

## **RICDHH Strategic Plan for FY 2017 and FY2018**

**Vision Statement** – The RICDHH aspires to be recognized as the central resources and advocate for the deaf, deaf-blind, and hard of hearing population in Rhode Island.

**Mission Statement** - To provide innovative leadership in public policy, advocacy, service delivery and accessibility throughout the Ocean State, RI CDHH ensures opportunities for every deaf and hard of hearing person to become an empowered and contributing citizen.

### ***Core Strategic Goals:***

1. Enhance Quality Assurance of the RICDHH Programs and Services.
2. Improve Outreach and Collaboration to Community, Partners, and Customers
3. Promote Accessibility for the Deaf, Deaf-Blind, and Hard of Hearing
4. Lead by Example to Advocate Access to Mental Health, Behavioral Health, and Healthcare Services
5. Expand Training Series for Community Partners and Stakeholders
6. Advocate the Rights of the Children who are Deaf, Deaf-Blind, and Hard of Hearing
7. Promote Access to Education and Languages Used by the Deaf, Deaf-Blind, and Hard of Hearing.
8. Improve Public Relations/Publicity about the RICDHH and about issues pertaining to the Deaf and Hard of Hearing population.
9. Collaborate with the law enforcement authorities to review best practices

### ***Action Plans:***

1. **Enhance Quality Assurance of the RICDHH Programs and Services**
  - a. Interpreter and CART Referral Process
  - b. Procedures and Policies
  - c. Emergency Interpreter Referral Services
  - d. Quality of Information and Navigation of the RICDHH Website
  - e. Performance Metrics and Evaluations
2. **Improve Outreach and Collaboration to Community, Partners, and Consumers**
  - a. **Information and Resources Available for Outreach**
    - i. Performance Arts Community
    - ii. Movie Accessibility
    - iii. Early Intervention Services
    - iv. Mental Health, Behavioral Health, and Healthcare Services

- v. Hearing Aids and Audiologists
- vi. Loop Systems at public and private locations
- vii. Colleges and Universities
- viii. Legal (Courts, Police, and Attorneys)

**b. *Collaboration on Issues and Accessibility***

- i. Open Forum for the Stakeholders
- ii. Collaboration Opportunities

**c. *Family Engagement or Family Learning Conference***

**3. Promote Accessibility for the Deaf, Deaf-Blind, and Hard of Hearing**

- a. Public Websites (Local and State Governments)
- b. FM Loop Systems (Local and State Governments)
- c. Video Remote Interpreting Services (State Government)
- d. Captioning (Public and Private settings)
- e. Interpreters (Public and Private settings)
- f. Support Service Providers for the Deaf-Blind (Public and Private settings)

**4. Lead by Example to Advocate Access to Mental Health, Behavioral Health, and Healthcare Services**

- a. Review and Update all Policies and Procedures, Best Practices, and Protocols in RI
- b. Promote for direct and effective communication
- c. Expand Insurance Benefits (Hearing Aids, Assistive Technology, Interpreters, etc.)
- d. Provide trainings on Deaf and Hard of Hearing issues to the MH, BH, and HC community.
- e. “Stimulated” Patients used for Mock Trails

**5. Implement Training Series for Community Partners and Stakeholders**

- a. ***Interpreters – Legal, Emergency, and Medical settings***
  - i. 2 trainings for each category (Legal, Emergency, and Medical) per year.
- b. ***Emergency Preparedness and Responses***
  - i. 2 major trainings per year
- c. ***Deaf and Hard of Hearing Self Advocacy***
  - i. 4-6 trainings per year
- d. ***General Deaf and Hard of Hearing Topics***
  - i. At least 8 topics will be covered

**6. Advocate the Rights of Children who are Deaf, Deaf-Blind, and Hard of Hearing**

- a. Quality of Early Intervention Services
- b. Access to Language Acquisitions (language assessments, class instructions, tutors, milestones, etc.)
- c. Open Forum for Children and Parents

- d. Collaboration with Parents, Professionals, and Providers

**7. Promote Equal to Education and Languages Used by the Deaf, Deaf-Blind, and Hard of Hearing**

**a. American Sign Language (ASL)**

- i. College/High School Credits in RI
- ii. Standard Qualifications of the Instructors in RI
- iii. Quality of Space (lights, settings, distances, etc.)
- iv. Collaboration with Community that offer ASL classes
- v. Create the Fact Sheet about ASL, both electronic and hard copy.
- vi. Tactical Skills

**b. English**

- i. Quality of Visual Language (captioning, CART, class instructions, tutors, etc.)
- ii. Quality of Aural Language (Hearing Assistive Technology, technicians, etc.)
- iii. Quality of Acoustic Levels (Public and Private settings, Architects, etc.)

**c. Promote Equal to Education in partnership with the RI Department of Education.**

- i. To ensure sufficient communication access resources and services including FM systems, educational interpreters, notetakers, etc. for deaf and hard of hearing children.
- ii. To educate and to advocate appropriate services for children who need them in the school settings.

**8. Improve Public Relations/Publicity about the RICDHH and about issues pertaining to the Deaf and Hard of Hearing population.**

**a. Social Media/electronic news (Tweets, Facebook, e-mails, etc.)**

**b. Video Public Service Announcements (VPSA)**

- i. Partner with Governor's Daily Schedules for example
- ii. Partner with RI Emergency Management Agency (evacuation, weather concerns, alerts, etc.)
- iii. Partner with RI Dept of Health (Epidemics, etc.)
- iv. Partner with RI Dept of Motor Vehicles (DMV)
- v. Partner with RI Dept of Transportation (Highway, Safety, etc.)

**c. Role Play Videos, for website and facebook**

**d. Radio Stations**

**9. Collaborate with the law enforcement authorities to review best practices**

- a. Policies and Procedures
- b. Complaint Process
- c. Miranda Rights
- d. Communication Access Services
- e. Deaf and Hard of Hearing's Rights