Resources Related to Hearing Loss Across the Lifespan

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KY Division for Behavioral Health
GETTING TO KNOW ONE ANOTHER

Practicing our Engagement Skills…
Deaf Etiquette

- Introductions
- Getting Attention
- Touching Behavior
- Eye Contact
- Personal Space
CREATING A FOUNDATION FOR WORKING WITH INDIVIDUALS WITH HEARING LOSS
“If hearing people want to work with deaf people, we don’t need to change them. We need to change ourselves, beginning with how we think about what it means to be hearing or deaf. Then we need to learn how to have a new kind of relationship with deaf people based on equality, mutuality, and collaboration. Finally, we need to ground our means of helping, our techniques and therapeutic approaches, in positive aspects of the deaf experience.”

- Neil Glickman, *Mental Health Care of Deaf People*
How Important is Hearing...Really?

- Experiential Activity with Levels of Hearing Loss
- How could different levels of hearing loss affect your work in a community setting?
- How could the worldview of a person with hearing loss be different or similar?
<table>
<thead>
<tr>
<th>Referral Options</th>
<th>Tips for Case Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Commission for Children with Special Health Care Needs (CCSHN)</td>
<td>• Age of Hearing Loss can impact a person’s preferred mode of communication</td>
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<tr>
<td>◦ <a href="http://chfs.ky.gov/ccshcn/">http://chfs.ky.gov/ccshcn/</a></td>
<td>• Individuals with congenital hearing loss often have a different perspective and path than those with later hearing loss</td>
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<tr>
<td>• Heuser Hearing Institute</td>
<td>• If a person has multiple medical problems, addressing hearing loss may be set at a lower priority, but it WILL affect how all info is received and processed</td>
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<tr>
<td>◦ <a href="http://thehearinginstitute.org/">http://thehearinginstitute.org/</a></td>
<td>• Individuals and families are rarely presented with a range of choices or options; seeking objective advise and multiple opinions can be a vital role for the case manager</td>
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<tr>
<td>• University of Louisville Audiology</td>
<td>• Adults facing hearing loss may wait 5-7 years before getting help!</td>
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<tr>
<td>◦ <a href="http://louisville.edu/medschool/audiology/clinical-services.html">http://louisville.edu/medschool/audiology/clinical-services.html</a></td>
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<tr>
<td>• Veterans Administration</td>
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<td>◦ <a href="http://www.va.gov/">http://www.va.gov/</a></td>
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<tr>
<td>• KY Academy of Audiology</td>
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<tr>
<td>◦ <a href="http://kyaudiology.org/">http://kyaudiology.org/</a></td>
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<tr>
<td>• KY Speech Language Hearing Association</td>
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<tr>
<td>◦ <a href="http://www.ksha.info/">http://www.ksha.info/</a></td>
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**Resources Related to Audiology and Medical Needs**
### Resources

- “Additional Questions to Address in Evaluation for Deaf or Hard of Hearing Clients”
- “Rationale for Additional Assessment Questions”
- “Helpful Hints for Hearing Screening” PowerPoint

### Tips for Case Managers

- Explain the roles of all involved in the team
- Make sure that consumers are fully included in the process
- Break down the process into multiple sessions if needed
- Do not allow the individual to sign the plan if you don’t think s/he understands it
- Remember that a person cannot look at an interpreter and paperwork at the same time!
- Avoid multi-tasking
- Consider the English language literacy level of the person; English may be a second language for him / her
- What is truly informed consent?
Referral Options

- KY Division of Behavioral Health, Deaf and Hard of Hearing Services
  - “Consumer Brochure” PDF
  - Michelle.Niehaus@ky.gov
- “Kentucky’s Deaf and Hard of Hearing Services Specialists”
  - Seven Counties Services
    - eschilling@sevencounties.org
  - Bluegrass
    - lhwilliams@bluegrass.org
    - ljburg@bluegrass.org
  - Lifeskills
    - Jacqueline Peterson

We’re Here to Support YOU!

- The department offers ongoing training, support, consultation…
  - “Deaf Services Lending Library Catalog”
  - Providers’ Symposia
  - Deafness 101, 102, and Specialized workshops
  - KY CARE groups
- Providers offer direct services and can provide consultation
- Working to get Telehealth established once there is Medicaid reimbursement

DHHS Specialists
MOST PEOPLE ARE NOT SEEKING TREATMENT FOR HEARING LOSS BUT HEARING LOSS MUST BE CONSIDERED IN TREATMENT PLANNING
Considering the Needs of Persons who are Highly Visually Oriented

- Need for Context
- Importance of Body Language and Facial Expressions
- Eye Contact
- Direct Communication (vs. Incidental Learning)
- Safety Concerns
- Must meet their communication needs
- Behavior as communication
- Anything provided orally to a hearing patient must be provided **visually** to a Deaf or Hard of Hearing patient
### Meeting Individualized Communication Needs: Possible Modes of Communication

<table>
<thead>
<tr>
<th>English/Oral</th>
<th>Signed</th>
<th>Exact</th>
<th>Pidgin</th>
<th>Signed English</th>
<th>ASL</th>
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<tr>
<td></td>
<td>English</td>
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A Note on Dysfluency

- Deaf individuals may have language deficits due to late and inadequate exposure to American Sign Language.
- Other factors may include organicity related to etiology, developmental disability, or, possibly, mental illness.
- Must differentiate between dysfluency related to thought disorder and dysfluency related to language deprivation.
- Individuals isolated from Deaf peers may also display “odd” signing or non-traditional sign symptoms.
WHAT IF YOU HAD NO EARLY LANGUAGE EXPOSURE?

How would that affect your thinking? Feeling? Perception of the world? Understanding of Cause and Effect?

• …and had a mental illness?
• …or substance abuse issue?
• …or developmental or intellectual disability?
Thinking about Brain Differences

- Although we take a strengths perspective and cultural view of deafness, recognizing possible brain differences can be important.
- Some etiologies of hearing loss affect how information and language is processed so, therefore, affect treatment.
- When meeting a person with communication styles that seem odd or behaviors that seem resistant, think…
  - Could this be a brain difference?
  - Could this be a sensory issue?
### Resources on Disk and Online
- “Some Causes of Childhood Permanent Hearing Loss”
- “Etiology Some Causes of Childhood Permanent Hearing Loss, Possible Physical Problems, and Developmental / Psychological Difficulties”
- “Toolkit for Linguistically Challenged Individuals”

### Tips for Case Managers
- The Strengths-Based Perspective should guide your work
- It is also important to know about etiology of hearing loss if possible so that you understand the ramifications for teaching and learning
- “I don’t know” and “I need help!” are perfectly valid statements for us as service providers – sometimes it takes a team!
# Medical vs. Cultural Model: “Waiting for the World to Change!”

## Medical View
- Deafness as defect or abnormality.
- Look to “fix” or cure.
- Sign language seen as inferior to spoken language.
- Socialization with hearing encouraged as “Least Restrictive Environment.”
- “Normal” hearing person as best role model.
- Professional involvement to “overcome” loss.

## Cultural View
- Difference/cultural minority.
- Emphasize abilities – “A Deaf Person can do anything a hearing person can but hear!” (Deaf President Now)
- Sign language as equal to spoken language.
- Socialize in and respect Deaf community.
- Deaf role models.
- Professionals “work with” Deaf individuals (and have Deaf staff included and respected!)

<table>
<thead>
<tr>
<th>Resources</th>
<th>Tips for Case Managers</th>
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<tr>
<td>• KY Commission on the Deaf and Hard of Hearing</td>
<td>• Be aware of power differentials and hearing privilege (as well as Deaf privilege)</td>
</tr>
<tr>
<td>◦ Resource Library, Events Page, etc.</td>
<td>• Not all consumers who are Deaf or Hard of Hearing will self identify with Deaf culture</td>
</tr>
<tr>
<td>◦ <a href="http://www.kcdhh.ky.gov">http://www.kcdhh.ky.gov</a></td>
<td>• Your attitude, openness, and willingness to learn will be key to engagement and building trust</td>
</tr>
<tr>
<td>• For Hearing People Only by Moore &amp; Levitan</td>
<td>• The best way to learn about a culture is to interact with multiple people from that culture and to do self-study</td>
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<tr>
<td>• Through Deaf Eyes by PBS</td>
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<tr>
<td>• Jacobs Hall Museum on the KY School for the Deaf campus</td>
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<tr>
<td>• <a href="http://www.aslinfo.com">www.aslinfo.com</a></td>
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**Resources for Learning about Deaf Culture**
Basics of Teaming with A Sign Language Interpreter

- Have the consumer set up the room as s/he desires
- Generally, the interpreter sits next to and slightly behind the speaker in a 1:1 situation
- Interpreting is generally simultaneous; Interpreters will make different choices to make sure the message is clear
- Go at your regular pace; the interpreter will stop you if necessary
- Avoid use of technical jargon and acronyms
- Provide copies of agenda and written materials before beginning if possible
- **Everything** said in the room will be interpreted
Working with an Interpreter (Continued)

- Conduct a **pre- and post-session** with the interpreter to inform and debrief
- Scheduling interpreters at least a week before meetings is desired
- Use the same interpreter(s) throughout treatment for consistency
- Consider the interpreter the language and culture expert on your team
- Maintain eye contact with the consumer and speak directly to him/her
- In Kentucky, law requires that paid interpreters be **licensed and certified**
- Use family members only with extreme caution and only adjunctive to professional interpreters
- Consider the possibility of vision issues – be aware of lighting, clothing, placement of signs, etc.
- Some services can be reimbursed through the Department
Mental Health Considerations with Interpreting

- Challenge yourself to think about what a “qualified” interpreter means... Who determines an interpreter’s skills if s/he doesn’t know ASL?
- Increasing service demand and decreasing funding may put you in the role of advocate... even within your own agency
- The most “cost effective” may not be the most clinically effective
- Unqualified interpreters may do more harm than good
- Clinicians may question their own communication skills when there are breakdowns with individuals with hearing loss
- Alternatively, they may overestimate their abilities and provide services outside their expertise
- What concerns do you have regarding communication?
Sometimes an Interpreter Isn’t Enough!

- The presence of an interpreter does NOT guarantee that everyone is on equal ground or has shared understanding
- Use of Deaf Interpreters / Certified Deaf Interpreters
- Necessity of Visuals
- Conveying Key Concepts through gesture, drawing, role play, etc.
- “Talk” Therapy not always effective
Qualified Interpreters Provide ENTRY Into Services…..

This Does Not Always Translate into EQUAL ACCESS to services

YOU, as the service coordinator, case manager, and advocate, have an obligation to ensure that the Deaf individual is receiving effective treatment!

Some of your most important work will likely be advocating for language access.
## Resources for Obtaining an Interpreter

### Resources and Referral Options
- “Guidelines for Working with and ASL Interpreter in a Mental Health Setting”
- KCDHH Access Center
- KY Board of Interpreters Directory of Licensed Interpreters
  - [www.kbi.ky.gov](http://www.kbi.ky.gov)

### Tips for Case Managers
- There are pros and cons to using an interpreter referral agency involving convenience, cost, match, and quality
- Work pro-actively with your supervisor to plan for the need
- Know your agency’s policies and guidelines
- Get to know interpreters and develop professional rapport
- Be flexible in scheduling, especially depending on your location
### Resources

- “124 -Enhanced Access Interpreter Reimbursement for CMHC’s”
- Interpreter Payment for AA Meetings
- “DOJ Tax Incentives for Businesses”
- KY ADA Coordinator, Norb Ryan

### Tips for Case Managers

- Any agency receiving federal funding is under obligation by the ADA to provide “reasonable accommodations”
- The amendments to the ADA and the KY Civil Rights Act provide further mandates
- Working WITH a provider is generally more fruitful than threatening ADA
- A person who signs is NOT the same as an interpreter!
- Try to keep one role at a time – a case manager should not also be the interpreter for a consumer
- You can set the tone for the language access provided to a consumer in a specific setting, in your agency, and in the community
- Be the “change agent” you want to see in your sphere of influence!
Resources for Addressing Violation of Rights and Teaching Self Advocacy

### Resources

- “OCR ADA Rights Fact Sheet”
- “OCR Rehabilitation Act 504 Fact Sheet”
- “OCR Rehabilitation Act 504 and ADA Fact Sheet”
- “Protection and Advocacy Information”
- ADA Hotline
  - 1-800-514-0301
- KY ADA Coordinator
  - Norb Ryan at (502) 564-2304 or NorbJRyan@ky.gov

### Tips for Case Management

- There is a lot of misinformation about what the ADA does and does not require – both in the Deaf community and in the community at large.
- Working together to clarify problems will help the consumer get what they need and learn to do it themselves in the future.
- There can be significant generational differences in expectations around interpreters and access.
Different Needs of Consumers who are Hard of Hearing

- Remember that Not Everyone Signs!
- Personal FM Systems
- Captioning
- Hearing Aids
Telecommunications

- TTY’s becoming obsolete but relay is still 7-1-1
- Videophones and Video Relay
  - www.sorensonvrs.com
  - www.sprintvrs.com
  - www.hovrs.com
  - www.purple.us
- Web-Based Relay at IP-Relay
  - http://www.ip-relay.com/
- Texting, Blackberries, Sidekicks…
- Videoconferencing & Telehealth
- Ubi Duos
  - http://www.scomm.com/
- “There’s an App for That!”
  - Dragon Dictation
Resources for Assistive Listening Devices and Alternative Communication

Resources

- CART Reporters
  - McClendon-Kogut Reporting (502) 585-5634
- Harris Communications
- Beyond Hearing Aids
- KY Assistive Technology Services Network
- KY Assistive Technology Loan Corporation
- KCDHH Telecommunications Access Program (TAP)
- Office for Vocational Rehabilitation Communication Specialists
  - “OVR Communication Specialists Listing”
  - Communication Specialist Color Coded Map 2009
- Lions Clubs

Tips for Case Managers

- Educating fellow staff and the consumer’s peers about communication access and confidentiality will likely increase their comfort levels and expand their awareness.
- Technology can be expensive. It can also be life-changing. Advocate and be creative to get it!
Early Hearing Detection and Intervention (EHDI)

**Resources and Referrals**

- Commission for Children with Special Health Care Needs EHDI
  - “UNHS Hospitals List”
  - “Audiology Resource List”
- Lexington Speech and Hearing Center
  - [http://www.lhscky.org/](http://www.lhscky.org/)
- Heuser Hearing Institute and Language Academy
- Early Childhood Mental Health Specialists
- KY SEED
- Hands & Voices (Susan Francke)
  - [www.handsandvoices.org](http://www.handsandvoices.org)
  - Guide By Your Side
- Kentucky School for the Deaf Statewide Family Support Center
  - Newsletter
  - Family Learning Vacation

**Tips for Case Managers**

- In FY2010, 99% of infants born in hospitals were screened. 7,164 were at risk for hearing loss and 40% were lost to follow up in an outpatient setting
- Families with a newly diagnosed infant often go through the stages of grief and struggle with where to turn for help – and where to get objective answers and support
- If the child is involved in First Steps, supplement with some of the resources we are discussing today
- Sometimes the most important resource is another parent of a child who is Deaf or Hard of Hearing
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<tr>
<td>Kentucky School for the Deaf Outreach Specialists</td>
<td>- Children in mainstream programs are often isolated from Deaf peers</td>
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<td></td>
<td>- “Spec Ed Coops By County 9-10”</td>
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<td></td>
<td>- “Interpreter Checklist for IEP Meetings”</td>
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<tr>
<td></td>
<td>- “Relationship of Hearing Loss to Listening and Learning Needs”</td>
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<tr>
<td>Mini Deaf Olympics</td>
<td>- “…and Hard of Hearing” dangers</td>
</tr>
<tr>
<td>Lions Club Camp</td>
<td>- Only 25% of kids identified as SED who were Deaf or Hard of Hearing received IMPACT services. There are no DHHS specialists who are IMPACT providers</td>
</tr>
<tr>
<td>Trooper Island – KCDHH</td>
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<td>Hands Alive!</td>
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<tr>
<td>Xtreme Xperience</td>
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<tr>
<td>Deaf Teen Quest</td>
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</table>
### Resources

- “Laurent Clerc Transition Skills Guidelines”
- Office for Vocational Rehabilitation Office of Deaf Services
  - “Vocational Rehabilitation Deaf Services Guide”
  - “Rehabilitation Counselors for the Deaf map”
- Student-Directed IEP’s
- PepNet: Advancing Educational Opportunities for People who are Deaf or Hard of Hearing
  - [www.pepnet.org](http://www.pepnet.org)
    - Online Courses
    - iTransition

### Tips for Case Managers

- Transition is really a lifelong process. Working with individuals and their families to have increasing levels of independence and self-advocacy skills is key to the individual’s success.
- In some areas, there is still a stigma to having a child who is Deaf or Hard of Hearing resulting in sheltering.

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**Transition Age Resources**
To Which World(s) Could A Deaf Consumer Belong? Thinking about Identification in the Deaf Community
Resources

- National Association of the Deaf (NAD)
  - www.nad.org
  - www.kydeaf.org
- Hearing Loss Association of America
  - www.hearingloss.org
  - www.hearinglossky.org
    - Louisville and Bardstown Meetings
- Alexander Graham Bell Association
  - www.agbell.org
- KCDHH Events Webpage
- KY Black Deaf Advocates (KDBA)
- KY School for the Deaf Alumni Association
- Louisville Deaf Senior Citizens
- Food Court Events
- Deaf Chat Coffee
- Deaf Churches
  - “Deaf Ministries in Kentucky”
  - http://signinghispraises.net/ky.html

Tips for Case Managers

- In more rural areas, crossing state lines or driving long distances to connect with others is not uncommon
- Deaf communities may or may not be welcoming of individuals with mental health issues or developmental disabilities
- Building a relationship with one trusted member of the Deaf community may help you and your consumer “bridge” into the community
- Confidentiality and Trust are key!
### Resources

- Remember our specialists at Bluegrass, Seven Counties, and Lifeskills!
- KY CARE groups in Northern KY, Owensboro, Hopkinsville, Corbin, Bowling Green, and Lexington...and your community?
- DeafWay PAH! In Western KY
  - Artie Grassman at (859) 583-0800
- Supported Employment
  - BAWAC in Northern KY
  - Options Unlimited in the Louisville area
  - OWL in the Lexington area
- Barren River Resource Center of the Deaf and Hard of Hearing
  - [www.brcdeaf.org](http://www.brcdeaf.org)

### Tips for Case Managers

- In FY2010, over 1600 Deaf or Hard of Hearing individuals were identified as SMI. Only 8% were involved in TRP’s.
- There is only one part-time case manager in the Danville area who focuses on DHHS issues.
- Deaf community leaders often function as de facto case managers – as do RCD’s
- Interpreters and Interpreter Referral Agencies can also sometimes connect you to local “hidden” resources
Resources for Psycho-Education

Resources

- “Helpful Websites”
- “Physicians and Deaf /Hard of Hearing Patients”
- Glickman Side Effects Sheet (Hard Copy only)
- “I have a hearing loss” cards from KCDHH (order)
- Mental Health America DVDs available online in ASL and Open Caption
- www.healthbridges.info
- Deaf Off Drugs and Alcohol - DODA
  - www.dodarecovery.org
  - “Deaf Off Drugs and Alcohol (DODA) Expands to KY!”

Tips for Case Managers

- Many Deaf consumers are not fully included in their treatment planning and may not know about their diagnosis.
- Education = Empowerment!
- Work with Consumers to make sure they know the names of their medications and Side Effects
### Resources

- **Association of Late-Deafened Adults (ALDA)**
  - [www.alda.org](http://www.alda.org)
- **MHA of Northern KY Movie on Hearing Loss and Aging**
  - [http://www.mhanky.org/mha/asp/Video s.asp](http://www.mhanky.org/mha/asp/Video s.asp)
- **AARP**
- **National Institute on Deafness and Other Communication Disorders**
  - [http://www.nidcd.nih.gov/health/hearin g/older.asp](http://www.nidcd.nih.gov/health/hearin g/older.asp)
- **Free Screening at the KY State Fair**

### Tips for Case Managers

- Many older adults resist obtaining hearing aids. Easing into assistive listening devices (ALD’s) with pocket talkers and other amplifiers may help.
- When encouraging people to get help, recognize that hearing aids are not a “cure all” – not like wearing glasses.
Resources

- Certified Deaf Interpreters
  - “CDI Talking Points”
  - “Sample List of Concepts, Questions, etc. that can be difficult to interpret in mental health settings”
- Helen Keller National Center
  - [www.hknc.org](http://www.hknc.org)
- KY Association for the Deaf-Blind
  - Annual Deaf-Blind Retreat
  - [http://www.independenceplaceky.org/KADB.shtml](http://www.independenceplaceky.org/KADB.shtml)
- Personal Futures Planning (PFP) through OVR
  - Deaf at Risk Specialists
  - Shared Cases with Office for the Blind
  - Deaf-Blind Specialists

Tips for Case Managers

- Individuals who are Deaf or Hard of Hearing and have additional challenges may be referred to as “Low Functioning Deaf,” “Psychologically Unsophisticated,” or having “Minimal Language Skills.” In KY, we use “Deaf at Risk.”
- Casefinding often happens where individuals have been hidden for years and may present as having a developmental or intellectual disability due to educational and linguistic deprivation. In these situations, establishing a team is vital to address the layer of needs.

Resources for Developmental or Intellectual Disabilities and Individuals who are Deaf-Blind
Additional Resources

- Basic Signs Handout
- KCDHH Visor Cards
- KY SEED documents
- Kamp Kessa
- KY ADAPT
  - www.kyadapt.org
- Project SAFE
  - http://ada.ky.gov/projectsafe.htm

What are some additional resources that you know and use??

Tips for Case Managers

- One size does NOT fit all in Deaf and Hard of Hearing Services
- As a case manager, you are likely to play multiple roles and to walk a fine line between advocating for inclusion and also seeking specialized services to meet consumers’ needs
- Remember – “Fair” isn’t about everyone getting the same thing but about everyone getting what they need!

..and the Kitchen Sink
## Organizations / Conferences of Interest

- **ADARA**  
  - [www.adara.org](http://www.adara.org)
- **KY Registry of Interpreters for the Deaf (KY RID)**  
  - [www.kyrid.org](http://www.kyrid.org)
- **Southeast Regional Institute for the Deaf**  
  - [www.serid.org](http://www.serid.org)

## Upcoming Events

- **DHHS Providers’ Symposium**  
  - December 17th at the American Printing House for the Blind
- **KY CARE Lexington Start Up Meeting**  
  - January 26th at OWL in Lexington
- **Providing Effective Mental Health Treatment with an ASL Interpreter**  
  - January 28th at the Boone County Extension Office in Northern KY
- **Workshop on Substance Abuse**  
  - Tentatively Scheduled for March 10th
Effective Case Management with Individuals who are Deaf or Hard of Hearing

- Sets a solid communication foundation respecting the rights and needs of the individual with hearing loss
- Empowers the individual with education
- Respects the decisions made
- Encourages self-advocacy
- Recognizes societal barriers and works to reduce them
- Involves self awareness on the part of the case manager or service coordinator regarding his or her biases, privileges, and power differentials
- Happens from a strengths-based perspective
Keep in Touch!

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