



Research & Outreach Summary Report

July 2016

Purpose

As part of the SOCS Strategic Planning process, research and outreach was conducted to develop a **comprehensive profile** of the needs of individuals who are Deaf, Deaf-blind, or Hard of Hearing and persons with Speech Disabilities across the lifespan.

Methods

4 forms of data collection occurred (page 2 of report):



Research

Research was conducted utilizing public data sets and available documents.



Key Informant Interviews

Seven interviews were conducted with individuals identified by the Committee as having specialized knowledge about the systems that provide services and supports to Nevadan consumers.



Consumer Surveys

Surveys were issued to consumers, family members, care providers, and advocates



State Plan Comparison

Related State Strategic Plans were reviewed and common themes compiled



Research

Research

Research was conducted to understand the consumer population of those in Nevada who are Deaf, Deaf-blind, or Hard of Hearing and Persons with Speech Disabilities.

- ▶ Definition of Affected Populations
- ▶ Prevalence of the Issue
- ▶ Systems Description

Definitions Provided

There are many variations of how the Deaf and Hard of Hearing community identify themselves. The different variations used by the community is personal and is based on how a person becomes deaf, the level of hearing, the age of onset, educational background, communication methods, and cultural identity.

Definitions Provided

Definitions provided in the Research and Outreach Plan include:

- ▶ Deaf and deaf
- ▶ Hard of Hearing
- ▶ Cochlear Implants
- ▶ Deaf-Blind
- ▶ Speech Disability

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Prevalence

Identifying the prevalence of the issue is a difficult task given the variety of definitions of consumer groups.

Complicating the issue further is the reality that in many systems which categorize individuals with these characteristics as well as other disabilities, the system requires individuals to choose one category exclusively.

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Prevalence

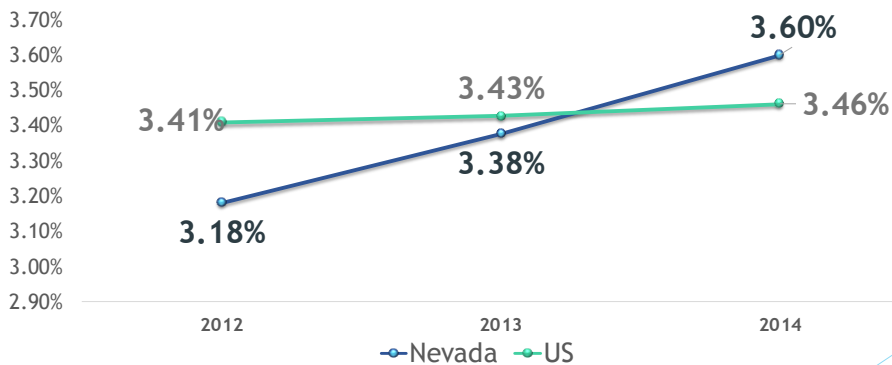
To examine the prevalence of the issue, statistics were gathered regarding

1. the number of people throughout Nevada and the US who identified as having a hearing difficulty,
2. the number of people in the US (aged 15 years or older) who were identified as having a seeing, hearing, or speaking disability, and
3. the number of Nevada students in special education who have been identified with a hearing impairment, speech impairment, visual impairment or who were identified as deaf-blind.

Nevada Population with Hearing Difficulty

The percentage of individuals in Nevada with a hearing difficulty is **3.6%**, which is similar to the national average of 3.5%.

Nevada Population with Hearing Difficulty



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US Population with *seeing, hearing or speaking condition*.

- ✓ **6.2%** of the US population is estimated to have some form of *seeing, hearing or speaking condition*.
- ✓ **3.3%** of the US population is estimated to have some form of *seeing condition*.

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US Population with *seeing*, *hearing* or *speaking* condition.

- ✓ **3.1%** of the US population is estimated to have some form of **hearing condition**.
- ✓ **1.2%** of the US population is estimated to have some form of **difficulty with speech**.
- ✓ **2.3%** of the US population uses a **hearing aid**.

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Nevada Students Enrolled in Special Education

8,468 students in the public education school system are enrolled in special education due to a hearing, speech, visual or deaf-blindness condition.

This represents **1.88%** of the total student population.

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Systems Description

The system relies upon a variety of providers to include:

1. Primary Providers
2. Secondary Providers
3. Linkage, Advocacy, and Coordination Efforts

Primary Providers

- ▶ State Operated Programs
 - ▶ ADSD
 - ▶ DETR
 - ▶ DPBH
- ▶ School Based Systems
- ▶ Community Based Organizations

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Secondary Providers

- ▶ Emergency Responders
- ▶ Hospital Emergency Rooms
- ▶ Law enforcement
- ▶ Primary Care Practitioners
- ▶ Residential Support Staff
- ▶ Social Services Centers

Part of a continuum
of services providing
access to care.

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Linkage, Coordination & Advocacy

- ▶ Deaf Centers of Nevada
- ▶ Nevada Association of the Deaf
- ▶ Nevada Disability Advocacy Law Center

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Key Informant Interviews

Key Informant Interviews

| Key Informant | Organization | Perspective |
|------------------|------------------------------|--|
| Antoinette Lewis | Clark County School District | Parent of a Deaf Child / Teacher |
| Jared Pearce | N/A - Consumer of Services | Deaf Young Adult |
| Kevin Carter | Deaf Centers of Nevada | Provider |
| Jennifer Montoya | N/A - Consumer of Services | Deaf Parent of a Hearing Child |
| Delmo Andreozzi | Elko Commissioner | Adult Child of Deaf Parents / Rural NV |
| Margarita James | N/A - Consumer of Services | Hard of Hearing Person |
| Nick Easter | Department of Education | Provider |

Key Informant Interviews

Needs of Affected Populations

- ▶ Employment Supports
- ▶ Educational Supports
- ▶ Interpreter Services
- ▶ Connectivity
- ▶ Independent Living Assistance
- ▶ Ability to Communicate

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Key Informant Interviews

Coordination of Efforts Page 18 of Report

- ▶ Some coordination occurs, but there is room for improvement.

Access to Information Page 19 of Report

- ▶ People don't know where to get information about resources.

Transportation Page 19 of Report

- ▶ Transportation is a significant barrier for people.

Key Informant Interviews

Critical Issues to Address

▶ Increase Access to Services (particularly in Rural Areas)

- ▶ Full spectrum of health and wellness, including mental health
- ▶ Communication services that intermingle/cross-platform communications

▶ Increase Interpretation Services

- ▶ Increased availability of services
- ▶ Increased quality of services
- ▶ Equal access to interpretation services

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Key Informant Interviews

Critical Issues to Address

▶ Enhance Family Support Services

- ▶ Increased education about the needs of their deaf family member
- ▶ Increase understanding about technology resources
- ▶ Tips and techniques on how to ensure deaf family member is an equal participant in family life

▶ Employment Support Services

- ▶ Access to Jobs
- ▶ Job coaching

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Key Informant Interviews

Critical Issues to Address

- ▶ Prepare Kids for College
- ▶ Provide Additional ASL Classes
 - ▶ For parents so that they can communicate with their children
 - ▶ For educators so that they can communicate and understand the needs of their students
 - ▶ For everyone - establish a bilingual society
- ▶ Provide Life Skills Education

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Consumer Surveys

Consumer Surveys

An online survey was distributed to solicit input regarding the strengths and weaknesses of the current system as well as suggested solutions.

- ▶ Survey was open from June 3 - July 1, 2016
- ▶ A total of **95 surveys** were collected

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Consumer Surveys



31.6% of survey respondents identified as deaf.



31.6% of survey respondents identified as a caregiver.



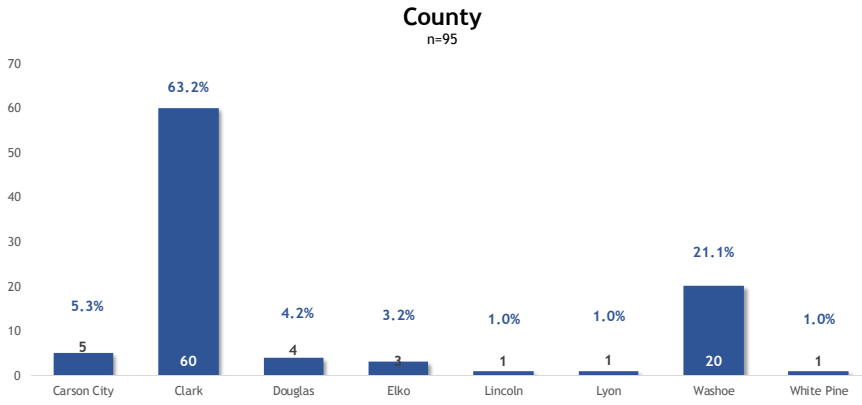
30.5% of survey respondents identified as an advocate.



18.9% of survey respondents identified as hard of hearing.

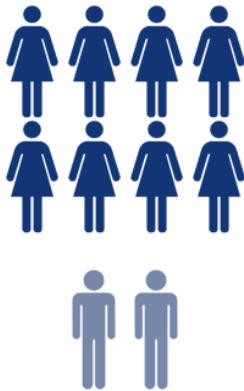
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Consumer Surveys



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Consumer Surveys

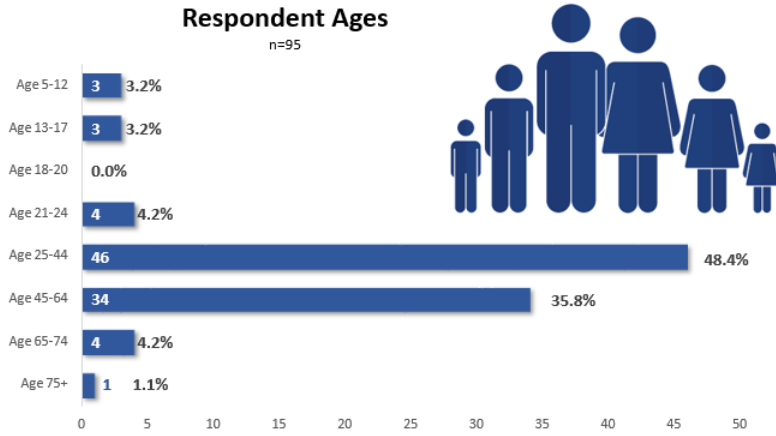


77.9% of Survey Respondents identified as **female**.

22.1% of Survey Respondents identified as **male**.

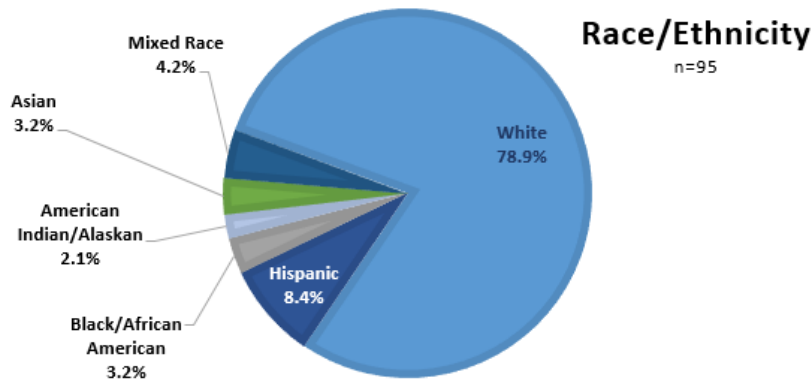
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Consumer Surveys



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Consumer Surveys



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Consumer Surveys

Satisfaction with Services



79.5% of survey respondents were either extremely satisfied or satisfied with **NV Early Intervention** services.

78.3% of survey respondents were either extremely satisfied or satisfied with **Deaf Centers of NV** services.

65.8% of survey respondents were either extremely satisfied or satisfied with **School-based services**.

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Consumer Surveys

Satisfaction with Services

Consumers vs. Caregivers and Advocates

Satisfaction with services varied based on respondents.



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Consumer Surveys

Satisfaction with Services

| Consumers (% Extremely Satisfied or Satisfied) | | Caregivers & Advocates (% Extremely Satisfied or Satisfied) | |
|---|-------|--|-------|
| School-based Services N=13 | 63.6% | Deaf Centers of Nevada N=13 | 92.3% |
| VOC Rehab N=17 | 58.8% | Deaf Centers of Nevada N=30 | 90.0% |
| Deaf Centers of Nevada N=14 | 57.1% | VOC Rehab N=15 | 66.7% |

(threshold of 10 responses)

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Consumer Surveys

Barriers

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73% of survey respondents (n=56) identified **not enough service providers** as a barrier.

Of those 56 respondents, 71.5% of them rated the issue as a big or medium problem.



71% of survey respondents (n=55) identified **not knowing where to get the help they needed** as a barrier.

Of those 55 respondents, 76.4% of them rated the issue as a big or medium problem.



71% of survey respondents (n=55) identified **not enough services available** as a barrier.

Of those 55 respondents, 70.9% of them rated the issue as a big or medium problem.



69% of survey respondents (n=53) identified **no local services available** as a barrier.

Of those 53 respondents, 62.3% of them rated the issue as a big or medium problem.



64% of survey respondents (n=49) identified **insurance not covering needed services/equipment** as a barrier.

Of those 49 respondents, 67.4% of them rated the issue as a big or medium problem.

Consumer Surveys

Barriers

| Consumers (% Identified Issue as Big or Medium Problem) | | Caregivers & Advocates (% Identified Issue as Big or Medium Problem) | |
|--|-------|---|-------|
| Lack of Transportation N=14 | 64.3% | Don't know where to get the help needed N=32 | 40.6% |
| Don't know where to get the help needed N=24 | 54.2% | Not enough services available N=31 | 38.7% |
| Service Provider not available or supportive N=21 | 52.4% | Not enough service providers N=34 | 38.2% |

(threshold of 10 responses)

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Consumer Surveys

Critical Issues



Consumers

- #1 Access to Interpreters
- #2 Job training and employment readiness support
- #3 Access to assistive technology



Caregivers/Advocates

- #1 Additional school-based supports
- #2 Access to information about resources available – through the use of a website
- #3 Job training and employment readiness support

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State Plan Comparisons

State Plan Comparison

Research was conducted to identify approaches taken to address consumer needs in other states. Issues that were identified across multiple states are presented in the report.

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State Plan Comparison

Issues Identified Include:

- ▶ Lack of information about resources and services available.
- ▶ Need to develop better employment supports.
- ▶ Need to improve educational outcomes.
- ▶ Lack of highly qualified, diverse staff.
- ▶ Shortage of skilled certified Sign Language interpreters.
- ▶ Improve communication access to services.

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Themes and Recommendations

Summary of Themes

Themes emerged from an analysis of the research and outreach conducted.

- ▶ Service Sufficiency
- ▶ Access to Information
- ▶ Access to Interpreters
- ▶ Communication Supports
- ▶ Preparing Individuals for Independent Living/Adulthood

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Summary of Themes

Service Sufficiency

Both key informants and consumers identified a lack of sufficient services to meet the needs of consumers across the lifespan and throughout Nevada. Services are most scarce in the rural and frontier areas of Nevada. Services most often identified as deficient included:

- ▶ School-based supports, including transition assistance and college preparation
- ▶ Deaf schools
- ▶ Employment assistance
- ▶ ASL classes
- ▶ Mental health
- ▶ Family support services
- ▶ Transportation

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Summary of Themes

Access to Information

Both forms of outreach identified that most people still don't know where to go to get the help they need. This is a theme throughout many other Nevada state plans and one which needs to be addressed in a strategic fashion.

People need to be made aware of services available and how to access them. Additionally, people need to know what their rights are in regards to accessing services and accommodations.

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Summary of Themes

Access to Interpreters

An overwhelming theme in both the outreach as well as the research conducted indicate that there is a lack of sufficient interpreter resources available to consumers. There was also a recognition of the need to establish training/certification options and standards that would ensure high-quality service provision throughout the state. Some of the data collected indicated that the quality of interpreters varies based on where you live.

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Summary of Themes

Communication Supports

Beyond access to interpreters, consumers need additional communication supports which may include ASL classes and assistive technology. Consumers identified that access to these type of resources, particularly assistive technology, is at times cost-prohibitive.

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Summary of Themes

Preparing Individuals for Independence & Adulthood

Preparing individuals and supporting them in their placement and transition into college or the workforce was identified as a top need for consumers. Preparation, coaching, and access to technology and support that would ensure their success needs to be expanded.

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Recommendations

Recommendations were established based on all of the research and outreach conducted. They are intended to support the efforts of the Committee as it develops the goals and objectives of the strategic plan.



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Recommendations

#1: Enhance the Availability of Services to include:

- ▶ Improved detection and accurate identification of consumers throughout the lifespan.
- ▶ Provision of evidence-based levels of care.
- ▶ Home-based services in rural and frontier areas of the state.
- ▶ Additional access to assistive technology.
- ▶ Additional ASL classes.

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Recommendations

#2: Coordinate with School Systems to strengthen:

- ▶ Connection to care prior to the age of 3.
- ▶ Coordination with other service providers.
- ▶ Transition activities between school systems and trajectory beyond high school.

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Recommendations

#3: Invest in Workforce Development incorporating the following components:

- ▶ Recruit, train, and incentivize longevity in the field for interpreters and other professionals that provide direct services, supports and treatment to consumers throughout the lifespan.
- ▶ Develop college level programs for interpreters and teachers that serve consumers.
- ▶ Develop interpreter certification standards that hold people accountable.

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Recommendations

#4: Establish an Outreach and Education Campaign designed to:

- ▶ Inform consumers about their rights, available services and how to navigate various service systems and insurance products.
- ▶ Equip community providers with information about how to appropriately connect people to care.
- ▶ Educate the general public and key stakeholders in an effort to creating a supportive and accepting community.

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Recommendations

#5: Develop a Robust Family Support System to ensure:

- ▶ Families have the appropriate knowledge and skills to assist family members.
- ▶ Families have access to a peer mentor who can provide the emotional and educational support in navigating the service system.
- ▶ Families are able to advocate on behalf of their rights and access to care.

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Questions, Comments, & Discussion