

Cleveland Hearing & Speech Center
Community Center for the Deaf and Hard of Hearing
Program Evaluation Summary 2017

Summary of Services

- CHSC's Community Center for the Deaf and Hard of Hearing had a total of 114 active clients during 2017. The total number of service delivery hours provided CCDHH this year was 3,130.25 direct services hours expanding across the domains of service delivery, which include, community supports, education, legal, independent living skills, medical, mental health, vocational, and youth services.
- 19 Community Events or Workshops/ Numbers
- The CCDHH was able to provide 6,311.5 hours of interpreting services for the year 2017 for a total of 3,089 interpreting jobs filled.

Global Objective:

To achieve a 50% increase in service participation at one year of new program implementation, and increase hours of service delivery by at least 40%. This action plan will be achieved by receiving CARF accreditation to provide a referral linkage with providers in the greater Cleveland area. Furthermore additional action plans are present in the 2016 Strategic Plan provided by CHSC.

Action Objectives for Referral Sources Include:

- A working relationship with Opportunities for Ohioans with Disabilities for additional training for D/deaf and hard of hearing community members.
- A referral relationship with Cuyahoga County Board of Developmental Disabilities for D/deaf and hard of hearing community members

Data Collection Process

The year 2017 was monumental in providing services in the department. It was the first year for Community Center for the Deaf and Hard of Hearing department under the newly awarded CARF accreditation in community integration. This recognition provided the opportunity for optimal growth and outreach regarding service delivery. The CCDHH team utilized a data collection process to evaluate productivity and further developed insight on service delivery by administering a client satisfaction survey. The objective of the survey was to ensure the core values of a person-centered philosophy were successfully executed when analyzing the program. The survey was designed to obtain data collection as it pertains to outcomes, effectiveness, overall client satisfaction, and accessibility of services.

Outcomes

Gathering outcomes is an ongoing process for the Community Center for the Deaf and Hard of Hearing. Looking at our service delivery model, support services remain on a continuum of

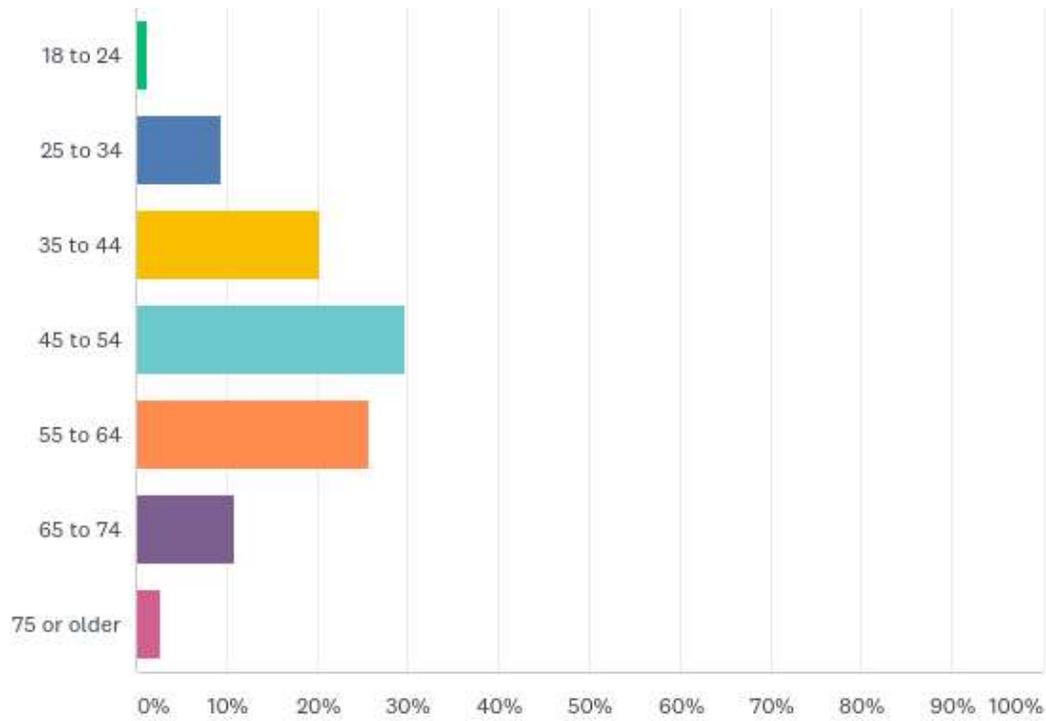
supports that are best measured in terms of benchmarks of progress. The collection of outcomes are not yet explicit, aside from vocational placement. Service delivery for employment services is set to begin for 2018, which will allow CHSC to develop a more efficient collect data on the effectiveness of the program. Outcomes for 2017 measuring effectiveness were derived for the 2017 CCDHH Consumer Survey. We will continue to collect information relative to our Support Services to determine where the greatest needs lie and determining how to accurately measure and evaluate progress.

Statistics for CCDHH services provided by consumer feedback:

General Demographics surveying of 74 program participants:

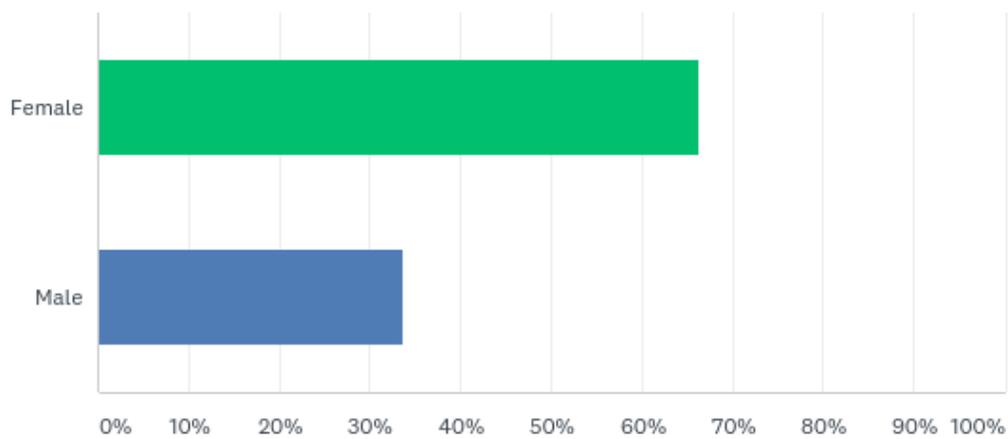
Age:

ANSWER CHOICES	RESPONSES	
18 to 24	1.35%	1
25 to 34	9.46%	7
35 to 44	20.27%	15
45 to 54	29.73%	22
55 to 64	25.68%	19
65 to 74	10.81%	8
75 or older	2.70%	2
TOTAL		74



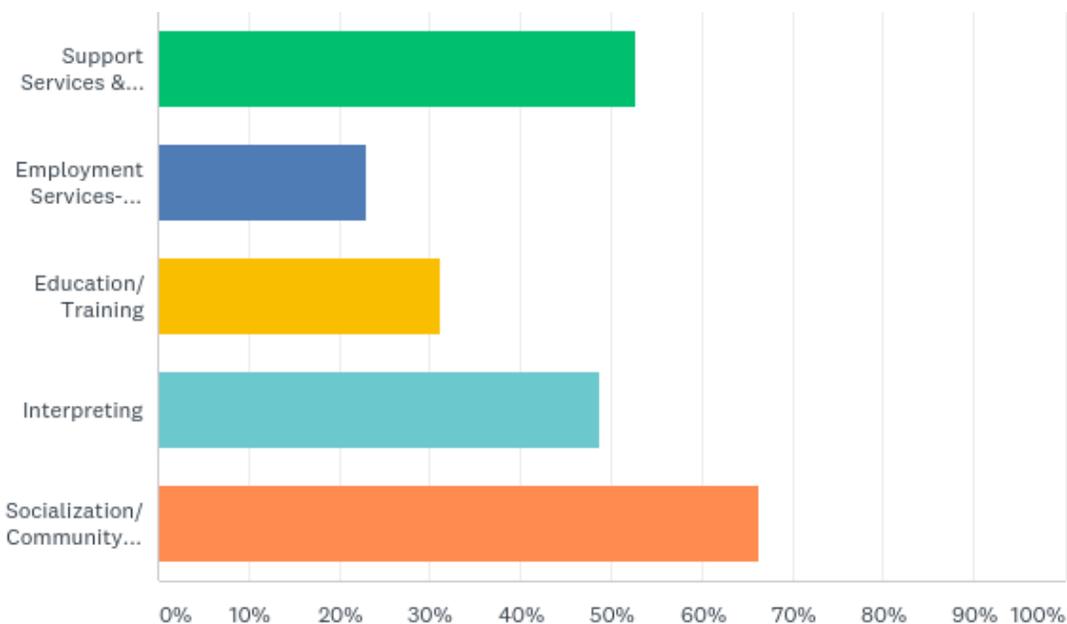
Gender:

ANSWER CHOICES	RESPONSES	
Female	66.22%	49
Male	33.78%	25
TOTAL		74



Services Utilized:

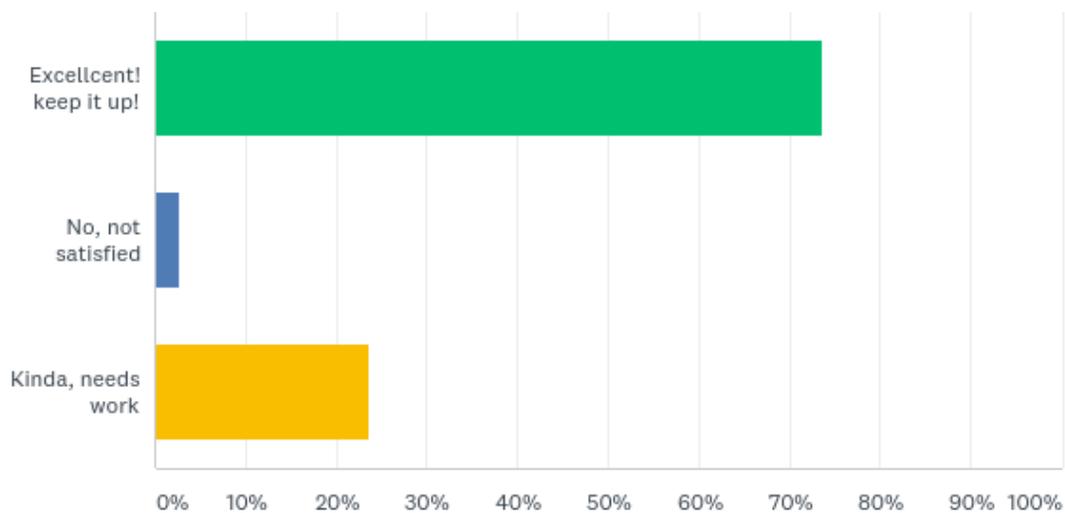
ANSWER CHOICES	RESPONSES	
Support Services & Advocacy- Housing, Benefits, SSDI, SSI, Insurance	52.70%	39
Employment Services- Vocational	22.97%	17
Education/ Training	31.08%	23
Interpreting	48.65%	36
Socialization/ Community Events	66.22%	49
Total Respondents: 74		



Action Plan: It is clear from our satisfaction survey that the community is seeking vocational services from a culturally and linguistically competent provider. Increasing VR services and improving our overall operating efficiency is a goal for the upcoming year.

Client Satisfaction:

ANSWER CHOICES	RESPONSES	
Excellent! keep it up!	73.61%	53
No, not satisfied	2.78%	2
Kinda, needs work	23.61%	17
TOTAL		72



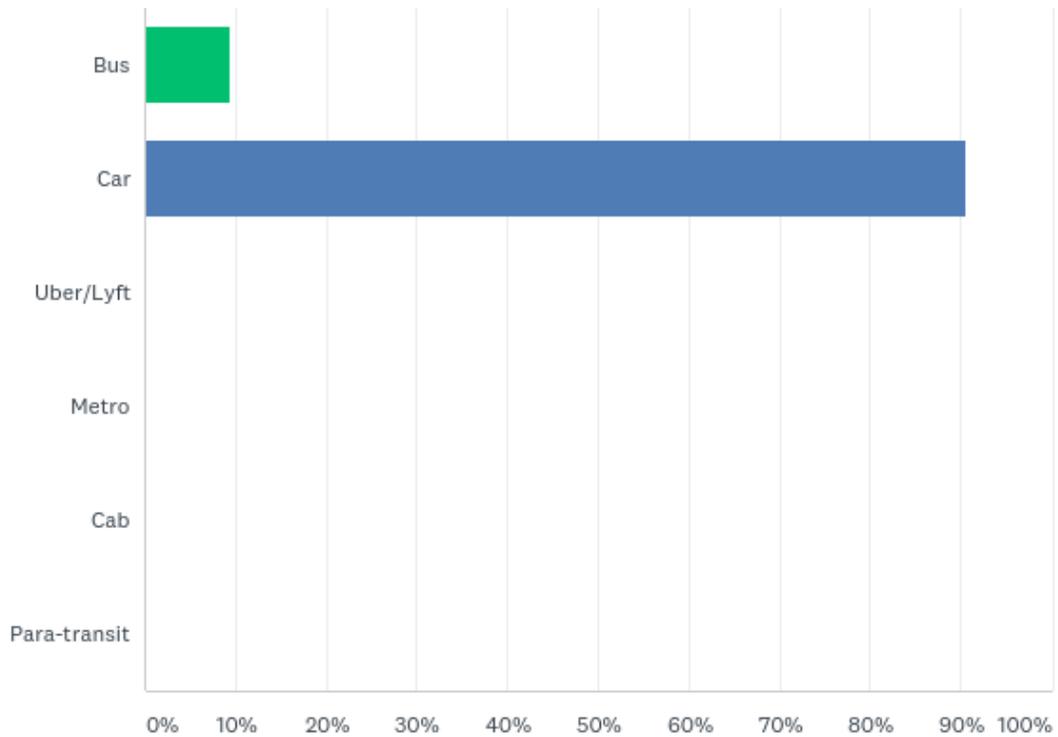
Action Plan: To improve client satisfaction by expanding services and reviewing our service delivery model. We will increase services provided by increase the knowledge and capacity of our staff to more effectively serve our clients, both youth and adults. Our goal is to add additional staff to specifically to address the need for additional vocational services.

Accessibility of Services

The client satisfaction survey in 2017 included measures on accessibility of our office location. Clients were asked to rate the convenience of our office locations as well as the convenience of our hours of operation.

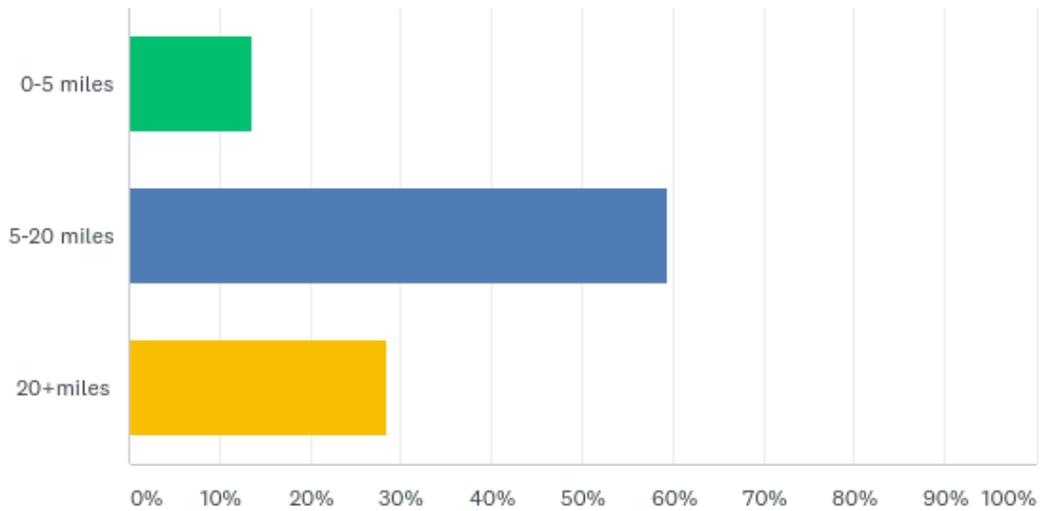
Transportation:

ANSWER CHOICES	RESPONSES	
Bus	9.46%	7
Car	90.54%	67
Uber/Lyft	0.00%	0
Metro	0.00%	0
Cab	0.00%	0
Para-transit	0.00%	0
TOTAL		74



Willingness to Travel:

ANSWER CHOICES	RESPONSES	
0-5 miles	13.51%	10
5-20 miles	59.46%	44
20+miles	28.38%	21
Total Respondents: 74		



Action Plan: As part of the current strategic plan, we plan to make services more accessible by opening up to 5 offices in the next three years to expand our service area. The strategic vision aims to determine a separate location for the Community Center for the Deaf and Hard of Hearing to deliver services strictly devoted to the department.