

Community Center for the Deaf and Hard of Hearing



SCOPE OF SERVICES

GUIDELINE: It is the policy of Cleveland Hearing & Speech Center to serve individuals with known or suspected disorders of communication, and/or who are deaf or hard of hearing.

It is the policy of the Community Center for the Deaf & Hard of Hearing department of CHSC to provide a comprehensive array of community--based services for persons who are deaf or hard of hearing and their families. Only services detailed in this policy statement may be provided in order to assure that our services meet regulatory requirements.

NARRATIVE: The department will serve children and adults of all ages with either developmental or acquired hearing loss/ deafness. The department will also serve individuals who desire to increase their independence, and/or who wish to enhance equal opportunities, accessibility, employment, and education. Any and all services provided will fall within the scope of services outlined in the Community Center for the Deaf & Hard of Hearing Policy and Procedure Manual as well as the Employment Services Manual.

It is the policy of the CCDHH Department of CHSC to provide a comprehensive array of services to individuals in the deaf and hard of hearing communities. Services include: Support, Advocacy, Information and Referral, Education and Training, and Vocational Services. Support Services include but are not limited to communication assistance with phone calls, reading of documents and completion of forms, locating appropriate housing, food assistance and other basic needs, assistance with government programs, and referrals to other agencies for goods and services. In addition we provide agencies and organizations with information and training to more effectively work with D/deaf clients and to ensure they comply with the Americans with Disabilities Act (ADA). Advocacy is provided to clients in a number of domains including courts, hospitals, police departments, schools, places of employment and businesses. Finally, CCDHH offers Vocational/Employment Services to those deaf and hard of hearing individuals seeking full-time or part-time employment. This includes (but is not limited to), Job Development, Pre-Employment Services, on the Job Supports, Work Incentives Planning and Coordination, Career Exploration, and travel training.

In the occurrence of a waitlist, staff will deliver services on a first come first serve basis. Additionally, clients will be given referral contact information in regards to obtaining services

with other agencies to meet immediate needs. Additionally, notice of a waitlist will be posted on our website to inform clients researching services online.

WHO WE SERVE: CHSC serves the following Ohio counties; Cuyahoga, Lorain, Huron, Sandusky, Erie, Lake, Geauga, and Ashtabula. CHSC serves one of the largest Deaf/hard of hearing communities in the state of Ohio. By offering a continuum of services, CHSC enhances accessibility by bridging the communication and cultural gap between the Deaf and hearing communities. The Community Center for the Deaf and Hard of Hearing serves:

- I. Deaf individuals from diverse backgrounds who use American Sign Language
- II. Deaf people using varying communication methods, and/or an array of assistive technology
- III. Families and friends of the Deaf community
- IV. Professionals from medical, legal, law enforcement, academic, public and social services entities
- V. All ages, genders, socio--economic levels, ethnicities, sexual orientations
- VI. Employers
- VII. The general public

Annual programmatic and productivity goals are based on the needs of the community. These are derived from an hourly tracking system that reviews the type of services each staff member is delivering. It allows CCDHH to make program assessments in regard to service area demands, and to further frame the programmatic and productivity goals of the center. While the objective is to continually strive to reach all goals in terms of programmatic and productivity, biweekly team staff meetings

CHSC provides services to children from birth through 17 years of age and to adults from 18 years of age up. Clinical and outreach services are provided Monday – Thursday, generally from 8:30 a.m. through 7 p.m.; Friday 8:30 a.m. – 5 p.m. The Community Center for the Deaf and Hard of Hearing serves individuals during regular business hours and at other times (including evening and weekends) upon need or request. Interpreting services are available 24 hours a day, seven days a week.

The Community Center for the Deaf & Hard of Hearing assists deaf and hard of hearing individuals to maintain independence through:

- I. Support Services (through contract with Opportunities for Ohioans with Disabilities)
- II. Information/Referral and linkage to community programs

- III. Vocational and financial counseling
- IV. Coordination with legal, educational, and mental health supports
- V. Advocacy for the Deaf/ deaf and hard of hearing
- VI. Community education and training
- VII. American Sign Language (ASL) classes
- VIII. ADA technical assistance
- IX. Peer support
- X. Public awareness and sensitivity training
- XI. Independent living skills training
- XII. Vocational/Employment Services

Staff is designated to make acceptance decisions based on the aforementioned criteria, and the needs of the clients in relation to a person--center philosophy. In any situation that staff does not feel capable of making acceptance decisions they will notify the Director of the Community Center for the Deaf & Hard of Hearing for appropriate review.

In addition, the agency (CHSC) provides 24--Hour interpreting/language services for people who are deaf, hard of hearing, and deaf--blind and persons in the general community who need language support in the following areas:

- I. American Sign Language (ASL) and Pidgeon Sign Language (PSE)
- II. Other signed languages to meet client needs (Signed Exact English (SEE), Cued Speech)
- III. Oral interpreting
- IV. Tactile Interpreting for deaf--blind clients

The following services are NOT provided by the CCDHH department:

- I. Mental health counseling or other related services
- II. Drug and alcohol treatment services
- III. Drug and alcohol prevention services outside the contract with Cuyahoga County

IV. Any services for persons who are deaf or hard of hearing that require special agency licensing

When it is determined that a client requires services that are not provided by CHSC, the CHSC staff will make referrals to appropriate professionals/providers. The procedure for such an event is as followed:

I. Staff informs the client, referral source and necessary parties (i.e. families, parents/guardians), as to why they are ineligible for services. Only clients (and parents/guardians in the case of a minor) will be made aware of the reasoning if they are seeking services themselves, the family may be provided information if a release of information has been obtained.

II. Staff consults the Director of Interpreting Services, as well as knowledgeable staff to make appropriate recommendations for the client, depending on services needed.

III. Staff will then provide the appropriate linkage to appropriate professionals/ providers to match the client needs.

IN ACCORDANCE WITH CHSC POLICY:

When impairments or limitations of listening, speaking, reading, and/or writing interfere with the execution of daily activities (self--care, making needs and wants known, academic participation, vocational/occupational achievement) and/or prohibit the client's participation in desired activities (school, work, community events), CHSC will strive to improve or enhance communication such that participation is enabled, and accessibility is obtained.

CHSC staff will ascertain the need for psychological services based on the history, intake, and evaluation of the client. Referrals will be made when appropriate/necessary.

We generally expect behavior to be appropriate to active participation and engagement in the service process. Behavior cannot be a risk to the client or others and if it becomes so, the client will be referred to an appropriate agency or professional. We work with the client and family to develop communication behavior conducive to effective communication and learning through education, training, and positive reinforcement.

Generally, the clients we serve are living in their homes with their families and we expect them to be discharged to that same environment. We strive to facilitate full involvement of the people we serve in other environments, such as school, work, faith--based organizations, and social settings. On occasion we may participate in the evaluation or treatment of an individual in a group home or other residential/day care facility and strive to assist the person served develop autonomy toward their highest level of independence.

Frequency and intensity of service is determined by the needs, abilities, goals, and desires of the person served. Recommendations for the intensity of the client objective form are presented to the client/family.

PROCEDURE FOR MAKING AN APPOINTMENT:

I. CCDHH staff and with the support and assistance of the CCDHH Operations Manager, will schedule a client intake appointment via referral, walk--in, or by e-mail and phone (voice or video phone). Staff will do their best, based on the information provided by the client, to schedule clients with support and employment service staff to ensure the best match.

II. Staff will identify any situations where they are not competent or capable of providing services and notify the director, the operations manager, and, if appropriate, the family. In this event, staff will make appropriate referrals to professionals within CHSC or elsewhere in the community to ensure proper services are obtained.

PROCEDURE FOR REFERRAL SOURCES:

INCOMING: For general information calls, the referral source will be notified as to what our scopes of services are so that they have a better understanding of the CCDHH. We will also provide them with any knowledge or appropriate linkage to other sources for their additional or future needs.