

# Archived Information

## HELEN KELLER NATIONAL CENTER (HKNC) FOR DEAF-BLIND YOUTHS AND ADULTS

**Goal: Individuals who are deaf-blind will become independent and function as full and productive members of their local community.**

**Relationship of Program to Volume 1, Department-wide Objectives:** These objectives support Strategic Plan Objective 3.4 ensuring access to services that provide adults with disabilities the opportunity to strengthen their skills and improve their earning power over their lifetime.

FY 2000—\$8,550,000

FY 2001—\$8,717,000 (Requested budget)

OBJECTIVE 1: ENSURE THAT INDIVIDUALS WHO ARE DEAF-BLIND RECEIVE THE SPECIALIZED SERVICES AND TRAINING THEY NEED TO BECOME AS INDEPENDENT AND SELF-SUFFICIENT AS POSSIBLE.

**Indicator 1.1 Services to consumers at headquarters: The training program at headquarters will maintain or increase the number of adult consumers and high school students served, the percentage of consumers who complete training and are placed in employment settings, and the percentage of consumers who complete training and return to less restrictive living situations.**

Targets and Performance Data							Assessment of Progress		Sources and Data Quality
Year	Adult		HS		% Placed		% in Less Restricting Settings		
	Actual	Target	Actual	Target	Actual	Target	Actual	Target	
1999:	75	85	16	12	45%	38%	49%	25%	<p><b>Status:</b> In FY 1999, the percentage placed in employment and in less restrictive settings exceeded the target. However, the number of adult and high school students served was below the target.</p> <p><b>Explanation:</b> The figures will fluctuate based on numerous factors, but the targets of 90 adults and 12 high school students is based on historical trends and HKNC believes they represent reasonable targets.</p> <p><b>Validation Procedure:</b> Final training reports on each client will include employment and living situations each client will be entering upon completion of training.</p> <p><b>Limitations of Data and Planned Improvements:</b> Data are based upon self-reported data from the grantee and are not independently verified. A newly developed followup survey is being implemented in FY 2000 that will provide additional data on former students.</p>
2000:		90		12		45%		59%	
2001:		90		12		45%		59%	
2002:		90		12		45%		59%	

**Indicator 1.2 Clients improve functionally: Participants in the core training program at headquarters will increase their skills and abilities in areas such as vocational services, communication, orientation and mobility, and independent living. The target will be established upon receipt of baseline data. The target for 2000 is an 85 percent success rate in achieving training goals.**

Targets and Performance Data			Assessment of Progress	Sources and Data Quality
<i>Percentage of identified training goals successfully achieved by participants</i>			<p><b>Status:</b> This is the first year the Individual Training Plan (ITP) has been implemented. It remains to be seen whether or not the data from this year are representative of student performance over a longer period of time.</p> <p><b>Explanation:</b> Since this is the first year the ITP has been used, it will require several years before HKNC can establish firm targets. The targets measure success in achieving training goals.</p>	<p><b>Source:</b> HKNC Annual Report for 1999. <i>Frequency:</i> Annually. <i>Next Update:</i> Annual report 2000.</p> <p><b>Validation Procedure:</b> Individual Training Plan (ITP)</p> <p><b>Limitations of Data and Planned Improvements:</b> Data are based upon self-reported data from the grantee and are not independently verified.</p>
Year	Actual Performance	Performance Targets		
1999:	83.7%	No target previously set		
2000:		84%		
2001:		85%		
2002:		86%		

Objective 2: ENSURE THAT DEAF-BLIND CONSUMERS AND THEIR FAMILY MEMBERS RECEIVE THE SERVICES THEY NEED TO FUNCTION MORE INDEPENDENTLY IN THE HOME COMMUNITY.

**Indicator 2.1 Regional services to consumers and families: Helen Keller National Center will maintain or increase the number of consumers and family members served through its regional offices.**

Targets and Performance Data					Assessment of Progress	Sources and Data Quality
Year	Consumers		Families		<p><b>Status:</b> In 1999, the regional offices served more consumers but fewer families than was targeted.</p> <p><b>Explanation:</b> The number of consumers and families served fluctuates from year to year. In establishing the targets, trend data were used from prior years.</p>	<p><b>Source:</b> <u>HKNC Annual Report for 1999.</u> <i>Frequency:</i> Annually. <i>Next Update:</i> Annual report, 2000.</p> <p><b>Validation Procedure:</b> HKNC regional reps maintain client case summary files that indicates rep activity with individual consumers and family members.</p> <p><b>Limitations of Data and Planned Improvements:</b> Client case summary reports do not measure the impact of the services on the lives of the consumers and family members. There are no improvements planned at this time.</p>
	Actual	Target	Actual	Target		
1999:	1,336	1,250	368	400		
2000:		1,300		400		
2001:		1,400		425		
2002:		1,500		450		

OBJECTIVE 3: INCREASE THE CAPACITY OF THE ADULT SERVICE SYSTEM TO MEET THE TRAINING AND SUPPORT NEEDS OF DEAF-BLIND PERSONS IN THEIR LOCAL COMMUNITY.

**Indicator 3.1 Services to professionals, organizations/agencies, and affiliate membership: HKNC will maintain or increase the number of agencies/organizations served through its programs.**

Targets and Performance Data			Assessment of Progress	Sources and Data Quality
Year	Actual Performance	Performance Targets	<p><b>Status:</b> The 976 agencies/organizations served represent an increase of 158 over 1998.</p> <p><b>Explanation:</b> The 818 agencies/organizations served in 1998 was the lowest number in 6 years.</p>	<p><b>Source:</b> HKNC Annual Report for 1999. <i>Frequency:</i> Annually. <i>Next Update:</i> Annual report 2000.</p>
1999:	976	No target previously set		
2000:		950		
2001:		1,000		
2002:		1,050		

Targets and Performance Data	Assessment of Progress	Sources and Data Quality
		<p><b>Validation Procedure:</b> Data are compiled through a review of HKNC Regional</p> <p><b>Limitation of Data and Planned Improvements:</b> Reports do not measure the impact of the services provided on the lives of the individuals served by these agencies/organizations. There are no improvements planned at this time.</p>

**Indicator 3.2 Training for professionals, agencies/ organizations, and affiliate membership: The number of agencies/organizations receiving training from HKNC through conferences and in-service training will be maintained or increased. Targets will be established upon receipt of baseline data.**

Targets and Performance Data			Assessment of Progress	Sources and Data Quality
Year	Actual Performance	Performance Targets	<p><b>Status:</b> The figure for 1999 includes all individuals attending the conference or training program. This is the first time that this data have been collected. HKNC does not believe that one year of data provides a sufficient basis to targets and plans to wait one more year before setting targets.</p> <p><b>Explanation:</b> HKNC is currently developing evaluation instruments to measure the impact of a number of the types of training it provides. All staff including regional reps, headquarters staff, the National Training Team and the Older Adult Program will use these measurement tools.</p>	<p><b>Source:</b> HKNC Annual Report for 1999. <i>Frequency:</i> Annually. <i>Next Update:</i> Annual report 2000.</p> <p><b>Validation Procedure:</b> HKNC is currently developing evaluation instruments to measure the impact of a number of the types of training it provides. All staff, including regional reps, headquarters staff, the National Training Team, and the Older Adult Program, will use these measurement tools.</p> <p><b>Limitations of Data and Planned Improvements:</b> Data are self-reported from the grantee and are not independently verified.</p>
1999:	1,420	No target previously set		
2000:		To be established		
2001:		To be established		
2002:		To be established		

**KEY STRATEGIES**

Strategies Continued from 1999

- ❖ To enable HKNC to achieve its overall mission, training will be provided to staff to increase their qualifications, expertise, and job performance.
- ❖ To improve HKNC's networking, coordinating, collaborating, and training activities, a national data base of Federal, state, and local service providers will be developed.
- ❖ To identify the short-term goals of each client enrolled in HKNC's training program and document the level of attainment, the Individualized Training Program will be utilized.
- ❖ To enable family members to provide and obtain services and system improvement, HKNC will conduct national parent meetings with the agendas developed through a needs assessment completed by the family members. HKNC will also continue to provide financial and other support to the National Family Association for the Deaf-Blind (NFADB).
- ❖ To increase the number of programs and professionals qualified to work with individuals who are deaf-blind, HKNC will continue to fund new affiliate programs annually, provide an annual affiliate training meeting, and maintain the number of university affiliations and student internships offered.

## **KEY STRATEGIES (CONTINUED)**

### New or Strengthened Strategies

To continue to improve the training program offered at HKNC, the Center will do the following:

- ❖ Conduct a followup survey to obtain data on employment status and satisfaction with community living (housing, community participation, and supports) and to gain information on goals completed 1 year after students leave the HKNC training program.
- ❖ As appropriate, include input from family members into the process for identifying goals for the Individualized Training Program. Conduct regular reviews (every 13 weeks) with the family to assess progress.
- ❖ To measure the effectiveness of the HKNC's other programs, the Center will do the following:
- ❖ Conduct periodic consumer surveys to determine satisfaction with field services.
- ❖ Conduct participant assessments of training activities using competency-based evaluations.
- ❖ To provide training to a larger number of agencies and professionals serving individuals who are deaf-blind, HKNC will develop a brochure to market the availability of community-based consultations and disseminate this brochure through the regional offices.

## **HOW THIS PROGRAM COORDINATES WITH OTHER FEDERAL ACTIVITIES**

- ❖ HKNC continues to work closely with a number of Federally funded projects on a range of activities. HKNC staff have presented at conferences hosted by the Mississippi State University RRTC on Blindness and Low Vision and the University of Arkansas, Little Rock, TRTC on Deafness. HKNC currently participates in two Federally funded OSBP projects: the National Technical Assistance Consortium (NTAC), and the National Information Clearinghouse on Children Who Are Deaf-Blind. In addition, HKNC staff sit on a number of advisory boards for Federally funded projects.

## **CHALLENGES TO ACHIEVING PROGRAM GOAL**

- ❖ The obstacles faced in achieving the overall program goal are due, in large part, to the fact that HKNC is dependent on outside programs for its success. Individuals in need of the training offered at the Center are, at times, not able to attend because of a lack of state funding. Others, upon acquiring the skills necessary to work, return to communities where there is no job available.
- ❖ There is a tremendous shortage of personnel qualified to work with individuals who are deaf-blind. There are simply not enough interpreters, O&M instructors, job coaches, rehab teachers, counselors, etc. who have expertise in deaf-blindness.
- ❖ To address this shortage, HKNC is committing an increasing percentage of its operating budget to field-based training activities. And the Center continues to expand its affiliate network by providing financial support to new programs each year.

## **INDICATOR CHANGES**

### **From FY 1999 Annual plan (two years old)**

Adjusted—None.

Dropped—None.

### **From FY 2000 Annual Plan (last year's)**

Adjusted

- ❖ Indicator 3.1 is now Indicator 3.2 in the current plan.

Dropped—None.

New

- ❖ Indicator 3.1 is new. HKNC offers training to professionals, agencies/organizations, and affiliate membership. HKNC is currently developing evaluation instruments to measure the impact of a number of the types of training it provides.