

Service Area Plan

Department for the Deaf and Hard-of-Hearing

Administrative Services (45006)

Service Area Background Information

Service Area Description

This service area provides oversight, policy guidance, and administrative and operational support to all of the agency's programs and services as well as support for the Advisory Board.

Service Area Alignment to Mission

Administrative Services supports the agency's mission by providing overall policy guidance to ensure that the agency's other service areas function efficiently and in an environment focused on superior customer service and accountability.

Service Area Statutory Authority

The programs and services of VDDHH are authorized in Chapter 13 of Title 51.5 of the Code of Virginia.

This chapter establishes the VDDHH Advisory Board (§51.5-106) and its powers and duties ((§51.5-107), including ensuring the development of long-range programs and plans, reviewing and commenting on all budgets and requests for appropriations, and advising the Governor, Secretary of Health and Human Resources, the Director and the General Assembly on matters related to Virginians who are deaf or hard of hearing.

§51.5-108 continues the Department after recodification while §51.5-109 -110 establishes the Director's position, powers and duties, including hiring such staff as may be necessary to perform the authorized duties.

§51.5-112 delineates the powers and duties of the agency including: promoting a framework of consultation and cooperation among agencies and institutions serving people who are deaf or hard of hearing; monitoring and evaluating the provision of services for persons who are deaf or hard of hearing; making appropriate recommendations for legislative changes and monitoring federal legislation; and adopting necessary regulations.

Service Area Customer Base

Customer(s)	Served	Potential
Advisory Board Members	9	9
Legislators	140	140
State Agencies	30	133

Service Area Plan

Department for the Deaf and Hard-of-Hearing

Administrative Services (45006)

Service Area Products and Services

- Advisory Board Support - The agency provides staff support to the gubernatorially appointed advisory board. Support includes research, training, policy guidance, logistics and administrative support.
- Legislative Updates - The agency tracks legislative activity and provides timely updates on legislation affecting persons who are deaf or hard of hearing.
- Legislative Liaison Services - VDDHH provides legislative analysis and expert testimony on bills related to persons who are deaf or hard of hearing.
- Regulatory Coordination - The agency maintains regulations for public participation, TAP and Interpreter Programs.
- Interagency Program and Policy Guidance - In order to ensure that programs and services of the Commonwealth address communications access issues and other concerns of persons who are deaf or hard of hearing, VDDHH staff often serve on work groups, task forces, and planning groups for state agencies.
- Agency Program Support - Administrative Services provides general guidance and administrative support to all agency programs. This include policy development, publications, and website coordination.

Anticipated Changes To Service Area Products and Services

As outlined in this Strategic Plan, this service area may assume the additional responsibility of monitoring and evaluation of state agency programs and services for persons who are deaf or hard of hearing.

Service Area Financial Summary

	Fiscal Year 2007		Fiscal Year 2008	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$305,270	\$0	\$305,270	\$0
Changes To Base	\$4,772	\$0	\$4,981	\$0
SERVICE AREA TOTAL	\$310,042	\$0	\$310,251	\$0

Service Area Plan
Department for the Deaf and Hard-of-Hearing
Administrative Services (45006)

Service Area Objectives, Measures, and Strategies

Objective 45006.01

Promote accessibility for persons who are deaf or hard of hearing who wish to participate in or interact with state programs and services.

VDDHH has consistently provided assistance to other state agencies to improve access for persons who are deaf or hard of hearing. This assistance has taken several forms, including participating on planning committees, reviewing policies, loaning equipment, and coordinating interpreter requests. The agency has never had the resources to institute a formal program of evaluation and monitoring of state programs and services as we are authorized to do in the Code. Consumers frequently call upon VDDHH to assist in problem resolution when they attempt to access a state agency for services but cannot, most typically due to lack of communications access. Under this objective, VDDHH will address the on-going concerns about communications access in all state agencies.

This Objective Supports the Following Agency Goals:

- 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.

This Objective Has The Following Measure(s):

- **Measure 45006.01.03**

Number of public hearings hosted by state agencies which are attended by one or more consumer who is

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: To be established after baseline is determined.

Measure Source and Calculation:

This measure will be calculated by conducting an annual survey of a random sample of state agencies who posted public hearings on the Commonwealth Calendar.

Objective 45006.01 Has the Following Strategies:

- Pursue an Executive Order directing state agencies to meet certain standards related to communications access in public meetings and services.
- Develop a Best Practices Guide for Communications Access in State Programs, to include a checklist and procedures for determining the appropriate accommodations and how to secure same.
- Establish a multi-agency workgroup to assist in the development of the Guide and Executive Order.
- Establish monitoring and evaluation procedures to review progress.

Objective 45006.02

Increase consumer access to broadcast information, particularly during emergency situations.

In 2004, the agency completed a Best Practices Guide for Broadcasters and Consumers to promote the visual display of information on television news programs, with a focus on emergency situations. This objective seeks to actively promote the implementation of the Best Practices presented in the Guide and appropriate recommendations from a national work group addressing similar issues.

Service Area Plan

Department for the Deaf and Hard-of-Hearing

Administrative Services (45006)

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.

This Objective Has The Following Measure(s):

- **Measure 45006.02.01**

Number of Broadcaster/Community Liaisons statewide as described in the VDDHH Best Practices Guide

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

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 after baseline is established.

Measure Source and Calculation:

This measure will be calculated based on an annual survey of broadcasters and consumer organization.

- **Measure 45006.02.02**

Number of substantiated complaints against Virginia broadcasters received by the Federal Communicati

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

Measure Baseline: To be determined based on FCC records for 2006.

Measure Target: To be determined after baseline is established.

Measure Source and Calculation:

This measure will be calculated based on FCC public records of the number of substantiated captioning related complaints filed against Virginia Broadcasters as a result of problems during an emergency situation.

Objective 45006.02 Has the Following Strategies:

- Re-invigorate partnership with Virginia Association of Broadcasters
- Host community workshops to bring broadcasters and consumers together
- Ensure that government agencies provide a qualified interpreter for press conferences and that the interpreter is televised in close proximity to the speaker.
- Collaborate with VDEM and text messaging companies to ensure deaf and hard of hearing Virginians have access to local emergency messages via text devices (such as pagers).

Objective 45006.03

Improve agency accountability to enhance responsiveness to consumer needs.

The agency has been challenged to provide detailed, accurate and meaningful information on the number of customers served in and across various programs and the service needs of Virginians who are deaf or hard of hearing. Very structured and detailed data is available in some program areas but is not consistently available in others. The agency recognizes that without accurate data on the services we provide, we cannot be as effective in predicting future service needs. This effort is further impacted by the lack of meaningful census data or formal needs assessment data on the number and needs of Virginians who are deaf or hard of hearing.

Service Area Plan

Department for the Deaf and Hard-of-Hearing

Administrative Services (45006)

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.
- Ensure that persons who are deaf or hard of hearing are prepared for and have effective communications access during emergency situations.
- 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 45006.03.01**

Number of Effective Data Collection Tools in use in VDDHH programs

Measure Type: Input

Measure Frequency: Annually

Measure Baseline: Currently, 3 programs and services have effective data collection tools which result in consistent and meaningful quarterly reports of activity.

Measure Target: Five (5) new or revised data collection tools introduced each year through FY08.

Measure Source and Calculation:

This measure will be calculated by reviewing agency documentation on the development, enhancement, and implementation of formal data collection tools for every program and service in the agency and the availability of quarterly reports based on each tool.

Objective 45006.03 Has the Following Strategies:

- Develop effective, automated methods of collecting enhanced program and service data in all service areas.
- Working with Collaborative Partner agencies (DRS, DMHMRSAS, and DBVI), explore opportunities to conduct a formal statewide needs assessment.

Objective 45006.04

Increase access to VDDHH programs and services for the Hispanic community in Virginia.

VDDHH has experienced an increase in requests from Spanish-speaking residents of the Commonwealth. The agency needs to be prepared to provide services to this segment of the population. This objective seeks to address language barriers that limit the effectiveness of our services.

This Objective Supports the Following Agency Goals:

- 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):

Service Area Plan

Department for the Deaf and Hard-of-Hearing

Administrative Services (45006)

- **Measure 45006.04.01**

Number of Agency Materials available in Spanish

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

Measure Baseline: There are currently two Spanish language documents or materials in the agency.

Measure Target: 3 key documents per year will be translated into Spanish.

Measure Source and Calculation:

This measure will be calculated based on agency documentation of the number of brochures, forms, and other documents and materials available in Spanish.

- **Measure 45006.04.02**

Program Forms/Applications Submitted in Spanish

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

Measure Baseline: 0% in FY 2005.

Measure Target: 1% of all TAP applications submitted in Spanish beginning in FY 2007.

Measure Source and Calculation:

To be calculated based on TAP records which show the total number of Spanish Language TAP applications received compared with the total number of TAP applications received.

Objective 45006.04 Has the Following Strategies:

- Identify cross-cultural resources and consultants to assist in planning.
- Establish agency policy on use of language line interpretation services to assist in communicating with Spanish speaking customers.
- Identify resources for Spanish sign language interpretation services.
- Include requirements for activities and events targeted at the Hispanic community in Outreach contracts.
- Translate all agency forms and key documents into Spanish.
- Purchase and publicize availability of Spanish language materials for the VDDHH Library.