



Wisconsin Public Psychiatry Network Teleconference
(WPPNT)

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Protecting and promoting the health and safety of the people of Wisconsin



**The Office for the Deaf and Hard of Hearing
(ODHH)**

August 25, 2016

Wisconsin Department of Health Services



ODHH's Mission

“To ensure that the variety of life’s choices and equal opportunities are available to all Deaf, Deaf-Blind and Hard of Hearing people.”



ODHH
Office for the Deaf
and Hard of Hearing

Promoting Equal Communication Access and Accommodations

Office for the Deaf and Hard of Hearing

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Hearing Loss in the United States

“Have hearing loss”
includes both Deaf and Hard of Hearing
Per US Census 2010
Gallaudet Research Institute surveys from 1997-2003
U.S. Bureau of the Census - 2008 American Communities Survey 1-year Estimate

Total U.S. Population	Estimated number of Deaf and Hard of Hearing Persons	Percentage of the Population	Wisconsin	Estimated number of Deaf and Hard of Hearing persons	Percentage of the Population
308,745,538	40,136,919	13%	5,686,986	184,258	3.24%
>6 years old	726,478	1.81%	Ages 0-5:		
Ages 18-34: <small>67,414,000</small>	2,292,076	3.4%	Ages 5-17:	16,073	1.2%
Ages 35-44: <small>38,019,000</small>	2,395,197	6.3%	Ages 18-34: <small>1,270,950</small>	11,439	.9%
Ages 45-54: <small>25,668,000</small>	2,643,804	10.3%	Ages 35-64: <small>2,299,230</small>	66,678	2.9%
Ages 55-64: <small>21,217,000</small>	3,267,418	15.4%	Ages 65-74: <small>400,496</small>	37,646	9.4%
Ages 65 and over: <small>30,043,000</small>	8,742,513	29.1%	Ages 75 and over: <small>376,818</small>	86,668	23%

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ODHH Initiatives

- We provide leadership, information and assistance, education, and outreach through:
 - Collaboration with customers, stakeholders and agencies leading to informed and supportive community environments for people who are Deaf, Hard of Hearing and Deaf-Blind in Wisconsin
 - Community Outreach and Technical Assistance
 - Referrals to Communication Access agencies

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ODHH Programs and Services

- Information and Referral, Technical Assistance and Consultation Services
- Communication Access and Assistive Technology
- Service Fund
- Wisconsin Interpreting and Transliterating Assessment (WITA)
- Telecommunication Assistance Program (TAP) in partnership with Public Service Commission's Telecommunication Equipment Purchase Program (TEPP)

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Service Fund

- Provides financial assistance for communication access services in situations not covered by the Americans with Disabilities Act (ADA) or Section 504 of the Rehabilitation Act
- Situations not covered by either of the above mentioned mandates are those where the organization or entity, whether it be for or non-profit, can provide just cause that provision of a communication access accommodation would cause them an “undue hardship”

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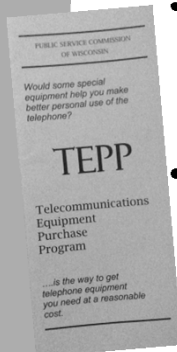
Wisconsin Interpreting and Transliterating Assessment (WITA)

- The state’s only interpreter verification system
- This assessment provides candidates with an individual assessment of interpreting and transliteration skills

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Telecommunication Assistance Program (TAP)



- The Telecommunications Equipment Purchase Program or TEPP through Wisconsin Public Service Commission assist individuals with disabilities purchase the specialized equipment they need in order to utilize basic telephone services. TEPP does require that applicants pay a \$100 co-pay.
- The Telecommunications Assistance Program (TAP) may be able to assist with the \$100 co-pay required by the TEPP program. TAP is only for persons who are Deaf, Deafblind or Hard of Hearing living in a low-income household. To apply for TAP, you must fill out the household income lines as well as a hearing loss certificate (F-22554, PDF, 20 KB) with your TEPP application.

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Equal Access



What is Equal Access for Individuals who are Deaf, Hard of Hearing and Deaf-Blind?

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Equal Access = Effective Communication



- Americans with Disabilities Act require most organizations to provide equal access to services or make communication modifications for people who are Deaf, Hard of Hearing and Deaf-Blind
- Examples:
 - Auxiliary Aids and Services
 - Qualified Sign Language Interpreters
 - Communication Access Realtime Translation (CART)

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Equal Communication Access



- Legal
- Emergency Care
- **Behavioral Health and Mental Health**
- Health Care
- Educational
- Long-Term Care
- Employment

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List of Accommodations

- Sign Language Interpreters
- Communication Access Real-time Translation
- Video Relay Services/CapTel Services
- Videophone
- Hearing Loop System
- Flashing doorbell
- Closed captions
- Voice amplified phone

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Definition of Qualified Interpreter under Americans with Disabilities Act (ADA)

- The ADA defines a “qualified” interpreter as one who:
 - Someone who is able to sign to the individual who is deaf what is being spoken by the hearing person and who can voice to the hearing person what is being signed by the person who is deaf.
 - To be qualified, an interpreter must be able to convey communications effectively, accurately, and impartially, and use any necessary specialized vocabulary.

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How to use an Interpreter

- Make sure the deaf person can see both you and the interpreter
- Check for adequate lighting
- Speak directly to the deaf person
- Speak normally
- Allow time
 - For questions from the deaf person
 - For the interpreter to finish signing the message and
 - For voicing the deaf person's message
- Don't ask the interpreters for opinions
- Check and make sure that the deaf person understands



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Regional Deaf and Hard of Hearing Specialists



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Common information requests

- Accommodations in healthcare, medical and behavioral health settings, workplaces and educational settings
- Assistive Listening Devices
- Interpreter Services and CART
- Hearing Aids
- ASL Classes



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Common referral requests



- Where to find help to file a complaint?
- Where to find help in employment?
- Where to go for financial assistance for hearing aids?
- Where to find assistance for SSI and SSDI?
- Where to find support groups?
- Where to find therapists who can sign in American Sign Language?
- Where to go to for home care?

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Common technology requests

- Hearing Assistive Technology (HAT)
 - Hearing Aids
 - Visual alert smoke/fire alarms
 - Amplified Phone or Captioned Phone
 - Flashing lights for doorbell and phone
 - FM systems
 - Hearing Loop for TV and meetings/conferences
- Locations for demonstrations and vendors



Image from: technowords.com

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Challenges on Providing Behavioral Health and Mental Health Services for Deaf, Hard of Hearing and Deaf-Blind

- Lack of Access
- Health Literacy
- Cultural Competency
- Communication Barriers
- Lack of Data

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Lack of Access

- Many people who are Deaf, Hard of Hearing and Deaf-Blind do not have access to behavioral health services that meet his or her needs. Such services include prevention, active treatment, supported transition and after-care.

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Health Literacy

- People who are Deaf, Hard of Hearing and Deaf-Blind and their families do not have a general understanding of behavioral health issues and its associated impact on behavioral and physical health.

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Cultural Competency

- The general public is not fully cognizant of the level of cultural sensitivity, training and education that needs to be applied towards Deaf, Hard of Hearing and Deaf-Blind individuals in mental health and substance abuse services and settings.
- People who work in behavioral health do not have a full understanding of Deaf, Hard of Hearing and Deaf-Blind individuals' cultural, linguistic and educational backgrounds and experiences.

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Communication Barriers

- Service providers have limited capability to directly communicate with people who are deaf, hard of hearing and deaf-blind through sign language, tactile sign language or through qualified mental health interpreters.
- There are 16 Qualified Mental Health Interpreters (QMHI) available in Wisconsin. In addition, there are no specialized or licensed health providers in Wisconsin who can communicate directly with this population.

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Lack of Data

- There is a lack of thorough, accurate epidemiological and statistical data at the state and federal levels regarding behavioral health needs of people who are Deaf, Hard of Hearing and Deaf-Blind in Wisconsin.

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ODHH Website

- Visit our website for a complete staff listing and contact information:

www.dhs.wisconsin.gov/odhh/index.htm



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