

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

**SERVICE SPECIFICATIONS
Communication Services Programs**

Any exception to these Service Specifications must be requested in advance in writing and approved by the Administrator.

SERVICE DEFINITION:

This service provides advocacy, information and referral, and equipment assistance to Deaf, hard of hearing and speech-disabled persons, 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:

The following service categories established by the Division must be used to document the type of service provided:

Equipment Distribution:

- Assessment of one person's communication needs.
- Distribution of telecommunications equipment.
- Training in the use of telecommunications equipment 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.
- Consumer outreach and community awareness regarding equipment and its use.

Information and Referral:

- Persons are referred for services needed outside the grantee's scope. The number of persons receiving information and referral is counted and reported to ADSD.

Advocacy:

- Consumer outreach and community awareness
- Provide information regarding plans to strengthen the agencies infrastructure including sources of support for the agency other than the state, and grant writing activities

1. Required Services for Service Delivery Personnel:

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

1.2. Telecommunications equipment services:

- 1.2.a. Proof of hearing disability is required if the client requests telecommunications equipment.
- 1.2.b. Proof of Nevada residency and ownership of telephone line are required in the form of telephone bill in the consumer or consumer's family name.
- 1.2.c. Individuals receiving equipment will also be offered training for themselves and their families to use equipment properly, if needed.
- 1.2.d. Individuals may request a particular piece of equipment, and staff will educate consumers on the availability and functionality of various types of equipment.
- 1.2.e. Staff will assist individuals who have received equipment from the program and need to return the equipment for repairs or exchange it for more useful telecommunications equipment.
- 1.2.f. Satisfaction surveys will be sent to all consumers receiving equipment. In addition, staff will follow up with each client to determine if their needs have been met and will proceed to close the case when services are deemed complete.

1.3. Information and referral services:

- 1.3.a. Information or referrals can be anonymous and made over the phone, in person or in a group setting.
- 1.3.b. Workshops are offered on a community level to provide much needed information to the Deaf and hard of hearing communities which otherwise may not have access to the information.

- 1.3.c. Service providers (staff) will attend staff meetings or training activities at various agencies to provide information about Deaf culture and various aspects when those agencies work with persons with hearing loss.

- 1.3.d. Staff will invite various service oriented agencies to their staff Service meetings/training to learn more about agencies they can utilize as referral sources.
- 1.3.e. Staff will act to provide information regarding the use of sign language interpreters and caption providers; also providing contact information.
- 1.4. Advocacy services will be provided to Deaf persons; no proof of disability is required:
 - 1.4.a. Staff will assist Deaf consumers in understanding written materials sent to them by agencies, both federal and local.
 - 1.4.b. Assist consumers in navigating social service and public programs.
 - 1.4.c. Assist in filling out forms for social service and public programs.
 - 1.4.d. Assist in procuring interpreter services when needed
 - 1.4.e. Provide community-wide advocacy by educating and working with social service and public programs on a systems level to ensure considerations for Deaf and hard of hearing Nevadans.

2. 2. Service Prohibitions

- 2.1 Staff, volunteers, or contractors shall not accept tips, gifts, or loans from clients.
- 2.2 Staff, volunteers, or contractors shall not smoke in client's homes.
- 2.3 Staff, volunteers, or contractors shall not bring family members, other people, or pets to the client's home without client's permission and grantee approval.

3. 3. Safety

- 3.1 The grantee cannot assign staff, volunteers, or contractors to work in conditions that jeopardize their safety.
- 3.2 A qualified professional will supervise volunteers.
- 3.3 Prior to providing services, staff, professionals and volunteers are required to have a fingerprint search conducted by the Nevada Highway Patrol Criminal Information Services. The search will include a review of the records contained in the Nevada Criminal History Repository.
 - 3.3.a Professionals are exempt from this requirement if they are licensed and bonded.

3.3.b Volunteers are exempt from this requirement if they receive direct supervision from either a fingerprinted or bonded and licensed professional.

4. 4. Operating Procedures:

4.1 An intake interview shall be completed prior to the start of service. The intake interview shall document the needs of the consumer.

4.1.a Verification of satisfactory completion: The grantee will verify via case notes the progress of the case, follow up efforts, and closure of the case.

4.1.b Participation in the program will not be denied because the client is unable to contribute.

4.1.c 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.

4.1.d All client contact will be tracked and reported to ADSD staff monthly.

4.1.e Client satisfaction surveys will be sent to each client receiving equipment or advocacy services and shall be sent to Disability Services Unit for review and documentation.

5. 5. Documentation Requirements:

5.1 Equipment distribution and advocacy: Case notes must be completed after each service visit and must contain the following documentation: a) name of client and date of service, b) services provided to the client, and c) indication in case notes of client choice in equipment d) case pertinent information and e) initials of case manager or staff person.

5.2 All case notes and intake information shall be kept in files with grantee for annual review from ADSD staff.

5.3 Quarterly Report: Grantees for both equipment distribution and advocacy: will prepare a Quarterly Report based on their completion of Goals and Objectives set for their program. The Quarterly Report must be submitted to ADSD by the 25th of the month following the end of each quarter. Supporting information will be maintained for three years.

5.4 Monthly Equipment Report: grantees providing equipment services will provide the office information regarding number of units distributed, repaired, or exchanged. The format will be provided to the grantee by ADSD.

6. 6. Waiting List Policy

6.1 Grantees are required to establish a waiting list policy that will be activated in the event that demand for service exceeds the program's capacity.

6.2 A waiting list is to be established only after all other measures for improving the efficiency of the service delivery system have been examined and, when feasible, implemented. Waitlist numbers will be reported to ADSD monthly.

7. 7. Client Contact Steps

7.1.a The following is a summary of steps for intake, service progression, service completion, and follow along.

7.1.b Begin Date – intake information is received.

7.1.c Consumer needs evaluated and documented.

7.1.d Provide needed service, information, referral and/or equipment.

7.1.e Complete Service.

7.1.f Follow up phone call or letter within 6 weeks of completion

7.1.g If applicable, schedule, and complete additional work as needed.

7.1.h Client file is closed.