

**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 State law to award grant funds to non-profit agencies to provide services to individuals with disabilities. To promote quality services, ADSD has established these service specifications for Communication Access Service Centers, which contain general guidelines for 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 grantee must follow consist of GENERAL REQUIREMENTS and SERVICE-SPECIFIC REQUIREMENTS, which are established for each type of funded service.

SERVICE DEFINITION:

This service provides device distribution, language acquisition, deaf mentoring, access to services, and information and referral to persons who are Deaf, hard of hearing and/or speech-disabled, and community agencies; provides training and information to access Relay Nevada; and provides general information and makes appropriate referrals for clients and agencies needing interpretive services. Advocacy includes assisting the Deaf in accessing ADA-compliant interpreter services and in navigating various social service systems. This service includes individual and systems-level work to improve accessible communication.

SERVICE CATEGORIES AND REQUIREMENTS:

The following service categories established by ADSD must be used to document the services provided:

Device Distribution, Repair and Training:

- Assessment of individual's communication needs.
- Distribution of a broad range of Assistive Technology focused on devices specifically helpful to persons with hearing loss or speech disabilities.
- Training in the use of telecommunications equipment for any person or persons if done simultaneously, i.e., to a family unit.
- Training in the use of Relay services to consumers, local businesses, agencies, schools, and professional organizations.
- Repair or replacement of devices as determined most cost effective.

- Consumer outreach and community awareness regarding telecommunication equipment and devices.

Language Acquisition and Deaf Mentoring:

- Assessment
- Mentoring of children, ages five and up, who are delayed in language, reading and writing, to increase the child's reading levels, spelling, vocabulary and writing skills.
- Serving families to encourage language competencies in young children who have hearing loss.

Access to Services, Information, Referral, Skill Building and Social Events:

- Provide increased access to services, also commonly called advocacy, for persons with hearing loss, persons who are culturally Deaf, and persons with speech disabilities with an emphasis on education, employment and health and social services*.
- Provide information to individuals so they can self-advocate.
- Provide services to improve access to education, employment, health and social services for individuals with hearing loss.
- Provide informational workshops, such as budgeting, etc.
- Provide social opportunities for individuals with hearing loss, persons who are culturally Deaf, and persons with speech disabilities.
- Provide classes for individuals to learn American Sign Language (ASL).
- Outreach to parents of newly identified babies with hearing loss.

*The Division will provide staff assigned to Information, Access, and Advocacy roles with training to provide skills that support informed decision making regarding the range of services available, including public programs, informal supports, private pay options, and veteran benefits.

Service Eligibility Information:

- Clients for all programs self identify as having hearing loss and requiring services.

Operating Procedures:

- An intake interview shall be completed prior to the start of service. The intake interview shall document the needs of the consumer.
- Verification of satisfactory completion: The grantee will verify via case notes the progress of the case, follow-up efforts, and closure of the case.
- Participation in the program will not be denied because the client is unable to contribute financially.
- If additional services are identified the grantee will document the need and determine if funds are available for completion of the service. If additional services

are provided, another follow-up phone call or visit shall be completed and documented.

- Client satisfaction surveys will be sent to each client receiving equipment or advocacy services and shall be sent to the assigned ADSD Specialist for review and documentation.

Reporting Requirements:

Awarded grantee will provide the following reports to the designated ADSD Social Services Program Specialist:

- **Caseload Reports (CLEO):** Due by the fourth day of each month for the preceding month. Device distribution, mentoring and access to services are reported.
- **Requests for Funds (RFF):** Due by the fourth day of each month for the preceding month.
- **Monthly Travel Report:** Due by the fourth day of each month for the preceding month. Submit with RFF.
- **Quarterly Financial Reports:** Due by the 15th of the month following the quarter.
- **Annual Reviews:** All grantees shall submit to an annual review of the program during each year of the grant. This monitor will include case reviews, satisfaction surveys and interviews with staff and board members. The review will be shared with the Nevada Commission for Persons who are Deaf, Hard of Hearing or Speech Impaired and they will make recommendations for improvements in the system.
- Additional reporting may be required. If funded, your assigned Program Specialist and Fiscal Specialists will provide reporting instructions.

The reporting schedule is posted at <http://adsd.nv.gov/Programs/Grant/Resources>
Failure to comply with reporting requirements can place a grantee's funding in jeopardy.

Client Contact Steps:

The following is a summary of steps for intake, service progression, service completion, and monitoring. All case files must record the following steps:

- Begin Date – Intake information is received.
- Individual's needs evaluated and documented.
- Complete needed service(s).
- Follow-up phone call or letter within 6 weeks of completion.
- If applicable, schedule and complete additional work as needed.
- Client file is closed.