

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

**SERVICE SPECIFICATIONS  
ACCESS TO SERVICES -Youth:  
Deaf, Hard of Hearing, Speech impaired**

**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:**

To promote quality of service, the Aging and Disability Services Division (ADSD) has established service specifications that contain general guidelines. The service specifications that each grantee must follow consist of GENERAL REQUIREMENTS and SERVICE-SPECIFIC REQUIREMENTS established for each type of funded service.

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.601](#) to award grant funds to non-profit agencies to provide services to persons who are deaf, hard of hearing, speech impaired, blind, or visually impaired. For Access to Services the area of focus will be #2 under this category:

- 1) Providing language acquisition through deaf coaching and ASL instruction;
- 2) Assisting people in accessing services, specifically employment, education, health and social services;**
- 3) Distribution of telecommunication equipment and communication-related assistive technology;
- 4) Providing hearing aids at no cost to eligible children per NRS 427A.610.

**SERVICE DEFINITION:**

This service provides support for families who have a child(ren) ages birth to 21 who are deaf, hard of hearing, speech impaired, blind, or visually impaired in accessing services and knowing their options to make informed decision to meet their long-term service and support goals. Services are family-centered to empower families through education, information, and advocacy. Additionally, for some families, case management (long-term or short-term) is necessary to monitor, follow up, and reevaluate need of services and resources specified in the family's plan.

## SERVICES AND UNIT MEASURES:

The following service categories and unit measures must be used to document the amount of service provided:

**Information & Referral:** includes providing general information to an individual/family (for example: providing a phone number, address, etc. of services available), or referring the individual to another agency for services. This is typically relating to addressing immediate needs only OR can be included as part of the Resource and Service Navigation process.

**Resource and Service Navigation:** a service that offers family/person-centered counseling to help identify needs and goals, explore their options, and develop a plan to meet their long-term goals. This service helps families navigate systems related to employment, education, health, and social services. An average caseload for a **Resource Navigator is 40:1.**

There are two service definitions:

1. **Assessment** – includes a comprehensive assessment of the family/child needs, preferences, values, supportive decision making and existing supports that results in a family-centered service plan.
2. **Eligibility & Access** – includes, but is not limited to, assisting a consumer/family in accessing services available to them (pre-determining possible eligibility for public programs, private-pay, or semi-private pay services), navigation of various resources, advocating and empowering the individual/family, application assistance, and document gathering.

One unit of service equals ¼ hour of time assisting a family/child with long-term services and supports planning and access.

**Case Management:** a gap service that helps families maintain services and supports. Case management services are targeted to families who have a higher level of need is necessary to monitor, follow up, and reevaluate needs, services and resources specified in the family's plan. An average caseload for a **Case Manager is 25:1.**

One unit of service equals ¼ hours of time for case management.

## GENERAL REQUIREMENTS:

Access to Services- Youth Operations Manual developed by ADSD shall be used for all program definitions, instructions, and requirements.

Case managers may also be Licensed Social Workers and would therefore need to meet the requirements of NRS Chapter 641B, Social Workers.

#### SPECIFICATIONS:

##### 1. Eligibility:

1.1 Any family/child planning for or needing access to long-term support services as described above for families who have a child aged 21 or younger who is deaf, hard of hearing, speech impaired, blind, or visually impaired can receive services from appointed agency.

1.2 Confirmation of hearing loss, speech disability, or vision loss

1.3 Eligibility for ongoing case management will be available for families who need higher level of assistance for ongoing needs.

##### 2. Required Services:

Access to Services- youth partners may provide direct service in one or more of the following Service Programs:

2.1 Resource & Service Navigation – comprehensive, interactive decision support process that examines a consumer’s needs, preferences, values, and strengths, which results in a family-centered service plan. Priority is given to consumers who are at or below 300% of the federal poverty level and families/children who are experiencing a life change.

2.2 Case Management – continue providing family-centered practices and planning through monitoring services, follow up, and reevaluate family needs on services and resources specified in the individualized family plan.

2.2.a. The designated case manager must act as an advocate on behalf of the family/child with agencies and service providers.

2.2.b. In the event the family/child qualifies for public programming that includes case management AND there is a waitlist; the case manager will provide case management services in the interim and provide warm hand off as needed.

2.3 Home visits may be conducted during Resource and Service Navigation as needed or through the Case Management services, as required. Subrecipient must have policies in place related to home visit safety.

##### 3. Service Prohibitions:

3.1 In addition to the Service Prohibitions in ADSD's General Service Specifications, staff shall not influence consumer choice.

3.2 When an organization has existing programs or services that may overlap or connect with Access to Services- Youth, they must establish procedures for delineating between Access to Services- Youth and existing service delivery in close coordination with the ADSD No Wrong Door (NWD) Team.

3.3 Staff shall not visit clients after the grantee's business hours without the supervisor's approval.

3.4 Staff shall not operate as the client's legal guardian or executor.

3.5 Staff shall not investigate suspected vulnerable adult or child abuse but must report suspected abuse to the appropriate agency within 24 hours.

#### 4. Documentation Requirements:

4.1 For every identified family/child, collection and documentation of each contact should include the following information: date of contact, RSN/CM first initial and last name, brief summary of pertinent information, topics discussed, including any follow-up conducted, and notation of any other parties present during any phone/in-person contact.

All data is to be entered into the management information system designated and provided by ADSD for each Access to Services- Youth as instructed in section

4.2. Documentation should include the following:

4.2.a A chronology and summary of family/child's problem or need, actions taken to assist the family/child, including information and referrals provided, assessments completed, applications completed, types of services provided, evaluation of the family's support system, and any other necessary documentation collected;

4.2.b. Records of follow-up activities related to the verification of services received by clients; and

4.2.c. Information on warm hand-offs to case management services and/or another agency when appropriate.

4.3 Utilization of the Intake Form/ required data elements made available by ADSD.

4.4 During Resource Navigation or Case Management, staff must utilize the Resource and Service Navigation Tool, which is a standardized, multi-dimensional assessment tool to be used to focus on a strengths-based assessment to develop a service plan. This includes, but is not limited to, a family's desired outcome goals, physical health, cognitive health, and/or support systems, home environment, and financial resources.

4.4a. Also, during Resource Navigation or Case Management, staff must utilize the Service Plan template. That includes a description of the family's vision of quality of life, to include the family's goals, desires, and priorities.

4.5 Case Management: Documentation includes all documentation required in Section 4 above, and the following:

4.5.a. The Case Manager is to make initial contact with the family within 3 business days from the day the case is received to introduction, review service plan and follow-up with questions in initial contact with the family. Family in-home assessment of the residence must be completed within 30 days.

4.5.b The Case Manager will schedule the first face-to-face home visit with this family during this initial contact.

1. Any new case assigned between the 1st and the 15th of the month requires a face-to-face contact be conducted by the end of the month.

2. If a new case is assigned in the second half of the month (16th-end), a face-to-face need to be scheduled and completed no later than the 15th of the following month.

4.5.c. A reassessment must be conducted and documented at least every six months to assess any changes since the last assessment. This includes, but is not limited to, the family's desired outcome goals, physical health, cognitive health, support systems, home environment, and financial resources.

4.5.d. The service plan must be monitored monthly by phone or in-person. A home visit or a visit in an adult/child day care setting is required no less than every 3 months. The purpose of this monitoring is to determine the appropriateness of case management services, quality of the service and the status of the family/child's condition.

4.5.e. The case file must maintain notes as applicable in the 4.1 Specification above.

## 5. Operating Procedures:

5.1 The Access to Services- Youth Operations Manual will be used to define operations at each site.

5.2 The program will participate in the development, updating, implementation and adherence of the Access to Services- Youth Operations Manual by attending partner meetings.

5.3 The program will have staff designated for the roles of Intake, Resource and Service Navigation, Case Management and Program Oversight.

5.4 The program will implement strategies to increase capacity in coordination with the Division which may include match (cash or in-kind), volunteer programs and other such strategies.

## 6. Training:

6.1 All new staff and volunteers must complete the Resource and Service Navigation Certification offered or identified by the Division within 6 months of employment and annually thereafter.

6.2 Staff and volunteers must receive five additional hours of training related to long-term services and supports, family/person-centered planning or future planning each grant year.

6.3 Upon employment, and a minimum of every other year thereafter, staff and volunteers will receive training in crisis management and suicide prevention to include crisis assessment, identifying resources, service acquisition, and follow-up.

6.4 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.

## 7. Quality Improvement:

7.1 A quality improvement survey will be provided by the Division for partners or NWD staff to administer to individuals served. This supersedes the performance indicator survey requirement in the ADSD General Service Specifications.

## 8. Outreach and Education

8.1 All outreach materials including, but not limited to, social media, presentations, printed material, etc. must be approved by NWD staff before utilization each fiscal year to ensure outreach messaging stays consistent statewide.

8.2 Outreach must be specific to Access to Services- Youth which includes educating the community (general public and partners) of these services and building partnerships with state and community stakeholders to expand Access to Services- Youth information and education.

8.3 The subrecipient must maintain outreach records, using a management information system designated and provided by the ADSD that documents the following:

1. Tabling events: Number of individuals that were provided flyers, brochures, or briefly provided Access to Services- Youth information.
2. Social media outreach: Number of people that “liked” or shared the post and/or number of people reached with post.
3. In-service presentation: Number of individuals who attended the Access to Services- Youth in-service presentation and targeted audience.

8.4 One unit of service equals  $\frac{1}{4}$  hour of time for any outreach event.

1. Tabling and in-service presentations may not account for travel time to and from each event.
2. Social Media – for every 3 social media posts through any platform will be considered equivalent to one unit of service.