

## FY 2009 Annual Program Performance Measures

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**DEPARTMENT:** MICHIGAN DEPARTMENT OF LABOR & ECONOMIC GROWTH

**APPROPRIATION UNIT:** Sec 115 Boards, Authorities and Commissions

**PROGRAM:** Commission on Disability Concerns and Division on Deaf an Hard of Hearing

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**TIMELINE:** October 1, 2008 through September 30, 2009

**PROGRAM MISSION STATEMENT (Customer-Focus Direction)**

The Michigan Commission on Disability Concerns serves as a state-wide disability advocate and provides information and technical assistance. The Commission is a resource for employers, state and local government, people with disabilities, families and the general public.

**VISION STATEMENT**

We are a state that honors personal dignity, embraces diversity and provides programs and supports to achieve employment, self-sufficiency and community inclusion with full citizenship for all individuals who experience a disability.

**PROGRAM STATEMENT**

The Commission is the only state agency that advocates on behalf of all people with disabilities.

**FUND SOURCE:**

GF/GP

State Restricted Fund

Federal Funds

**LEGAL BASIS:**

PA 11 1968

**CUSTOMER IDENTIFICATION:**

Although several agencies spread across departments in Michigan serve people with disabilities, they are all limited by age requirements, type of disability or major life activity. The Michigan Commission on Disability Concerns is the only state government agency that serves Michigan's citizens with disabilities regardless of customer age, geographic location, employment status, military experience or life domain activity. The Commission is the host agency for the Division on Deaf and Hard of Hearing . This is the only program in state government that serves deaf and hard of hearing citizens and provides testing and certification for sign language interpreters.

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### CRITICAL GOALS/MAJOR OBJECTIVES and RESULTS

#### Program Goals:

Implement Supplier Diversity Program for DMB.

By end of FY '09, qualified vendor data base exceeded 1,143 businesses owned by people with disabilities and contract awards to these businesses exceeded \$31,000,000.00.

Draft Rules and Regulations to implement Public Act 204, amended 2007, "The Michigan Sign Language Interpreters Act".

The inter-agency committee to draft these Rules and Regulations met as a full committee each month in FY '09 with multiple sub-group meetings to supplement the full committee. The first draft reflecting these efforts was prepared for approval in early FY '10.

During FY '09 MCDC-DODHH maintained an 800 number for voice and for video remote interpreting services which provided accessible resources on disability issues to individuals, families, businesses and other state government agencies. MCDC-DODHH averaged about 20 calls per day through this 800 number resource.

MCDC staff facilitated a national agreement between the Veterans Administration and Independent Living Programs to bring funding to Michigan for services through Centers for Independent Living to provide direct service to Michigan military veterans. The final grant awards for this agreement will be made in FY '10.

#### Processes/Services

### PROGRAM EFFECTIVENESS and Efficiency (Current Year)

#### Program Goals/Metrics

See Above.

#### Performance Measures

See Above.

#### Program Improvements Made

Inactive Governor Appointed Commission was re-organized, downsized and new member s were appointed.

### PROGRAM IMPROVEMENT PLANS FOR FY10

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Governor Appointed Commission will undertake extensive review of Bureau responsibilities and prioritize staff activities to reflect anticipated reduction in budget resources.

### **CHALLENGES FOR FY10 and BEYOND**

Projected reduction of 20 percent in state funding will be magnified by additional reduction in federal funds that are currently matched with state funds. A federal audit of Michigan Rehab Services by the federal RSA poses a threat to MCDC-DODHH funding and range of services. One FTE will be eliminated in February of FY '10 and further staff reductions may be necessary at FY '10 draws to a close and we move into FY '11.