



July 12, 2016

To: Subcommittee on Communication Services for Persons Who Are Deaf or Hard of Hearing (SOCS) and Persons with Speech Disabilities of the Nevada Commission on Services for Persons with Disabilities

From: Sarah Boxx, Principal
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Through: Rique Robb, Chief of Disability Services
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Re: Strategic Planning Status Report – April through June 2016

The chart below lists the elements of the scope of work planned for the first three months.



Following are highlights of accomplishments and progress through June 30, 2016.

Activities Accomplished During the Quarter

Step 1. Project Organization & Kick-off – (April - June 2016)

This is a short step to get guidance from the Strategic Planning Steering Committee on important matters that will affect the approach of this and subsequent phases. The primary activities are:

A. Research Approach.

- Identified proposed data to include in research and inform the situational analysis component of the strategic plan.
- Drafted outreach plan outlining how key stakeholders will be engaged in the strategic planning process.

B. Conducted Project kick-off meeting. The initial planning meeting convened on April 27th with the Strategic Planning Steering Committee to kick-off the project.

- Reviewed the planning process and confirmed the role and responsibilities of SEI and the Steering Committee, and the larger SOCS as it relates to the plan development.
- Reviewed and refined the research and data collection approach, including identification of other data sources to pursue.
- Reviewed and refined outreach plan. Identified Key Stakeholders to Interview Town Hall Locations and Outreach Strategy, and Survey Distribution Strategy.
- Confirmed best method to promote ongoing project communication with the Steering Committee and ADSD team.

Phase II: Data Collection & Situational Analysis (May – June 2016)

This step will produce a comprehensive profile of the needs of individuals who are Deaf, Deaf-Blind, or Hard of Hearing and Persons with Speech Disabilities across the lifespan. The activities in this step include:

A. Data Collection

- Gathered information and data about Nevada services and/or service populations as outlined in the Final Outreach Plan developed in partnership with the Steering Committee.
- Conducted research regarding other state's approaches and plans to solving issues that emerge as areas of focus for Nevada, e.g.:
 - Common issues facing individuals who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities and states' response to such issues.
 - Legislation addressing needs of individuals who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities.

B. Stakeholder Outreach

- Conducted seven targeted key informant interviews with Kevin Carter, Nick Easter, Antoinette Lewis, Jenn Montoya, Delmo Andreozzi, Margarita James and Jared Pearce. ADSD staff support made this possible.
- Developed and distributed statewide survey to consumers, family members, care providers, and advocates to solicit input regarding the strengths and weaknesses of the current system and their suggested solutions for any identified deficiencies. Added ASL video to the survey to enhance accessibility. Issued to Steering Committee to promote within their networks. Purchased Facebook boost on SEI timeline. Reached 2,301 people in targeted group and doubled survey responses.
- Town Hall Meetings are scheduled for Reno, Elko and Las Vegas during the last week of July. Purpose is to gather input from consumers, providers, caregivers, and advocates regarding their experience with the system, their needs, and their suggestions for improvement. Working through DCN to coordinate and promote in south. Decision to hold two meetings in Las Vegas on same day.
 - NOTE: Due to challenges in scheduling and also the increase in size of meetings the facilitation timing moved to July (from June). This also enables us to share status of work on the situation analysis and get input and suggestions before moving forward at the Steering Committee level with planning.

Current Status and Issues

As of 6/30/16, Phase 1 is complete and Phase 2 is at 70% completion, achieving 100% once the Town Hall Meetings are concluded and documented.

We have needed to remain very flexible in tailoring the planning process for the unique needs of the target population and accommodating holiday and summer schedules and competing events. Extra support from ADSD staff (interpreting interviews, providing ASL for the survey, supporting Town Hall Meeting coordination) has been helpful. Also, support and engagement from Kevin Carter at Deaf Centers of Nevada has been important to the Las Vegas convening coordination.

We are on target for starting Phase 3 Strategic Planning with the Steering Committee at the July meeting.

Next Steps

The activities to be performed in July are:

- Facilitate and document the four Town Hall Meetings and use the information to inform strategic planning sessions in August and beyond with the Steering Committee.
- Conduct Meeting #2 with the Steering Committee to confirm the vision, mission and values of SOCS. Review the results of the situational analysis and, begin to identify and prioritize critical issues facing Nevada related to the needs of individuals who are Deaf, Deaf-Blind, or Hard of Hearing and Persons with Speech Disabilities.