

Cleveland Hearing & Speech Center
Community Center for the Deaf and Hard of Hearing
Program Evaluation Summary 2018

Summary of Services

- CHSC's Community Center for the Deaf and Hard of Hearing had a total of 112 clients during 2018. The total number of service delivery hours provided in CCDHH this year was 3,130.25 direct services hours including: community supports and case management, education, legal advocacy and literacy, independent living skills, medical information, mental health referrals, vocational/employment services, and youth services. Community members and community partners/agencies also attended:
- 21 Community Events or Workshops
 - Cultural Events - 4
 - Sporting Events - 2
 - Youth Events – 3
 - Social Events – 6 (3 above were youth related)
 - Information/Educational – 5
 - Town Hall – 2
 - Medical (Diabetes) - 2
- The CCDHH was also able to provide 10,527 hours of interpreting services for the year 2018.
- Community ASL Classes

Global Objective:

Following our CARF accreditation, CCDHH set a goal to increase vocational rehabilitation service participation as well as to increase hours of general service delivery. This action plan was achieved by building external collaborative relations through our CARF accreditation to provide a referral linkage with providers in the greater Cleveland area. Furthermore, we received Board approval to hire additional VR Specialists to serve new referrals. Thus, we added another staff person to our team. In addition to in person meetings and events, members of the deaf community were reached through FaceBook messages and vlogs. Finally, CHSC also has additional Center-wide action plans as evident in the 2016 Strategic Plan.

Action Objectives for Referral Sources Include:

- Establishing a working relationship with Opportunities for Ohioans with Disabilities (OOD) to 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 CCDHH team in conjunction with our development department researched different electronic record keeping (data collection) systems. A data collection process allows for a more accurate process for recording and collecting information and provides insight into our services delivery and program effectiveness. While applying for funding to cover the initial cost of the system, a client survey was created. 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 as it pertained to outcomes, effectiveness, overall client satisfaction, and accessibility of services. The 2018 CCDHH Consumer Survey served to provide basic statistics for the department, but did not capture all of the information we were seeking. Hence, upon careful review CHSC determined to move forward with an electronic filing system, (Apricot Social Solutions) to better generate measurable outcomes for the CCDHH. One of the ways in which we collect data regarding our services is through monthly reporting to our state agency (OOD). This link provides a look at the data collection spreadsheet for the end of 2017 and 2018: [2017 to 2018 – OOD #](#)

Outcomes

Gathering outcomes has been an ongoing process and struggle for the Community Center for the Deaf and Hard of Hearing. Support services remain on a continuum of service delivery that are best measured according to goal achievements or benchmarks. The collection of outcomes is not yet explicit, aside from vocational placement. Service delivery for employment services began in 2018, which will allow CHSC to develop a more efficient collect data on the effectiveness of the program. Outcomes for 2018 measuring effectiveness were derived for the 2018 CCDHH Consumer Survey but are, by no means, complete or comprehensive.

Statistics for CCDHH services provided by consumer feedback:

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 was to add additional staff to specifically to address the need for additional vocational services. During 2018 we hired Dawn Croasmun to work as a VR specialist.

Accessibility of Services

The programs and services offered in our CCDHH are fully accessible to our clients in our primary location at University Circle. All Community Center for the Deaf staff are

fully fluent in American Sign Language and it is, in fact, the primary language of the majority of employees who work in the department. For those seeking services who use oral communication or who do not sign, there are staff available to assist who use voice to communicate. Additional accommodations are always available upon request such as CART captioning, VRI (Video Remote Interpreting). Financial accessibility is a Center-wide objective; CCDHH provides services at no cost to our clients and partners (with the exception of our Community Sign Language classes).

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.