

STRATEGIC PLAN GOALS AND OBJECTIVES

ACCESS TO SERVICES

Goal 1. All Nevadan's who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability, have access to timely basic services.				
Objective	Strategies	Timeline for Completion	Partners in Action / Responsible Parties	Benchmarks for Measuring Success
Objective 1.1: Health Care – Equip primary care physicians and emergency room staff so they can serve the physical healthcare needs of the target population.	1.1.1 Advocate for Policy Change - Work with hospitals and medical offices to develop/implement policies which encourage recruitment and retention of ASL certified bilingual (medical) interpreters.	2020	LEAD: Healthcare Workgroup - Nevada State Medical Association - NV Board of Medical Examiners	<ul style="list-style-type: none"> <i>Hospital Recruitment Policies for ASL recruitment and retention developed /implemented.</i>
	1.1.2 Collaborative Training Efforts - Partner with hospitals, advocacy organizations and medical boards to offer (CEU certified) training for medical providers in target population sensitivity, needs, access issues and accommodations.	2021	- Sunrise Hospital - Renown Hospital - University Medical Center - Valley Hospital - AMPHL - NV Hospital Association	<ul style="list-style-type: none"> <i>Number of Trainings provided to primary care physicians and emergency room staff regarding service to target population.</i> <i>Number of providers trained regarding target population.</i>

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Objective 1.1: (Cont.) <u>Health Care</u> – Equip primary care physicians and emergency room staff so they can serve the physical healthcare needs of the target population. ³	1.1.3 Enhance Education Efforts - Partner with medical schools to incorporate education and information to increase awareness and understanding of culture and rights of the target population related to overall health care.	2021	LEAD: Healthcare Workgroup - UNR School of Medicine - UNLV School of Medicine/Nursing - Touro University - Nevada State Colleges	<ul style="list-style-type: none"> • <i>Revised Curriculum in Medical Schools.</i>
	1.1.4 Outreach and Educate - Develop educational materials (e.g., printed pamphlets, flyers, etc.) to increase sensitivity and understanding about target population’s access and rights, and distribute to primary care physicians and hospital emergency rooms.	2020	LEAD: Healthcare Workgroup - Nevada State Medical Association - Sunrise Hospital - Renown Hospital	<ul style="list-style-type: none"> • <i>Outreach Materials.</i> • <i>Number of primary care physicians and emergency rooms that have been provided with educational materials.</i> <p><i>(Future efforts may want to focus on changes in attitude/knowledge about needs and appropriate access issues of target population.)</i></p>

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<p>Objective 1.2: Mental Health – Increase access to mental health providers that are Deaf themselves or that have a unique understanding of the target population.</p>	<p>1.2.1 Explore existing efforts and options to increase the number of mental health providers and innovative service provision throughout Nevada.</p>	2020	<p>LEAD: Director</p> <ul style="list-style-type: none"> State Behavioral Health Agency 	<ul style="list-style-type: none"> <i>Presentations from Partners at Commission meetings.</i>
<p>Objective 1.2: Mental Health – Increase access to mental health providers that are Deaf themselves or that have a unique understanding of the target population.</p>	<p>1.2.2 Develop an outreach plan to provide outreach and training to mental health providers to increase awareness and understanding of culture and rights of the target population.</p>	2020	<p>LEAD: Outreach Workgroup</p> <ul style="list-style-type: none"> Nevada Mental Health Counselors Association Nevada Counseling Association Nevada Alliance on Mental Illness 	<ul style="list-style-type: none"> <i>Number of meetings with Partners</i> <i>A Plan to provide outreach and training to mental health providers.</i>

<p>Objective 1.2:</p> <p>Mental Health – Increase access to mental health providers that are Deaf themselves or that have a unique understanding of the target population.</p>	<p>1.2.3 Implement plan to provide outreach and training to existing mental health providers.</p>	<p>2021</p>	<p>LEAD: Director and Chair</p> <ul style="list-style-type: none"> • Nevada Mental Health Counselors Association • Nevada Counseling Association • Nevada Alliance on Mental Illness 	<ul style="list-style-type: none"> • <i>Number of outreach events conducted</i> • <i>Creation of training materials that offer CEUs to mental health professionals.</i>
<p>Objective 1.3:</p> <p>Education - Implement effective educational approaches, supports, and transitions throughout Nevada for school-aged target population.</p>	<p>1.3.1 Advocate for Policy Change – develop a policy recommendation to the DOE to incorporate Certified Education Interpreters as a consistent, standardized component of the education system, ensuring the appropriate level interpreter is assigned to individual children.</p>	<p>2020</p>	<p>LEAD: Education Workgroup</p> <ul style="list-style-type: none"> • Nevada Department of Education • State Independent Living Council • Commission on Services for People with Disabilities - NV Association of the Deaf 	<ul style="list-style-type: none"> • Coordinated policy recommendation with Partners. <p>Revised DOE policies.</p>

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Objective 1.3: (Cont.) <hr/> Education - Implement effective educational approaches, supports, and transitions throughout Nevada for school-aged target population.	1.3.2 Advocate for Consistent Service Approach - Work with DOE to create and utilize a universal/standard communication plan when the IEP process identifies a child within the target population that includes language acquisition milestones.	2020	LEAD: Education Workgroup - Nevada Disability Advocacy Law Center - Nevada Department of Education - Part C Office	<ul style="list-style-type: none"> Establishment of standardized communication plan. Number of children within the target population that have a standardized communication plan developed as a component of their IEP process.
	1.3.3 Advocate for Enhanced Services - Work with Department of Education and other interested partners to support availability of transition specialists throughout every school district in Nevada.	2021	LEAD: Education Workgroup - Nevada Department of Education	<ul style="list-style-type: none"> Number of transitional specialists available throughout Nevada by school district.

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<p>Objective 1.3: (Cont.) <u>Education</u> - Implement effective educational approaches, supports, and transitions throughout Nevada for school-aged target population.⁸</p>	<p>1.3.4 Advocate for Policy Change - Work with Vocational Rehab to identify best practices in providing transitional supports to students within the target population and support them in their efforts to adjust their practice/policies accordingly.</p>	<p>2021</p>	<p>LEAD: Education Workgroup</p> <ul style="list-style-type: none"> - Nevada Vocational Rehab - Nevada Department of Education 	<ul style="list-style-type: none"> • <i>Best Practices Framework for Nevada selected.</i> • <i>Revised Vocational Rehab policy/practices.</i>

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Objective 1.4: Employment – Enhance employment readiness, supports, and opportunities for the target population.	1.4.1 Workforce Development - Advocate with State Human Resources to support 5% pay enhancement for state employees who are ASL proficient to enhance the ability of state staff to communicate with, and best serve the needs of, the target population.	2021	LEAD: Employment Workgroup - Nevada State Human Resources	<ul style="list-style-type: none"> Revised salary structure to account for 5% pay enhancement.
	1.4.2 Employer Recruitment - Partner with human resource groups and associations (e.g., Society for Human Resource Management) to promote the hiring of individuals within the target population by Nevada employers.	2021 Annual Reporting will occur starting in 2020, and every year thereafter	LEAD: Employment Workgroup - Nevada Vocational Rehab - Nevada State Human Resources - Society for Human Resources Management	<ul style="list-style-type: none"> System in place to track employment changes amongst target population. Number of private employers contacted to encourage recruitment and employment of target population. Work Opportunity Tax Credit (WOTC) utilization (700 Program).

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Objective 1.4: (Cont.) <hr/> Employment – Enhance employment readiness, supports, and opportunities for the target population.	1.4.3 Partner with Existing Efforts - Partner with the Commission on Services for People with Disabilities and other advocacy group efforts to promote and encourage recruitment and hiring of the target population within the state.	2021	LEAD: Employment Workgroup <ul style="list-style-type: none"> • DD Council • CSPD • State Independent Living Council • Voc Rehab • Job Connect 	<ul style="list-style-type: none"> • <i>Target population priorities are incorporated into other State Plans.</i>
	1.4.4 Outreach and Educate - Outreach to Nevada businesses to introduce communication access options and encourage their use in serving the target population.	2021	LEAD: Outreach Workgroup <ul style="list-style-type: none"> - Rotary - Small Business Association - Better Business Bureau - Economic Development Authority 	<ul style="list-style-type: none"> • <i>Number of presentations to Nevada employers regarding communication access issues.</i> • <i>Number of Nevada employers that are utilizing innovative communication strategies with target population (based on self-report).</i>

Partnership and Collaboration

Goal 2. The Commission will collaborate with partners to improve infrastructure by advocating for the inclusion of the target population in existing efforts.				
Objective	Strategies	Timeline for Completion	Partners in Action / Responsible Parties	Benchmarks for Measuring Success
Objective 2.1:	2.1.1 Advocate for Expanded ASL Classes - Research options for expanding ASL classes throughout the state that offer affordable access.	2020	LEAD: Director	<ul style="list-style-type: none"> • <i>Number of additional ASL classes available throughout Nevada.</i> • <i>Number of affordable ASL options available for families identified.</i>
Objective 2.2: Transportation – Expand and enhance access to transportation services for the target population.	2.2.1 Coordinate Advocacy Efforts - Identify other entities (groups, coalitions, commissions, etc.) in which transportation has been identified as an access issue for target population and develop a shared agenda for action.	2021	LEAD: Director <ul style="list-style-type: none"> - Regional Transportation Commissions (RTC) - Other entities TBD 	<ul style="list-style-type: none"> • <i>Shared advocacy agenda.</i>

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<p>Objective 2.3:</p> <p>Ensure target population is safe and has access to information and services during emergency situations.</p>	<p>2.3.1 Advocate for policy change and training to be inclusive of the target population in emergency response systems.</p>	<p>2021</p>	<p>Lead: Director</p>	<ul style="list-style-type: none"> Target population is included in emergency/disaster response plans.

AWARENESS

Goal 3. There is awareness about and support for individuals who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability.				
Objective	Strategies	Timeline for Completion	Partners in Action / Responsible Parties	Benchmarks for Measuring Success
<p>Objective 3.1:</p> <p>Ensure that there is a wide-spread understanding of services available to the target population.</p>	<p>3.1.1 Develop Resource Guide - Develop and disseminate an up to date services/resource guide for target population (may be via website or hardcopy).</p>	<p>2020</p>	<p>LEAD: Resource Workgroup</p> <ul style="list-style-type: none"> Nevada 2-1-1 Nevada Association of the Deaf (NVAD) Assistive Council of Technology 	<ul style="list-style-type: none"> <i>Resource Guide developed.</i> <i>Resource Guide disseminated.</i>

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<p>Objective 3.2:</p> <p>Promote a culture of appreciation to the general population of the target population.¹⁷</p>	<p>3.2.1 Promote and Encourage Cultural Awareness – Host community social events:</p> <ul style="list-style-type: none"> - With different sectors of target population to grow sense of “community.” - With local leaders, target population, and general public to increase dialogue and understanding. - Nevada Deaf Awareness Day to match national event timing 	2021	<p>LEAD: Director</p> <ul style="list-style-type: none"> - Deaf Centers of Nevada - Nevada Hands & Voices - UNR - NVAD 	<ul style="list-style-type: none"> • <i>Number of social events hosted.</i> • <i>Number of individuals attending social events.</i> • <i>Deaf Awareness Day Recognition Event/Activities.</i> • <i>Change in attitude/perception of individuals having attended social events (through use of pre/post survey).</i>
	<p>3.2.2 Coordinate Training Opportunities – Coordinate with Deaf Centers of Nevada (DCN) and other stakeholders to conduct workshops and townhalls for the target population about self-advocacy and systems change advocacy.</p>	2020	<p>LEAD: Outreach Workgroup</p> <ul style="list-style-type: none"> - Deaf Centers of Nevada - Nevada Hands & Voices - NVAD - Nevada Relay 	<ul style="list-style-type: none"> • <i>Number of training events provided.</i> • <i>Number of people attending events</i>

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<p>Objective 3.3: Equip consumers, family members, and advocates with information about rights and required accommodations and how to advocate on behalf of the target population.</p>	<p>3.3.1 Collaborative Training Efforts - Partner with Nevada Disability Advocacy & Law Center (NDALC) to provide training to target population about Americans with Disabilities Act (ADA) issues and how to advocate for themselves.</p>	<p>2020 Trainings to occur annually thereafter. Reporting will occur at each year end.</p>	<p>LEAD: Outreach Workgroup - Nevada Disability Advocacy Law Center - DCN - NVAD - Nevada PEP - Nevada Hands & Voices</p>	<ul style="list-style-type: none"> • <i>Number of training events provided.</i> • <i>Number of individuals attending training events.</i>
	<p>3.3.2 Outreach and Educate - Develop and disseminate materials that educate target population about their rights, including the legislative process to increase advocacy and build community around common issues.</p>	<p>2021</p>	<p>LEAD: Outreach Workgroup - Nevada Disability Advocacy Law Center - DCN - NVAD - Nevada PEP - Nevada Hands & Voices</p>	<ul style="list-style-type: none"> • <i>Outreach Plan developed</i> • <i>Informational materials developed.</i> • <i>Informational materials disseminated.</i>

FAMILY SUPPORTS

Goal 4. Families have the services and supports necessary to adequately care for family members who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability.

Objective	Strategies	Timeline for Completion	Partners in Action / Responsible Parties	Benchmarks for Measuring Success
<p>Objective 4.1: Increase access and availability of family related services and activities that support full inclusion and understanding of family members who are within the target population.</p>	<p>4.1.1 Advocate for Enhanced Services - Work with state agencies and nonprofit organizations serving the target population to support additional resource allocations geared specifically for family support services.</p>	<p>2017, 2019, 2021</p>	<p>LEAD: Resources Workgroup</p> <ul style="list-style-type: none"> - ASD - CAS - DPBH - DCN 	<ul style="list-style-type: none"> • <i>10% increase in resources for target population services within ASD and DPBH per year.</i>
	<p>4.1.2 Support Training Efforts - Partner with community service providers to offer training and coaching to increase parent's knowledge and understanding of education laws and children's educational rights.</p>	<p>2020</p>	<p>LEAD: Resources Workgroup</p> <ul style="list-style-type: none"> - DCN - Nevada Hands & Voices - Nevada PEP - NDALC - EDHI - DOE - AG Bell 	<ul style="list-style-type: none"> • <i>Number of training events provided.</i> • <i>Number of parents attending training events.</i>

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<p>Objective 4.2: Increase awareness and enhance families access to mentors and other programs that provide guidance and support in managing and advocating for families and members within the target population.</p>	<p>4.2.1 Research and Identify - Work with community-based partners to establish a best practice framework to offer family to family and peer mentors to individuals within the target population.</p>	2020	<p>LEAD: SOCS</p> <ul style="list-style-type: none"> - DCN - Nevada Hands & Voices - Nevada PEP - Family Ties 	<ul style="list-style-type: none"> • <i>Best Practices Framework for family to family and peer mentorship for target population.</i>
	<p>4.2.2 Support Implementation Efforts - Support community-based partner efforts to implement family to family and peer mentorship services.</p>	2021		<ul style="list-style-type: none"> • <i>Number of family to family and peer mentorship programs available throughout the state.</i>
	<p>4.2.3 Cross Coordination - Work with community-based partners to support cross-coordination with other family service organizations for access to mentors.</p>	2021		<ul style="list-style-type: none"> • <i>Number of family to family and peer mentors available throughout the state.</i>