



Community Review

FALL 2014

Office of the Deaf and Hard of Hearing
Washington State Department of Social and Health Services

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Director's Message

Eric Raff, ODHH Director



We have had some success and some challenges as of late. We've successfully installed induction loops that are either portable or permanently installed at counters throughout all of Division of Vocational Rehabilitation and Division of Community Services offices all over Washington State! We're now looking to install the loops in Aging and Long-Term Support offices.

The revised draft of the sign language interpreter services contract was released for bids and we've received positive responses indicating that we listened to the interpreters' and referral agencies' feedback. We will be awarding new contracts this December-January. The proposed rules for legal interpreting standards will soon become final rules!

One of the challenges we've been having is the discontinuation of services by Southeast Washington Center of the Deaf and Hard of Hearing in Pasco. With no qualified staff providing services, ODHH had no choice but to terminate the contract. We will be seeking a long-term solution to ensure continuity of services in Central Washington.

Another challenge was the administration of the National Deaf-Blind Equipment Distribution Program which is very labor intensive and fortunately, through our partnership with WA Assistive Technology Program at the University of Washington Center for Technology and Disability Studies (UWCTDS), we were able to transfer most of the functions.

I am now looking forward to the holidays and 2015! On behalf of ODHH staff, may you have happy holidays and a happy new year!



Health Education Videos (Ebola) are available in American Sign Language

With the latest up to date information from Centers for Disease Control (CDC), DeafHealth has partnered with Ohio State University Medical Center to create their latest health education videos (Ebola) in ASL. The videos are available at <http://www.deafhealth.org/diseases/ebola>. Topics include:

- Overview
- What are the Symptoms of Ebola?
- How is Ebola Transmitted?
- How is Ebola Prevented?
- How is Ebola Diagnosed?
- How is Ebola Treated?

More than 96% of Deaf individuals report a better understanding of their health after viewing a signed health education video on DeafHealth. DeafHealth is used by many organizations including CDC, National Institutes of Health, National Association

of the Deaf, Registry of Interpreters for the Deaf, Gallaudet University, State Schools for the Deaf, Stanford, Georgetown, NYU, UCLA, Ohio State University Hospitals and they need you as well.

DeafHealth is a completely free resource for the Deaf and Hard of Hearing community.

- Link to the DeafHealth Facebook page: <https://www.facebook.com/DeafMD.org>
- Follow DeafHealth on Twitter: @DeafHealthORG

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**DSHS Assistant Secretary
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Information and resources for families with concerns about their child's hearing

Here are essential sources of information that you can provide to meet families' needs.

<http://www.infanthearing.org/familysupport/just-in-time-color.pdf>

http://www.infanthearing.org/familysupport/JustInTime_Spanish.pdf

- **Communicate with Your Child:** <http://communicatewithyourchild.org/>
Family-friendly information about what to do when their baby can't hear, what to do if they're worried about their child's hearing
- **Hands & Voices:** <http://handsandvoices.org/>
A nation-wide parent-driven, parent/professional collaborative group
- **My Baby's Hearing:** <http://babyhearing.org/>
Developed by Boys Town National Research Hospital. Answers questions about infant hearing screening and follow up testing, steps to take after identification of hearing status, hearing devices, language & speech, and parenting issues
- **Family Support and Partnership:** <http://infanthearing.org/familysupport/>
- **Washington Early Hearing Detection & Intervention (EHDI):** http://infanthearing.org/states/state_profile.php?state=washington
- **A Parent's Guide to Hearing Loss:** <http://www.cdc.gov/ncbddd/hearingloss/parentsguide/>
- **Financial Assistance: Programs & Foundations:** <http://hearingloss.org/content/financial-assistance-programs-foundations>
Information about how to pursue financing for hearing devices via private insurance, Medicaid, Medicare, and charities. State regulations pertaining to laws covering hearing aids is provided.
- **Offers information about options and considerations on how to select a communication approach for your child:** <http://hearingloss.org/content/financial-assistance-programs-foundations>
- **American Society for Deaf Children:** <http://deafchildren.org/>
Oldest national organization founded and governed by parents of deaf and hard of hearing children.

Deaf Teen Leadership Camp 2014

Deaf Teen Leadership (DTL) 2014 was a success with 17 Deaf & hard-of-hearing teenagers embarking on a six-day leadership experience at the Cispus Learning Center in Randle, Washington. Fourteen students from Washington were joined by visiting Deaf peers from Michigan (1) and Montana (2). Campers came to DTL to enhance their leadership skills while immersing themselves in Deaf culture. The safe, structured camp environment provided amazing growth opportunities for all attendees.

The safe, structured camp environment provided amazing growth for all attendees.



Deaf presenters, team building activities, challenge courses and social experiences provided the opportunity to increase personal confidence, self-advocacy, self-awareness and communication skills.

The common theme that ran throughout the workshop presentations was "Stand Up, Speak Up, Step Up." This empowering message was consistently delivered by a group of outstanding professionals. Special thanks to John Evans, Abused Deaf Women's Advocacy Services' Anna Bracilano, Gabe Wright, Washington State Gallaudet University Alumni Association's Barbara Hathaway, Washington State's

Registry of Interpreters for the Deaf's Melissa Klindtworth, Caroline Allen, and ODHH's Suzanne Mannella for visiting DTL and providing presentations on these critical topics.

Building on this year's success, DTL dates for 2015 are June 27-July 2. This program is directed by Maria Chirstianson and is a partnership with the Association of Washington School Principals.

To view photos and video got to www.wsad.org/dtl. For questions or to request information about DTL, email dtlcamp@gmail.com

South Eastern WA Service Center of the Deaf and Hard of Hearing (SEWSCDHH)

Change of services in the Pasco and Yakima area

As mentioned in the Message from the Director earlier in this newsletter, on October 31, 2014, ODHH terminated the contract with SEWSCDHH to provide services to Deaf, Hard of Hearing and Deaf-Blind clients. As of early September, SEWSCDHH did not have qualified staff providing the services. ODHH is currently seeking a new provider for case management services in the Pasco and Yakima region.

As a temporary solution, Claudia Foy will be available as a Case Manager and will be working out of the ODHH office in Olympia. Claudia Foy will be available through video phone, email and in-person traveling to state offices. If you are deaf or hard of hearing living in the Pasco or Yakima area and need case management services, please contact:

Claudia Foy

Video Phone: (360) 339-4902

Voice/TTY: (800) 422-7930

FAX: (360) 902-0855

Email: foyclam@dshs.wa.gov

Do you have a success story, advocacy issue, news, or want to share what matters most to you?

You can send articles via email to odhh@dshs.wa.gov or call 360-339-7382 VP for the ODHH Community Review Newsletter



Aging and Long-Term Support Administration (AL TSA) and Office of the Deaf and Hard of Hearing (ODHH) held a Lean event

What is Lean?

The core idea is to maximize customer value while minimizing waste meaning to create more value for customers with fewer resources.

What was the event about?

We looked at ODHH's method of receiving and processing registrations of interpreters for the deaf and hard of hearing. The registration process includes a sub-process with the Background Check Central Unit, which was out of scope for this event.

ODHH contracts with agencies in the community who provide the service of "matching" interpreters with people who need them. We had input from interpreters and participation from agencies across the state.



What efficiencies are expected to be gained from this Lean event?

- 85% improvement in processing paper-work/time from 3.5 hours to .5 hours.
- 20% improvement in cycle time from receiving the application to notifying the interpreter of the outcome going from 5 weeks to 4 weeks.

What do participants have to say?

"I thought this was going to be a tedious process, but in fact it turns out it was well worth my time. I got to see things from a different perspective" – *Rena*

"This was my 3rd experience with Lean VSM and each time is well worth it! I love the philosophy behind Lean principles and encourage others to consider using Lean to address improvements needed in their work." – *Lynn*

"With everything I learned this week, there are changes I plan to implement in my own business practices... A great use of my time this week!" – *Kari*

"This week was intense; intensely productive! The amount of discovery, creativity and useable results is amazing. I can't wait to do it with other processes." – *Jen*



TO LEARN MORE about DSHS programs and services, please visit Navigating DSHS at: <http://www.dshs.wa.gov/pdf/Publications/22-1199.pdf> or contact ODHH to get a copy of this guide. DSHS Website: www.dshs.wa.gov



TO LEARN MORE about the Aging and Long-Term Support Administration – Adults/Senior Services & Information and Caregiver Resources, go to: <http://www.alsa.dshs.wa.gov/>

National Deaf-Blind Equipment Distribution Program (NDBEDP) Announcement

The Office of the Deaf and Hard of Hearing (ODHH) is pleased to announce that the WA Assistive Technology Program at the University of Washington Center for Technology and Disability Studies (UWCTDS) is the new Contractor that will provide eligible applicants with assessment, training and purchase of NDBEDP equipment. ODHH will continue to determine program eligibility for applicants and will continue to be responsible for administration of the program. The NDBEDP provides Telecommunication equipment that allows eligible deaf-blind applicants to communicate with Friends, family and businesses and to access the internet. UWCTDS will also be providing assessment and training for the Telecommunication Equipment Distribution (TED) program Deaf-Blind Communicator (DBC) for clients that wish to continue with the DBC. See information below for eligibility for the NDBEDP and contact information to reach ODHH.

The National Deaf-Blind Equipment Distribution Program (NDBEDP) is a national program required by the Twenty-First Century Communications and Video Accessibility Act (CVAA) that provides \$199,301 annually to ODHH for the distribution of telecommunications equipment to low-income individuals who are deaf-blind residing in Washington State.

The NDBEDP information and application form is available on the ODHH NDBEDP website: (<http://www.dshs.wa.gov/odhh/Telecommunications/NDBEDP/NDBEDP.shtml>) for convenient downloading and printing. Alternative formats of the NDBEDP application in text, PDF, large print or braille are available upon request.

Applicants or individuals interested in the NDBEDP program may contact ODHH via phone (V/TTY), email and videophone to request an application or to inquire regarding the NDBEDP project. ODHH will also post Frequently Asked Questions (FAQ) on the ODHH website to answer questions you may have about the NDBEDP project and the application process.

To contact ODHH, please call us at 360-902-8000 (V/TTY), 1-800-422-7930 V/TTY, 360-339-7382 (VP), or email at ndbedp@dshs.wa.gov.

Applicants approved for the NDBEDP Program should contact UWCTDS via Debbie Cook at debcook@uw.edu for status in regards to appointments for assessments and training with NDBEDP distributed equipment.

Individuals interested in subcontracting with UWCTDS to provide NDBEDP assessment and training services to NDBEDP Applicants can contact Debbie Cook at debcook@uw.edu.

NDBEDP Project FAQ's Update

- Q What is the NDBEDP?** The NDBEDP is a project funded by the Federal Communications Commission (FCC) to ensure Deaf-Blind people have access to communication devices that meet their needs. ODHH has been certified by the FCC as of July 2, 2012 to administer the NDBEDP project in Washington State.
- Q Who is eligible to apply?** Individuals eligible to apply must be recognized as "Deaf-Blind" by an approved professional, meets the Helen Keller National Center (HKNC) Act definition of Deaf-Blind and have low income.
- Q Is the NDBEDP Application available in alternative formats?** Yes, deaf-blind applicants may contact ODHH to request alternative formats of the NDBEDP application in text, large print or Braille.
- Q What kind of equipment will be available?** Equipment will be decided on an individual case by case basis depending on a client's telecommunication goals, needs and abilities. A few examples would be: Braille devices, computers, mobile devices, phones, signalers etc. Please note that clients need to have basic braille skills to use braille devices and basic computer skills to use PC or Mac computers.
- Q How do I apply and what documents do I need?** Applicants must submit a completed application form along with income verification documentation such as a pay stub, tax form or SSDI/SSI letter. Verification of disability can be completed by a community based provider who serves deaf-blind persons or a licensed medical professional. Please note that ODHH will not process applications if the application is incomplete or does not include income verification documents. If you need assistance with your application, please contact Angela Theriault, Deaf-Blind Service Center (DBSC) Executive Director by email at angelatheriault@seattledbsc.org or VP at 206-257-2754.
- Q What happens after I apply?** Applications will be reviewed by ODHH to determine eligibility. You will receive a letter of notification informing you of the status of your application. If you are eligible, you will be contacted by the WA Assistive technology Program (WATAP) to schedule an appointment for an assessment. WATAP will ask you to sign a release of information so that they can talk with agencies who have provided technology assessments and training to you such as Dept. of Services for the Blind (DSB), Dept. of Vocational Rehabilitation (DVR), and the Seattle Lighthouse etc.

continued on next page

- Q Will I receive training on the equipment?** Upon completion of the evaluator's assessment, WATAP will refer you to an NDBEDP trainer who will teach you how to use the equipment selected for your communication needs. We will not provide training for functions of the equipment that are not necessary for telecommunications. We cannot provide any basic computer training.
- Q Can I borrow equipment to try during my assessment?** If you and WATAP agree that it would help you to try some equipment for a short time, and if you have enough skills to use the equipment without training, WATAP will loan equipment to you to help you make a decision about what is best for you.
- Q Will there be a waiting list?** Yes, because there is such a small amount of money to serve many people in Washington State, there is usually a long waiting list until funding becomes available. WATAP will let you know approximately how long you will have to wait for your equipment and training.
- Q Who owns the equipment?** You will own the equipment which includes a warranty up to 3 years. Equipment that is provided through the NDBEDP becomes the client's responsibility. Once the warranty expires you will be responsible for repair costs. ODHH is not responsible for Non-warranty related repair costs that involve but are not limited to damage caused by moisture, heat or abuse by the client or his/her household members.
- Q If my device/software needs repair, who do I contact?** Contact WATAP for assistance with arranging for repair of your equipment. It will be your responsibility to pay for any repairs not covered by the warranty. WATAP may be able to loan you equipment while your devices are being repaired.
- Q Will the NDBEDP cover costs of my monthly service plan?** No. Clients are responsible for any costs associated with internet or wireless services.
- Q What happens when I am no longer using the equipment?** You may not sell or give the equipment away. If you are no longer using the equipment, please contact WATAP to arrange return of the equipment.
- Q What happens if I feel I need different equipment?** We do not have enough funds to give everyone the latest technology when something new comes out. If your vision or hearing loss changes and you are no longer able to use your equipment, contact WATAP to arrange a new assessment. WATAP may upgrade or replace your equipment when the three year warranty is past.
- Q Where can I obtain more information about the NDBEDP?** You may obtain information about NDBEDP such as the NDBEDP Consumer Guide from the Federal Communications Commissions (FCC) website by clicking on the following link: <http://www.fcc.gov/encyclopedia/national-deaf-blind-equipment-distribution-program> .

Program Updates

From Suzy Mannella, *Information, Referral and Advocacy* Program Manager

It's time to update the Directory of Services. To add your agency, organization, or business or to update your information in the online resource directory and Directory of Services publication, you can download the ODHH Directory of Services Listing and Newsletter Subscription Form: <https://fortress.wa.gov/dshs/odhhapps/directory/resource.aspx>

Once you have completed the form, mail it to:

ODHH c/o IRA Program
PO Box 45301, Olympia WA

or email it to:

odhh@dshs.wa.gov

From Kelly Robison, *Telecommunications Equipment Distribution* Program Manager

In an attempt to improve the TED Program, we plan to expand the equipment selection to include iPad devices with apps specifically related to telecommunication. There is no scheduled implementation date at this time, but we anticipate early 2015. Stay tuned for more information about this exciting addition!

From Berle Ross, *Sign Language Interpreter Management* Program Manager

"During the period of May 15-17, 2014, the Washington Supreme Court Gender and Justice Commission, together with the Minority and Justice and Interpreter Supreme Court commissions, hosted three, consecutive, one-day court interpreter training sessions related to interpreting in domestic violence and sexual assault (DV/SA) legal proceedings and court settings. The Asian Pacific Islander Institute on Domestic Violence served as the technical assistance provider for language access issues in DV/SA legal settings and provided the training faculty and seminar content. The sessions were held in Seattle, SeaTac, and Spokane with approximately 30 ASL and 120 spoken language interpreters attending. This free training for both spoken language and sign language interpreters was made possible through funding from the Department of Social and Health Services, Office of Deaf and Hard of Hearing and the Administrative Office of the Court's STOP grant.

Now we hear you, Now we don't

Christine Seymour, GS-Deaf and Hard of Hearing Resource Specialists

Hearing family members, friends, or co-workers often recognize our hearing loss long before we do. Frustrated with being misunderstood, having to repeat, or getting inappropriate responses, our hearing partners want it fixed. Suggesting that a hearing test or hearing aids are in order, we very often deny any communication problem. You mumble, you didn't say it, or it's not that bad. This denial is often misunderstood as not believing or admitting that we have a hearing loss. However, the reality is we lose our hearing gradually and are unable to recognize when we are not hearing as opposed to hearing. We simply cannot know there is sound or information if we don't hear it.

Hearing loss isn't total; it isn't deaf. It is partial hearing—a concept entirely foreign to anyone who doesn't experience it. As bits and pieces of information become “lost,” we compensate by filling in the blanks based on those pieces that got through. We could get it right, but we might be wrong. There is no way to tell.

Different environment and different voices create variance in the reception of communication. Sitting at the dining room table with one person and a cup of coffee, we might be able to understand and participate fully. Then the family arrives, there are eight people at the table, multiple conversations, and we can't follow any of it. Confused, we nod and smile. Maybe you think we heard you; maybe you know we didn't. Maybe you think we're not listening or don't care. But, nevertheless, little effort is made to include us.

Hearing loss cannot be “fixed.” It can be aided—first, by employing supportive communication strategies and second, by adding technology. However, these solutions require behavior changes from both the hearing person and hard of hearing person.

If someone in your life has a hearing loss, consciously get his or her attention before you start to speak. Call the person by name, or touch their shoulder or hand. Giving us the opportunity to prepare to listen increases the chances of understanding. Maintain eye contact and speak at a moderate pace. Shouting doesn't help.

If communication continues to deteriorate, rather than getting frustrated and urging hearing aids, point out what was misunderstood and ask what you can do to help. Chances are he or she won't even know. But by lovingly examining the situation together, there might be an opportunity to make a decision to take the next step. By becoming a communication partner, your loved one can feel a part of the decision and be more willing to do the work necessary to learn to use hearing aids effectively “Fix it,” is not the answer.



Northwest Justice Project CLEAR*ASL



The Northwest Justice Project (NJP) is Washington's publicly funded statewide legal aid program for low-income persons and groups in Washington. Through its seventeen offices NJP provides free legal information, advice, limited assistance, representation, community education, outreach and other community based advocacy. With more than 100 attorneys working in seventeen offices located throughout the State of Washington, NJP's staff is highly diverse and multilingual.

NJP operates a centralized intake and referral system known as CLEAR, based in its Seattle office.

CLEAR serves all 39 counties in Washington through a telephone hotline system. This has become the primary point of entry to the civil legal services delivery system for all low-income people in Washington State seeking legal help. NJP's offices are presently located in the following communities: Bellingham, Everett, Seattle, Tacoma (satellite offices at Western State hospital and in Bremerton), Olympia, Vancouver, Aberdeen, Pt. Angeles, Longview, Wenatchee (satellite office in Omak), Yakima, Pasco (satellite office in Walla Walla) and Spokane (satellite office in Colville).

NJP also has several programs that provide specialized services to targeted populations, including a Farm Worker Unit, a Native American Unit, Foreclosure Prevention Unit, Medical Legal Partnership, Veteran's project, CLEAR*ASL, and programs that serve refugee and immigrant victims of domestic violence in King County. The CLEAR*ASL program allows eligible individuals who prefer to communicate in ASL via video phone to connect with a staff attorney who is fluent in ASL. The attorney will conduct an intake in ASL by video phone. This program is in addition to the ability to call CLEAR and speak with any available attorney through a relay operator.

NJP generally helps people with low incomes resolve civil legal problems that often occur in situations involving domestic violence, eviction or other loss of housing, job conditions or lost wages, educational barriers, lack of access to or loss of government benefits or health care, debt collection, transportation needs, and/or language or cultural barriers to accessing social services or justice systems.

NJP operates a website at www.washingtonlawhelp.org, which provides a significant library of client-oriented legal educational materials and www.nwjustice.org with information about NJP and its programs.

Persons seeking legal help for case screening and appropriate referral to NJP local offices or other civil legal aid providers in their community:

- if you live outside of King County, call 1.888.201.1014
- if you live in King County dial 211

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(360) 902-8000 V/TTY

Email: odhh@dshs.wa.gov

Web site: <http://www.dshs.wa.gov/odhh/>

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