

Division of Services for the Deaf and  
Hard of Hearing

## **Overview of DSDHH's Actions (Implemented and Proposed)**

Jan Withers, Director

NCIOM Task Force

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# DSDHH Mission

The N.C. Division of Services for the Deaf and the Hard of Hearing, in collaboration with our partners, works to provide Deaf, Hard of Hearing and Deaf-Blind North Carolinians and their families the information, skills and tools they need to achieve effective communication and access to resources in their communities, resulting in independence and full participation in society.

# Two Major Barriers

1. Many individuals with hearing loss lack the knowledge and resources to effectively advocate for themselves, live well with their hearing loss and benefit from assistive technology
2. Health care and other service providers (social services, public health, etc), law enforcement, judiciary, businesses and so forth lack the knowledge and resources to ensure Deaf, Hard of Hearing and Deaf-Blind people have the same access to their services and resources as the general population.

# DSDHH Services

## Services

1. Relay NC
2. Client Services (advocacy, consumer skill development, I & R, equipment distribution)
3. Services to Agencies, Organizations and Businesses
4. Outreach and Education

DSDHH accepts anyone who is Deaf, Hard of Hearing or Deaf-Blind, their families and the agencies, organizations and businesses serving them.

No application or eligibility requirement, except for equipment.

No fees for services.

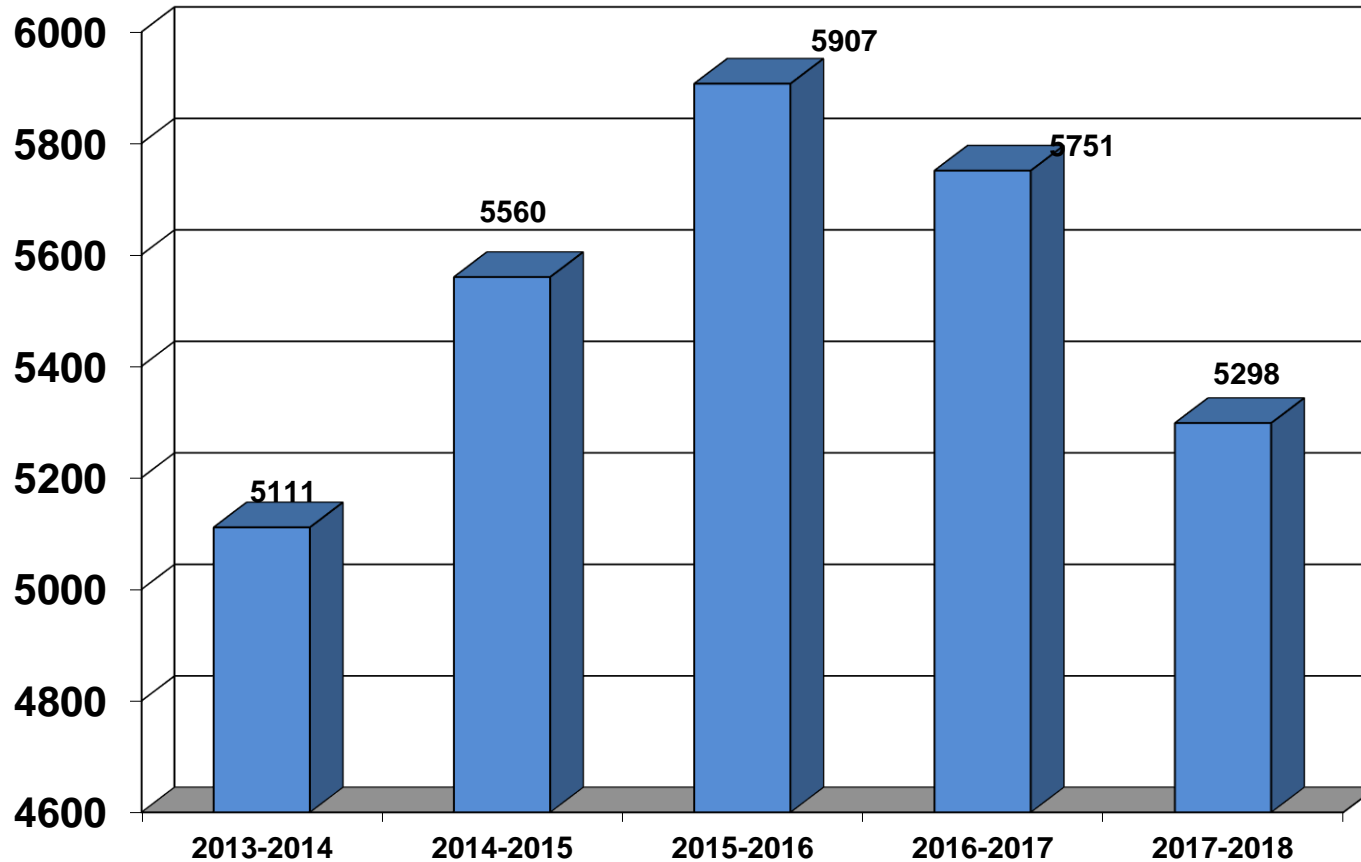
## Overview of DSDHH Implemented and Proposed Actions for Improving Communication Access and Serving Older Adults

	Communication Access in Health Care Settings	Serving Older Adults
<b>I M P L E M E N T E D</b>	Partnering with the UNC-CH Sheps Center and Gallaudet University to conduct research on communication access in health care for Deaf North Carolinians who use American Sign Language (ASL)	
	Assisted the Division of Health Benefits (DHB) on ensuring NC Medicaid contracts addressed accessibility for persons with hearing loss.	
	Working with the DHB to explore how best to provide communication access to Medicaid recipients with hearing loss	Two-hour training curriculum developed for long term care facility workers that is endorsed by The Association for Home & Hospice Care of North Carolina (AHHC of NC) and the Division of Aging and Adult Services (DAAS) Ombudsmen and has Continuing Education Units (CEUs) approved by the Division of Health Service Regulation
	Trainings, including, "Different, Different World," provided to a variety of health care providers at different venues, including hospitals and AHECs.	Partner with DAAS Ombudsmen to share with Ombudsmen regional staff, the resources DSDHH has available to assist with improving hearing health among long term care facility residents
<b>P R O P O S E D</b>	Variety of training and mentoring planned to increase the pool of interpreters qualified to work in health care settings.	Partner with NCALTCF to share with the NCALTCF members, the resources DSDHH has available to assist with improving hearing health among long term care facility residents
	Develop several training videos and webinars that target various health care personnel and educate consumers on self-advocacy	Partner with CapTel NC to offer CapTel and other tools for effective communication in retirement communities
	Partner with NCHCA to use their statewide training system to train hospital administrators and other health care providers on effective communication. The rationale is the training will increase participants' (1) awareness of communication barriers; (2) make them receptive to participating in activities that effectively address those barriers; (3) increase their knowledge about the resources to address those barriers, health care providers will (4) and cause them to engage in activities to address those barriers.	
	Given recent research on links between hearing loss and various health concerns, such as diabetes, risk of falls, and dementia, DSDHH will work to include hearing loss as an area of concern in Healthy Carolinians 2030.	

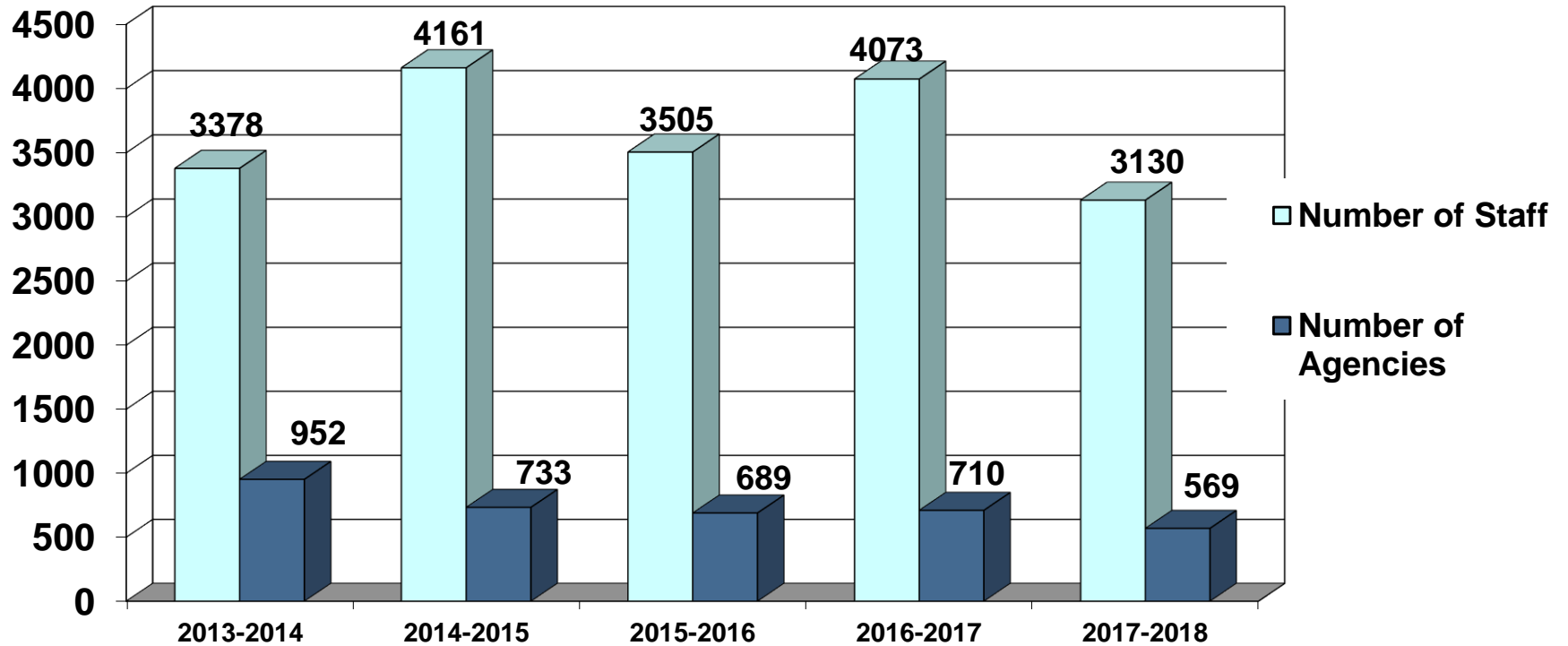
# DSDHH Structure

- Seven regional centers serving all 100 counties
  - Asheville, Morganton, Charlotte, Greensboro, Raleigh, Wilson, Wilmington
- Central Administration
- 77 positions (51 at regional centers)
- Each regional center specialist travels an average of 400 – 900 miles per month

# DSDHH Clients Served



# DSDHH Agencies and Agency Staff Served





## By the Numbers...

- **North Carolina Hearing Loss Population (Age 18 and Up)**
  - 2018 – 2030
  - 1.2 million (15.6%) → 1.6 million (17.3%)
- **Rate of Growth 2018 - 2030**
  - D/HH/DB: 33%
  - General Population: 21%
- **DSDHH Service Data: Plateau**
- **DSDHH 18-month Needs Assessment**
  - Healthcare: NCIOM Task Force

# DSDHH Target 2025

- 1. Eliminate barriers to effective communication**
- 2. Increase access to and satisfaction with DSDHH services**
- 3. Increase the independence and effectiveness in communication among DSDHH clients**

# PANDO “I Spread Out”

