



# Deafness 101 (or so)

DMH Deaf Services Staff

A man in a pink shirt is performing sign language. He is standing in front of a screen that displays text. The text on the screen includes "Independence Day", "Port Harbor", "an orbital flight", "the earth", "Alaska", and "hda". The man's shadow is cast onto the screen behind him.

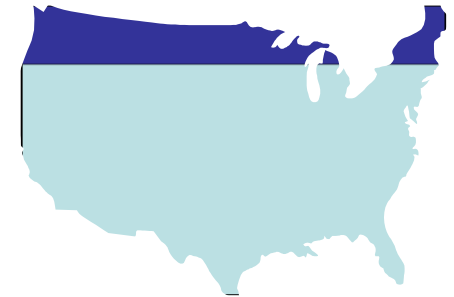
# Waiting on the World

- Click on this link for a video clip
- [Deaf Performing Arts Network](#)
- [www.d-pan.com](http://www.d-pan.com)



# Dimensions of the issue

- 92% of Deaf children have hearing parents
- 85 – 90% of Deaf adults marry other Deaf adults
- 90% of Deaf parents have hearing children
- All individuals with a hearing loss make up 5% of the population.
- Deaf individuals make up .215% of the population





# Facts, please

- No one knows how many Deaf people live in SC
  - Best guess is about 9,000
- We know 1,121 children are identified as hearing impaired by school system

A man in a pink shirt is shown from the chest up, signing with his hands. He is looking towards the right. Behind him is a screen displaying text, and a large shadow of him signing is cast onto the screen. The text on the screen includes "Independence Day", "Port Harbor", "an orbital flight", "the earth", and "Alaska".

## More Facts, please

- 92% of D/HH children born to parents who can hear
- 15% of those parents develop sign language skills necessary to communicate (meaningfully!)  
(Mindel and Vernon 1970)

A man in a pink shirt is gesturing with his hands in front of a screen. The screen displays text including "Independence Day", "Port Harbor", "an orbital flight", "the earth", and "Alaska". The man's shadow is cast on the screen behind him.

# Definitions

- Audism
- Cultural Competence
- Deaf-World
- Deaf
- Hard of Hearing
- Hearing Impaired
- Hearing



# Sign Language Continuum

ASL

PSE

MCE



PANTOMIME





# Language Definitions

- **American Sign Language (ASL)**
  - ASL is a visual and manual language made up of signs created with the hands, facial expressions, and body posture and movement. ASL is not encoded English nor is it universal.
- **Pidgin Signed English (PSE)**
  - PSE describes naturally occurring varieties which incorporate traditional ASL signs in a flexible English grammatical order.
- **Manually Coded English (MCE)**
  - MCE is the term for contrived systems for encoding English in manual form. Examples of MCE are Signing Exact English (SEE), LOVE, Manual English, Signed English, and many other derivatives.
- **Pantomime**
  - A universal method of communication through gestures. This is a nonverbal system of communication that is used in all modalities of sign language, crossing all signing spectrums.



A man in a pink shirt is shown from the chest up, signing with his hands. Behind him is a screen with text including "Independence Day", "Port Harbor", "an orbital flight", "the earth", and "Alaska". The text is partially obscured by his hands and the lighting.

# How do you know if someone is deaf or heard of hearing?

- Hearing aid or cochlear implant
- Clear to unclear speech
- Loud speech
- No response, inappropriate response or ask for repetition
- Puzzled expression while listening
- Not hearing any or some sounds
- Watching person's lips
- Gestures/Sign language

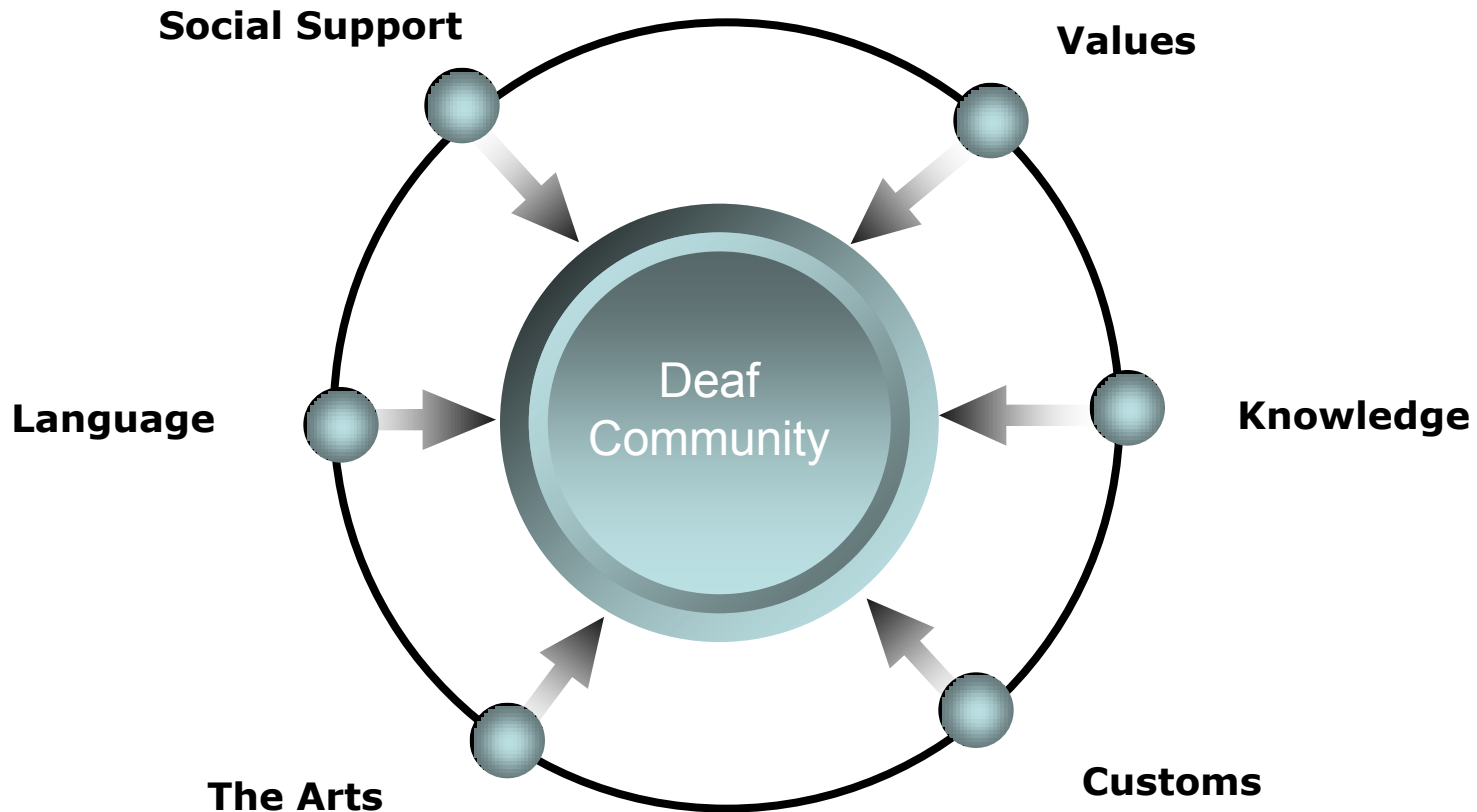




# Basic Communication Tips

- Tap on shoulder/arm or wave to get attention
- Face the person directly
- Speak slowly and clearly. Avoid covering your mouth and face
- Repeat or rephrase what you said
- Use appropriate facial expression
- Give visual cues or gestures
- Write notes or use text/e-mail (for basic communication only)
- Use mime, gestures, sign language or fingerspelling
- If they tell you how you can communicate with them effectively, follow their request.
- Do NOT assume that the person understands you – follow your intuition.

# Deafness as Culture





# Stages of Cultural Competence

- Cultural Destructiveness
- Cultural Incapacity
- Cultural Blindness
- Cultural Pre-Competence
- Cultural Competence



# Deaf Community Values

- Values
  - Relationship to the Deaf-World
  - Endogamous marriage
  - Group membership
  - Consensual decision making
  - Culturally related names
  - Respect for the language





# Deaf Community Knowledge

- Knowledge
  - Who are Deaf leaders
  - Important events in history
  - Interactions with Hearing people
  - Code-shifting





# Deaf Community Customs

- Customs
  - Introductions/departures
  - Turn taking
  - Speaking frankly
  - Speaking politely



A man in a pink shirt is performing hand signs in front of a screen. The screen displays text including "Independence Day", "Port Harbor", "an orbital flight", "the earth", and "Alaska". The man's shadow is cast on the screen behind him.

# Deaf Community Characteristics

- Social Structure/Organizations
- Residential/Center Schools
- Language proficiency
- The Arts
  - Language arts
  - Theatre arts
  - Visual arts
- Kinship



# Reasonable accommodations – Telephones

- Videophone/Video Relay Interpreting/TTY



# Reasonable accommodations

- Text/e-mail
- Listening Devices





# Reasonable Accommodations – Alerts

- Alert devices
  - Doorbell
  - Fire Alarm
  - Alarm Clock
  - Sound Alert





# SCDMH Deaf Services

- Why?
  - It's the law
    - Americans with Disabilities Act
    - Rehabilitation Act of 1973, as amended
    - Title IV of the Civil Rights Act
  - It's more effective
    - Identified as a strong consumer preference
    - Improved treatment outcomes
  - It's cheaper
    - Inpatient stays down from 160 days to 28 days
    - Signing clinicians cheaper than using an interpreter



# SCDMH Deaf Services - Overview

- 32 total positions across the state, with 18 positions filled, serving 301 consumers
- Statewide Coordination
  - Clinical Services
  - ASL Interpreter Services
- National model of excellence
  - CMHS (Center for Mental Health Services)
  - NASMHPD (National Association of State Mental Health Program Directors)
- Inpatient LOS (length of stay) now less than hearing patients
  - 25 days compared to 28 days



# SCDMH Deaf Services – A Continuum

- Services available to consumers in their home community
  - Regional delivery of services allow for parity between rural and urban regions
  - Qualified supervision
  - Effective use of scarce resources
- Providing a full spectrum of services to adults
  - Individual, family and group counseling
  - Case management
  - Psychiatric coverage
  - Residential & Day programming
  - Inpatient services
- Providing outpatient and inpatient services to children





# Referral Process

- Referral
  - 800-647-2066 - 24/7 availability – voice/TTY/fax
  - [rcw53@scdmh.org](mailto:rcw53@scdmh.org) or [hjm34@scdmh.org](mailto:hjm34@scdmh.org)
- Emergency
  - Deaf Services staff
  - Interpreter
    - Hospital responsibility
    - Required for DMH facility admission
  - Telepsychiatry project

A man in a pink shirt is gesturing with his hands in front of a screen. The screen displays text including "Independence Day", "Port Harbor", "an orbital flight", "the earth", and "Alaska". The man's shadow is cast on the screen behind him.

# Process

- Intake
  - Deaf Services clinical staff with local center administrative support
- Ongoing services
  - Itinerant Deaf Services Clinician
  - Center staff with an interpreter & consultation
  - Co-therapy with local MHC and Deaf Services staff
- Local MHC or Deaf Services psychiatrist



# Logistics

- Deaf Services staff credentialed statewide through HR/QA
- Billing through EMR, revenues go to center where services are provided
- For most clients, Deaf Services clinician is case manager of record
- When coordinated through Deaf Services, Central Office pays cost of interpreters
- Staff have mobile e-mail, multi-site videophone capability and EMR access



# Working with an Interpreter

- Family members are not appropriate to use as interpreters, regardless of how well they sign
- Allow about ten to fifteen minutes before and after the session to meet with the interpreter
- Discuss language questions, testing materials or interpreter observations
- Interpreters, while knowledgeable in sign language and cross-cultural relationships are not experts in either substance abuse or Deaf culture



# Resources in SC

- SCAD
  - Provides information and social opportunities
- SCSDB
  - Provides education K-12 and adult
  - Department of Outreach Services
  - Telecommunication Equipment Distribution Program
- SCVRD
  - Employment



## Resources in SC (cont.)

- SCDMH
  - Outpatient services
  - Inpatient services
  - Residential Programming
- SCDOE
  - Support for schools and staff
- Alliance of Organizations Serving the Deaf
  - Networking





# University Resources in SC

- Clemson University
  - ASL Program
- Converse College
  - Deaf Ed program
- Midlands Tech
  - ASL Classes
- Spartanburg Community College
  - Interpreter Training Program
- University of South Carolina
  - Speech & Hearing Center