

Program Report Card: Program Counseling (Commission on the Deaf and Hearing Impaired)

Quality of Life Result: Individuals who are Deaf and Hard of Hearing have access to counseling and support services in their native language that promotes their ability to live independently and become productive and economically independent citizens if provided with an equal opportunity to succeed.

Contribution to the Result: The Counselors at the Commission on the Deaf and Hearing Impaired (CDHI) provide services and programs designed to help deaf, hard of hearing and late-deafened people remove communication barriers, develop and achieve personal goals, empower self-determination and celebrate their language, identity and culture. Services include communication assistance, advocacy, individual, group and family counseling, independent living skills, employment assistance, information & referral, community education, and outreach activities which include collaboration and partnerships with other state and local agencies.

Total Program Funding: \$ 146,058

State Funding: \$ 55,708

Federal Funding: \$90,350

Other Funding: \$ none

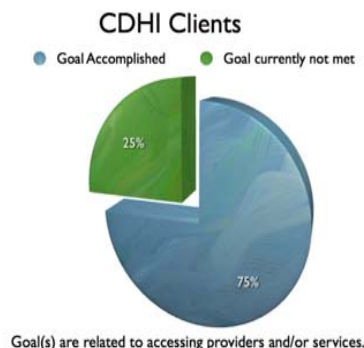
Partners: Department of Developmental Services, Birth to 3 Interagency Coordinating Council, DCF Deaf and Hard of Hearing Advisory Council, Department of Mental Health and Addiction Services Deaf and Hard of Hearing Task Force, Department of Social Services, American School for the Deaf and Bureau of Rehabilitation Services Deaf Focus Integration Team, Office of Protection and Advocacy, Communication Advocacy Networking (CAN) a Deaf-run non-profit organization, Independent Living Centers, Coalition Against Domestic Violence and the Non-Violence Alliance.

Performance Measure 1: Number and percentage of people with hearing loss, from birth to older adults that reside in the state of CT.

Story behind the baseline: Collaborate with various state agencies to collect data to determine service needs and establish a database of this population to determine the needs and provide numerical values when applying for grants. In addition, the data could be utilized for application to educational institutions, legislative issues, and other pertinent advocacy and civic services to support people with hearing loss.

Proposed actions to turn the curve: Establish a comprehensive, longitudinal statewide database system. Currently, a database does not exist for the state of CT. This database could provide agencies

Performance Measure 2: Number and percentage of CDHI clients who request and receive support services for basic survival needs that includes housing, food, insurance, energy assistance, and child care support.



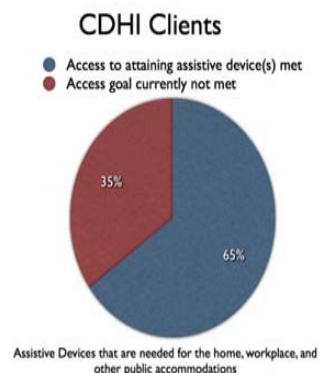
Story behind the baseline: The percentage of clients who requested support for basic needs (at least 75%) were able to access providers and/or services that allowed them to accomplish their stated goals. This was achieved when the client was able to work with a counselor on their stated goals on the recently revised intake forms and follow through on recommendations when directed to suggested programs, resources and/or services.

Proposed actions to turn the curve: In order to accomplish this, CDHI will continue to provide its clients and communities with the resources, access and counseling services they need to make independent decisions in a variety of situations. In addition, CDHI will also collaborate as collaborating with other agencies to ensure that their services are more accessible to population that CDHI serves.

Performance Measure 3: To provide advocacy services for Deaf, Hard of Hearing and Late-Deafened Adults for assistive devices, communication access and improved self-esteem

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by providing peer-to-peer support, coping skills, advocacy, information and resources on assistive technology and communication alternatives.



Story behind the baseline: Because of their deafness, deaf and hard of hearing people sometimes lack full access to information to make proper decisions in their lives. CDHI provides advocacy by educating the hearing (and deaf) community about the various rights and communication needs of the diverse deaf and hard of hearing population. Late-Deafened Adults are people who have lost the ability to understand the spoken language with or without hearing aids. We provide assistance in finding assistive technologies for people who are not able to hear alarms, telephones and etc. Approximately 65% of CDHI clients are able to gain access to assistive devices that are needed in their homes, apartments and their work places.

Proposed actions to turn the curve: CDHI provides a nurturing environment where clients with different degrees of hearing loss can share their unique experiences, where they can help one another, and where they no longer feel alone and estranged from the hearing world that some of our clients once knew. This also includes helping them to advocate for their rights and the right to access and receive services in a timely manner equal to the mainstream hearing world as well as accessing assistive technology that provides safety measures for them in their home and their work place.

Performance Measure 4: To provide comprehensive support services for victims of domestic violence victims with hearing loss as well as for their abusers who are court-mandated for group counseling services.

Story behind the baseline: Currently there are no programs for abused women in CT who are deaf or hard of hearing in CT that provide advocacy, support services and assistive technology other than TTYs in battered women shelters. Abusers are court-mandated to hearing groups and often abusers do not have access to support groups because of communication break downs and lack of awareness of deaf and hard of hearing implications in group modalities focused on abusers and or victims with hearing loss.

Proposed actions to turn the curve: CDHI has begun working with the Non-Violence Alliance (NOVA) that works with abusers and the Connecticut Coalition Against Domestic Violence (CCADV) who work with victims of domestic violence to develop group modalities that include facilitators who are proficient in American Sign Language. This would also include counseling services, advocacy and support from CDHI

Counselors in facilitating support groups and/or individual support service.