



Wisconsin Public Psychiatry Network Teleconference (WPPNT)

- This teleconference is brought to you by the Wisconsin Department of Health Services (DHS) Bureau of Prevention, Treatment and Recovery and the University of Wisconsin-Madison, Department of Psychiatry.
- The Department of Health Services makes no representations or warranty as to the accuracy, reliability, timeliness, quality, suitability or completeness of or results of the materials in this presentation. Use of information contained in this presentation may require express authority from a third party.

1 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

3

---

---

---

---

---

---

---

---



## Hearing Loss in the United States

**"Have hearing loss"**  
includes both Deaf and Hard of Hearing  
For US Census 2010  
Callander Research Institute surveys from 1997-2003

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	40,136,019	13%	5,686,986	<b>184,258</b>	<b>3.24%</b>
>6 years old	726,478	1.81%	Agnes 0-5:	16,073	1.2%
Ages 18-34:	2,292,076	3.4%	Agnes 5-17:		
Agnes 35-44:	2,395,197	6.3%	Agnes 18-34:	11,439	.9%
Agnes 45-54:	2,643,804	10.3%	Agnes 35-64:	66,678	2.9%
Agnes 55-64:	3,267,418	15.4%	Agnes 65-74:	37,646	9.4%
Agnes 65 and over:	8,742,513	29.1%	Agnes 75 and over:	86,668	23%

4

Office for the Deaf and Hard of Hearing

---

---

---

---

---

---

---

---

---

---



## 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

5

Office for the Deaf and Hard of Hearing

---

---

---

---

---

---

---

---

---

---



## 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)

6

Office for the Deaf and Hard of Hearing

---

---

---

---

---

---

---

---

---

---



## 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"

7

Office for the Deaf and Hard of Hearing

---

---

---

---

---

---

---

---



## 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

8

Office for the Deaf and Hard of Hearing

---

---

---

---

---

---

---

---



## 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.

9

Office for the Deaf and Hard of Hearing

---

---

---

---

---

---

---

---



## Equal Access

---

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

10 Office for the Deaf and Hard of Hearing

---

---

---

---

---

---

---

---



## 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)

7 Office for the Deaf and Hard of Hearing

---

---

---

---

---

---

---

---



## Equal Communication Access

---

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

12 Office for the Deaf and Hard of Hearing

---

---

---

---

---

---

---

---

## 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

13 Office for the Deaf and Hard of Hearing

---

---

---

---

---

---

---

---

## 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.

14 Office for the Deaf and Hard of Hearing

---

---

---

---

---

---

---

---

## 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

15 Office for the Deaf and Hard of Hearing

---

---

---

---

---

---

---

---



## Regional Deaf and Hard of Hearing Specialists



16

Office for the Deaf and Hard of Hearing

---

---

---

---

---

---

---

---



## 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



17

Office for the Deaf and Hard of Hearing

---

---

---

---

---

---

---

---



## 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?

18

Office for the Deaf and Hard of Hearing

---

---

---

---

---

---

---

---



## 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: techwords.com

19 Office for the Deaf and Hard of Hearing

---

---

---

---

---

---

---

---



## 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**

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

---

---

---

---

---

---

---

---



## 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.

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

---

---

---

---

---

---

---

---



## 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.

22

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

---

---

---

---

---

---

---

---



## 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.

23

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

---

---

---

---

---

---

---

---



## 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.

24

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

---

---

---

---

---

---

---

---



## 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.

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

---

---

---

---

---

---

---

---



## ODHH Website

- Visit our website for a complete staff listing and contact information:  
  
[www.dhs.wisconsin.gov/odhh/index.htm](http://www.dhs.wisconsin.gov/odhh/index.htm)



26 Office for the Deaf and Hard of Hearing

---

---

---

---

---

---

---

---



## ODHH Contact Information

- Director:  
Dan Millikin  
[daniel.millikin@wisconsin.gov](mailto:daniel.millikin@wisconsin.gov)  
608-284-8224
- Communications Access and Development Unit Supervisor:  
Amber Mullett  
[amber.mullett@wisconsin.gov](mailto:amber.mullett@wisconsin.gov)  
608-261-7823

27 Office for the Deaf and Hard of Hearing

---

---

---

---

---

---

---

---