



# Resources Related to Hearing Loss Across the Lifespan

Michelle Niehaus, LCSW

Program Administrator

Deaf and Hard of Hearing Services

KY Division for Behavioral Health

Practicing our Engagement Skills...

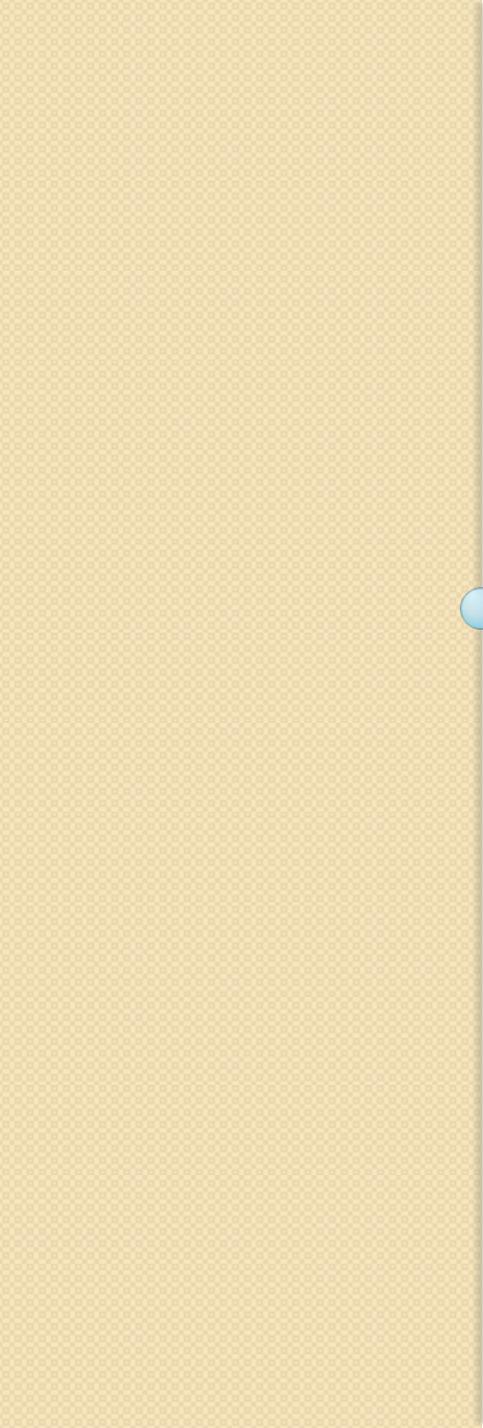


**GETTING TO KNOW  
ONE ANOTHER**

# Deaf Etiquette

- Introductions
- Getting Attention
- Touching Behavior
- Eye Contact
- Personal Space





**CREATING A  
FOUNDATION FOR  
WORKING WITH  
INDIVIDUALS WITH  
HEARING LOSS**

# Setting the Stage

“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

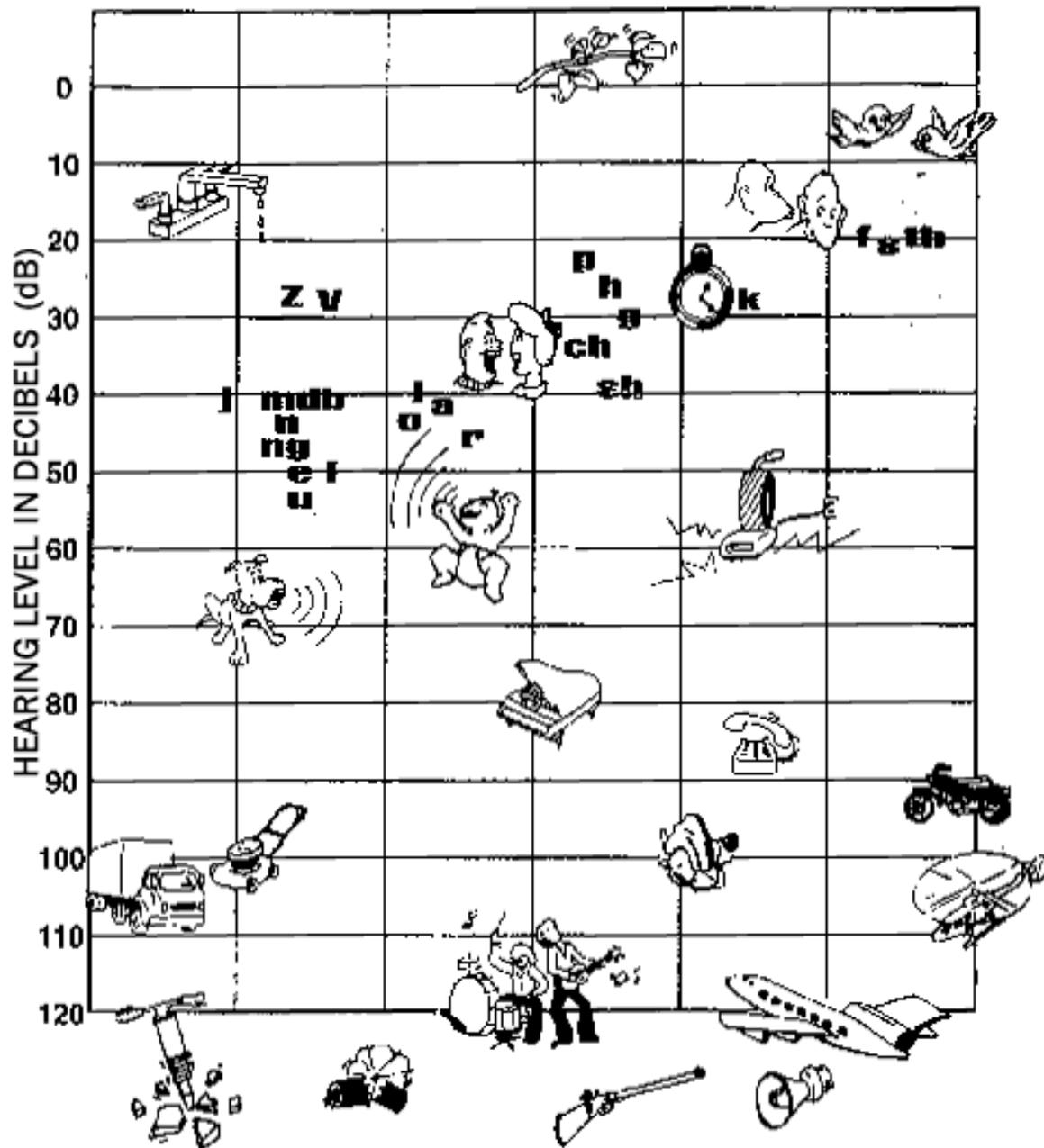
# How Important is Hearing...Really?



- 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?

# FREQUENCY IN CYCLES PER SECOND (HZ)

125      250      500      1000      2000      4000      8000



## Referral Options

- Commission for Children with Special Health Care Needs (CCSHN)
  - <http://chfs.ky.gov/ccshcn/>
- Heuser Hearing Institute
  - <http://thehearinginstitute.org/>
- University of Louisville Audiology
  - <http://louisville.edu/medschool/audiology/clinical-services.html>
- Veterans Administration
  - <http://www.va.gov/>
- KY Academy of Audiology
  - <http://kyaudiology.org/>
- KY Speech Language Hearing Association
  - <http://www.ksha.info/>

## Tips for Case Management

- Age of Hearing Loss can impact a person's preferred mode of communication
- Individuals with congenital hearing loss often have a different perspective and path than those with later hearing loss
- 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
- 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
- Adults facing hearing loss may wait 5-7 years before getting help!

# 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?

# Resources for Treatment Planning

## Referral Options

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

**REMEMBER!**



**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

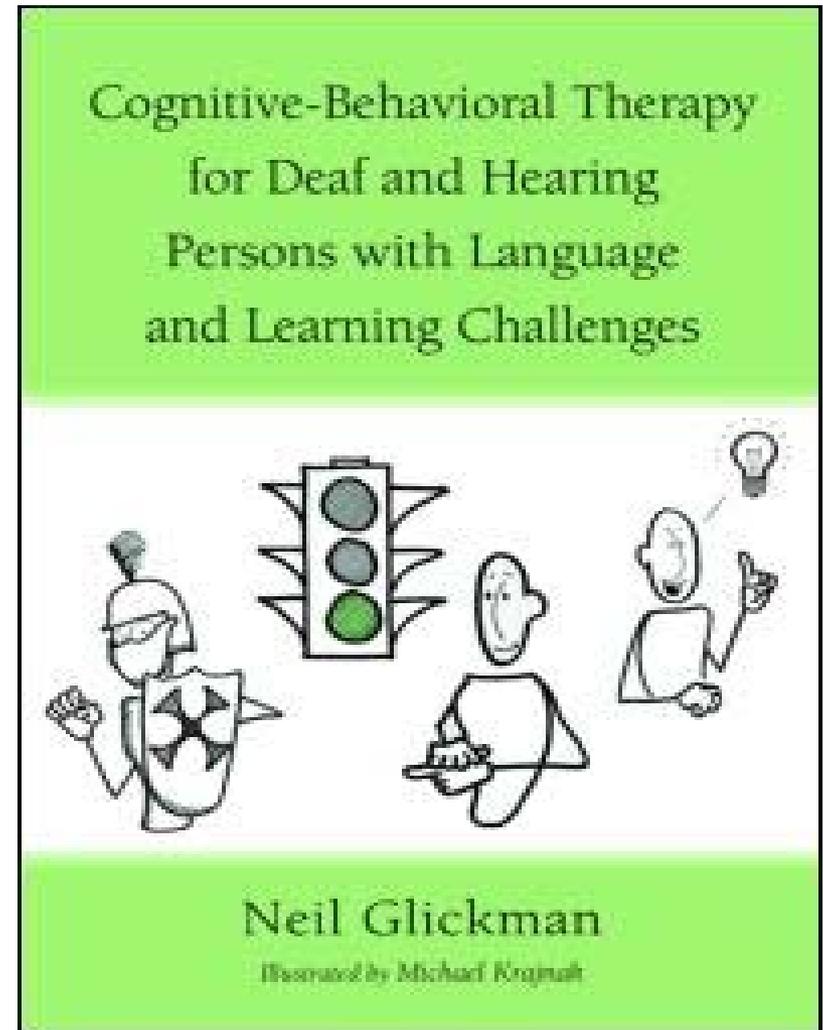
# Meeting Individualized Communication Needs: Possible Modes of Communication

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English/ Oral	Signed Exact English	Pidgin Signed English	ASL
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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



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

# **WHAT IF YOU HAD NO EARLY LANGUAGE EXPOSURE?**

- ...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!

# Resources Related to Medical Conditions and Dysfluency

# 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!)

## Resources

- KY Commission on the Deaf and Hard of Hearing
  - Resource Library, Events Page, etc.
    - <http://www.kcdhh.ky.gov>
- For Hearing People Only by Moore & Levitan
- Through Deaf Eyes by PBS
- Jacobs Hall Museum on the KY School for the Deaf campus
- [www.aslinfo.com](http://www.aslinfo.com)

## Tips for Case Managers

- Be aware of power differentials and hearing privilege (as well as Deaf privilege)
- Not all consumers who are Deaf or Hard of Hearing will self identify with Deaf culture
- Your attitude, openness, and willingness to learn will be key to engagement and building trust
- The best way to learn about a culture is to interact with *multiple* people from that culture and to do self-study

# 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!

Name: \_\_\_\_\_

Counselor: \_\_\_\_\_

Date: \_\_\_\_\_

1. My work in counseling



Great (worked hard)



Fair (worked some)



Lousy (Bad attitude)

2. My counselor helped me:



Helped a lot



Helped some



No help

- 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 and Referral Options

- “Guidelines for Working with and ASL Interpreter in a Mental Health Setting”
- KCDHH Access Center
  - <http://www.kcdhh.ky.gov/oea/referral.html>
- 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 for Obtaining an Interpreter

## 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 Paying for An Interpreter / Addressing Cost

## 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](mailto: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

# Resources for Addressing Violation of Rights and Teaching Self Advocacy

# Different Needs of Consumers who are Hard of Hearing

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



# Telecommunications

## Videophone relay

*Sorenson Communications of Salt Lake City has installed two videophone booths at Salt Lake City International Airport. The booths are for deaf and hard-of-hearing people who want to talk on the phone to hearing people. The service, which employs televisions and high-speed Internet connections, is free.*

User signs to the interpreter through a camera.

Interpreter speaks to the phone user.



Source: Sorenson Communications

AMY LEWIS/The Salt Lake Tribune

- TTY's becoming obsolete but relay is still 7-1-1
- Videophones and Video Relay
  - [www.sorensonvrs.com](http://www.sorensonvrs.com)
  - [www.sprintvrs.com](http://www.sprintvrs.com)
  - [www.hovrs.com](http://www.hovrs.com)
  - [www.purple.us](http://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

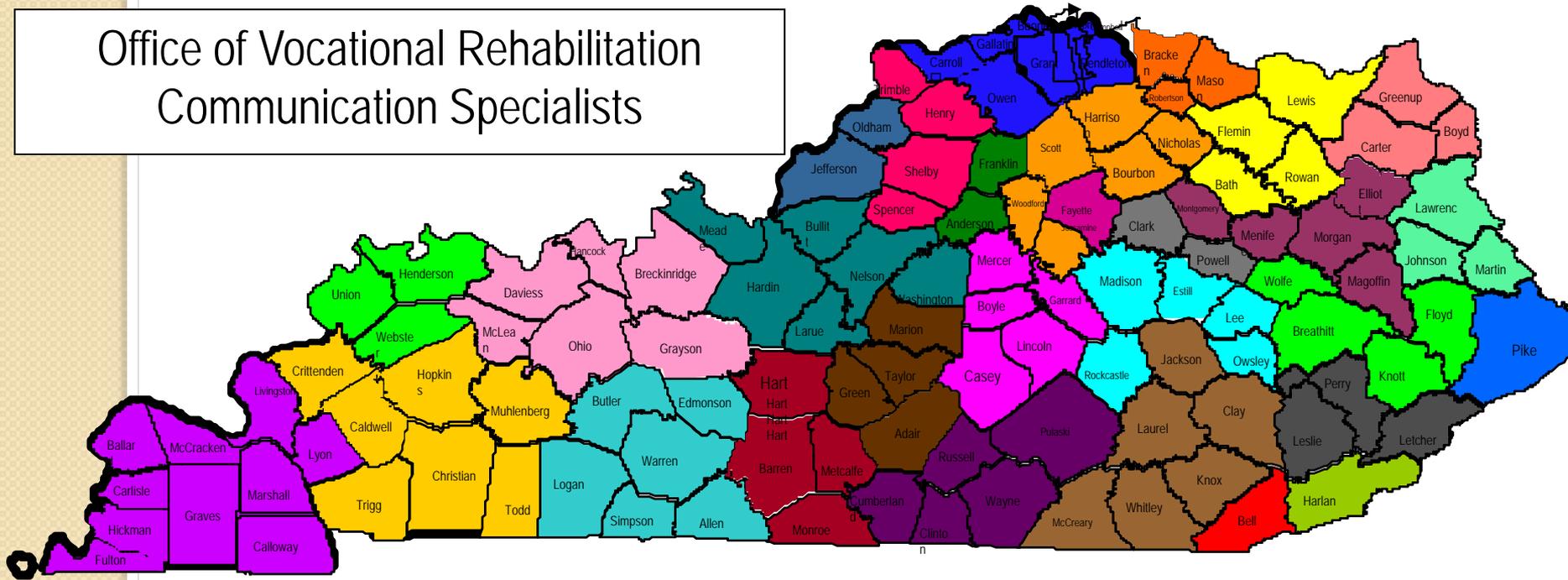
- CART Reporters
  - McClendon-Kogut Reporting (502) 585-5634
- Harris Communications
- Beyond Hearing Aids
- KY Assistive Technology Services Network
- KY Assistive Technology Loan Corporation
- KCDHH Telecommunications Access Program (TAP)
- Office for Vocational Rehabilitation Communication Specialists
  - “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!

# Resources for Assistive Listening Devices and Alternative Communication

# Office of Vocational Rehabilitation Communication Specialists



- |  |  |  |   |
|--|--|--|---|
| <span style="color: purple;">■</span> Leah Hart                          | <span style="color: blue;">■</span> Shannon Edison                   | <span style="color: blue;">■</span> Carol Leonhart   | <span style="color: pink;">■</span> Teresa Shortridge     |
| <span style="color: yellow;">■</span> Jan Offutt                         | Vickie Lang  | <span style="color: magenta;">■</span> Gwen Babbage, Kristen Beach, Veronica Dale (High Schools) | <span style="color: blue;">■</span> Michelle Denison      |
| <span style="color: pink;">■</span> Donna Brown                          | Patrice Flynn  | <span style="color: orange;">■</span> Jamie Yarber   | <span style="color: green;">■</span> Christy Ison         |
| <span style="color: lightpink;">■</span> Tamara Brown (High Schools)     | Kellie Scott   | <span style="color: gray;">■</span> Lori Hall  | <span style="color: lightgreen;">■</span> Kelly Colvin    |
| <span style="color: limegreen;">■</span> Malinda Davis                   | Debby Smith  | <span style="color: brown;">■</span> Scott Bennett   | <span style="color: black;">■</span> Keith Banks          |
| <span style="color: green;">■</span> Lisa Medley (Henderson High School) | Elizabeth Worth (serve by zip codes, see c.s. listing for specifics) | <span style="color: purple;">■</span> Jane Ann Botzman   | <span style="color: red;">■</span> Vanessa Branham        |
| <span style="color: cyan;">■</span> Jason Herron                         | <span style="color: teal;">■</span> Bill Pease                       | <span style="color: cyan;">■</span> Jennifer Morse   | <span style="color: olivegreen;">■</span> Janette Hawkins |
| <span style="color: darkred;">■</span> Reyna Gibbons                     | <span style="color: magenta;">■</span> Jan Slaughter                 | <span style="color: brown;">■</span> Heather Manns   | <span style="color: orange;">■</span> Jennifer Thomas     |
|  | <span style="color: green;">■</span> Jodi Harris                     | <span style="color: purple;">■</span> Anthony Perry  |   |
|  | <span style="color: magenta;">■</span> Patti Edwards                 | <span style="color: yellow;">■</span> Ron O'Hair   |   |
|  | <span style="color: lightgreen;">■</span> JoAn Howard (CDPCRC)       |  |   |

## 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/>
- 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
  - <http://www.ksd.k12.ky.us/SFSC/a%20sfsc%20home.htm>
  - 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

# Early Hearing Detection and Intervention (EHDI)

## Resources

- Kentucky School for the Deaf Outreach Specialists
  - “Spec Ed Coops By County 9-10”
  - “Interpreter Checklist for IEP Meetings”
  - “Relationship of Hearing Loss to Listening and Learning Needs”
- Mini Deaf Olympics
- Lions Club Camp
- Trooper Island – KCDHH
- Hands Alive!
- Xtreme Xperience
- Deaf Teen Quest

## Tips for Case Managers

- Children in mainstream programs are often isolated from Deaf peers
- “Least Restrictive Environment” for a child who is Deaf or Hard of Hearing is where they have communication access
- IEP Plans and realities can be vastly different for Deaf students. Advocacy from a service coordinator can be key
- Creating opportunities to have Deaf or Hard of Hearing peers and role models builds a buffer or protective factor against higher risk for physical, sexual and substance abuse
- “...and Hard of Hearing” dangers
- 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

# Elementary and Middle School Resources

## Special Education Cooperatives

- Ivy Hill Education Cooperative
- Eastern Educational Cooperative
- Central Gateway Cooperative
- Jefferson County Education 21st Century Cooperative
- Eastern Area Cooperative
- Tri-City Cooperative
- Pine Plains Cooperative
- Powell County Cooperative
- Powell/Wetzel Cooperative
- Lower Southeast Cooperative



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### RIVER REGION

Dr. Betsy Flener, KSB  
 betsy.flener@grrec.ky.gov  
 Andy Hensley, KSD  
 270-339-8376  
 Andy.Hensley@ksd.kyschools.us

1. Breckinridge
  2. Davies
  3. Grayson
  4. Hancock
  5. Hardin
  6. Larue
  7. McLean
  8. Meade
  9. Ohio
- Elizabethtown  
 Owensboro  
 West Point  
 Cloverport

### UPPER CUMBERLAND

Kristen Hammond, KSB  
 kristen.hammond@kedc.org  
 Jerri Lafavers, KSD  
 859-936-6709  
 Jerri.Lafavers@ksd.kyschools.us

1. Bell
  2. Clay
  3. Harlan
  4. Jackson
  5. Knox
  6. Laurel
  7. McCreary
  8. Putaski
  9. Rockcastle
  10. Whitley
- East Bernstadt  
 Barbourville  
 Williamsburg  
 Corbin  
 Pineville  
 Middlesboro  
 Harlan

### NORTHERN

Teri Ritchie, KSB  
 teri.ritchie@nkces.org  
 Christi Bailey, KSD  
 859-334-3794  
 Christi.Bailey@ksd.kyschools.us

1. Boone
  2. Campbell
  3. Kenton
  4. Pendleton
- Ludlow  
 Erlanger  
 Covington  
 Beechwood  
 Walton-Verona  
 Bellevue  
 Dayton  
 Fort Thomas  
 Newport  
 Silver Grove  
 Southgate  
 Williamstown

### BIG EAST

Pamela Howard, KSB  
 606-929-2243  
 pam.howard@kedc.org  
 Christi Bailey, KSD  
 859-324-6149  
 Christi.Bailey@ksd.kyschools.us

1. Bath
2. Boyd
3. Bracken
4. Carter
5. Elliot
6. Fleming
7. Greenup
8. Johnson
9. Lawrence
10. Lewis
11. Martin
12. Mason
13. Menifee
14. Morgan
15. Robertson
16. Rowan

Russell  
 Raceland  
 Ashland  
 Fairview  
 Augusta  
 Paintsville

### CAVELAND

Dr. Betsy Flener, KSB  
 207-745-5363  
 betsy.flener@grrec.ky.gov  
 Andy Hensley, KSD  
 270-339-8376  
 Andy.Hensley@ksd.kyschools.us

1. Allen
2. Barren
3. Butler
4. Cumberland
5. Edmonson
6. Green
7. Hart
8. Logan
9. Metcalfe
10. Monroe
11. Simpson
12. Todd
13. Warren

Russellville  
 Bowling Green  
 Caverna  
 Glasgow

### CENTRAL

Kenny Jones, KSB  
 kenny.jones@ksb.kyschools.us  
 Sue Frisbee, KSD  
 859-824-4423 ex 124  
 Sue.Frisbee@ksd.kyschools.us  
 Marilyn Holdeman, KSD  
 859-936-6748  
 Marilyn.Holdeman@ksd.kyschools.us

1. Anderson
2. Bourbon
3. Boyle
4. Clark
5. Fayette
6. Franklin
7. Harrison
8. Jessamine
9. Marion
10. Mercer
11. Montgomery
12. Nelson
13. Nicholas
14. Powell
15. Scott
16. Washington
17. Woodford

Bardstown  
 Frankfort  
 Burgin  
 Paris  
 Danville

### KYEC

Kristen Hammond, KSB  
 kristen.hammond@kedc.org  
 Heather Hall, KSD  
 606-439-1119 ex 41  
 Heather.Hall@ksd.kyschools.us

1. Breathitt
2. Floyd
3. Knott
4. Lee
5. Leslie
6. Letcher
7. Magoffin
8. Owsley
9. Perry
10. Pike
11. Wolfe

Jackson  
 Hazard  
 Jenkins  
 Pikeville

### OVEC

Teri Ritchie, KSB  
 teri.ritchie@nkces.org  
 Sue Frisbee, KSD  
 859-824-4423 ex 124  
 Sue.Frisbee@ksd.kyschools.us

1. Bullitt
2. Carroll
3. Gallatin
4. Grant
5. Henry
6. Oldham
7. Owen
8. Shelby
9. Spencer
10. Trimble

Anchorage  
 Eminence

### WESTERN

Nona Bazzell, KSB  
 nbazzell@wk.net  
 Artie Grassman, KSD  
 270-293-8193  
 Artie.Grassman@ksd.kyschools.us  
 Paula Humphreys, KSD  
 270-443-3055  
 Paula.humphreys@ksd.kyschools.us

1. Ballard
2. Caldwell
3. Calloway
4. Carlisle
5. Christian
6. Crittenden
7. Fulton
8. Graves
9. Henderson
10. Hickman
11. Hopkins
12. Livingston
13. Lyon
14. Marshall
15. McCracken
16. Muhlenberg
17. Trigg
18. Union
19. Webster

Paducah  
 Fulton  
 Murray  
 Dawson Springs  
 Mayfield

### WILDERNESS TRAIL

Kristen Hammond, KSB  
 kristen.hammond@kedc.org  
 Marilyn Holdeman, KSD  
 859-936-6748  
 Marilyn.Holdeman@ksd.kyschools.us

1. Adair
2. Casey
3. Clinton
4. Estill
5. Garrard
6. Lincoln
7. Madison
8. Russell
9. Taylor
10. Wayne

Campbellsville  
 Summerset  
 Science Hill  
 Berea  
 Monticello

## 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

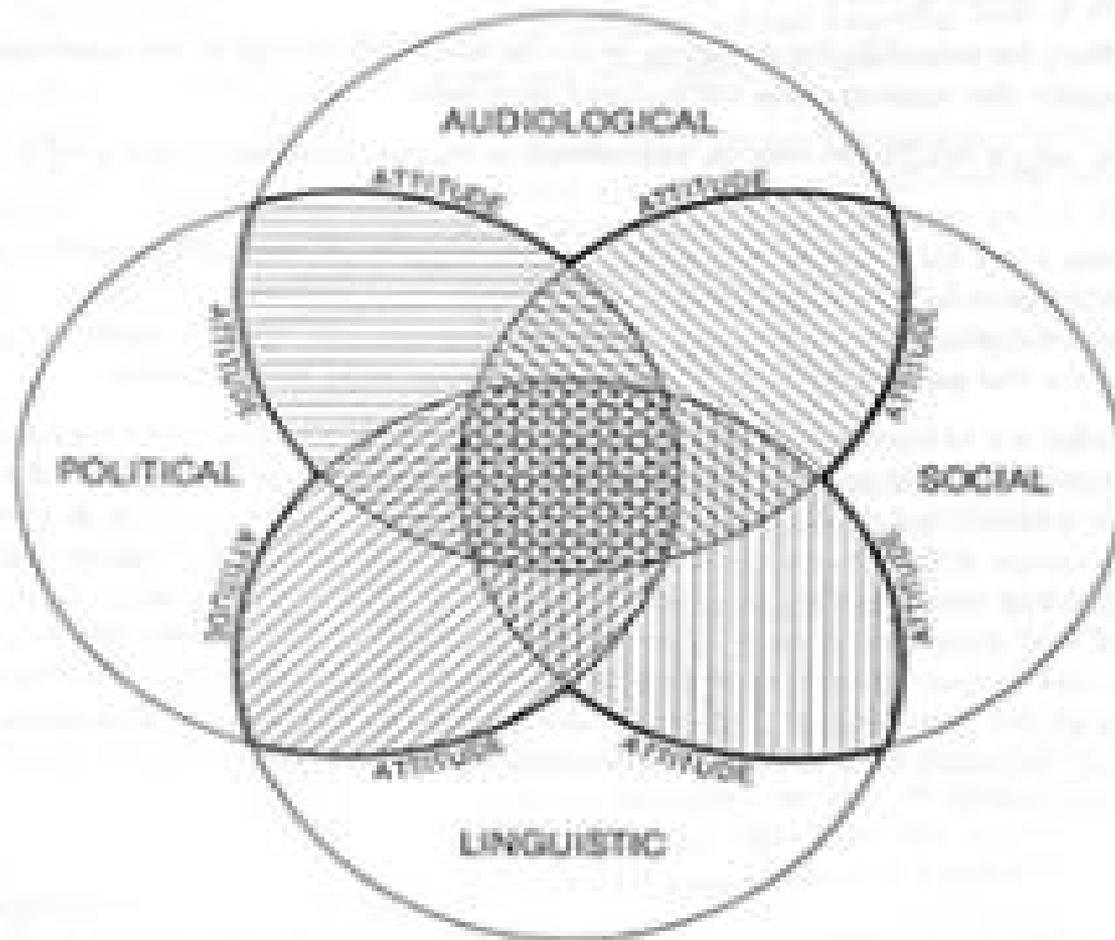
## Tips for Case Managers

- 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

# 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](http://www.nad.org)
  - [www.kydeaf.org](http://www.kydeaf.org)
- Hearing Loss Association of America
  - [www.hearingloss.org](http://www.hearingloss.org)
  - [www.hearinglossky.org](http://www.hearinglossky.org)
    - Louisville and Bardstown Meetings
- Alexander Graham Bell Association
  - [www.agbell.org](http://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 for Building Connection and Community

## 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 Adults

## 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
  - <http://www.mhanky.org/mha/asp/HearingImpairedVideos.asp>
- [www.healthbridges.info](http://www.healthbridges.info)
- Deaf Off Drugs and Alcohol - DODA
  - [www.dodarecovery.org](http://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 for Psycho-Education

## 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/Videos.asp>
- AARP
- National Institute on Deafness and Other Communication Disorders
  - <http://www.nidcd.nih.gov/health/hearing/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 for Seniors

## 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>
- Personal Futures Planning (PFP) through OVR
  - <http://ovr.ky.gov/programservices/dhhs/>
  - 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](http://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 17<sup>th</sup> at the American Printing House for the Blind
- KY CARE Lexington Start Up Meeting
  - January 26<sup>th</sup> at OWL in Lexington
- Providing Effective Mental Health Treatment with an ASL Interpreter
  - January 28<sup>th</sup> at the Boone County Extension Office in Northern KY
- Workshop on Substance Abuse
  - Tentatively Scheduled for March 10<sup>th</sup>

# National and Regional Conferences and Organizations

## 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!

Michelle Niehaus, LCSW  
Program Administrator  
Deaf and Hard of Hearing Services  
KY Division for Behavioral Health

[Michelle.Niehaus@ky.gov](mailto:Michelle.Niehaus@ky.gov)

(502) 564-4456 x4521 (V)

(502) 564-4000 (TTY)