

Agency	Illinois Deaf And Hard Of Hearing Commission
Program Name	Communication Access for Individuals with Hearing Loss
Program Description	IDHHC promotes the rights and independence for Deaf, Hard of Hearing and DeafBlind individuals. This is accomplished by serving as a statewide access point for information and assistance plus providing subject matter expertise to ensure effective communication.
Target Population	Individuals with hearing loss, caregivers, family members, advocacy groups, legislators, business, Illinois state agencies, units of local government, and other stakeholders.
Activities	Responds to inquiries related to hearing loss, conducts outreach events and provide education and training to the targeted communities; technical assistance to state agencies and legislators, interagency collaboration and coordination; and participation in committees, advisory groups and Task Force.
Goals	Promote rights and independence for individuals with a hearing loss; increase number and access to qualified/licensed sign language interpreters and CART providers, provide educational awareness about hearing loss and collaboration and coordination with stakeholders.
Outcome	Meet the Needs of the Most Vulnerable

PROGRAM FUNDING

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
791.5	562.5	582.1

MEASURES

Number of public inquiries

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Increase

Benchmark : 3500 **Source :** Internal Agency Established

Baseline : 3821 **Baseline Date :** 6/30/2015

Methodology : Count

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
13317	14000	14000	

Number of educational and informational materials distributed

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Increase

Benchmark : 23000 **Source :** Internal Agency Established

Baseline : 30418 **Baseline Date :** 6/30/2015

Methodology : Count

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
7040	20000	25000	

Number of interpreters participating in IDHHC sponsored or hosted professional development opportunities

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Maintain

Benchmark : 500 **Source :** Internal Agency Established

Baseline : 446 **Baseline Date :** 6/30/2015

Methodology :

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
428	358	400	

Agency	Illinois Deaf And Hard Of Hearing Commission
Program Name	Complaint Investigation
Program Description	IDHHC is responsible for the enforcement of the Sign Language Interpreters for the Deaf Licensure Act of 2007 and the investigation of alleged violations. In cases of substantiated allegations, various voluntary corrective measures are used including imposition of discipline when appropriate. .
Target Population	Individuals providing sign language interpreting services.
Activities	Conducts investigations and upon substantiated allegations, institute voluntary corrective measures, informal disciplinary conferences, and consent orders. Refers to the Illinois Department of Professional and Financial Regulation for prosecutions when informal efforts have failed.
Goals	Prevent licensed individuals from illegal and immoral activities shut down unlicensed activity and ultimately protect Deaf, Hard of Hearing and DeafBlind individuals.
Outcome	Meet the Needs of the Most Vulnerable

PROGRAM FUNDING

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
66	52.5	53.7

MEASURES

Number of complaints closed due to no substantiated violation or no jurisdiction within 180 days

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Increase

Benchmark : 90% **Source :** Internal Agency Established

Baseline : **Baseline Date :**

Methodology : Percentage

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
3	10	15	

Number of complaints resolved

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Increase

Benchmark : 90% **Source :** Internal Agency Established

Baseline : **Baseline Date :**

Methodology : Percentage

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
2	5	10	

Agency	Illinois Deaf And Hard Of Hearing Commission
Program Name	Testing, Evaluation and Licensing of Sign Language Interpreters for the Deaf
Program Description	To serve, safeguard and promote the health, safety and welfare of Deaf, Hard of Hearing and DeafBlind individuals by ensuring that licensure qualifications and standards for professional practice are properly evaluated, applied and enforced. To administer the Board for Evaluation of Interpreters (BEI) which is the only Illinois based certification test recognized under licensure.
Target Population	Individuals seeking to provide sign language interpreting services.
Activities	To issue licenses to sign language interpreters for the Deaf based on set standards and validation of applicable pre-requisites. To administer the BEI test both written and performance based. Collection of all applicable revenues related to licensure and BEI testing.
Goals	To ensure that applications for licensure and BEI testing are processed, thoroughly reviewed and issued in a timely manner. That BEI testing candidates are notified of their results in a timely manner.
Outcome	Increase Employment and Attract, Retain and Grow Businesses

PROGRAM FUNDING

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
261.9	235	237.6

MEASURES

Number of interpreters licensed

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Maintain

Benchmark : 575 **Source :** Internal Agency Established

Baseline : 605 **Baseline Date :** 6/30/2010

Methodology : Count

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
699	720	700	

Number of Illinois Board for Evaluation of Interpreters (IL-BEI) certification tests

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Increase

Benchmark : 100 **Source :** Internal Agency Established

Baseline : 135 **Baseline Date :** 6/30/2013

Methodology :

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
340	350	350	

Number of applications processed

Reported : Annually **Key Indicator :** Yes **Desired Direction :** Maintain

Benchmark : 900 **Source :** Internal Agency Established

Baseline : 1204 **Baseline Date :** 6/30/2013

Methodology : Count

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
1110	1200	1200	