

**STATE OF NEVADA  
AGING AND DISABILITY SERVICES DIVISION**

**SERVICE SPECIFICATIONS  
COMMUNICATION ACCESS SERVICE CENTERS**

**Any exceptions to these Service Specifications must be requested in writing and approved by the Deputy Administrator of the Aging and Disability Services Division.**

**PURPOSE:**

The Planning, Advocacy and Community Services (PAC) Unit, within the Aging and Disability Services Division (ADSD), has been authorized under Nevada Revised Statute (NRS) [427A.797](#) to award grant funds to non-profit agencies to provide services to persons with impaired speech or hearing. These services include:

- 1) Providing language acquisition through deaf coaching and ASL instruction;
- 2) Assisting people in accessing services, specifically employment, education, health and social services;
- 3) Distribution of telecommunication equipment and communication-related assistive technology;
- 4) Providing hearing aids at no cost to eligible children per NRS 427A.610.

To promote quality of service, ADSD has established service specifications that contain general guidelines for the Communication Access Service (CASC) Centers, which include administrative and operating procedures for funded services. ADSD will use these service specifications, among other measures, as a basis for assessing program performance. The service specifications that each subrecipient must follow, consists of **GENERAL REQUIREMENTS** and **SERVICE-SPECIFIC REQUIREMENTS**, which are established for each type of funded service.

**GENERAL REQUIREMENTS:**

**1. Documentation and Reporting Requirements:**

- 1.1. ADSD case management system will be used for tracking consumer cases, and client files (paper or electronic) will be kept as necessary for any documents which cannot be uploaded to the case management system.
- 1.2. An intake evaluation will be completed prior to the start of service for all eligible consumers. The intake interview will document the specific service(s) that the consumer needs.
- 1.3. Case notes will be entered in the case management system for each consumer interaction.

- 1.4. Client satisfaction surveys will be distributed by the subrecipient to each consumer after the consumer's case has closed.
  - 1.4.1. Subrecipient will collect client satisfaction surveys and compile data from the surveys on a monthly basis to submit to ADSD.
- 1.5. Subrecipient is required to meet the reporting requirements in accordance with the *ADSD Subaward Reporting Schedule*.
  - 1.5.1. Subrecipient will submit client satisfaction survey data to ADSD by the fifteenth day of each month for the preceding month.
  - 1.5.2. Additional reporting may be requested by ADSD and will be communicated to the subrecipient as needed.

## 2. Operating Procedures:

- 2.1. Subrecipient will have documented procedures and policies for each service category for which they are funded.
- 2.2. Subrecipient will submit Request for Reimbursement (RFR) to ADSD by the fifteenth day of each month for the preceding month.
- 2.3. Subrecipient will provide the following steps for all services, to include intake, service progression, service completion, and follow up. All case files will record the following steps:
  - Start/Intake Date – open case.
  - Document the consumer needs identified in the intake evaluation.
  - Document services that would meet the needs expressed in the evaluation.
  - If applicable, continuation of services until the individual's needs have been met.
  - Client case file is closed.
  - Client satisfaction survey distributed to client.
- 2.4. Subrecipient will conduct outreach sufficient to reach the target population for funded service category(s) and region(s).
  - 2.4.1. Subrecipient will maintain documentation from each outreach event such as flyers, sign-in sheets, or other materials. The program will maintain a log of events that includes the date of event, name/type of event, and number of attendees.
- 2.5. Subrecipient will build partnerships with community and government organizations to enhance services for deaf, hard of hearing and speech impaired community in Nevada.
- 2.6. Subrecipient will ensure staff meet qualifications and receive trainings based on staff categories by function. Any person providing case management services who is not licensed in accordance with NRS 641B must receive at least 10 hours of training annually in areas related to case management.

- 2.7. Annual Program Assessment: ADSD is responsible for fiscal and programmatic monitoring of the subrecipient. ADSD will schedule program monitoring with the subrecipient and will send advance notification of documents that will be requested. Subrecipient must have documents prepared for review on the scheduled date of monitoring.

DRAFT

## APPENDIX 1 – LANGUAGE ACQUISITION

### SERVICE DEFINITION:

This service includes deaf coaching to families of Deaf and Hard of Hearing children to increase family communication at home, to support the deaf child's language development, and the family's ability to support their child. Services are person-centered and dependent on the individual's goals.

Language Acquisition also includes various levels of group classes in the instruction of American Sign Language (ASL).

### SERVICE CATEGORIES AND REQUIREMENTS:

The following service categories and unit measures established by ADSD must be used to document the service provided:

- Deaf Coaching: Provision of services relating to language development by qualified or certified trained personnel to assist eligible consumers.

**One unit of service equals completion of ¼ hour of instruction and/or coaching.**

- ASL Classes: Provision of instruction in American Sign Language by qualified or certified trained personnel to eligible consumers.

**One unit of service equals one completed instructed session per eligible consumer.**

### SPECIFICATIONS:

#### 1. Eligibility:

##### 1.1. Deaf Coaching

1.1.1. Proof of Nevada residency.

1.1.2. Confirmation of hearing loss or speech disability.

1.1.3. Children up to age 21 and their families.

##### 1.2. ASL Classes

1.2.1. Children up to age 21 who are deaf or hard of hearing, adults who are deaf, hard of hearing or late deafened, and their families.

- 1.2.2. Confirmation of hearing loss of the child, adult, or of a family member of a person who has hearing loss.

## 2. Required Services:

### 2.1. Language Acquisition

- 2.1.1. American Sign Language (ASL) group classes will utilize evidence-based curriculum to children, adults who are late deafened, and their families.
- 2.1.2. Coaching services will utilize evidence-based curriculum and will be provided by a Deaf individual to deaf or hard of hearing children and their families to include role modeling, socialization, and other activities that support language development.
  - 2.1.2.1.1. Deaf coaching services provided to children age 0-3 and their families should be coordinated with Nevada's Early Hearing Detection & Intervention (EHDI) Program and/or Nevada Early Intervention Services (NEIS) Program, as appropriate.
  - 2.1.2.1.2. Deaf coaching services provided to children age 3-21 should be coordinated with the child's school district, taking into account the child's Individualized Education Plan (IEP), as appropriate.

## Appendix 2 – Access to Services

### SERVICE DEFINITION:

This service provides assistance to individuals in navigating systems related to employment, education, health and social services. Services are person-centered and empower the consumer and their family through education, outreach and referral to access the services they need to reach their goals.

### SERVICE CATEGORIES AND REQUIREMENTS:

The following service categories and unit measures established by ADSD must be used to document the service provided:

- Resource and Service Navigation: Discussion of client needs, goals and resources that results in the provision of information, referral, or navigation assistance in accessing education, employment, health or social services. This service helps individuals navigate services considering the resources available to them.

**One unit of service equals completion of ¼ hour of providing assistance in accessing services.**

- Case Management: ongoing support and management of services needed to reach the individual's goals in accordance with their service plan.

**One unit of service equals completion of ¼ hour of case management services.**

### SPECIFICATIONS:

#### 1. Eligibility:

- 1.1. Proof of Nevada residency
- 1.2. Confirmation of hearing loss or speech disability

#### 2. Required Services:

- 2.1. Intake and Documentation of Goals/Needs of the individual.
- 2.2. Assessment of individual resources, options for services and assistance in weighing the pros/cons of different options.
- 2.3. Development of an individualized plan for the person to meet their needs and goals.
- 2.4. Provides appropriate referrals and application assistance as needed.

- 2.5. Support self-determination and empowerment to individuals to be their own self-advocates.
- 2.6. For some individuals who have a higher level of need, ongoing case management services may be provided.
  - 2.6.1. Monitors the individuals plan and supports the individual in accessing services as needed.
  - 2.6.2. Maintains monthly contact with the individual throughout the duration of the individual's service delivery.

DRAFT

### **Appendix 3 – Telecommunication Equipment & Assistive Technology Distribution**

#### **SERVICE DEFINITION:**

This service provides distribution and repair of telecommunication equipment and communication-related assistive technology, as well training on the use of the equipment. Services are person-centered and dependent on the individual's communication goals.

#### **SERVICE CATEGORIES AND REQUIREMENTS:**

The following service categories and unit measures established by ADSD must be used to document the service provided:

- Telecommunication Equipment - Distribution and Repair: Distribution or repair of telecommunication equipment, by qualified and trained personnel, to eligible consumers.

**One unit of service equals distribution of one piece of telecommunications equipment or repair of one piece of telecommunications equipment.**

- Telecommunication Equipment –Assessment and Training: Assessment of telecommunication equipment needs based on the eligible consumer's communication goals, including training on equipment usage.

**One unit of service equals completion of ¼ hour of assessment and/or training.**

- Assistive Technology Equipment – Distribution and Repair: Distribution or repair of assistive technology equipment by qualified and trained personnel, to eligible consumers.

**One unit of service equals distribution of one piece of assistive technology equipment.**

- Assistive Technology Equipment – Assessment and Training: Assessment of assistive technology equipment needs based on the eligible consumer's communication goals, including training on equipment usage.

**One unit of service equals completion of ¼ hour of assessment and/or training.**

#### **SPECIFICATIONS:**

##### **1. Eligibility:**

- 1.1. Proof of Nevada residency
- 1.2. Confirmation of hearing loss or speech disability



## 2. Required Services:

### 2.1. Telecommunications Equipment & Assistive Technology Distribution:

- 2.1.1. Eligible consumers will be assessed through person centered practices to determine appropriate telecommunication equipment or communication-related assistive technology options to meet their communication needs.
- 2.1.2. Appropriate telecommunications equipment and/or assistive technology will be provided to eligible consumers at no charge.
- 2.1.3. Consumers receiving equipment and/or assistive technology will be offered training for themselves and/or their families on the proper use of the equipment or assistive technology.
- 2.1.4. Staff will follow up with consumers 30 days after receiving telecommunication equipment or assistive technology to determine if the equipment and/or assistive technology is meeting their communication needs.
- 2.1.5. Repairs of current equipment or replacement of equipment may be provided when distributed equipment is found to be defective or no longer working. Repair services will be provided at no charge to the consumer.

- 2.2. Subrecipient will maintain an electronic inventory tracking system of telecommunications equipment and communication-related assistive technology, indicating available inventory and items distributed. This inventory system will indicate equipment status such as “in stock” or “distributed”.

## Appendix 4 – Hearing Aid Program

### SERVICE DEFINITION:

This service provides hearing aids to eligible children per NRS 427.610. Services are person-centered and dependent on individual goals.

### SERVICE CATEGORIES AND REQUIREMENTS:

The following service categories and unit measures established by ADSD must be used to document the service provided:

- Hearing Aid Program - Distribution: Provision and distribution of hearing aid(s) to eligible consumers.

**One unit of service equals distribution of one hearing aid.**

### SPECIFICATIONS:

#### 1. Eligibility:

- 1.1. Confirmation of hearing loss through a physician or audiologist.
- 1.2. Proof of Nevada residency
- 1.3. Child must be under the age of 13
- 1.4. Household income must be under 400% of Federal Poverty Level (FPL)
- 1.5. Child does not have access to affordable insurance coverage

#### 2. Required Services:

- 2.1. Hearing Aid Program Distribution
  - 2.1.1. Hearing Aid(s) will be provided at no charge to eligible children