

**STATE OF NEVADA  
AGING AND DISABILITY SERVICES DIVISION**

**SERVICE SPECIFICATIONS  
COMMUNICATION ACCESS SERVICE CENTERS**

**Any exceptions to these Service Specifications must be requested in writing and approved by the Deputy Administrator of the Aging and Disability Services Division.**

**PURPOSE:**

The Planning, Advocacy and Community Services (PAC) Unit, within the Aging and Disability Services Division (ADSD), has been authorized under Nevada Revised Statute (NRS) [427A.797](#) to award grant funds to non-profit agencies to provide services to persons with impaired speech or hearing. These services must include:

- 1) Facilitating the provision and distribution of devices for telecommunications and other assistive technology;
- 2) Assisting persons who are deaf or have severely impaired speech or hearing in accessing assistive devices;
- 3) Expanding the capacity for service using devices for telecommunication and other assistive technology;
- 4) Providing instruction in language acquisition to persons determined eligible;
- 5) Provide programs designed to increase access to education, employment and health and social services.

To promote quality of service, ADSD has established service specifications that contain general guidelines for the Communication Access Service (CAS) Centers, which include administrative and operating procedures for funded services. ADSD will use these service specifications, among other measures, as a basis for assessing program performance. The service specifications that each sub-recipient must follow, consists of **GENERAL REQUIREMENTS** and **SERVICE-SPECIFIC REQUIREMENTS**, which are established for each type of funded service.

**SERVICE DEFINITION:**

This service provides device distribution, repair and training, language acquisition, deaf mentoring, and information and assistance in accessing services for people who are deaf, hard of hearing or speech impaired. Services are person-centered and dependent on individual goals.

## SERVICE CATEGORIES AND REQUIREMENTS:

The following service categories and unit measures established by ADSD must be used to document the service provided:

- Telecommunication Equipment - Distribution: Provision and distribution of telecommunication equipment by qualified and trained personnel to eligible consumers.

**One unit of service equals distribution of one piece of telecommunications equipment.**

- Telecommunication Equipment – Access: Provision of access to telecommunication equipment based on the eligible consumer's communication needs, including training on equipment usage.

**One unit of service equals completion of ¼ hour of assessment and/or training.**

- Assistive Technology Equipment - Distribution: Provision and distribution of assistive technology equipment by qualified and trained personnel to eligible consumers.

**One unit of service equals distribution of one piece of assistive technology equipment.**

- Assistive Technology Equipment - Access: Provision of access to assistive technology equipment based on the eligible consumer's needs, including training on equipment usage.

**One unit of service equals completion of ¼ hour of assessment and/or training.**

- Language Acquisition: Provision of instruction in language acquisition by qualified or certified trained personnel to assist eligible consumers.

**One unit of service equals completion of ¼ hour of instruction and/or mentoring.**

**One unit of service equals one completed instructed session per eligible consumer.**

- Access to Services: Provision of information, referral, or assistance in accessing education, employment or health and social services.

**One unit of service equals completion of ¼ hour of providing assistance in accessing services.**

**One unit of service equals one completed instructed session per eligible consumer.**

## **SPECIFICATIONS:**

### **1. Eligibility:**

- 1.1. Telecommunications and assistive technology equipment distribution require confirmation of hearing loss or speech disability through a physician, audiologist, or Vocational Rehabilitation counselor.
- 1.2. Proof of Nevada residency by producing current identification and/or a utility bill with individual's name.

### **2. Required Services:**

#### 2.1. Telecommunications Equipment Distribution:

- 2.1.1. Appropriate telecommunications equipment will be provided to eligible consumers at no charge.
- 2.1.2. Repairs of current equipment or replacement of new equipment may be provided when distributed equipment is found to be defective or no longer working. Services will be provided at no charge.

#### 2.2. Telecommunications Equipment Access:

- 2.2.1. Eligible consumers will be assessed through person centered practices to determine appropriate telecommunications equipment options to meet their communication needs.
- 2.2.2. Consumers receiving equipment will be offered training for themselves and/or their families on the proper use of the equipment.
- 2.2.3. Staff will follow up with consumers 30 days after receiving equipment to determine if there are additional needs.
- 2.2.4. Copy of documentation and case notes must be kept on file for all eligible consumers (see documentation section for specifics).

#### 2.3. Assistive Technology Equipment Distribution:

- 2.3.1. Appropriate assistive technology equipment will be provided to eligible consumers at no charge.
- 2.3.2. Repairs of current equipment or replacement of new equipment may be provided when distributed equipment is found to be no longer working. Services will be provided at no charge.
- 2.3.3. Consumers will be informed if their assistive technology equipment is updated and if they are eligible for replacement equipment.

2.4. Assistive Technology Equipment Access:

- 2.4.1. Eligible consumers will be assessed through person centered practices to determine appropriate assistive technology equipment options to meet their needs of daily living.
- 2.4.2. Consumers receiving equipment will be offered training for themselves and/or their families on the proper use of the equipment.
- 2.4.3. Staff will follow up with consumers 30 days after receiving equipment to determine if there are additional needs or if there is a need to change equipment.
- 2.4.4. Copy of documentation and case notes must be kept on file for all eligible consumers (see documentation section for specifics).

2.5. Language Acquisition

- 2.5.1. American Sign Language (ASL) classes will be provided at no charge.
- 2.5.2. Mentoring services will be provided to deaf or hard of hearing individuals who are delayed in language, reading, and/or writing at no charge.
- 2.5.3. Consultative services will be provided to parents of deaf, hard of hearing or speech impaired children when choosing a language acquisition method(s) at no charge.

2.6. Access to Services

- 2.6.1. Information regarding education, employment, health and social service programs will be provided to eligible consumers and/or their families.
- 2.6.2. Provide Resource & Service Navigation to individuals and families to explore options for services, make informed decisions, and assist in accessing services. (Appendix – pending)
- 2.6.3. Provide independent living skills training and assistance to eligible consumers.
- 2.6.4. Copy of all documentation (per section 3 below) must be kept on file for all eligible consumers.

3. Documentation and Reporting Requirements:

- 3.1. An intake interview will be completed prior to the start of service for all eligible consumers. The intake interview will document the consumer needs such as communication, education, employment, health and social needs.
- 3.2. Assessment forms, eligibility documentation (1.1 & 1.2), proof of training or equipment distribution.
- 3.3. Case notes will be made for each consumer interaction such as equipment distribution or access to services. In addition, notation of case progression, follow-up contacts, and case closure are to be included in the case notes.

- 3.4. Client satisfaction surveys will be given to each consumer after having received equipment or services. Personnel will complete the bottom portion of the survey prior to giving it to the consumer. Once the survey has been completed, the staff will use the pre-addressed envelopes and send the survey(s) to the appropriate representative at ADSD's Communication Access Services Program for review and documentation.
  - 3.5. A process for tracking consumer files (notating both first-time consumers, and ongoing consumers) will be established and followed by staff.
  - 3.6. Reports will be provided to ADSD and will include the following:
    - 3.6.1. Monthly Program Report: Due by the tenth day of each month for the preceding month, the Monthly Program Report will include outcomes and output measures from the following programs and services:
      - Telecommunication and assistive technology equipment distribution
      - Access services to telecommunication and assistive technology equipment
      - Language acquisition services
      - Access services to education, employment, health and social services
      - Outreach events
    - 3.6.2. Additional reporting may be requested by ADSD and will be communicated to the sub-recipient as needed.
4. Operating Procedures:
- 4.1. Sub-recipient will have documented procedures and policies for each service category.
  - 4.2. Sub-recipient will provide the following steps for intake, service progression, service completion, and monitoring. All case files will record the following steps:
    - Start/Intake Date – open case.
    - Document the individual's needs evaluation
    - Document services that would meet the needs expressed in the evaluation
    - Upon completion of services provided, a follow-up phone call or letter will occur within 6 weeks of completion of service.
    - If applicable, continuation of services until the individual's needs have been met.
    - Client file is closed.
  - 4.3. Sub-recipient will conduct a minimum of three (3) outreach events per month (two in the South and one in the North) to increase awareness of services available through the center. In addition, Sub-recipient will conduct a minimum of twelve (12) outreach events in rural areas annually.

- 4.4. Sub-recipient will maintain documentation from each event such as flyers, sign-in sheets, or other materials. The program will maintain a log of events that includes the name/type of event, number of attendees, number and service category of referral, number of equipment distributions, and date of the event.
- 4.5. Sub-recipient will build partnerships and get involved in community events to expand and enhance access to services for the target population. This would include developing working agreements with local health and human services agencies, service providers, and other private partners.
- 4.6. Sub-recipient will make Request for Reimbursement (RFR) by the fifteenth day of each month for the preceding month.
- 4.7. Annual Program Assessment: ADSD is responsible for fiscal and programmatic monitoring of the sub -recipient. ADSD will schedule program monitoring with the sub-recipient and will send advance notification of documents that will be requested. Sub-recipient must have documents prepared for review on the scheduled date of monitoring.
- 4.8. Sub-receipt will ensure staff meet qualifications and receive trainings based on staff categories by function and minimum qualifications (see Appendix - pending). Any person providing case management services who is not licensed in accordance with NRS 641B, et sec., must receive at least 10 hours of training annually in areas related to case management.