

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

**SERVICE SPECIFICATIONS
Access to Services**

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 Office of Community Living (OCL), within the Aging and Disability Services Division (ADSD), has been authorized under Nevada Revised Statute (NRS) [427A.797](#) to award grant funds to provide services to persons who are deaf, hard of hearing or with a speech disability.

To promote quality of service, ADSD has established these service specifications for access to services, which contain general guidelines for the 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 subrecipient must follow consists of **GENERAL REQUIREMENTS** and **SERVICE-SPECIFIC REQUIREMENTS**, which are established for each type of funded service.

SERVICE DEFINITION:

This service provides support to (1) adults who are deaf and hard of hearing or have a speech disability; and/or (2) families who have a child(ren) ages birth to 21 who are deaf, hard of hearing or have a speech disability. Support is provided in accessing education, employment, health and social services. Services are person-centered and empower individuals and families in gaining information, learning their options, identifying needed services, and reaching their goals. For some consumers, more intensive case management is necessary to monitor, follow up, and re-evaluate the needs of services and resources specified in their service plan. Services are delivered through the mode(s) that best meet the consumer's needs and wants and must include all of the following options: in-person, videoconference (Teams, Zoom, etc.), videophone, telephone, and email.

SERVICE CATEGORIES AND UNIT MEASURES:

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

- Information and Referral: Provide general information to an individual/family or refer the individual or family 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.

One unit of service equals ¼ hour of time providing information or referral to an individual or family.

- Resource and Service Navigation: Discussion of individual/family's needs, goals and resources that results in the provision of information, referral, and navigation assistance in accessing education, employment, health or social services. This service helps individuals navigate services and develop a service plan, considering the resources available to them.

One unit of service equals ¼ hour of time assisting an individual or family with obtaining access to needed services.

- Case Management: Provide ongoing support and management of services needed to reach the individual/family's goals in accordance with their service plan.

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

SPECIFICATIONS:

1. Eligibility:

- 1.1. Proof of Nevada residency
- 1.2. Confirmation of hearing loss or speech disability

2. Required Services:

2.1. Provide direct service in the following:

- 2.1.1. Information and Referral -address immediate needs of consumer by providing general information or referrals.
- 2.1.2. Resource and Service Navigation - assist consumer with identifying their needs and goals, exploring options, and developing a service plan to meet goals for needed services.
- 2.1.3. Case Management - assist individuals and families who have a higher level of need in meeting their goals as specified in their services plan by to monitoring, following up and re-evaluating needs, services and resources.

2.2. Conduct outreach and education to identify consumers who would benefit from Access to Services.

2.2.1. Host current information about Access to Services on a publicly available website or social media platform.

2.2.2. Maintain documentation from each outreach event such as flyers, sign-in sheets, or other materials. The program will maintain a log of events that includes the date of event, name/type of event, and number of attendees. In addition, outreach will be conducted through social media, emails, virtual events and other marketing efforts.

2.2.2.1. Vendor events: Number of individuals that were provided flyers, brochures or Access to Services information.

2.2.2.2. Social media outreach: Number of people that liked or shared the post and/or number of people reached with post.

2.2.2.3. In service presentation: Number of individuals who attended the Access to Services presentation and targeted audience.

One unit of service equals ¼ hour of time for any outreach event.

For every 3 social media posts or shares through any platform will be considered equivalent to one unit of service.

3. Documentation and Reporting Requirements:

3.1. All data is to be entered into the management information system designated and provided by ADSD for each consumer as instructed.

3.2. An intake evaluation will be completed prior to the start of service for all eligible consumers. The intake interview will document the consumer's needs for access to services.

3.2.1. Intake evaluation will include date of contact, consumer's location, consumer's age, or age of their deaf/hard of hearing child they serve and consumer's language, or language used with their deaf/hard of hearing child or children they serve.

3.3. Every contact and service that is provided will be documented in case notes.

- 3.3.1. Case notes will include date of contact, brief summary of pertinent information, topics discussed, including any follow-up conducted.
- 3.4. Resource and service navigation and case management require a detailed service plan.
 - 3.4.1. Service plans will include a description of the consumer's desired goals and priorities, and steps to achieve these goals.
- 3.5. Client satisfaction surveys will be distributed by the subrecipient to each consumer after the service has been provided.
- 3.6. Subrecipient is required to meet the reporting requirements in accordance with the ADSD Subaward Reporting Schedule.
 - 3.6.1. Subrecipient will submit completed client satisfaction surveys and compile data from the surveys to ADSD quarterly.
 - 3.6.2. Additional reporting may be requested by ADSD and will be communicated to the subrecipient as needed.

4. Operating Procedures:

- 4.1. Subrecipient will provide a copy of their procedures and policies annually, or as requested by ADSD.
- 4.2. Subrecipient will submit Request for Reimbursement (RFR) to ADSD on monthly basis by the fifteenth day after the preceding month.
- 4.3. The subrecipient will adhere to Section 3, as appropriate, for documentation and reporting requirements.
- 4.4. Subrecipient will conduct outreach and education according to Section 2.2.
- 4.5. Subrecipient will build partnerships with community and government organizations to expand Access to Services information and education.
- 4.6. Subrecipient will ensure staff meet qualifications and receive trainings based on staff categories by function. Any person providing case management services who is not licensed in accordance with NRS 641B must receive at least 10 hours of training annually in areas related to case management. Maintain training documentation indicating date of training, topics covered, and staff members who received training.
- 4.7. ADSD is responsible for fiscal and programmatic monitoring of the subrecipient.

- 4.7.1. ADSD will schedule program check ins with the subrecipient and will send advance notification of documents that will be requested. Subrecipient must have documents prepared for review on the scheduled date of monitoring.