

Fiscal Year  
2019-2023

# Colorado Commission for the Deaf, Hard of Hearing, and DeafBlind CCDHHDB FIVE-YEAR STRATEGIC PLAN

## Vision

We envision a barrier-free Colorado.

## Mission

To be an agent of change for a sustainable statewide network of resources, dedicated to cultural and linguistic equality.

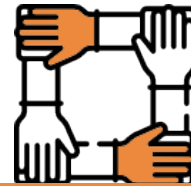
## Goals



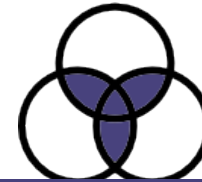
1  
Accountability



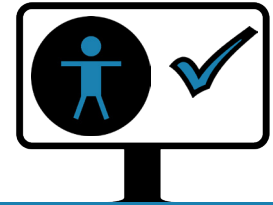
2  
Blueprint for  
the Future



3  
Education and  
Empowerment



4  
Intersectionality/  
Community



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Technology



**COLORADO**  
Department of Human Services  
Colorado Commission for the Deaf,  
Hard of Hearing, and DeafBlind

# Goals > Objectives

## Accountability



Cultivating the necessary practices to become a model of systematic change through the self-examination and participation in ongoing feedback loops as well as adopting a manageable growth mindset that prioritizes community needs.

Stakeholder Feedback System for Auxiliary Services

Program Monitoring

Quality Assurance System for Interpreter Requirements

Inter-Organizational Communication

## Blueprint for the Future



Embracing our roles as Agents of Change in building a statewide sustainable network of resources for cultural and linguistic equality in addition to constantly adapting, evolving, and thriving to meet the demands of a growing community.

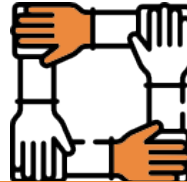
Systemic Improvements in Government Services

Communications and Systems Access

Augmentation of the CCDHHDB Programs/Services

CCDHHDB Staffing

## Education and Empowerment



Providing community members with the education and resources to empower themselves with navigating systems in order to have equal access to programs, services, and events.

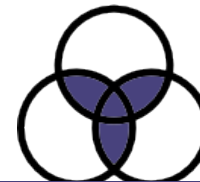
Monthly Education of Governmental Agencies and Other Entities About the DeafBlind Services and Outreach Program

Dissemination of Agency Information Via Website, Conference Exhibits, Community Forums, Community Engagement Projects, Video Logs, and Social Media

Access to Information and Resources

Information Relative to DeafBlind Individuals

## Intersectionality/Community



Embracing the diverse communities within the deaf, hard-of-hearing, and deafblind populations in Colorado by including members in decision-making processes with a belief that nothing about us can happen without us.

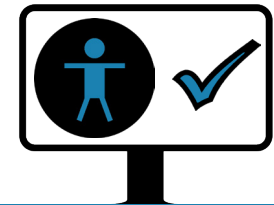
Peer System Assistance for Equivalent Access to Communication and Environmental Information within Systems

Intersectional Framework for Organizational Work and Materials

Cultural Affirmation Training for Staff and Commissioners in Working with the Diverse Communities of CCDHHDB's Stakeholder Population

Outreach to Historically-Underserved Populations (rural areas, people of color, low-income populations, etc.)

## Technology



Synthesizing the technological innovations available today with creating the envisioned barrier-free Colorado of tomorrow by providing both systematic access and accommodations for our deaf, hard-of-hearing, and deafblind communities.

Communications Technology Program

Access through Technology

Grant Program Application Available Online

Goal:

1

# Accountability

*Cultivating the necessary practices to become a model of systematic change through the self-examination and participation in ongoing feedback loops as well as adopting a manageable growth mindset that prioritizes community needs.*



## Objective 1.1: Stakeholder Feedback System for Auxiliary Services

- Performance Indicator 1.1.1: Create a stakeholder feedback system for the Legal Auxiliary Services program, Rural Interpreting Services Project (RISP) Pilot, and the Auxiliary Services Scheduling Pilot for state agencies within the Executive Branch

## Objective 1.2: Program Monitoring

- Performance Indicator 1.2.1: Enact a stakeholder feedback system regarding CCDHHDB programs and services

## Objective 1.3: Quality Assurance System for Interpreter Requirements

- Performance Indicator 1.3.1: Implement a study on what a Quality Control and Assurance System should look like
- Performance Indicator 1.3.2: Hold Community Forums on Quality Control and Assurance System to determine direction

## Objective 1.4: Inter-Organizational Communication

- Performance Indicator 1.4.1: Promote a consistent communication system between CCDHHDB and the Department of Human Services
- Performance Indicator 1.4.2: Cultivate a consistent communication system between CCDHHDB Staff and Commissioners

Goal:

2

# Blueprint for the Future

*Embracing our roles as Agents of Change in building a statewide sustainable network of resources for cultural and linguistic equality in addition to constantly adapting, evolving, and thriving to meet the demands of a growing community.*



## Objective 2.1: Systemic Improvements in Government Services

- Performance Indicator 2.1.1: Identify stakeholder accommodation preferences on the Driver's License or State Identification Card

## Objective 2.2: Communications and Systems Access

- Performance Indicator 2.2.1: Increase the pool of Legally-Qualified Certified Deaf Interpreters (CDIs) to five by the end of the 5-year Strategic Plan
- Performance Indicator 2.2.2: Organize a sustainable mentoring program for state practitioners who
  - pursue a valid Legal Credential Authorization issued by CCDHHDB
  - are newly Certified Community Interpreters
  - are in "training-to-become" certified
- Performance Indicator 2.2.3: Develop a general strategic plan (road map) for DeafBlind Services and Outreach and Consultative Services to include the following elements
  - Communication Faciliator Program
  - Sustainable Support Service Provider (SSP) training
  - DeafBlind Citizens Council
  - DeafBlind accessible materials



Goal:

2

# Blueprint for the Future

*Embracing our roles as Agents of Change in building a statewide sustainable network of resources for cultural and linguistic equality in addition to constantly adapting, evolving, and thriving to meet the demands of a growing community.*



## Objective 2.3: Augmentation of the CCDHHDB Programs/Services

- Performance Indicator 2.3.1: Review CCDHHDB programs and services available for aging deaf, hard-of-hearing, and deafblind adults
- Performance Indicator 2.3.2: Assist with seeking sustainable funding for the Colorado Daylight Partnership and its system-building efforts, such as the Integrated Care Initiative
- Performance Indicator 2.3.3: Explore housing issues for community stakeholders
  - Group home
  - Mixed use development
- Performance Indicator 2.3.4: Promote access to Employment Services and Entrepreneurship centers
- Performance Indicator 2.3.5: Study the Rural Interpreting Services Project (RISP) Pilot during fiscal year 2018-19
- Performance Indicator 2.3.6: Evaluate the Auxiliary Services Scheduling Pilot for state agencies within the Executive Branch during fiscal year 2019-20

## Objective 2.4: CCDHHDB Staffing

- Performance Indicator 2.4.1: Perform an assessment to justify adding an Administrative Assistant position
- Performance Indicator 2.4.2: Justify staffing needs for an additional Auxiliary Services Coordinator position, if needed
- Performance Indicator 2.4.3: Convert the Online Training/Video Log Specialist position into a full-time position
- Performance Indicator 2.4.4: Seek additional full-time Communications Technology Program staff

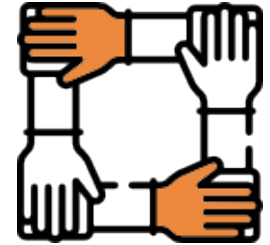


Goal:

3

# Education and Empowerment

*Providing community members with the education and resources to empower themselves with navigating systems in order to have equal access to programs, services, and events.*



## **Objective 3.1: Monthly Education of Governmental Agencies and Other Entities about DeafBlind Services and Outreach Program**

- Performance Indicator 3.1.1: Utilize newsletters, Lunch & Learn series, and community engagement tour series to share information

## **Objective 3.2: Dissemination of the Agency Information via Website, Conference Exhibits, Community Forums, Community Engagement Projects, Video Logs, and Social Media**

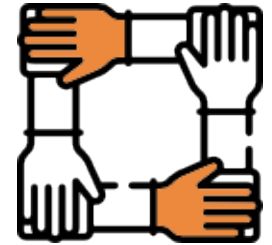
- Performance Indicator 3.2.1: Develop or update four website information sheets for each outreach specialty area per fiscal year
- Performance Indicator 3.2.2: Host a minimum of four community forums per fiscal year in various Colorado geographical locations
- Performance Indicator 3.2.3: Participate in at least one System Advocacy project per fiscal year
- Performance Indicator 3.2.4: Create/update at least four video logs about agency services and community needs per fiscal year

Goal:

3

# Education and Empowerment

*Providing community members with the education and resources to empower themselves with navigating systems in order to have equal access to programs, services, and events.*



## Objective 3.3: Access to Information and Resources

- Performance Indicator 3.3.1: Design at least five online training modules by the completion of the 5-year strategic plan
  - Three Law Enforcement training modules (patrol, detention, and emergency call centers)
  - Two Healthcare provider training modules (effective communication in medical settings and minimum standards for VRI services in medical services)
- Performance Indicator 3.3.2: Make training modules available on CCDHHDB's website
- Performance Indicator 3.3.3: Implement a sustainable monthly educational program (sessions/opportunities) for the state, including public and private agencies, per fiscal year
  - Monthly or quarterly newsletters
  - Breakfast or Lunch and Learn Series
  - Community Engagement Tour
  - "What would you do if...?" communications campaign

## Objective 3.4: Information Relative to DeafBlind Individuals

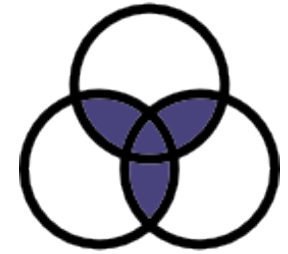
- Performance Indicator 3.4.1: Develop information sheets, brochures, guides, best-practice recommendations, and other printed materials for community members, agencies, and professionals

Goal:

4

# Intersectionality/Community

*Embracing the diverse communities within the deaf, hard-of-hearing, and deafblind populations in Colorado by including members in decision-making processes with a belief that nothing about us can happen without us.*



## **Objective 4.1:** Peer System Assistance for Equivalent Access to Communication and Environmental Information within Systems

- Performance Indicator 4.1.1: Utilize data to determine stakeholders' needs
- Performance Indicator 4.1.2: Query CDHHDB stakeholders in order to ensure they receive maximum benefits from CCDHHDB services

## **Objective 4.2:** Intersectional Framework for Organizational Work and Materials

- Performance Indicator 4.2.1: Establish an intersectionality committee under the Commission for advice and feedback

## **Objective 4.3:** Cultural Affirmation Training for Staff and Commissioners in Working with the Diverse Communities of CCDHHDB's Stakeholder Population

- Performance Indicator 4.3.1: Hold a biannual training for Staff and Commissioners
- Performance Indicator 4.3.2: Review the Stakeholder Feedback System for further areas of improvement

## **Objective 4.4:** Outreach to Historically-Underserved Populations (rural areas, people of color, low-income, and etc.)

- Performance Indicator 4.4.1: Hold at least two meetings per fiscal year in rural areas
- Performance Indicator 4.4.2: Arrange training opportunities in rural areas to coincide with Commission meetings

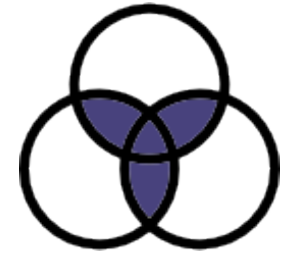


Goal:

4

## Intersectionality/Community

*Embracing the diverse communities within the deaf, hard-of-hearing, and deafblind populations in Colorado by including members in decision-making processes with a belief that nothing about us can happen without us.*



### Objective 4.5: Collaboration with Other Agencies and Organizations

- Performance Indicator 4.5.1: Engage with community stakeholder groups/individuals
  - Engage in conferences/meetings that address topics relevant to stakeholders who are deaf, hard-of-hearing, and deafblind, or related populations
  - Promote the Colorado Daylight Partnership's Integrate Care Initiative

Goal:

5

# Technology

*Synthesizing the technological innovations available today with creating the envisioned barrier-free Colorado of tomorrow by providing both systematic access and accommodations for our deaf, hard-of-hearing, and deafblind communities.*



## Objective 5.1: Communications Technology Program

- Performance Indicator 5.1.1: Assess and fulfill communications technology needs for deaf, hard-of-hearing, and deafblind consumers
- Performance Indicator 5.1.2: Establish additional demonstration centers, including one at the CCDHHDB site
- Performance Indicator 5.1.3: Ensure CCDHHDB websites, videos, and other media are accessible for deaf, hard-of-hearing, and deafblind individuals

## Objective 5.2: Access Through Technology

- Performance Indicator 5.2.1: Enable a virtual meeting experience to enhance opportunities and accessibility providing participation for all
  - Video conferencing capability
  - Capability to broadcast live over the Internet
  - Guideline for administering the participation of virtual meetings
- Performance Indicator 5.2.2: Ensure continued implementation of effective hearing and visual assistive technology in public venues
- Performance Indicator 5.2.3: Revamp the Communication Access Tool as a user-friendly and rebranded Accessibility Assessment toolkit for agencies and businesses
  - Integration with the Outreach & Consultative Services Database

## Objective 5.3: Grant Program Application Available Online

- Performance Indicator 5.3.1: Generate an online Grant Program application