

Understanding the Needs of Nevadan's who are  
Deaf, hard of hearing, deaf-blind and  
those with speech disabilities.



Reno Town Hall Meeting  
July 25, 2016

## Why are we here today?

1. Provide information about the SOCS strategic planning process.
2. Tell you what we have learned so far about the needs of people in Nevada.
3. Collect feedback about critical issues and ideas about how to make things better.

## Who are we?

Social Entrepreneurs, Inc. (SEI) has been 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.



## Who are we?

- ▶ SOCS Strategic Planning Steering Committee Members
- ▶ ADSD Representatives
- ▶ Interpreters

# Agenda

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- Welcome & Introductions

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- Overview of SOCS Strategic Planning Process

2

- Presentation of Vision Statement
  - Public Comment

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- Presentation of What We Have Learned So Far
  - Public Comment

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- Presentation of Critical Issues
  - Small Group Discussion

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- Gathering Ideas about What Would Make Things Better
  - Small Group Discussion

6

- Closing and Next Steps

Breakout in  
Groups

# SOCS Strategic Planning Project

The State has contracted with SEI to complete a strategic plan. A Steering committee has guided the following process:



Assess needs of consumers in all people who are Deaf, deaf-blind, hard of hearing and those with speech disabilities.

- Interviews
- Consumer Surveys
- Research

Identifying:

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

Develop a plan with specific strategies to make things better.

## How is this Town Hall Meeting going to help?

The Steering Committee has identified a number of critical issues affecting people who are Deaf, deaf-blind, hard of hearing and those with speech disabilities.

**We want to know if we have got it right!**

The Town Hall meeting is meant to determine whether we have got it right, wrong, or if we missed something.

**We want to hear from You!**

## How are we going to do this?

1. SEI will present the vision as well as what we have learned so far. After we present each piece of information, we will provide the audience with an opportunity to provide feedback.
  - ▶ Raised hands indicate your desire to comment on the information provided.
  - ▶ Comment cards are provided for audience members who prefer to share their information in written form.
2. SEI will then break the group out into 3 sections to talk about the critical issues and ideas about how to make things better.
  - ▶ An open discussion will occur, allowing everyone's voice to be heard.
  - ▶ Comment cards are provided for group members who prefer to share their information in written form.



## Vision

# Vision

INSERT VISION STATEMENT

## Questions/Comments

Are there any questions or comments on the vision?



**What We Have Learned So Far**

## 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 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

## 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

# 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

# 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.



## 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.

## 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.

# 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.

## Small Group Discussion

Are there any questions or comments on what we have learned?

Are there needs that were not identified?



## Critical Issues

### Breakout into Small Groups

#### Group #1:

People who are Deaf, deaf-blind, hard of hearing or persons with a speech disability.

#### Group #2:

Parents or Caregivers of individuals who are Deaf, deaf-blind, hard of hearing or persons with a speech disability.

#### Group #3:

Service Providers and Advocates for people who are Deaf, deaf-blind, hard of hearing or persons with a speech disability.

## Critical Issue #1

The critical issue is the 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

The critical issue is the 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

The critical issue is the 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

The critical issue is the 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

The critical issue is the 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.

## Small Group Discussion

Are there any critical issues you would expect to see addressed that are not listed?

- ▶ If so, what are they?
- ▶ Do they apply statewide or to a specific geographic region?



**We Want Your Ideas!**

## Small Group Discussion

What do you think is the most important thing that needs to be done to make things better?



## Closing & Next Steps

### So What is Next?

SEI will take the input provided at all of the town hall meetings and present them to the Strategic Planning Steering Committee for consideration.

- **August:** Finalize Critical Issues and Identify Goals
- **September:** Establish an Action Plan
- **October:** Finalize Strategic Plan Document





**Thank you for your input!**