of-hearing, their families, professionals and other citizens working or involved in the deafness field.

Service Area Customer Base

Customer(s)	Served	Potential
Consumers who are deaf or hard of hearing (assumes 1 consumer in each completed interpreter request)	1,538	649,000
Interpreters Seeking Credentials (Participated in FY 2005/Registered in Program History)	401	2,408
Library Patrons (Patrons who accessed in FY 2005/Total registered patrons)	263	1,344
State Agencies	31	133
Virginia Courts	165	174

Anticipated Changes In Service Area Customer Base

As the agency moves towards improved methods of capturing individuals served, we expect that the reported numbers served will increase. At this time, most programs and services in the agency report on activity level and many of the reported activities include multiple customers.

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Service Area Partners

Contracted Interpreters

VDDHH contracts with qualified interpreters to provide interpreting services for state agencies who are also on the contract.

Service Area Partners

Contracted Outreach Providers

VDDHH contracts with local agencies to provide training, technical assistance, information and referral and other services on a local or regional basis.

Service Area Partners

Contracted Raters

VDDHH contracts with qualified individuals to provide rating services (reviewing and scoring VQAS candidate performance assessments).

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Service Area Products and Services

- Virginia Quality Assurance Screening – VDDHH provides a program of Quality Assurance Screening for sign language interpreters and cued speech transliterators. This program consists of the Written Assessment which must be passed before a candidate may participate in the Performance Assessment. Performance Assessments are reviewed by trained “raters” who score the performance based on strict criteria and further reviewed by a qualified diagnostician who provides detailed diagnostic feedback on areas of strength and weakness, along with suggestions for improvement.
- Interpreter Services Coordination – VDDHH coordinates requests for interpreter services and Computer Assisted Real Time Captioning (CART) from state agencies and courts. The agency has established a contract for interpreter services, which other state agencies may join. The agency also coordinates interpreters for 12-step programs and other activities (such as funerals) on a very limited basis. In statewide and local emergency situations, the Department provides Emergency Management officials with information about interpreters available to assist in shelters and other critical areas.
- Library Services – VDDHH maintains a library of books and videotapes available for loan within the Commonwealth. The collection also includes a range of periodicals and informational materials specifically related to issues affecting persons who are deaf or hard of hearing. Utilized by consumers, educators, interpreters, families and other interested individuals, the Library provides a central source of very specific, topical and current information available from no other source in the Commonwealth.
- Training – Training is a component of every Service Area at VDDHH. Provided primarily through Outreach staff and contractors, topics include use of assistive technology, how to use and acquire a qualified sign language interpreter, availability of services from other state and local agencies, and appropriate procedures in an emergency or law enforcement situation. Other topics include adapting to hearing loss, understanding educational options and services, learning sign language, as well as conducting specialized trainings to hospital staff, courts, and Public Safety Answering Points (9-1-1 dispatchers).
- Technical Assistance – Technical Assistance provided by VDDHH takes on several forms. The agency provides technical assistance to other state agencies and private entities to assist in meeting the communications access needs of consumers who are deaf or hard of hearing. The agency also provides technical assistance through participation in state and local advisory groups, policy making groups, and planning bodies.
- Information and Referral – The agency provides information and referral to connect citizens, agencies and private entities with resources on topics related to deafness through Outreach Services, our website (www.vddhh.org), Library Services, TAP, and Interpreter Services.
- Individualized Problem Resolution – Outreach Contractors provide Individualized Problem Resolution services for consumers who are deaf or hard of hearing and who are having difficulty resolving issues as a direct result of their hearing loss, usually due to a lack of communications access. Problems addressed through this service might include housing, utilities, billing issues or other challenges of daily living.
- Directory of Qualified Interpreters – The agency publishes (hard copy and electronic) a Directory of Qualified Interpreters which provides contact information on interpreters who meet or exceed the Code definition of “qualified interpreter.” This directory is available to assist private entities in locating qualified interpreters for events involving consumers who are deaf or hard of hearing.

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Factors Impacting Service Area Products and Services

- Demand for and access to the services of qualified Interpreters and CART providers is affected by the disparity between consumers' awareness of these services (which is high) and service providers' awareness of the same (which is limited). In addition, the agency's ability to fill requests for qualified interpreters in Virginia's courts and state agencies may be impacted by the emergence of Video Relay Services. As qualified interpreters migrate to steady jobs with benefits with these services, the supply of freelance interpreters available during the typical business day may be expected to dwindle.
- The agency's Virginia Quality Assurance Screening (VQAS) program is most significantly impacted by the Department of Education's Special Education regulations, which establish VQAS Level III as the minimum professional standard for educational interpreters. Educational interpreters comprise as much as 90% of the candidate pool in VQAS and many of these individuals do not have the skill level necessary to meet the standard. Provisions in the Special Education regulations allow for waivers for up to three years, during which time candidates repeatedly register for the VQAS. Unfortunately, there are limited interpreter training opportunities available for many of these candidates and few incentives for them to pursue the training that is available. This program will continue to experience high demand for assessment slots as candidates who do not have the necessary skills to achieve a level continue to register for the assessment multiple times in order to maintain employment in the public schools. The program is also impacted by the availability of qualified raters to review and score candidate Performance Assessments. While the agency has a cadre of trained raters, not all of them are active and available when needed.
- VDDHH Outreach services are impacted by large catchment areas in many of the service regions. A number of Outreach contracts provide for only a part-time specialist in a relatively large Planning District. Delivery and installation of equipment or a brief in-service training can result in many hours of driving and mileage costs for these individuals. The problem is particularly apparent in the far southwestern portion of the state where much of the population is rural. In central Virginia, a single position is required to serve four Planning Districts encompassing 22 counties.
- Library Services has been impacted by challenges with properly cataloged materials and loss of items due to patron failure to return. The library is staffed by a Library Assistant who is also responsible for back-up receptionist duties as much as 50% of the time. Volunteers play a key role in maintaining the library. Efforts are underway to correct cataloging problems and materials recovery to improve overall library services.
- The number of qualified interpreters available to assist localities in emergency situations is limited and the process is unstructured.
- VDDHH does not have enforcement authority and the success of efforts to educate private providers (including legal and medical professionals and media outlets) about critical communications access issues is limited by outside factors.

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Anticipated Changes To Service Area Products and Services

- The anticipated availability of the VQAS Written Assessment on-line is expected to improve customer service and to improve the validity and reliability of the test since each test will be a different computer-generated version (currently, the agency has two versions of the test in use).
- Re-cataloging of Library materials should improve customer access to materials and allow the agency to provide up-to-date catalog information on the agency's website in response to requests from patrons.
- A Request for Proposals for Outreach Services in the fall of 2005 will reflect a change in the agency's delivery of training and technical assistance. New Outreach contracts will include detailed annual training targets in several service areas and enhanced reporting requirements.
- As a partner in the Olmstead Initiative, VDDHH has been charged with addressing communication access issues for persons making the transition from institutional to community placements.
- The agency anticipated increased focus on emergency preparedness issues for consumers in response to consumer feedback provided.

Service Area Financial Summary

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$665,036	\$14,039	\$665,036	\$14,039
Changes To Base	\$23,487	\$2,196	\$23,487	\$2,196
SERVICE AREA TOTAL	\$688,523	\$16,235	\$688,523	\$16,235

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Service Area Objectives, Measures, and Strategies

Objective 45005.01

Increase consumer awareness of the availability of assistive technology and new communication devices for person who are deaf, hard of hearing, or speech impaired.

Emerging technology and the introduction of new communications devices are increasing opportunities for persons who are deaf or hard of hearing in all aspects of their lives by providing communications accessibility. New services such as captioned telephones, portable induction loops, video relay, voice recognition software, and hand-held text communication devices allow this population to readily participate in community activities, and to pursue educational and job opportunities. Awareness and availability of this new technology is critical to the independence and employability of persons who are deaf, hard of hearing, or speech impaired.

This Objective Supports the Following Agency Goals:

- Enhance the quality of communications access for persons who are deaf or hard of hearing in Virginia by increasing the availability and effectiveness of and consumer access to assistive technology and technology services.
- Serve as a recognized and reliable source of current information from state/national resources provided to all customers through a variety of means.

This Objective Has The Following Measure(s):

- **Measure 45005.01.01**

Outreach Technology Trainings

Measure Type: Output **Measure Frequency:** Annually

Measure Baseline: 11 trainings provided in FY 2005.

Measure Target: 24 trainings annually by June 30, 2007.

Measure Source and Calculation:

This measure will be calculated using the number of described trainings included in required reports from the VDDHH Outreach network. Trainings will be completed by the Outreach contractors using a standardized training module on a pre-approved schedule.

Objective 45005.01 Has the Following Strategies:

- Develop training module for Outreach specialists that will include explanation and possible demonstration of new assistive technology and services. Allow for inclusion of new devices and services as they appear on the market.
- Increase requirements for Technology-related trainings in fall 2005 Outreach RFP.
- Post schedule of regional technology trainings on VDDHH website.

Objective 45005.02

Increase availability of and access to skill development training opportunities for interpreters in Virginia.

Provisions in the Virginia Department of Education's "Special Education Regulations" establish VQAS Level III as the minimum professional standard for educational interpreters in Virginia. Educational

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interpreters comprise as much as 90% of the candidate pool in the VQAS program. Out of the 334 educational interpreters in Virginia, only 31% meet the minimum VQAS Level III standard. Because the Special Education regulations allow for waivers for up to three years, unprepared candidates repeatedly register for the VQAS. Unfortunately, there are limited interpreter training opportunities available for many of these candidates and few incentives for them to pursue the training that is available. In addition, candidates who do meet the minimum standard are often not eligible to participate in the trainings that are offered by the VDOE. VDDHH will serve as a catalyst to share information on trainings available throughout the state to all current and potential interpreters in Virginia.

This Objective Supports the Following Agency Goals:

- Increase the availability, quality and utilization of communication facilitators (interpreters and CART providers)

This Objective Has The Following Measure(s):

- **Measure 45005.02.01**

Interpreter Training Opportunities

Measure Type: Output **Measure Frequency:** Quarterly

Measure Baseline: This is a new measure. The agency will develop a data collection methodology and begin collecting data on July 1, 2006.

Measure Target: To be established as a percentage increase over the baseline.

Measure Source and Calculation:

This measure will be calculated based on agency documentation of the number of trainings available to interpreters to help improve their skills and increase their screening level or achieve national certification.

- **Measure 45005.02.02**

VQAS Candidate Participation in Training

Measure Type: Output **Measure Frequency:** Quarterly

Measure Baseline: This is a new measure. The agency will develop a data collection methodology and begin collecting data on July 1, 2006.

Measure Target: To be established as a percentage increase in the number of candidates who participate in training prior to VQAS.

Measure Source and Calculation:

This measure will be calculated based on VQAS candidate responses to data collected when they take the VQAS assessment.

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- **Measure 45005.02.03**

VQAS Candidate Improvement as a result of training

Measure Type: Outcome **Measure Frequency:** Annually

Measure Baseline: This is a new measure. The agency will develop a data collection methodology and begin collecting data on July 1, 2006.

Measure Target: A percentage of candidates who participated in training whose assessment results improved.

Measure Source and Calculation:

This measure will be calculated by analyzing the performance improvement of VQAS candidates who indicate that they have participated in training.

Objective 45005.02 Has the Following Strategies:

- Partner with organizations/agencies (such as the Virginia Registry of Interpreters for the Deaf and Sign Language Associates) to provide additional training to interpreters.
- Include information on the VDDHH website on all the training opportunities available to interpreters in Virginia.
- Utilize VQAS Diagnostics to assist with localized workshops targeted to VQAS candidates based on identified performance areas of weakness.

Objective 45005.03

Improve consumer preparedness for a variety of disaster and emergency situations.

Emergency preparedness and communication during emergencies, including personal emergencies involving 9-1-1 calls and public emergencies such as natural disasters, are of major concern to consumers who are deaf or hard of hearing as noted in the recent survey the agency did and in the priorities established by the VDDHH Advisory Board for Outreach activities in the upcoming contract. This objective aims to include issues of communications access in preparedness planning in the state and to provide direct preparedness activities for consumers who are deaf or hard of hearing in Virginia.

This Objective Supports the Following Agency Goals:

- Ensure that persons who are deaf or hard of hearing are prepared for and have effective communications access during emergency situations.
- Serve as a recognized and reliable source of current information from state/national resources provided to all customers through a variety of means.

This Objective Has The Following Measure(s):

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- **Measure 45005.03.02**

Number of Persons who Are Deaf or hard of hearing who participate in Community Emergency Response

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: This is a new measure. The agency will develop a data collection methodology and begin collecting data on July 1, 2006.

Measure Target: To be determined once baseline is known - a percentage of membership.

Measure Source and Calculation:

This measure will be calculated based on responses to a VDDHH annual survey of Local CERT teams/emergency managers which asks how many CERT team members they have and how many of those are deaf or hard of hearing.

Objective 45005.03 Has the Following Strategies:

- Provide on-going training to Public Safety Answering Points (9-1-1) centers in Virginia.
- Partner with the Department of Emergency Management for VDDHH involvement in Community Emergency Response Team Training and other activities to assist in ensuring access for persons who are deaf or hard of hearing during emergencies.
- Partner with local emergency management officials to recruit consumers who are deaf or hard of hearing for CERT training.
- Incorporate preparedness information and training requirements in Outreach contracts.
- Explore opportunities to partner with the National Oceanographic and Atmospheric Agency (NOAA) and CEA to provide training for consumers to participate in the Public Alert Program.
- Provide training to consumers on 9-1-1 access.
- Work with state and local advocacy organizations to include emergency preparedness training as part of any conferences, conventions or other organizational gatherings.

Objective 45005.04

Increase the pool of qualified interpreters available to fill assignments coordinated by VDDHH.

The number of interpreters who contract with the agency has dropped since the implementation of eVA. Interpreters report a variety of reasons for their reluctance to enroll in the eVA program. In addition, the number of interpreters who will accept court interpreting assignments is limited because of the nature and complexity of such assignments. This objective seeks to identify opportunities to increase the number of interpreters who will contract with the agency and the number who will accept court assignments.

This Objective Supports the Following Agency Goals:

- Increase the availability, quality and utilization of communication facilitators (interpreters and CART providers)

This Objective Has The Following Measure(s):

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- **Measure 45005.04.01**

Reduction in number of interpreter requests for which no interpreter is available.

Measure Type: Outcome **Measure Frequency:** Every Six Months

Measure Baseline: In FY05, 6% of all interpreter requests received by VDDHH were unfilled because of "No Interpreter Available" ("NIA").

Measure Target: By the end of FY 2007, less than 5% of all requests received will be unfilled because of NIA.

Measure Source and Calculation:

ISP monthly reports reflect a reduction in the number of assignments unfilled because no interpreter was available

- **Measure 45005.04.02**

Number of Court Available Interpreters

Measure Type: Output **Measure Frequency:** Quarterly

Measure Baseline: In FY 2005, the agency had 53 "court available" interpreters.

Measure Target: An increase of 5% per year.

Measure Source and Calculation:

This measure will be calculated based on the number of Interpreters in the Interpreter Services Database identified as available and qualified to accept court assignments.

Objective 45005.04 Has the Following Strategies:

- Develop and solicit interpreter contracts with Interpreter referral agencies to increase the pool of available interpreters.
- Develop a mentorship program for developing interpreters with requirement for participants to contract with the agency for a set period of time and to complete a set number of hours of contracted services. Include targeted mentorships for interpreters who want to work in courts.
- Partner with the Virginia Registry of Interpreters of the Deaf and private interpreter coordination services in Virginia to develop a recruitment plan targeting Interpreter Training Programs nationwide.
- Partner with the Supreme Court of Virginia to provide more specialized legal trainings to certified interpreters in Virginia to prepare for work in the legal field.

Objective 45005.05

Increase consumer access to interpreters and CART providers in non-VDDHH coordinated assignments, including medical and legal settings.

The number of interpreter/CART assignments coordinated by VDDHH (1640 in FY 2005) is only a small portion of the total number of interpreter assignments in the state each year. Consumers who are deaf or hard of hearing require interpreter services on the job, at the doctors, in banking situations, and many other complex tasks of daily living which are not associated with the state. This objective seeks to increase awareness of interpreter services, both to increase the number of interpreters available and to reduce the challenges consumers face when requesting these services.

This Objective Supports the Following Agency Goals:

- Increase the availability, quality and utilization of communication facilitators (interpreters and CART providers)

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This Objective Has The Following Measure(s):

- **Measure 45005.05.01**

Number of People who use/access the Directory of Qualified Interpreters

Measure Type: Output **Measure Frequency:** Annually

Measure Baseline: This is a new measure. The agency will develop a data collection methodology and begin collecting data on July 1, 2006.

Measure Target: A percentage increase to be determined after baseline is set.

Measure Source and Calculation:

This measure will be calculated by reports of the number of requests for the Directory online and otherwise.

- **Measure 45005.05.02**

Number of Listings In Directory of Qualified Interpreters

Measure Type: Output **Measure Frequency:** Annually

Measure Baseline: 262 Interpreters listed in FY 2005.

Measure Target: A 5% increase per year.

Measure Source and Calculation:

This measure will be calculated based on the number of interpreters who are listed in the Directory compared with the baseline.

Objective 45005.05 Has the Following Strategies:

- Work with the Court Reporters Association to identify priorities and resources in the area of CART services.
- Develop and publish and post on the VDDHH Home page a "Guide to CART Services in Virginia" to provide consumers, agencies and businesses with information on securing CART Services.
- Develop a section in the Directory of Qualified Interpreters to list private interpreter referral agencies separate from individual freelance interpreters.
- Work with organizations such as the Virginia Registry of Interpreters for the Deaf to make the "Directory Release form" available on their websites to solicit additional interpreters to be listed in the Directory.

Objective 45005.06

Develop and disseminate information on viable resources for funding for hearing aids.

Many individuals approach VDDHH seeking assistance for the purchase of hearing aids. While VDDHH does not have funds available to provide direct assistance, the agency is able to provide information about other possible funding sources. The agency has maintained a packet of information on hearing aids but this packet needs to be formalized and enhanced to include specific resources presented in a user-friendly format. Further, the agency needs to be in direct contact with potential funding sources to encourage maintenance of resources and assist in promotion of same.

This Objective Supports the Following Agency Goals:

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This Objective Has The Following Measure(s):

- **Measure 45005.06.01**

Number of Hearing Aid Packages Disseminated

Measure Type: Output **Measure Frequency:** Monthly

Measure Baseline: This is a new measure. The agency will develop a data collection methodology and begin collecting data on July 1, 2006.

Measure Target: 10 packets per month.

Measure Source and Calculation:

VDDHH will calculate this measure based on the number of packets produced and disseminated as reported by the VDDHH Library.

- **Measure 45005.06.02**

Customer Satisfaction with Hearing Aid Packet

Measure Type: Outcome **Measure Frequency:** Every Six Months

Measure Baseline: No baseline data available.

Measure Target: 50% of all customers completing the customer satisfaction survey report that the packet assisted them in securing funding for the purchase of hearing aids.

Measure Source and Calculation:

Calculated based on consumer feedback provided on a customer satisfaction survey included in every packet.

Objective 45005.06 Has the Following Strategies:

- Develop a "funding guide for hearing aids in Virginia" information folder, modeled after the VDDHH TAP Applicant Information folder, to include basic information about sources of funding and checklists for consumers to follow in seeking funding. Information brochures and other resources on hearing aid funding will be inserted in the folders when distributed. Folder would also include a customer follow-up survey to assess the success of the efforts.
- Explore opportunities to incubate funding sources for hearing aids in Virginia through expansion of existing programs or creative approaches to new programs.

Objective 45005.07

Increase awareness of, access to and utilization of VDDHH Library services.

VDDHH Library Services offers a valuable resource which could be more widely utilized. Patron feedback on the library indicates that the most valuable improvement which could be made in the Library is the availability of Library material catalogs online. Unfortunately, the current catalog does not lend itself to online publication. In addition, the records in the current catalog are more informal agency notes than formal catalog information of value to the average user. Finally, the agency recognizes that the Library is underutilized by many potential patrons, including consumers who are deaf or hard of hearing, family members and professionals other than interpreters. The intent of this objective is to improve the Library Catalog and widely disseminate information about materials available and their value to a wide range of patrons.

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This Objective Has The Following Measure(s):

- **Measure 45005.07.01**

Number of Library Awareness Activities

Measure Type: Output **Measure Frequency:** Monthly

Measure Baseline: In FY 2005, 2 Library Awareness Activities were reported.

Measure Target: A minimum of one Library Awareness Activity per month.

Measure Source and Calculation:

This measure will be calculated from the Library Assistant's monthly program reports which will include the number and type of activities conducted each month to promote Library Services.

- **Measure 45005.07.02**

Percentage increase in Library Usage Statistics

Measure Type: Outcome **Measure Frequency:** Annually

Measure Baseline: In FY 2005, 263 or 19%, of 1344 registered patrons accessed Library services.

Measure Target: A 10% increase in the percentage of registered patrons accessing the Library each year.

Measure Source and Calculation:

This measure will be calculated based on the percentage increase in the number of registered patrons utilizing library services as reported by the Athena Library database.

Objective 45005.07 Has the Following Strategies:

- Complete recataloging project to prepare for publication of VDDHH Library Catalog on-line.
- Conduct annual inventory and materials assessment to ensure accuracy of catalog and availability information.
- Actively promote Library Services to under-represented patron groups, including consumers who are deaf or hard of hearing, parents, and professionals using mailings, announcements in organization newsletters, information tables at local events and other activities.
- Continue to update the Library collection to include more DVDs, materials targeted for under-represented patron groups and Spanish-language materials.

Objective 45005.08

Increase private business awareness of customer service and general issues related to persons who are deaf or hard of hearing.

VDDHH recognizes the opportunity that the Relay Partner program has presented to allow us to reach out to businesses to address communications access in general. This objective builds on the developing relationships with businesses to provide additional training on general topics related to serving customers who are deaf or hard of hearing.

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This Objective Has The Following Measure(s):

- **Measure 45005.08.01**

Percentage of Relay Partner Program Participants who also become Expanded Relay Partners

Measure Type: Output **Measure Frequency:** Annually

Measure Baseline: 0 in FY 2005.

Measure Target: 10% of new Relay Partner participants will also participate in additional training provided by VDDHH on an annual basis.

Measure Source and Calculation:

Using data from the Relay Partner program and VDDHH Outreach reports, determine the number of relay partners who participate in additional modules related to general communications access. NOTE: Any significant changes to the current VA Relay contract could prevent VDDHH from achieving success in this measure as the Relay Partner program is part of the contractor-provided marketing program.

- **Measure 45005.08.02**

Number of Chamber of Commerce Events Promoting Communications Access

Measure Type: Output **Measure Frequency:** Annually

Measure Baseline: 1 reported in FY 2005.

Measure Target: Provide a minimum of 25 general communications access trainings annually.

Measure Source and Calculation:

Using data from VDDHH Outreach reports, determine the number of general communications access trainings resulting from partnerships established with local Chambers of Commerce annually.

Objective 45005.08 Has the Following Strategies:

- Establish a "we communicate" adjunct to the Relay Partner program, encouraging businesses who have become Relay Partners to further their awareness and accessibility by participating in additional on-line training modules.
- Utilizing statewide Outreach contractors, establish partnerships with local Chambers of Commerce annually to achieve opportunities to provide general communications access training to private businesses.

Objective 45005.09

Enhance awareness of and access to interpreter services, assistive technology, Virginia Relay, and other tools for communications access by persons who are deaf or hard of hearing in facilities or in community placements as part of the Olmstead Initiative

As a partner in the Olmstead Task Force and as a member of the Olmstead Implementation Team, VDDHH has worked hard to ensure that communications access for persons who are deaf or hard of hearing is addressed during this process. This objective corresponds with recommendation #181 in the Olmstead report.

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This Objective Supports the Following Agency Goals:

- Enhance the quality of communications access for persons who are deaf or hard of hearing in Virginia by increasing the availability and effectiveness of and consumer access to assistive technology and technology services.
- Increase the availability, quality and utilization of communication facilitators (interpreters and CART providers)
- Strive for recognition of communications access for persons who are deaf or hard of hearing as a core component of all services provided by agencies of the Commonwealth.
- Serve as a recognized and reliable source of current information from state/national resources provided to all customers through a variety of means.

This Objective Has The Following Measure(s):

- **Measure 45005.09.01**

Number of Olmstead-Related Training and Technical Assistance contacts per year

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: This is a new measure. The agency will develop a data collection methodology and begin collecting data on July 1, 2006.

Measure Target: 1440 Training and Technical Assistance contacts each year.

Measure Source and Calculation:

This measure is calculated based on the number of documented training and technical assistance contacts to address Olmstead related communication issues with nursing homes or other residential facilities as reported on required Outreach reports.

Objective 45005.09 Has the Following Strategies:

- VDDHH would include specific requirements for targeted training and technical assistance in all Outreach contracts or in a single statewide contract.