

Cleveland Hearing & Speech Center
Community Center for the Deaf and Hard of Hearing
Program Evaluation Summary 2019

Summary of Services

- CHSC's Community Center for the Deaf and Hard of Hearing (CCDHH) had a total of 106 active clients during 2019. The total number of service hours provided by CCDHH this year was 2,614 direct services hours expanding across all domains of service. Services included: community supports and case management, education, legal, independent living skills, medical, mental health, vocational, and youth services.
 - VR Services 43 clients
 - Pre-ETS 22 students
 - Support Services 41 clients
 - Advocacy Service Hours – over 500
 - SignStage 600 students
 - Summer Youth 6 students went to OYO Camp and an additional, A total of 37 attended the Advocates 4 Kids events
- 15 Community Events or Workshops/ Trainings
- 9 days of JSST for 10 deaf job seekers followed by a Hiring Event
- Hosted 10 Hawken High School students for 2 weeks to expose them to deaf culture and ASL
- Cultural/Sporting Events accessible to the Deaf and HoH communities: 5
- ASL Community Classes: 195 students (CCDHH & SignStage)

Global Objective 2019

The goal for 2019 was to achieve a 75% increase in vocational rehabilitation service participation, and increase hours of service delivery by 25%. 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.

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
- Increasing business partnerships and strengthening existing relationships

Data Collection Process

In 2018 the CCDHH team devised a data collection process to provide 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 as it pertained to outcomes effectiveness, overall client satisfaction, and accessibility of services. The 2018 CCDHH Consumer Survey served in providing basic statistics for the agency as well as guidepost for the kinds of services provided. While the survey allowed insight, it did not give us the kinds of data and statistics needed to effectively and efficiently collect needed information about our clients and the services we provide. Thus, in 2019 we purchased a software program (Apricot) to allow us to keep electronic records. Given the complex nature of the program and the challenges in teaching the staff how to utilize it, we did not have sufficient entries into the system by the end of 2019 to allow us to utilize the features for reporting detailed statistical information. Our goal for 2020 is to have the system fully functioning and up to date with all client information and case notes. We are exploring the idea of upgrading the system to improve functionality.

Outcomes

One of the challenges we faced in 2019 was the loss of three staff members. Gathering outcomes is an ongoing process for the Community Center for the Deaf and Hard of Hearing. While we did not have our electronic record keeping system completely up and running, we continued to keep quarterly reports for our Vocational Services to review with the OOD regional supervisor and her staff. Information reported included (but was not limited to): company, position, number of placements, average hourly wage, average hours per week, etc. Support services are best measured by the achievement of goals/objectives or benchmarks. The collection of outcomes is not yet explicit, aside from vocational placement and the data we collect for OOD.

Statistics for CCDHH services provided by consumer feedback:

Action Plan for 2020: To improve client satisfaction by expanding services and updating our client satisfaction survey. We will increase services provided by continuing to 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. In 2019 two new staff were added to our department:

- Senior Program Associate – Kate Slosar
- Full Time Operations Manager – Jeremy Vinluan

During 2019 Staff attended the following trainings and workshops to increase job knowledge and capacity:

- Advocacy Training – 40 hours Sarita Cornwall
- Leadership Training through Engage for Change – 20 hours Casey Ring

In 2020 we hope to add one more additional staff person to provide VR and Pre-ETS services.

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. 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).

The CCDHH is proud to serve the D/deaf community with a majority Deaf staff, reflecting our commitment to the best practice of “deaf serving deaf.” Just as linguistic and cultural competency are key to serving racial and ethnic minority populations, it is also best practice to serve deaf individuals with an awareness and respect for deaf culture and language. All of our staff are fluent in American Sign Language and skilled in other communication modalities in order to meet the needs of clients who may be low-language, low-English proficient or have other communication needs.

Our service providers include a Deaf social worker, who provides support services and case management; a Deaf vocational rehabilitation specialist, who provides job search, placement, and coaching services; a Deaf advocate, who provides violence prevention education as well as support in the criminal justice system and beyond; and a Deaf Senior Program Associate who provides services in all areas and oversight to the team’s services and projects, a Deaf Operations Manager who oversees scheduling and day to day cohesion of the team, an ASL fluent SignStage Artistic Manager who provides educational programming and ASL classes throughout the region, all led by the Director of the CCDHH, Dr. Maria O’Neil Ruddock, who has been affiliated with the agency since 1990.

Often, our clients will interact with many members of our team. It is not uncommon for someone to seek help with a financial problem or a health access issue before revealing that they are in a previously unidentified abusive situation with a hearing caregiver. Because CCDHH work together synergistically and are experts in the deaf experience, they can holistically address all of a client’s needs in order to bring more stability, safety and connection to the client’s life.

Action Plan:

We will be experimenting with the UbiDuo system during 2020 to test its effectiveness. CHSC will be hiring an agency interpreter to more effectively address the need for equal access within our organization. In addition, CCDHH will attend to and support the overall accessibility of the Cleveland Hearing and Speech Center by expanding sign language offerings to our staff and partners.