

# SOCS Strategic Planning

## Research & Outreach Approach



### Introduction

As part of the SOCS Strategic Planning process, research and outreach will be 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 (herein referred to as consumers.)

Social Entrepreneurs, Inc. (SEI) has drafted a research and outreach plan to include a scan of existing documents, facilitation of key informant interviews and town-hall meetings, as well as the distribution and analysis of a consumer survey. Each is described more fully below.

### Research

SEI will leverage previous planning efforts and seek out information about Nevada services and/or service populations that may help in developing a framework for the situational analysis. SEI will also conduct research regarding other state's approaches to solving issues that emerge as areas of focus for Nevada.

#### Existing Documents/Data to Research and Review

- Populations statistics/projections regarding individuals who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities.
- Service descriptions and resources available for individuals who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities.
- Statistics regarding numbers served and/or services provided for persons who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities.
- Workforce statistics regarding services to individuals who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities.
- Nevada's Strategic Plan on Integrated Employment.

#### Other Plans to Research and Review

- Alabama
- Colorado
- Illinois
- Iowa
- Massachusetts
- Minnesota
- Texas
- Washington
- West Virginia
- Utah
- National Association of the Deaf
- National Institute on Deafness and Other Communication Disorders

## Key informant interviews

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Using an initial contact list as provided by the SOCS Strategic Planning Steering Committee, SEI will schedule and conduct key informant interviews with stakeholders to gather insight regarding the needs of individuals who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities. Key informants should represent consumers throughout the lifespan (children, youth, young adults, middle-aged adults and seniors).

### Key Informant Interviews

When possible, SEI will conduct interviews in-person by scheduling interviews in conjunction with dates of town hall meetings. When scheduling or travel does not permit in-person interviews, video relay services will be used to conduct interviews or written responses to interview questions will be negotiated. Questions will be provided to key informants in advance of an interview. SEI will work with each interviewee to determine their preference.

When conducting the key informant interviews, the following protocol and questions will be used.

#### Introduction:

- Provide information regarding the purpose of the interview: Key Informant Interviews are being conducted to assist SEI in understanding the most pressing needs of Nevadans' who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities, how the system serves those people, and opportunities to improve that system.
- Provide purpose of Key Informant contribution: Describe why the key informant has been chosen to participate in the interview process (how they were identified, content knowledge expertise).
- Confirm Understanding: Inform the key informant that the call should last approximately 45 minutes, and ask if they have any questions regarding the process before you begin.

#### Questions:

1. What communities and/or constituent groups related to individuals who are deaf, deaf-blind, hard of hearing and/or persons with speech disabilities do you feel you can represent the best?  
*(people may represent a specific subpopulation, age of consumer, or geographic area served)*
2. In those communities and constituent groups, what are the most significant needs or challenges facing people who need/use services?
3. To what extent are those needs currently being met?
4. What are the biggest gaps in services? Are there any gaps that are particularly pronounced based on region?
5. What works and what doesn't when seeking services? What are the major barriers to accessing services for people who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities?
6. How well are programs and services coordinated across systems?
7. How well do individuals who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities and those that care for them know about services that are available?
8. What are areas of ongoing strengths within the various systems that serve Nevadans' who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities that should be maintained, expanded or leveraged in other areas?

9. What are the most critical issues that Nevada needs to address to meet the needs of people who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities now and in the future?
10. What policy/practical level changes are needed to improve services for people who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities at the local, regional, and/or state level?
11. Are you aware of a project or approach that is occurring successfully in another state/location that should be considered for implementation in Nevada?
12. Are there any other insights you would like to share at this time?

### **Town Hall Meetings**

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## Town Hall Meetings

Town hall meetings will be conducted with consumers, providers, caregivers, and advocates regarding their experience with the system, their needs, and their suggestions for improvement. Town hall meeting locations will be identified by the SOCS Strategic Planning Steering Committee at 3 different locations throughout Nevada (north, south and rural.) Town hall meeting will be no longer than 90 minutes in length. Participants will be solicited by the SOCS Strategic Planning Steering Committee and through community partner organizations. Demographic information such as gender, and constituent representation (advocate, consumer, family member, general public, etc.) will be collected at the start of each meeting. Each town hall meeting will begin with a description of the SOCS strategic planning process. The group will be informed about their role in the process and the forum will be open to receive their responses to the following questions:

1. What are the most significant needs or challenges facing people who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities?
2. To what extent are those needs currently being met?
3. What are the biggest gaps in services?
4. How well are programs and services coordinated across systems?
5. How well do individuals who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities and those that care for them know about services that are available?
6. What are the most critical issues that Nevada needs to address to meet the needs of people who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities now and in the future?
7. Are you aware of an approach that is occurring successfully in another state/location that should be considered for implementation in Nevada?
8. Are there any other insights you would like to share at this time?

### **Consumer Survey**

A statewide survey will be issued to consumers, family members, care providers, and advocates to solicit input regarding the strengths and weaknesses of the current system as well as their suggested solutions for any identified deficiencies. It will be available in English and Spanish for the public and distributed through service providers identified by the SOCS Strategic Planning Steering Committee. It will be available electronically and in hard copy in both languages. Participation is voluntary.

The draft survey is found on the following pages.



## Subcommittee on Communication Services

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

We are collecting information from Nevadans' who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities to help the state understand what kind of services are needed. We are also trying to identify what prevents people who need assistance from getting the help they require.

All responses will remain anonymous. If you would like to take this survey online, please go to: [insert link](#)

### RESPONDENT PROFILE QUESTIONS

*Please answer the following questions to help us understand who you are representing as you complete this survey.*

**1. Which of the following best describes you?**

*(check all that apply)*

- Someone who is deaf
- Someone who is deaf-blind
- Someone who is hard of hearing
- Someone who has a speech disability
- Someone who is receiving services
- Someone in need of ASD services but not currently receiving them
- Someone who cares for individual(s) who is/are deaf, deaf-blind, hard of hearing and/or person(s) with speech disabilities.
- Advocate for individual(s) who is/are deaf, deaf-blind, hard of hearing and/or person(s) with speech disabilities.
- Not sure.

*Please answer the following questions, as they relate to yourself.*

**2. What is your gender?**

- Male
- Female

**3. What is your age?**

- 5-12
- 13-17
- 18-20
- 21-24
- 25-44
- 45-64
- 65-74
- 75+

**4. What is your race/ethnicity?**

- White
- Hispanic
- Black/African American
- American Indian/Alaskan
- Pacific Islander
- Asian
- Mixed Race
- Other

**5. What County do you live in?**

- Carson City
- Churchill
- Clark
- Douglas
- Elko
- Esmeralda
- Eureka
- Humboldt
- Lander
- Lincoln
- Lyon
- Mineral
- Nye
- Pershing
- Storey
- Washoe
- White Pine



## SURVEY QUESTIONS

**8. How significant of an issue is services to individuals who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities in your community?**

- This is a big issue – there are a lot of needs that remain unaddressed
- This is a moderate issue – there are ongoing needs, but services are available
- This is a minor issue – there are system improvements needed, but they are minor and do not affect the critical health or quality of life for individuals who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities
- This is not an issue – services being provided are sufficient to meet the needs of people.

**9. What do you think we should focus on to address the needs of people who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities? Please list them in order of importance.**

Most important issue to address:

We can either leave this blank, or pre-populate to limit the answers.

- Access to assistive technology.
- Access to screening and diagnosis services.
- Additional school-based supports.
- Job training and employment readiness supports.
- Employment accommodations.
- Access to interpreters.
- Access to mental health services.

**10. It is important for us to understand unique family experiences of individuals who are deaf, deaf-blind, or hard of hearing and persons with speech disabilities. Please provide us with an experience that you have had as someone who is deaf, deaf-blind, hard of hearing or as someone with a speech disabilities, which will help us describe living with this condition in Nevada. (500 word maximum)**

**Thank you for taking the time to complete this survey. Your input is valuable and appreciated**