

NEVADA

Subcommittee on Communication Services

for Persons Who Are Deaf, Deaf-Blind, or Hard of Hearing and Persons with Speech Disabilities (SOCS)

Strategic Plan



Who are we?

Social Entrepreneurs, Inc. (SEI) was contracted by the state of Nevada to assist in developing a strategic plan for the Subcommittee on Communication Services (SOCS) for Persons Who Are Deaf, Deaf-Blind, or Hard of Hearing and Persons with Speech Disabilities.





Strategic Planning Process

SOCS Strategic Planning Project

The State contracted with SEI to complete a strategic plan. A Strategic Planning Subcommittee guided the following process:



Collect Data:

- Service Population Statistics
- Research on other State Approaches
- Interviews
- Consumer Surveys
- Town Hall Meetings

Identify Needs & Issues:

- System Strengths
- Challenges that must be addressed
- Critical issues that need to be resolved

Develop a plan with specific strategies to make things better.

Research and Outreach

SEI Conducted Research and Outreach to learn about the needs of Nevadan's who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability.



Research - Research was conducted utilizing public data sets and available documents.



Key Informant Interviews - Seven interviews were conducted with individuals identified by the Strategic Planning Subcommittee 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.



Town Hall Meetings – Four Town Hall meetings were conducted to collect feedback on critical issues.



Critical Issues

Critical Issue #1

Need for an enhanced service spectrum.

People in Nevada need and don't always have access to:

- ▶ Adequate 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.
- ▶ Assistive technology.
- ▶ Sufficient ASL classes.

Critical Issue #2

Need for additional school-based supports.

People in Nevada need and don't always have access to:

- ▶ Connection to care prior to the age of 3.
- ▶ A school system that coordinates its services with other service providers.
- ▶ Transition activities between school systems and trajectory beyond high school.

Critical Issue #3

Need for a **high quality and adequately numbered workforce** to serve those who are Deaf, deaf-blind, hard of hearing and persons with a speech disability.

People in Nevada need and don't always have access to:

- ▶ High Quality Interpreters, Teachers, and others that provide direct services.

The System in Nevada needs but doesn't have:

- ▶ College level programs for Interpreters and Teachers that serve consumers
- ▶ Interpreter certification standards.

Critical Issue #4

Need for **increased awareness** about the target population, their rights and the services available.

Consumers and Providers in Nevada need and don't always have access to:

- ▶ Information about their rights, available services and how to access care.

The General Population in Nevada need and don't always have access to:

- ▶ Information about the target population, their needs and experiences.

Critical Issue #5

Need for services to support the entire family.

Families in Nevada need and don't always have access to:

- ▶ The appropriate knowledge and skills to assist family members.
- ▶ A peer mentor who can provide the emotional and education support in navigating the service system.
- ▶ Information about how to advocate on behalf of their family members rights and access to care.



Goals and Objectives

Goal #1: ACCESS TO SERVICES

JEFF

All Nevadan’s who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability, have access to timely basic services.

<p>Objective 1.1</p> <p><u>Health Care</u> - Equip primary care physicians and emergency room staff so they can serve the physical healthcare needs of the target population.</p>	<p>Advocate for Policy Change - Work with hospitals and medical offices to develop/implement policies which encourage recruitment and retention of ASL certified bilingual (medical) interpreters.</p>
	<p>Collaborative Training Efforts - Partner with hospitals, advocacy organizations and medical boards to offer (CEU certified) training for medical providers in target population sensitivity, needs, access issues and accommodations.</p>
	<p>Enhance Education Efforts - Partner with medical schools to incorporate education and information to increase awareness and understanding of culture and rights of the target population related to overall health care.</p>
	<p>Outreach and Educate - Develop educational materials (e.g., printed pamphlets, flyers, etc.) to increase sensitivity and understanding about target population’s access and rights, and distribute to primary care physicians and hospital emergency rooms.</p>

Goal #1: ACCESS TO SERVICES

JEFF

All Nevadan’s who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability, have access to timely basic services.

<p>Objective 1.2</p> <p><u>Mental Health</u> - Increase access to mental health providers that are Deaf themselves or that have a unique understanding of the target population.</p>	<p>Workforce Recruitment - Work with State Government, Mental Health Associations, Medical Schools, and other interested parties to develop a recruitment plan to attract more individuals with a unique understanding of the target population to provide mental health services in Nevada.</p>
	<p>Collaborative Training Efforts - Partner with the mental health association to incorporate (CEU certified) education and information to mental health providers aimed at increasing awareness and understanding of culture and rights of the target population.</p>
	<p>Partner with Existing Efforts - Partner with existing state efforts to increase the number of mental health providers and innovative service provision throughout Nevada.</p>

Goal #1: ACCESS TO SERVICES

MAUREEN & CINDY

All Nevadan's who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability, have access to timely basic services.

Objective 1.3

Education -
Implement effective educational approaches, supports, and transitions throughout Nevada for school-aged target population

Advocate for Policy Change - Work with the DOE to reflect that schools are responsible for tracking, supporting and training their educational interpreters to the appropriate skill level.

Advocate for Policy Change - Work with the DOE to incorporate Certified Educational Interpreters as a consistent, standardized component of the education system, ensuring the appropriate level interpreter is assigned to individual children.

Advocate for Consistent Service Approach - Work with DOE to create and utilize a universal/standard communication plan when the IEP process identifies a child within the target population.

Goal #1: ACCESS TO SERVICES

MAUREEN & CINDY

All Nevadan's who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability, have access to timely basic services.

Objective 1.3

Education -
Implement effective educational approaches, supports, and transitions throughout Nevada for school-aged target population

Advocate for Enhanced Services - Work with DOE and other interested partners to support availability of transition specialists throughout every school district in Nevada.

Advocate for Policy Change - Work with State of Nevada Speech-Language Pathology, Audiology, and Hearing Aid Dispensing Board to include proficiency level for language choice (ASL, audio-verbal therapy) and interpretation for speech pathologists licensing purposes.

Advocate for Policy Change - Work with Vocational Rehab to identify best practices in providing transitional supports to students within the target population and support them in their efforts to adjust their practice/policies accordingly.

Goal #1: ACCESS TO SERVICES

ELI

All Nevadan's who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability, have access to timely basic services.

Objective 1.4

Employment -

Enhance employment readiness, supports, and opportunities for the target population.

Workforce Development - Advocate with State Human Resources to support 5% pay enhancement for state employees who are ASL proficient to enhance the ability of state staff to communicate with, and best serve the needs of, the target population.

Employer Recruitment - Partner with human resource groups and associations (e.g., Society for Human Resource Management) to promote the hiring of individuals within the target population by Nevada employers.

Partner with Existing Efforts - Partner with the Integrated Employment Task Force efforts to promote and encourage recruitment and hiring of the target population within the state.

Goal #1: ACCESS TO SERVICES

ELI

All Nevadan's who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability, have access to timely basic services.

Objective 1.5

Communication

Access - Increase the availability of ASL and assistive technology throughout Nevada for the target population.

Research and Advocate for Innovative Practices - Partner with stakeholders throughout Nevada to identify the newest assistive technology options and advocate for acquisition and accessibility for use.

Advocate for Expanded ASL Classes - Research options for expanding ASL classes throughout the state and work with educational institutions to implement affordable access.

Outreach and Educate - Outreach to Nevada employers (through Rotary or other professional networks) to introduce communication access options and encourage their use in supporting employment of the target population.

Goal #1: ACCESS TO SERVICES

ELLEN

All Nevadan’s who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability, have access to timely basic services.

Objective 1.6 <u>Transportation</u> - Expand and enhance access to transportation services for the target population.	Coordinate Advocacy Efforts - Identify other entities (groups, coalitions, commissions, etc.) in which transportation has been identified as an access issue for target population and develop a shared agenda for action.
	Partner to Expand Traditional Services - Partner with existing transportation providers to create an asset map, understand how to best serve the target population, and to advocate for increased services.
	Coordinate with Alternative Providers - Work with Uber (and other private transportation providers) to identify and implement ways to better promote services to/for the target population.

Goal #2: INTERPRETER WORKFORCE

JEFF

There is a sufficient number of high quality interpreters available to provide services to individuals who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability.

Objective 2.1 Develop a sufficient number of 1) interpreters, 2) certified deaf interpreters, and 3) interpreters providing services to the target population throughout Nevada.	Partner to Encourage Growth in Field - Coordinate with high schools and colleges to develop and promote interpreting as a high-demand career opportunity with a clear pathway.
	Partner to Enhance Certification Options - Coordinate with UNLV, UNR and other colleges to expand and promote degree programs for interpreters.

Goal #2: INTERPRETER WORKFORCE

JEFF

There is a sufficient number of high quality interpreters available to provide services to individuals who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability.

Objective 2.2

Adopt quality standards for interpreters (including CDI) working in Nevada within education, legal, mental health, and other professional fields which serve the target population

Research and Identify - Research other state's standards and identify ideal framework for use in Nevada.

Develop Policy Statement - Develop a policy statement that describes the need for quality standards and justifies the incorporation of such standards into law/regulations.

Advocate for Policy Change - Advocate with legislature to change laws/regulations to incorporate quality standards of practice.

Goal #3: AWARENESS

ANGELA

There is awareness about and support for individuals who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability.

Objective 3.1

Ensure that there is a wide-spread understanding of services available to the target population.

Develop Resource Guide - Develop and disseminate an up to date services/resource guide for target population (may be via website or hardcopy)

Conduct Public Outreach Campaign - Conduct a wide-spread public outreach campaign via traditional and social media outlets, to include PSA's and advertisements.

Goal #3: AWARENESS

ANGELA

There is awareness about and support for individuals who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability.

Objective 3.2

Promote a culture of appreciation to the general population of the target population.

Host Community Social(s) - Host community social events:

- With different sectors of target population to grow sense of “community.”
- With local leaders, target population and general public to increase dialogue and understanding.
- Nevada Deaf Awareness Day to match national event timing

Coordinate Training Opportunities - Coordinate with Nevada Deaf Centers (DCN) and other stakeholders to provide trainings for community service providers aimed at enhancing knowledge and appreciation of target population.

Goal #3: AWARENESS

ANGELA

There is awareness about and support for individuals who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability.

Objective 3.3

Equip consumers, family members, and advocates with information about rights and required accommodations and how to advocate on behalf of the target population

Collaborative Training Efforts - Partner with Nevada Disability Advocacy & Law Center (NDALC) to provide training to target population about Americans with Disabilities Act (ADA) issues and how to advocate for themselves.

Outreach and Educate: Develop and disseminate materials that educate target population about their rights.

Monitor Government Policies - Identify, monitor and make recommendations regarding relevant government policies affecting the target population.

Goal #3: AWARENESS

ANGELA

There is awareness about and support for individuals who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability.

Objective 3.4

Promote a culture of appreciation to the general population of the target population.

Support Existing Efforts - Support DCN's efforts to expand service options and collaboration expansion (identify and support grant applications, etc.).

Goal #4: FAMILY SUPPORTS

MAUREEN & CINDY

Families have the services and supports necessary to adequately care for family members who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability.

Objective 4.1

Increase access and availability of family related services and activities that support full inclusion and understanding of family members who are within the target population.

Advocate for Enhanced Services - Work with ADSD, DPBH, and other nonprofit organizations serving the target population to support additional resource allocations geared specifically for family support services.

Support Training Efforts - Partner with community service providers to offer training and coaching to increase parent's knowledge and understanding of education laws and children's educational rights.

Goal #4: FAMILY SUPPORTS

MAUREEN & CINDY

There is awareness about and support for individuals who are Deaf, Deaf-Blind, Hard of Hearing and those with a Speech Disability.

Objective 4.2

Increase access to mentors to provide guidance and support in managing and advocating for families and members within the target population.

Research and Identify - Work with community-based partners to establish a best practice framework to offer family to family and peer mentors to individuals within the target population.

Support Implementation Efforts - Support community-based partner efforts to implement family to family and peer mentorship services.

Cross Coordination - Work with community-based partners to support cross-coordination with other family service organizations for access to mentors.

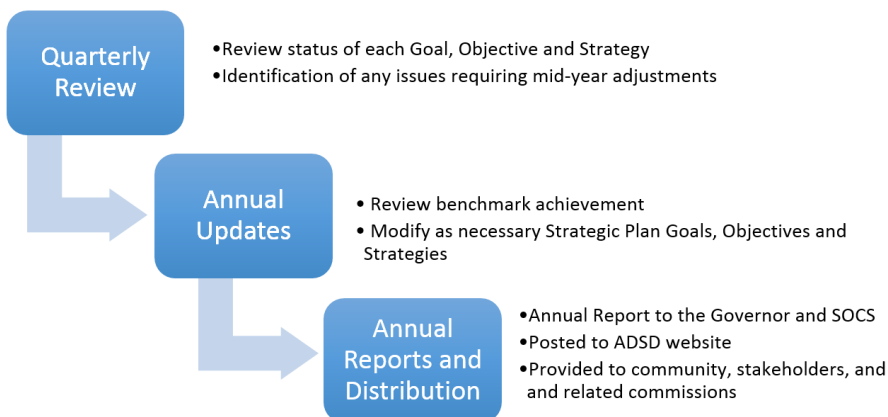


Evaluating & Updating the Plan

Evaluating & Updating the Plan

- ▶ At the end of the strategic planning process, it was identified by members of the Strategic Planning Subcommittee that the appropriate mechanism to ensure implementation of the plan was the establishment of a **State Commission**.
- ▶ If a Commission is not established, it will be the responsibility of the Subcommittee on Communication Services (SOCS) and the Commission on Services to People with Disabilities (CSPD) to implement the plan.

Evaluating & Updating the Plan





Questions?