

Washington State Department of Social and Health Services

Transforming
Lives

Aging and Long Term Support Administration

Office of Deaf and Hard of Hearing (ODHH)

Serving the Deaf, DeafBlind, Deaf Plus, Hard of Hearing and Late Deafened Community

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Washington State Department of Social and Health Services

Aging and Long Term Support Administration
Office of Deaf and Hard of Hearing

Presentation Outline

1. Hearing Loss: Impact, Awareness, Education
2. ODHH as Resource
3. Communication Modalities Education
 - Training
 - Consultation
 - Evaluation

Hearing Loss: Impact, Awareness, Education

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Approximately 48 million people in the United States with various degrees of hearing loss while 1.1 billion people around the world are at risk of hearing loss due to various different kind of environmental noise exposure

What is hearing loss?

Hearing loss is either congenital (happens at birth), or acquired sometime after birth. In addition, there are varying degrees of hearing loss from a very mild reduction in the ability to hear sound, to profound loss where there is little to no sound detection.

In the state of Washington, there are over 290,000 people with varying degrees of hearing loss.

What causes hearing loss?

- Noise Exposure
- Ear Injuries
- Ototoxic medications and drugs
- Some diseases and infections
- Genetic factors
- Aging

IMPACTS

quality of life, health, relationships and career

- Emotional
- Stigma
- Barriers
- Alienation
- Potential loss of employment
- No employment
- Access barrier
- Change of family dynamics
- Service Provider's attitude and biases

COMMUNICATION STRATEGIES

- How to recognize hearing loss symptoms
 - Handout o
- Working with persons with hearing loss
 - Self awareness
- Any resources and assistive technologies available
 - **Seek consultation from ODHH**

Effective Communication Choices

- Sign Language Interpreters
- Writing back and forth
- Note takers
- Hearing Aid-Compatible Amplified Telephones, Captioned Telephone, etc.
- Assistive Listening Systems and/or Devices
- Equipment such as flashing lights/vibrating alarm clocks, doorbell, etc.
- Written Materials
- Closed Captioning – check remote control, TV menu
- Computer Access Real-Time Translation (CART)
- Typing via Laptop or iPad
- Support Service Providers (SSP) for Deaf-Blind Participants
- DeafBlind Interpreters, Tactile Sign Language
- Large Print Materials
- Braille Materials
- Print on Palm



How to Request Communication Access Modalities Education Training

Focuses on:

- Consultation
- Training
- Evaluation
- Information and Referral

Will be:

- Tailored to meet the needs of individuals living or receiving services from various sites
- Hands-on experience
- Varies in length and frequency depending on the need
- Enhance communication between caregiver or service provider and individual who receives services
- Prevent potential abuse of elders, LGBTQ, and people with disabilities

Contact Information:

cametrequest@dshs.wa.gov

ODHH as RESOURCE

Office of Deaf and Hard of Hearing DIVISION of AL TSA

Why We Are Here: ODHH ensures that community members are able to have full and equitable access to public services. ODHH provides the community with the information, skills and tools needed to achieve effective communication access. ODHH promotes independence, breaks down communication barriers, enhances access and provides opportunities to this very small, marginalized and underserved community.

Our History: In 1979, DSHS established the "Deaf Services Coordinator" position with the intention of serving the Deaf population of Washington State. Over the past forty years, this single position has evolved into the Office of the Deaf and Hard of Hearing, a division with its own staff of 15 people and a budget of over \$5 million, serving all individuals with hearing loss in Washington State.

Who We Are: ODHH serves as a multifaceted program that provides accessibility, resources, and services to community members throughout Washington State, in collaboration with Aging and Long Term Support Administration (AL TSA) within the Department of Social and Health Services (DSHS).

Who We Serve: ODHH services are available to people of any age who are deaf, deafblind, hard of hearing, and late deafened to ensure equal communication access promoting self-sufficiency. ODHH also serves in a consultation and advisory role to all state agencies that support community members with hearing loss.

What We Do: Since 1979, ODHH has expanded to include these services: interpreter contracts, information and resources, assistive communication technology, telecommunication relay services, telecommunication equipment distribution, trainings and presentations for community members, social and health services (including seven regional service centers), and communication access modalities and education trainings for service providers.

ODHH has seven programs that provide services and access

NEXT FEW SLIDES INTRODUCE
ODHH' S PROGRAMS

COMMUNICATION ACCESS PROGRAM

Communication Access Modalities Education Training (CAMET)

Provided to Service Providers:

- Residential Care Services
- Caregivers
- Nursing Homes
- Senior Centers
- Area Agencies on Aging
- Assistive Living
- Home and Community Services
- Hospitals
- Veteran Affairs
- Prison

Community Outreach

- Responds to requests for information and referral about available resources
- Booths
- Outreach
- Brings people and services together
- Connects people to community services
- Sponsorships



Communication Technology

- Assistive Communication Technology (ACT)
- Telecommunication Equipment Distribution (TED)
- Telecommunication Relay Service (TRS)

Assistive Communication Technology

Digital and wireless communication technologies are available to assist listening by bringing and spanning desired and distant sounds directly to an individual's ear and eliminating unwanted background noise.

Available assistive listening devices include:

- Portable Induction Loop
- Frequency Modulation (FM) Systems
- Pocket Talkers
- Portable Induction Loop clipboard



Telecommunication Equipment Distribution

Distributes specialized telecommunication equipment to eligible clients who are deaf, hard of hearing, late deafened such as:

- Amplified Telephones
- Captioned Telephones
- iPads with Telecommunication Apps
- Ring Signalers
- Other devices are available for individuals with a speech disabilities.



Telecommunication Relay Service

Washington Relay provides access to free relay services telephone communications.

- 24 hours a day, 365 days a year
- Confidential calls can be made to anywhere in the world.
- No restrictions to the number, length, or type of calls



How WA Relay Works



https://www.google.com/search?biw=1320&bih=704&tbm=isch&sa=1&ei=Qu8qW_rQLeuT0gLSwYOlAg&q=sorenson+public++video+phone+booth&oq=sorenson+public++video+phone+booth&gs_l=img.3...9841.16512.0.18375.10.10.0.0.0.60.436.10.10.0...0...1c.1.64.img..0.0.0....0.FILjDOTootU#imgrc=BYHB9r9s4DOaKM:

Sign Language Interpreter Contracts and Resources

- Maintains a list of Certified Sign Language interpreters qualified to work in Washington Courts
- Contracts with interpreting agencies and individual/freelance certified interpreters. Interpreting services include the following:
 - Deaf/hard of hearing Interpreting
 - Legal Interpreting
 - Deafblind Interpreting
 - *Video Remote Interpreting*
 - Certified Deaf Interpreters
 - Mental Health Interpreting



Social & Human Services

Contracted with the Regional Service Centers to provide:

- Case management services (advocacy)
- Lending of assistive listening devices
- Demonstration of telecommunication equipment
- Information and Referral
- Trainings, Community Education, Community Events
- Technical Assistance



Contracted with DeafBlind Service Center to provide:

Support Service Providers (SSP).

SSPs are trained to offer information about visual environment and safety guide individuals.

Communication Facilitators (CF).

CFs are one-way interpreters that repeat what a video relay services (VRS) interpreter or videophone (VP) operator says, in close vision or tactile sign language. CFs make the VP accessible to Deafblind people who communicate tactually.

Two new programs (SHS)

They will be launched off in 2019

Family Mentor Services

- Mentors will visit families with deaf and hard of hearing children (infant – 16 of age)
- Language and Communication support

Senior Companion Services

- Companion provider will visit seniors at their homes, assisted living or nursing homes.
- To reduce isolation, and alienation
- To protect from potential elder abuse

Trainings and Presentations

- Serves as a statewide resource and training program, contracting with skilled trainers to provide:
 - Presentations
 - Workshops / Trainings
- Primary goals being skill building, increased access for community members, and increased educational, and employment opportunities. Topics for trainings are chosen based on community feedback and trends.
- Examples of training or presentation - not limited to the following:
 - Pro-Tactile Communication
 - Advocacy and Self-Advocacy
 - Board Training
 - Consumer Advocacy
 - Skill Development
 - Support Service Provider Training
 - Legislative Education and Training

RECAP

- Hearing loss symptoms
 - Types of hearing losses
 - Hearing loss causes
 - Communication barriers
 - Social Isolation
- Communication
- Resources
 - Seek ODHH and programs
 - – request for CAMET (highly recommended)
 - Reframe mindset on the hearing loss
 - Biases, attitude and deficit thinking
 - Person centered with support and empowerment

Washington State Department of Social and Health Services



thank you!

Washington State Department of Social and Health Services



Certificate of Completion

Hearing Loss: Impact, Awareness, Education

Presented by:

Deborah O'Willow, Director Office of Deaf and Hard of Hearing
Washington State Department of Social and Health Services

Webinar aired on: January 10, 2019 in Lacey, Washington
for Health Home Care Coordinators and Allied Staff

Training Credit of 1.5 Hour

Please sign and date to attest that you reviewed this PowerPoint

Your Signature

Date

Supervisor's Signature

Date