

# **Manual of Policies and Procedures**

## **DEAF ACCESS PROGRAM**



**STATE OF CALIFORNIA  
HEALTH AND HUMAN SERVICES AGENCY  
DEPARTMENT OF SOCIAL SERVICES**

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**DEAF ACCESS PROGRAM  
DEAF ACCESS PROGRAM (DAP)**

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**CHAPTER 65-100 DEAF ACCESS PROGRAM (DAP)****65-101 INTRODUCTION****65-101**

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**.1 Background**

Chapter 1193, Statutes of 1980, mandated the California Department of Social Services (CDSS) through the Office of Deaf Access (ODA), to administer the Deaf Access Program (DAP) and provide at least seven basic public social services for the deaf and hearing impaired (Welfare and Institutions Code Section 10621). These public social services for the deaf and hearing impaired would be made available in at least three regions, throughout the state, by public agencies or private nonprofit corporations, or a combination thereof, on a direct basis or through agreement (i.e., contracts) with other public agencies or private nonprofit corporations. This law further required the Department to: define "deaf" and "significant hearing impairment" for the purpose of this chapter; to establish funding criteria; and to determine the number and location of the regions in the state providing public social services for the "deaf and hearing impaired".

**HANDBOOK ENDS HERE**

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**.2 Office of Deaf Access (ODA)**

The ODA may carry out the following activities, in addition to administering the DAP, in order to accomplish its purpose.

- .21** being involved in public policy decisions made by social services programs to ensure the communication needs of deaf and hearing impaired persons are met;
- .22** training of State and county social services staff to teach the necessary skills for working effectively with California's deaf population, including promoting attitudes which reflect respect, inclusion, and support for deaf and hearing impaired people in all program services;
- .23** advising the Director and other managers on issues and concerns of California's deaf population as it relates to the Department's programs and services;
- .24** providing expert technical advice and/or training for social services staff on accommodating deafness and enhancing equal communication access through available assistive devices and other means;

<b>65-101</b>	<b>INTRODUCTION (Continued)</b>	<b>65-101</b>
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- .25 maintaining Departmental liaison with other public agencies, private organizations, and the community regarding their concerns about hearing impairments and the delivery of social service programs;
- .26 promoting equal employment opportunities for deaf and hearing impaired persons in State government programs through community outreach efforts in cooperation with other State agencies, and;
- .27 staying abreast of the latest research and development of products, services, and ideas which will enhance equal communication access for deaf and hearing impaired persons.

.3 Deaf Access Program (DAP)

The DAP shall ensure that the needs of the deaf and hearing impaired are met by assisting deaf and hearing impaired persons to exercise self-determination, lead independent, productive lives and demand inclusion in our society by:

- .31 addressing the Health and Safety issues that are associated with deafness;
- .32 assisting deaf and hearing impaired persons to have equal opportunity and communication access to employment, education and other public services;
- .33 assisting deaf and hearing impaired persons to access services and resources in their local community and become independent in their daily activities;
- .34 promoting awareness of the communication needs of deaf and hearing impaired people to public and private service providers, employers, educators and other members of the general public; and
- .35 representing and serving as a voice for deaf and hearing impaired people on national, state and local issues that will impact this population.

<b>65-101</b>	<b>INTRODUCTION (Continued)</b>	<b>65-101</b>
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**.4 Service Requirements**

Welfare and Institutions Code Section 10621 requires the following social services:

- .41 Communication services. This may include but is not limited to help in obtaining available and qualified interpreters for both routine and emergency requests (i.e., available 24 hours per day, seven days per week). To meet the communication needs of all segments of the deaf and hearing impaired population, communication services also includes providing information about assistive listening devices, real time captioning and signaling devices or other products, including but not limited to teletypewriters, personal pagers, and hearing or signal dogs, and providing document translation for deaf and hearing impaired clients upon request.
- .42 Advocacy. This may include but is not limited to ensuring general access and equal opportunity to employment, education and services, both public and private. Such measures to fight discrimination may constitute notifying and educating the perpetrating parties, filing administrative complaints, contacting local media, referring clients to legal services, and actually representing clients in meetings and hearings. This category of services is responsible to specific community needs and priorities, and made available on an emergency basis for individual or family crises. Advocacy helps clients in preserving their civil rights, and protecting their health and safety through improved communication access. Advocacy also includes activities designed to train deaf and hearing impaired clients to help themselves, such as: conducting workshops to train deaf and hearing impaired clients about their civil and consumer rights and how to exercise them, and; training client volunteers to become community advocates.
- .43 Job development and placement. For deaf and hearing impaired people, this may include but is not limited to development of job openings, assistance with career information, and career advancement, technical assistance to employers regarding accommodating deaf and hearing impaired employees. It may also include information and referral to job training programs and job openings, workshops teaching techniques for obtaining employment and strategies for handling employment issues, particularly those related to their hearing loss, and direct assistance for those who have employment problems resulting or relating to their deafness or hearing loss. Contractors are expected to work closely and cooperatively with the California Department of Employment Development and Rehabilitation.
- .44 Information and referral. This may include but is not limited to serving as a clearinghouse for responding to public inquiries about deafness, hearing impairments and related topics. This service also includes publishing and distributing a local community client resource directory.

**65-101 INTRODUCTION (Continued)****65-101**

- .45 Counseling. This may include but is not limited to individual and family counseling by qualified staff that is responsive to the communication needs of deaf and hearing impaired clients. Counseling should be provided in the communication mode preferred by the client and in regards to the doping skills or other issues relating to the client's hearing impairment. Qualified counseling staff means persons who are qualified under State laws pertaining to individual and family counseling. Peer counseling, on the other hand, may be performed by staff qualified in understanding hearing impairments, using various communication modes to communicate with all segments of this population and ensuring information privacy. Peer counseling may include, but not be limited to, crises intervention and referral, teaching coping skills for adjusting to hearing loss, and mentoring in regards to hearing impaired clients. Other services include information and referral to licensed counseling services for issues other than hearing impairments, support groups for individuals coping with hearing loss, and coordination of services, i.e., drug/alcohol treatment, mental health services and parenting classes. These services may be provided directly and/or through local community resources.
- .46 Independent living skills instruction. This may include but is not limited to teaching clients the skills necessary to become more independent in their daily lives and less dependent upon public programs. It also includes helping deaf and hearing impaired clients understand and access the resources and services available within the community.
- .47 Community education. This may include but is not limited to those activities that develop a greater awareness and understanding among the local community of deafness and hearing loss. This services also alerts potential clients to the myriad of available services and is intended to draw these clients out of their isolation by conducting outreach to deaf and hearing impaired people and their families, networking with other services providers and participating in local community activities such as fairs, exhibit booths, and other representatives.

NOTE: Authority cited: Section 10554, Welfare and Institutions Code. Reference: Sections 10559 and 10620 through 10629, Welfare and Institutions Code.

**65-103**      **DEFINITIONS** **65-103**

- (a) Reserved
- (b) Reserved
- (c)
  - 1. "Client" means a deaf and other hearing impaired person, or an individual or entity with an interest involving a deaf and hearing impaired person(s), who requests social service assistance from the public agency or private nonprofit corporation that is contracted through the CDSS, ODA.
  - 2. "Contract" means a contractual agreement between the CDSS and a contractor for provision of social service to deaf and hearing impaired persons.
  - 3. "Contractor" means a public or private nonprofit agency or corporation who has a contract with CDSS to provide social services to deaf and hearing impaired persons.
- (d)
  - 1. "DAP" means the Deaf Access Program which shall be the name given by the CDSS. The DAP may also be referred to as "Public Social Services for the Deaf and hearing impaired Persons."
  - 2. "Deaf" for the purposes of these regulations, means the inability to understand speech due to a loss of hearing, irrespective of the use of a hearing aid. It includes all deviation from normal hearing; and it includes an is synonymous with hard-of-hearing, hearing impaired, and significantly hearing impaired.
  - 3. "Department" means California Department of Social Services (CDSS).
- (e) Reserved
- (f) Reserved
- (g) Reserved
- (h)
  - 1. "Hearing Impairment" for the purposes of these regulations, is synonymous with "deaf".
- (i)
  - 1. "Interpreter or Certified Interpreter" means an interpreter certified by an entity recognized by CDSS. It also includes computer assisted real time note takers, cued speech transliterators, aural interpreters, and tactile interpreters services.
- (j) Reserved
- (k) Reserved

**65-103** **DEFINITIONS** (Continued) **65-103**

- (l) Reserved
- (m) Reserved
- (n) Reserved
- (o) 1. "ODA" means the Office of Deaf Access (ODA) in the California Department of Social Services (CDSS). The ODA contract with nonprofit corporation which provide social services to deaf
- (p) Reserved
- (q) Reserved
- (r) 1. "Region" means the designated service area of the state in which a contractor provides social services for the deaf and hearing impaired persons.
- (s) 1. "Significant Hearing Impairment," for the purposes of these regulations, is synonymous with "deaf".
- (t) 1. "TTY/TDD" means a telecommunication device for the deaf and hearing impaired, enabling them to communicate via telephone lines.
- (u) Reserved
- (v) Reserved
- (w) Reserved
- (x) Reserved
- (y) Reserved
- (z) Reserved

NOTE: Authority cited: Section 10554, Welfare and Institutions Code. Reference: Sections 10559 and 10620 through 10629, Welfare and Institutions Code.

**65-105**      **REQUEST FOR PROPOSALS (RFP)** **65-105**

- .1 An agency that wishes to become a contractor for the DAP shall comply with the conditions and restrictions as set forth in the CDSS RFP.
- .2 An agency shall submit a bid which addresses all of the criteria required by the RFP.
- .3 The proposal shall specify which region(s) is proposed to be and will be served by a contractor.
- .4 An agency shall provide the contracted services described in MPP Section 65-101.4 throughout the region unless specified otherwise in the RFP.
- .5 Welfare and Institutions Code Section 10622 requires that the seven social services listed at Section 65-101.4 be available in at least three regions. CDSS has the option to divide the seven social services and award more than one contract per region. A proposal may include less than all the seven social services.

NOTE: Authority cited: Section 10554, Welfare and Institutions Code. Reference: Sections 10559 and 10620 through 10629, Welfare and Institutions Code.

**65-107**      **REGIONAL SERVICE AREAS FOR DAP** **65-107**

- .1 For the purpose of the DAP, the State of California is divided into eight regions. Unless stated otherwise in the RFP and contract, a contractor shall provide services throughout the region.
- .2 The regions are designated by county boundaries as identified in MPP Sections 65-107.21 through 65-107.28, as follows:
  - .21 Region I      Includes the counties of San Diego and Imperial.
  - .22 Region II      Includes the counties of Riverside, San Bernardino, Inyo, and Mono.
  - .23 Region III      Includes the county of Orange.
  - .24 Region IV      Includes the counties of Los Angeles and Kern.
  - .25 Region V      Includes the counties of Ventura, Santa Barbara, and San Luis Obispo.
  - .26 Region VI      Includes the counties of Monterey, San Benito, Merced, Mariposa, Madera, Fresno, Kings, and Tulare.

<b>65-107</b>	<b>REGIONAL SERVICE AREAS FOR DAP</b> (Continued)	<b>65-107</b>
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- .27 Region VII Includes the counties of Stanislaus, San Joaquin, Sacramento, Yolo, Colusa, Glenn, Tehama, Trinity, Siskiyou, Modoc, Lassen, Shasta, Plumas, Butte, Yuba, Sierra, Nevada, Placer, El Dorado, Amador, Sutter, Alpine, Calaveras, and Tuolumne.
  
- .28 Region VIII Includes the counties of Santa Cruz, San Mateo, San Francisco, Santa Clara, Alameda, Contra Costa, Solano, Napa, Marin, Sonoma, Lake, Mendocino, Humboldt, and Del Norte.

<b>65-110</b>	<b>CRITERIA FOR FUNDING</b>	<b>65-110</b>
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- .1 Proposals responding to RFPs shall be evaluated and selected by CDSS on their ability to provide the services and meet the other requirements in the RFP.
  
- .2 Special consideration shall be given to the extent proposals include deaf and hearing impaired persons at all levels in their organization as follows:
  - .21 majority of Board of Directors is deaf and hearing impaired, and,
  - .22 The Executive Director is deaf and hearing impaired, and
  - .23 The Deaf Services Project Director is deaf and hearing impaired, and
  - .24 A majority of paid service delivery staff (excluding staff interpreter positions) are deaf and hearing impaired; and,
  - .25 a majority of Deaf Services Advisory Board or Council (DSAC) members are deaf and hearing impaired.
  
- .3 All deaf and hearing impaired persons shall be eligible for the contracted social services on a first-come, first-serve basis. They may be placed on a waiting list for services and will be served when funds are available.
  
- .4 Demonstrated Need for Services
  - .41 Number of persons to be serviced are realistic and compatible with the needs of the region or the funds available.

<b>65-110</b>	<b>CRITERIA FOR FUNDING (Continued)</b>	<b>65-110</b>
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- .411 Number of persons to be served is reasonable in proportion to the total number of clients in the region.
- .412 Number of persons to be served is justified by budget submitted or designated in the RFP.
- .42 Program goals, objectives, and outcomes are clear, concise, measurable, and specific.
- .43 Proposal states internal monitoring and evaluation procedures system to document services provided, and the process by which effectiveness will be measured.
- .5 Ability to provide services directly or indirectly in the client's preferred mode of communication.
  - .51 Special consideration shall be given to the extent to which service staff who provide direct services to deaf or hard-of-hearing persons has the skills necessary to provide services in a deaf or hard-of-hearing person's preferred mode of communication, e.g., American Sign Language Skills (ASL), total communication, lipreading, etc. Staff who lack such skills due to physical disability are excepted.
- .6 Ability to secure community support, as indicated by the number of letters from each of the following categories:
  - .61 Local officials, organizations, and individuals; and
  - .62 Organizations by, and for the deaf and/or hearing impaired; and
  - .63 Other agencies serving the deaf and hearing impaired.
- .7 Ability to secure funding from one or more public or private sources, as indicated by:
  - .71 Ability to generate other sources of funds or in-kind resources (besides CDSS Program Funds) including, for example, individual or corporate contributions, unrelated business income, United Way funding, state or federal grants or contracts, foundation funding, volunteer services, and donation of property.
  - .72 Both the number of public and/or private sources available and the total dollar amounts.

NOTE: Authority cited: Section 10554, Welfare and Institutions Code. Reference: Section 10624, Welfare and Institutions Code.

<b>65-113</b>	<b>INTERPRETER FEES</b>	<b>65-113</b>
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Repealed by CDSS Manual Letter No. DAP-97-01, effective 7/11/97.