



## *Summary of Grant year 2016 – 2017*

Deaf Centers of Nevada has completed its first full year for the 2016-2017 grant. As we look back on these last year there is much to be proud of and celebrate. In addition, there are areas that stand as opportunities to improve on. Not knowing exactly the demographic or population that would need our services, we built a budget and strategic plan to service these demographics and populations equally. We soon learned that in fact there was a significant difference in not only the service type and scope of work, but the population served as well. Based on the numbers that you will see, the Deaf adult population accounted for over 80% of our resources and time. We unfortunately did not see the number of children or families coming in for services in comparison to the Deaf and Hard of Hearing adults served during same time period. This demand as caused a significant burden on the case managements time and resources. We begin to see a 2-3 week wait list develop in addition we were forced to turn away clients from Vocational Rehab that we have a provider agreement with. This put a slight strain on the relation, which now has been worked through. We quickly determined that our band width to provide services for all Deaf and Hard hearing individuals in our state was narrowing. Staff employees began to show fatigue and moral begin to become in issue. Our staff loves what they do and loves to serve this wonderful Deaf and Hard of Hearing, speech impaired community, however, the stress of turning clients away or listening to frustration from our clients because of the time it was taking to see them, began to takes its toll.

Moving forward we have identified that more resources are needed to efficiently and effectively serve the demographic and populations of Deaf and Hard of hearing and speech impaired. This will mean that adjustments need to be made to the budget for fiscal year 2017-2018 to achieve the goals set and meet the current demand of services. We are grateful and excited for the opportunity to extend the current RFP for one more year. We have achieved a great deal of success and have received a great deal of positive feedback in the community. DCN is now looked at as the service center for the Deaf and Hard of hearing and speech impaired to come and receive services. Our numbers support this and the feedback supports this as well. We have and will continue to develop many strategic partners in the community as well as in other states. As you will see in the summaries below, each department has been able to create these partnerships that have only strengthened our ability to meet the needs and service demands of our entire client base. From families, children and the senior deaf adults. Our partnerships will only continue to grow which will allow us to increase the services that we can provide to the deaf and hard of hearing community. We strongly believe that we will only continue to become that “One stop” center that the deaf and hard of hearing and speech impaired community have been asking for. Below you will find summaries of each of our departments. This includes updates on the current year as wells as goals and needs for 2017-2018. We will be able to see the number of clients served and the scope of work for each department.

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## **Adult Case Management**

### **Department Overview:**

The Adult Case Management Department strives to provide the tools and inspire Deaf, Hard of Hearing, and Speech Impaired individuals and their families to lead enriching and independent lives. The goal of the department is to always empower the client and encourage the client to gain confidence and become more self-sufficient. The Adult Case Management team provides support through a variety of avenues:

### **What services we provide:**

- Referral
- Housing
- Immigration
- Document Translation
- Social Security
- Interpreter Issues
- ADA/EEOC Complaints

### **Job Development/Coaching**

- DCN refers clients to Vocational Rehabilitation for Job Assistance
- Vocational Rehabilitation refers to DCN for Job Development Services
  - Resulting in the client gaining more resources when becoming a client of both agencies (VR for bus tickets, interpreting services for interviews, clothes for interview, etc.)
- Job Developer works one on one with client and meets weekly
- Job Developer assists client:
  - Update Resume
  - Search for Job
  - Fill out job applications
  - Mock interviews
  - Orientation
- Job Developers provide support to both employee and employer
- Support and Services are provided indefinitely on an "as needed" basis



### **Domestic Violence Collaboration (New Program in the Works):**

- Collaboration with Seego Lilly Center for Abused Deaf
- Seego Lily will have one of their staff members use our office
- Train three DCN staff members to provide support for Deaf, Hard of Hearing, and Speech Impaired domestic violence victims
- Collaborate with shelters in Las Vegas to get referrals
- Set up accessible rooms for Deaf, Hard of Hearing, and Speech Impaired people in the shelter (i.e. VP, Phone Flasher, Fire Alarm Flasher, Baby Crying Alarm)
- Town hall to spread awareness to the community about DV resources

### **Team members**

**Case Manager-** Oversees the department. Develops procedures and policies to ensure efficiency in department operations. Audits the files and reviews paperwork. Reaches out and makes new contacts to agencies in the state. Handles HR issues within the department. Provides direct support for clients. Provides support for Case Specialists, Domestic Violence Advocates, and Job Developers. Provide direct services for clients when needed (Case Specialist out of office, extremely complicated case, client requests to meet with Case Manager).

**Case Specialist (South and North) -** Support clients one on one with any assistance they need. Empowers the client to lead their own case and make their own decision. Provides options for the clients. Guides the client through referral processes. Connects the client to resources in the community. Supports the client feeling comfortable and having full understanding of the situation by bringing community partners to DCN office to meet with clients.

**Job Developer/Job Coach (South and North)-** Supports clients one on one. Ensures clients understand the importance of basic job etiquette. Assist client in searching for jobs, applying for jobs, prepping for interview, supporting client during the interview (if necessary). Once the client is hired, the Job Developer serves as a Job Coach. The Job Coach goes into the job with the client and provides support in client understanding duties, the internal systems of the business and maintaining positive relationships with peers and superiors. Job Developer/Job Coach is in touch weekly for the first month, monthly for six months, and then “as needed” for the rest of the client’s life.

**Domestic Violence Advocate (South and North)-** Supports clients in domestic violence situations. Assists clients in evaluating the level of danger they are in currently. Guide clients through developing a safety plan with the help of Seego

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Lily. Connects clients to shelters in Las Vegas that DCN has collaborated with that have Deaf, Hard of Hearing, and Speech Impaired accessible rooms. Supports client in creating a new safer life.

**\*Some employees currently serve in dual roles**

## **Demographics served**

- Deaf Adult Population 18 yrs-110yrs
  - Late Teens
  - Early Adolescence
  - Adults
  - Senior Citizens

## **Fiscal Year '17 Accomplishments**

The Adult Case Management Department saw 139 new clients for 2017. Direct support services occurred 604 times. Total number of contact (VP, Phone, Texts, Emails) with/for clients is 3,789.

## **Scope of Work Examples-**

- A Deaf client came into DCN looking for services. They met with a Case Specialist who realized that the client had been barely surviving with no income while trying to support their family. The Case Specialist realized that the client would probably qualify to receive Social Security Disability Benefits. The client did not know that was an option. The Case Specialist and client called the Social Security office together and scheduled an appointment. The client and Case Specialist found out that the client needs to have a bank account. Unfortunately, the client did not have a bank account as they had no income. The Case Specialist went to the bank with the client and assisted him step by step in setting up a bank account for direct deposit of the Social Security Disability Benefits. Several weeks later the Case Specialist met the client at the Social Security office. The Case Specialist could support the client and assist him with applying for Social Security Benefits. Several weeks later the client called the Case Specialist and scheduled an appointment to have the Case Specialist read a letter they received. The day of the appointment the Case Specialist read the letter and explained that the client had received Social Security Disability Benefits and will be receiving a check every month. The client was so thrilled with the news that they shed a few tears and hugged the Case Specialist. The main reason this client was unaware of services and lacking the ability to do these things without DCN support was

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because of their low language level in English as well as American Sign Language. Often when the Case Specialist communicated with him, they would have to repeat the same question, use gestures, and clarify things. This is a common problem amongst our Deaf community. We are noticing this is a trend with the Deaf community and many of them have low language levels.

- A Deaf client came in for services with their spouse. The client needed the Case Specialist to read the letter they brought in and explain it to them. The letter was an ad for a life insurance company. The client decided they did not need to buy life insurance because they already had life insurance through their company benefits. The Case Specialist asked if the client would like to call and confirm how much money their spouse would receive if they pass away. The client said they would like to do that with the Case Specialist's assistance. The client and the Case Specialist called the company and found out that only a very small amount of money would be given to their spouse if the client passes away. That was very concerning to the client as the spouse has no job and no way to support themselves without the client. At the request of the client, the Case Specialist printed out a list of top rated companies that provide life insurance policies. The client stated they will call these companies and buy a new policy.
- A Deaf-Blind client came into DCN for services with their Deaf partner. The client explained that their partner takes care of them and the partner will be leaving for a month. The client wanted to know if DCN would be able to assist the client with grocery shopping since the client cannot commute alone. The Case Specialist working with the client decided to go to the client's house every two weeks to take the client grocery shopping. Upon arriving at the client's home, the Case Specialist noticed the client's living conditions were bad. The client had seven dogs who were all urinating and defecating in the small trailer home. The Case Specialist asked the client if they felt okay with their living conditions. The client said yes and seemed that they were not interested in discussing the matter further, especially without her partner being involved. The client's partner ended up never coming back. Through hard work the Case Specialist found the client's sister's contact information. With the client's permission the Case Specialist called the client's sister who lives in California. With the help of the Case Specialist the client and her sister were able to communicate for the first time in several years. The client decided to move to California to be with her sister who could care for her in a healthier environment.
- A Deaf client was referred to DCN looking for job development services. The job developer started working with the client and got in touch with the client's manager at Walmart to see how the job developer could support the client. The manager explained that the client seemed to be confused about their job duties. The job developer went to Walmart for a scheduled meeting while the client and

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manager were working. The manager explained the different duties the client is responsible to fulfill. The job developer worked with the client to ensure their understanding of their duties. The client explained things were a lot different from the other place they used to work. The job developer let the client know that every job is different and uses different systems. The client seemed satisfied and fully understood everything after the job developer assisted them. The manager then explained to the job developer that the client is a wonderful hard working employee and that Walmart would love to hire more Deaf employees.

- A hard of hearing client came into our office needing assistance with her job. The client stated that they felt they were being discriminated against and were not provided with the proper accommodations. The Case Specialist met with the client and noted her situations over the course of a year. The Case Specialist also met with the hospital that the client worked for to try and collaborate with them. The hospital was always willing to be flexible and try to find accommodations for the client and was appreciative of DCN's support. In the end, the client decided that they would not accept any of the accommodations that the hospital offered her and did not want to look for any herself.
- Deaf client came in stating that they had not yet received their tax return. Case Specialist connected client with a tax lawyer and scheduled an appointment for the tax lawyer to review the client's paperwork. Once the tax lawyer met with the client, the tax lawyer explained that the tax paperwork was filled out incorrectly. Through ongoing discussion, the tax lawyer explained that the person who filled out the client's taxes seemed to be a fraud. The tax lawyer informed the client that they will correct the mistakes and everything will be fine. The client stated they were relieved and grateful.

**Collaborations forged this year:**

- Seego Lily
- MGM
- Easter Seals
- Desert Industries
- Family Ties
- Goodwill
- Nevada Disability Advocate Legal Center
- Legal Aid Center of Southern Nevada
- Sfs Therapies
- East Valley Family Services
- Injury Defense Attorney- Daniel Radford
- Therapist- Alyson Shainker
- Hamilton Relay
- Westcare

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- National Council of Juvenile and Family Court Judges
- Deaf Grassroots Movement
- United Cerebral Palsy of Nevada
- Nevada Registry of Interpreters for the Deaf
- Southern Nevada Silver Knights (Deaf Organization)
- Las Vegas Deaf Senior Citizens
- North Star Community Services
- Hamilton Relay
- Catholic Charities
- FISH Program
- Sams Club
- Costco
- Food Bank of Reno
- Safe House
- Safe Nest
- Shade Tree
- HAWC Clinic

### **Trainings for Staff Development:**

- Job Development Training *provided through collaboration with VR by eRehab Interwork Institute of San Diego State University*
- Job Coaching Training *provided through collaboration with VR by eRehab Interwork Institute of Sand Diego State University*
- Job Coaching and Consulting 18 Hours *by Training Resource Network*
- Emotional Boundaries Training *provided by Alyson Shinker*
- Immigration Workshop *provided by Legal Aid Center of Southern Nevada*
- Domestic Violence Advocacy *provided by Seago Lily*
- VAT Domestic Violence *online training system provided by Office for Victims of Crime*
- Domestic Violence and Sexual Assault Training *provided by National Institute of Crime Prevention*
- File Organization Training *provided by DCN leadership team*
- Cycle of Service Training *provided by DCN leadership team*
- Forms and Procedures Training *provided by DCN leadership team*
- How to Write a Case Note *provided by DCN leadership team*

### **Workshops Provided:**

- Elder Abuse- *Educated the community on how to prevent/report elder abuse*
- Tax Day- *Provided interpreter and tax volunteers for free tax prep through VITA*
- Driving Classes- *Provided driving classes to the community to assist them in passing drivers' license exam*
- Getting Proper Car Insurance- *Enlightened the community on how to have sufficient coverage on their car insurance to protect themselves*

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- State Interpreter Law- *Educated community about how the State Law works*

#### **Socials hosted by DCN for the community:**

- ASL BBQ Picnic
- Halloween Social for Children and Adults
- Christmas Social for Children and Adults
- ASL Bowling Night
- Dingo Game Event
- Board Game Day

#### **Upcoming Accomplishments for the end of FY 2016-2017**

- Tax Day - *Provided interpreter and tax volunteer for free tax prep through VITA*
- Career Workshop – *to be able to reach a large amount of people*
- Health Fair – *Introduce the Deaf/HOH/Speech Impaired community to more resources*
- Welfare Workshop- *Explain how the welfare system works*
- Budgeting Workshop -*Promote financial independence and sufficiency*
- How the ADA works Workshop – *Educate the community about their rights*
- Outreach to businesses to assist with placing clients into jobs

## **Fiscal Year '18 Goals**

#### **Additional Positions Needed:**

##### **Job Developer South &North**

- Ability to focus solely on assisting clients with jobs needs and service as each client is worth the generous amount of time required to fulfill this role correctly
- Expanding DCN's bandwidth to meet the service needs of clients
- Greater impact to the client's life in achieving independent living
- Currently receiving 5 calls a week from clients that need assistance with jobs but DCN needs bigger bandwidth

#### **Total Staff Needed to Operate Efficiently:**

- Case Manager
- Case Specialists- South
- Case Specialist- North
- Job Developer- South
- Job Developer- North



### **Current Caseload**

- Average number of new clients monthly 11
- Average number of appointments monthly 39

### **Goal for FY 17-18**

- 15 new clients monthly
- 50 appointments monthly
- Translating the DMV handbook into ASL for clients
- Collaborating with other organizations to provide more socials
- Providing more workshops to educate the community
- More networking to other agencies within the community
- Outreach to businesses and develop relationships to provide more access for the Deaf/HOH/Speech Impaired community

In closing, we would like to state that we are ever changing and adapting to our client's needs. We will always look for programs and resources that will promote our client's goal of independence and a great quality of life, be that independent living skills, a satisfying career, or being able to connect and socialize with peers.



## **Deaf Mentoring, Tutor, and SKI-HI**

### **Department Overview**

Program Director Hard of hearing individual with a master's degree in Deaf education. Has experience working with children birth-five with disabilities and/or hearing loss for over nine years. As the program director, oversees the Deaf Mentoring program, tutoring and SKI-HI.

Deaf Mentor/Tutor South Deaf individual who has a bachelor's degree from Gallaudet. Has experience working with Deaf and hard of hearing children at Deaf camps and started tutoring a deaf child before she worked at DCN.

Deaf Mentor/Tutor South Deaf individual working on his bachelor's degree. He has experience working with DHH children in the Clark County School District as a teacher's aide.

Deaf Mentor/Tutor North Deaf individual with a bachelor's degree from Gallaudet. Has experience teaching ASL classes, Deaf sport events and teaching sign language in the community in New Mexico.

**Deaf Mentoring:** Home base program for children, birth-five, and their families. Deaf mentors are individuals who are Deaf themselves and native in American Sign Language. They model sign language, teach the family how to communicate with their DHH (deaf/hard of hearing) child, teach and model the structure of ASL grammar, educate the family about the Deaf Culture and invite families to Deaf events in the community. The goal is to help families develop sign language skills, gain a positive experience learning a new language and learn a new culture with their DHH child.

**Tutoring:** Deaf employees work with DHH children ages five and up who are delayed in language, reading, and writing in the grades of first to fourth grade levels. Tutors use the reading curriculum called the Reading Milestone. The Reading Milestone is a curriculum that focuses on the population of DHH children through first grade to fourth grade reading levels. Each child will be tested using the Reading Milestone assessment before entering the tutor program. With the Reading Milestone, it will help the child increase the his/hers reading levels, spelling, vocabulary and writing skills. Tutors can also help with the child's homework as needed.

We also help Deaf and hard of hearing adults who are delayed in language due of lack of exposure in sign language.

**SKI-HI:** The SKI-HI curriculum is a resource for early interventionist and families of infants and young children who are deaf or hard of hearing, birth up to age of five. The curriculum focuses on family-centered services since the family is the most important element in the life of the young child. The curriculum focuses on the topics of: hearing aids, cochlear implants, language during daily routines, fundamentals of play, language (oral, total

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communication, ASL, signed English and cued speech), literacy, and disabled children with hearing loss. Each topic is taught based on the family's needs to understand their child's hearing loss and how to develop their child's language skills.

## **Fiscal Year '17 Accomplishments**

### **Deaf Mentoring:**

We just completed the Deaf Mentoring Training in Salt Lake City Utah January 25th-27<sup>th</sup>, 2017. We served 33 new clients with direct service and support with our newly trained Deaf Mentors. In addition, we have add early intervention programs and the school district DHH preschool programs have been educated about the program and services.

**Success Story:** The program director has been working with a family that has a deaf son and she used to work with that family at her previous job. Before she left her job, they asked her to continue teaching them sign language twice a month until the Deaf Mentors were trained. Deaf Centers of Nevada agreed to that service. Program director worked with the family monthly until one of the Deaf mentors met the family just before she left for the Deaf Mentor training. The mom and grandma informed program director they were both nervous meeting a Deaf individual, they've never met a Deaf person nor sign with a Deaf person. Program director informed both that the Deaf Mentor is very nice, patient and she will sign slowly with them. Mom signed with the Deaf Mentor very well and grandma asked for assistance from the program director by having her interpret what the Deaf Mentor was signing. After a while, the program director backed off and let the Deaf Mentor and grandma sign to each other. Grandma signed independently with the Deaf Mentor and asked the program director to increase sign language/Deaf Mentoring services with the Deaf mentor. She wanted to learn more sign language and practice signing with a Deaf individual.

### **Tutoring:**

We served 8 new and existing clients 75 times and provided 4 direct support (email, text, and phone calls). 1 of the 4 current clients is a deaf fourth grader. We are working on his spelling words, vocabulary, and grammar. When he started tutoring, it was once a week just for vocabulary and reading. Then it increased twice a week to help him with his writing skills and spelling. 3 out of the 4 current clients are adults. They either had no language or little language before starting tutoring services. They are being seen once or twice a week with their family members and gaining signing skills. We have two school aged clients in the assessment process with the Reading Milestone assessment. One client could not finish the assessment due to limited time for the appointment and a few days later became ill. The assessment is on hold until that client is better. The second client just finished the assessment on February 2 and will discuss services with the client's parents and case specialist during the month of February. Also, we have one school aged client that will have their assessment on February 15<sup>th</sup>. In the past, we had one elementary aged client that did not qualify for tutor services due to a disability that required a

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qualified staff that knows how to work with this specific disability. Another teenager client was getting services twice a week for a few times but stopped coming. Case Specialist contacted the family to see if they wanted services, they reported that they did want continue services but never showed up to the appointments.

Success Stories: When our fourth-grade deaf client started services, he was struggling with language and vocabulary words. His mom would teach him some signs but he sometimes did not believe her. When our tutor started working with him, he started to increase his language skills. For example, one day he signed the word “Nut” as a food but the sentence was stating the person was a nut. The tutor taught him that the word “Nut” and can be used for crazy. Later that week, he saw the word “nut” again while reading with his mom and taught his mom what it meant. Also, since his tutoring sessions increased two times a week, his spelling tests he has each Friday has a gotten high a scores. There are times he comes running into the center ready to learn from the tutor.

The second success story is with our adult client. This client was from another country and grew up without any language. Family relied on home sign language or gestures to communicate with her. Our tutor started working with her by teaching her basic signs one-on-one and then in the middle of the appointment, teach her family members the signs taught that appointment. The tutor and case specialist would work together to figure out how to teach the client each week. There were a few appointments that the client would appear to be unmotivated or didn’t want to be there. The tutor and case specialist made two separate appointments for the client and family meet at PBS library and the grocery store. Once the appointments were out of the office, the client seemed more interested and motivated to learn. She continues to get services at the center and has shown she is developing her sign language skills with her family. The next appointment will be at a restaurant, the tutor and case specialist will teach her how to order food and eat with utensils.

### **SKI-HI:**

From the beginning, SKI-HI program from DCN was to provide support early intervention programs that has trained SKI-HI DS (Developmental Specialist). Merideth was trained to be a mentor for the trained SKI-HI DS in Southern Nevada. She would guide and support the trained SKI-HI DS as needed. DCN has tried to collaborate with NEIS (Nevada Early Intervention Services) South but contact with the director for the program has not been successful. Only three out of the sixed trained SKI-HI DS has contacted Merideth a few times for support. Families that has worked with Merideth in the past contacted DCN requesting services for SKI-HI. 2 of the 3 families were getting SKI-HI services at NEIS, but the service stopped because it was no longer needed. Merideth went to the family’s homes and provided strategies they needed from SKI-HI curriculum. She was as able to do this by using the assessment from the SKI-HI curriculum called Language Development Scale (LDS). We have one family that will be starting the service once the child gets his cochlear implant and one of the family members is able to heal from an illness. Once those are done they will be ready for services.

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Success Story: At the intake appointment with one of the families in their home, mom reported that her son, who has a chromosome deletion which causes hearing loss, vision impairment, cognitive and motor delay, had two ruptured ear drums in his left ear. They went to the emergency room twice just before Christmas. Program director was able to inform mom that she needs to make an appointment with the ENT and audiologist to see if his ear has healed and if his hearing aid needs adjustment due to the damage ear drum. Mom wasn't aware of that and reported that she'll make those appointments. Program director provided strategies for mom to work on to help her son progress in his language skills. Mom also expressed that she's worried about transitioning her son from Part C, early intervention program, to Part B services, preschool classroom in the district. She has heard negative stories from parents stating services in the school district were no good and heard horror stories of negative IEP meetings with teachers. She wants to be prepared for his first IEP meeting next month. Case specialist manager was present to the visit and informed mom that she can help her with the transition and help prepare her for her son's IEP. When the home visit was done, mom seemed relieved from the home visit and looks forward to the next appointment with case specialist manager and program director.

Collaborations:

- PBS library. They helped DCN by having us let us use the Reading Readiness curriculum for tutoring.
- Utah State University
- Utah Schools for the Deaf and Blind
- SKI-HI/Deaf Mentoring
- NEIS North
- Bass Communications- Intern interpreters for Teen Night.
- EHDI (Early Hearing Detection and Intervention)

Future Events and Conferences:

- Deaf teen game night
- Deaf teen end of the year dance night
- Deaf basketball event
- EHDI conference in Atlanta Georgia.

End of the fiscal '17 year goals:

- Health Fair with the other DCN departments
- Educate DHH preschool and early intervention programs about Deaf mentoring, SKI-HI, tutoring and referral process.
- Develop a plan for 2018 on how to educate all schools about DCN programs.

## **Fiscal Year '18 Goals**

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## **Deaf Mentoring/Tutoring:**

Currently, each Deaf mentor will get 8-10 clients for Deaf Mentoring and tutoring. Next year, they will increase the caseload by 10-12 clients for Deaf Mentoring and tutoring.

## **SKI-HI:**

Collaborate with NEIS south by either:

1. Developing a MOU between NEIS and DCN stating that DCN will support the trained SKI-HI DS. This will be done by providing on going group trainings, home visits (mentor will go with the SKI-HI DS on home visits for feedback and gain to knowledge on how to help families), one-on-one training, and resources This would be overseen by the program manager who is a mentor for SKI-HI. Also, if there is not enough trained SKI-HI DS from NEIS or if the SKI-HI DS aren't available due to caseload or its's out of their zip code, one or two DCN staff members will become a trained SKI-HI provider and provide services.
2. If NEIS does not want to collaborate, DCN will train one or two staff members to become SKI-HI trained providers and offer education and resources to DHH children from birth-five in their homes.

NEIS south gets an average of 65 DHH children a year. Since the EHDI program has strengthen their New Born Hearing Screening (NBHS), more children have been identified with hearing loss at birth or at a young age. EHDI continues to educate and support community hospitals and doctor's clinic in the state of Nevada. The numbers will continue to grow due to EHDI's education/support and we will see more families with DHH children seeking support and resources in the community. It is DCN's goal to provide those resources and education at a young age so families can feel their DHH child will become successful by providing the SKI-HI curriculum and Deaf Mentoring program.

## **Changes within Deaf Mentoring program.**

One of the Deaf mentors from DCN will become the supervisor over that department. This mentor will oversee the program and provide support to our Deaf mentors. She/he will provide on-going staff training, one-on-one support, feedback on lesson plans or home visits and have a small caseload to model services to other Deaf Mentors as needed.



## *Youth Case Management*

### **Department Overview:**

Youth Case Management focuses on providing tools and inspiring families of deaf and hard of hearing children and the children themselves to lead enriched and independent lives. Families are referred to the department via school personnel, early interventionist, community providers, or are self-referred.

#### Services Provided:

- Information/Referral
- IEP Education and Advocacy
- Hearing Aid Resources
- Understanding Hearing Loss
- Benefits Applications

#### **Team members**

-Case Manager – Oversees department. Develops procedures and policies to ensure efficiency in department operations. Audits files. Reviews paperwork. Reaches out and makes new contacts to agencies in the valley. Handles HR issues within the department. Provides direct support for clients. Provides support for Case Specialists, Domestic Violence Advocates, Job Developers.

-Case Specialist – Support clients one on one with any assistance they need. Empowers the client to lead their own case and make their own decision. Provides options for the clients. *Youth Case Management began the year with two additional full time positions that also focused on the birth – 3 age range. The numbers of children within this range throughout the state did not support the need for these positions.*

**Demographics served** - Families of children ages 4-21 that are deaf, hard of hearing, or have a speech impairment.



## Fiscal Year '17 Accomplishments

The Youth Case Management Department had 38 new clients for 2017. Direct support services occurred 103 times in the same period. Total number of contact (i.e. phone calls, emails, etc) with/for clients is 510.

### Scope of Work –

- Family who thought they did not qualify for any assistance and not covered by insurance could acquire hearing aids for their hard of hearing child free of cost.
- After family came in to have a clearer understanding of the IEP process and their rights as parents, they could go into an IEP meeting and successfully request the additional services and tools needed for their child's success.
- Through community ASL classes a family that had previously been uncomfortable signing with their deaf child and those in the deaf community began to feel more confident in their signing skills. Within weeks of the class start date the parents were signing more comfortably with the tutor on staff helping their child.

### Collaboration:

- CCSD Social Workers
- CCSD Itinerant Teachers
- PBS Library
- Cochlear Americas
- Boy's Town Nevada
- Boys and Girls Club of Southern Nevada
- Discovery Charter School
- SFS Therapies
- WestCare Nevada

### Community Education/Workshops

- ASL Classes – 200 attendees over 2 sessions
- Parent Education
  - IFSP/IEP
  - Parent Panel
  - Audiology 101

### Upcoming Accomplishments for the end of FY 2016-2017

- Parent Town Hall
- Teen Game Night
- Health Fair
- Begin outreach to schools without DHH programs
- Maintain contact with schools with self-contained DHH Programs
  - Join Parent Nights at schools to establish contact with families

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## Fiscal Year '18 Goals

The department will become more active in children's educational activities by setting up at local back to school events. We will host an additional parent town hall during this grant cycle to work with parents on educational services and concerns throughout the state. In addition, the youth department would like to work collaboratively with special education advocacy groups, as well as special education lawyers and bring in outside IEP training for parents in the state. There are many benefits to providing this training and having parents/guardians understanding the IEP process, removing emotions to effectively advocate, and knowing their rights throughout the education process for their child.

Throughout the next grant cycle Youth Case Management will strive to increase outreach and community partners. This will be accomplished by maintaining current collaborations and contacting each school that has a child enrolled with hearing loss, as well as increasing contact with Nevada Early Intervention and sister agencies. The collaboration with early intervention providers will allow us to work with children at an earlier age beginning with the identification of hearing loss. Considering the plan for outreach and community collaboration the department goal is to increase the number of clients served 100%, with an average increase of 5 new clients per month. With the additional client load, appointment and contact numbers will increase to approximately 25 appointments per month. While the additional case specialist positions were not fully utilized during this cycle, with the increase in outreach and potential increase in clients the department would like to hire additional case specialists. The positions will be evaluated over 90 days to determine the need for the positions and their effectiveness.



## *Operations*

**Department Overview-** Operations, Assistive Technology, Client Services, Community Relations

### **Operations Director (South)**

Operations oversees the Equipment Distribution, Operations and Community outreach. My department provides Telecommunication Equipment and Assistive Devices for the Hearing Impaired. We also partner with the community to create various events to assist with bringing the Deaf and Hard of Hearing communities together. Our core demographic is Deaf, Late Deafened and Hard of Hearing individuals. Our goal is to match each client with the right equipment specific to their needs, and create an environment where our clients are able to bridge the gap with hearing community. all while providing excellent customer service.

### **Assistive Technology Coordinator (1-North)**

Currently works with both Deaf and Hard of Hearing Clients. Coordinates and maintains scheduling of the Telecommunications Equipment Distribution program, by sending out, receiving TEDPA applications, making appointments and distributing equipment all while maintaining accurate records per HIPPA Regulations. The Assistive Technology Coordinators goal is to make telecommunications and daily living more accessible to the hearing impaired.

### **Community Relations Coordinator/Certified Staff Interpreter (1-North)**

Community relations specialists is responsible for developing and implementing community outreach programs including social & community events geared at bringing the Deaf and Hard of Hearing community together. Additionally, our Community Relations Coordinator serves as a Certified Staff Interpreter

### **Client Services Coordinator (1-South/1-North)**

Provides necessary support for the Center. Instrumental in maintaining a positive work flow by scheduling client appointments and managing the filing system to ensure that our files are complete and orderly. Responsibilities include answering Voice and VP calls and responding to emails throughout the day. Additionally, the Client Services Coordinator manages the monthly

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client traffic report, which includes the many phone calls, VP calls, emails and walk-ins. The Client Coordinator is very instrumental in the success of our day to day operations.

## Fiscal Year '17 Accomplishments

### Noteworthy Accomplishments

- For the 2017 fiscal year combined, , we fielded **7,282** correspondences from our clients. **(Phone calls, VP calls, Emails, Walk-ins).**
- For the 2017 fiscal year, we distributed a total of **438** pieces of Telecommunications equipment.
- Streamlined Inventory process to reduce equipment shelf life issues. Made it possible to minimize wasting funds and having outdated equipment in stock.
- Introduced minimum levels for both equipment and office supplies, to ensure that we are never out of either. This makes it possible to service our clients quickly and efficiently.
- Successfully fulfilled each client's equipment request within three days of initial contact. In many cases, requests were fulfilled the same day.
- Successfully seamless handoff receipt of the Equipment program from SNCIL/NNCIL
- Partnered with SNCIL/NNCIL and had constant communication to ensure that all existing and new clients were services without any delay.
- Integrated on hand Equipment from SNCIL/NNCIL into our inventory to maximize our offerings and minimize equipment costs.
- Successfully launched the Equipment program in the Reno Territory.
- Quickly addressed staff errors in the department. Engaged in hands on training and checked for understanding.



## Success Stories

### South Territory

We had a client whose hearing started to decline. It was very difficult for her to hear on the telephone that was in the home. She had moved to Las Vegas to live with her daughter and her other adult children lived out of state. She hadn't been able to communicate with them for many months. The family tried many devices that were sold at various big box retail locations with no success. Finally, her daughter heard about our Equipment program. We were able to schedule an appointment the same day of the request and we successfully installed an Amplified phone. This made it possible for her to once again communicate with her children. Her comment to her son was "It's so good to hear your voice again".

In December, we got a call from a daughter, who was looking for an amplified phone for her mother. I explained to her the options for a few of our phones that might suit her mother's needs and made an appointment for both her and her mother to come pick out a phone. They were so appreciative of the service that we provide through our agency and thanked us for our time and help with the phone. A few weeks later, we received a thank you card in the mail from the daughter, saying that her mother was very pleased with the phone and it made life so much easier for her because now she could talk on the phone without frustration. They also included a donation to DCN in the note and said that their experience at our office was "wonderful and efficient!"

### North Territory

In the Reno area, there was a couple that requested an Amplified Phone. The couple was overjoyed to have a phone that worked for them. After the completion of the install, they mentioned that they were Holocaust survivors. Their story about their life history was very inspirational. They helped to recognize that enjoy life in the simplest manner., never taking for granted things like being able to communicate with our loved ones on the phone. Sometimes the simplest service will bring such joy into someone's life.



## How did we do it?

- Utilized team huddles to prepare team for the day and to create a support system for the team.
- One on One meetings with staff to better understand how to better support them.
- Held the individual team members accountable
- Empowered the team to make suggestions for the department. This allowed them to feel a part of the process, thus making our department successful.
- Prepared staff with continuous hands on training and support. Provided spreadsheets and tools to make it easier for the staff to track clients contact and traffic.
- Collaborations with local Audiologists and retirement homes to increase our awareness in the Las Vegas and Reno territories

## Collaborations

### **Audiologists:**

Anderson Audiology (4 locations in the Las Vegas area)

Mike Lemay/Chelsea Comeaux

Alpine Hearing Center

My Hearing Centers

Nevada ENT & Hearing Associates

Costco Hearing Aid Center

Rainford Hearing

Sam's Club Hearing Aid Center

### **Retirement Home:**

Brookdale Sparks

Carson Plaza

Pacifica Senior Living

Sky Peaks

Sienna Hills

### **Additional Partnerships:**

A Plus Hospice Care

Truckee Meadows Community College Disability Center

University of Nevada, Reno Disability Resource Center

Deaf and Hard of Hearing Program at Wooster High School

Sarah Jorgensen (Implementation Specialist at WCSD)



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