



Office of Deaf Services

Missouri Department of Mental Health

dmh.mo.gov/deafservices

Deaf Consumers ◇ **Providers** ◇ **DMH System**

David S. Kingsbury, MA, Director



Office of Deaf Services

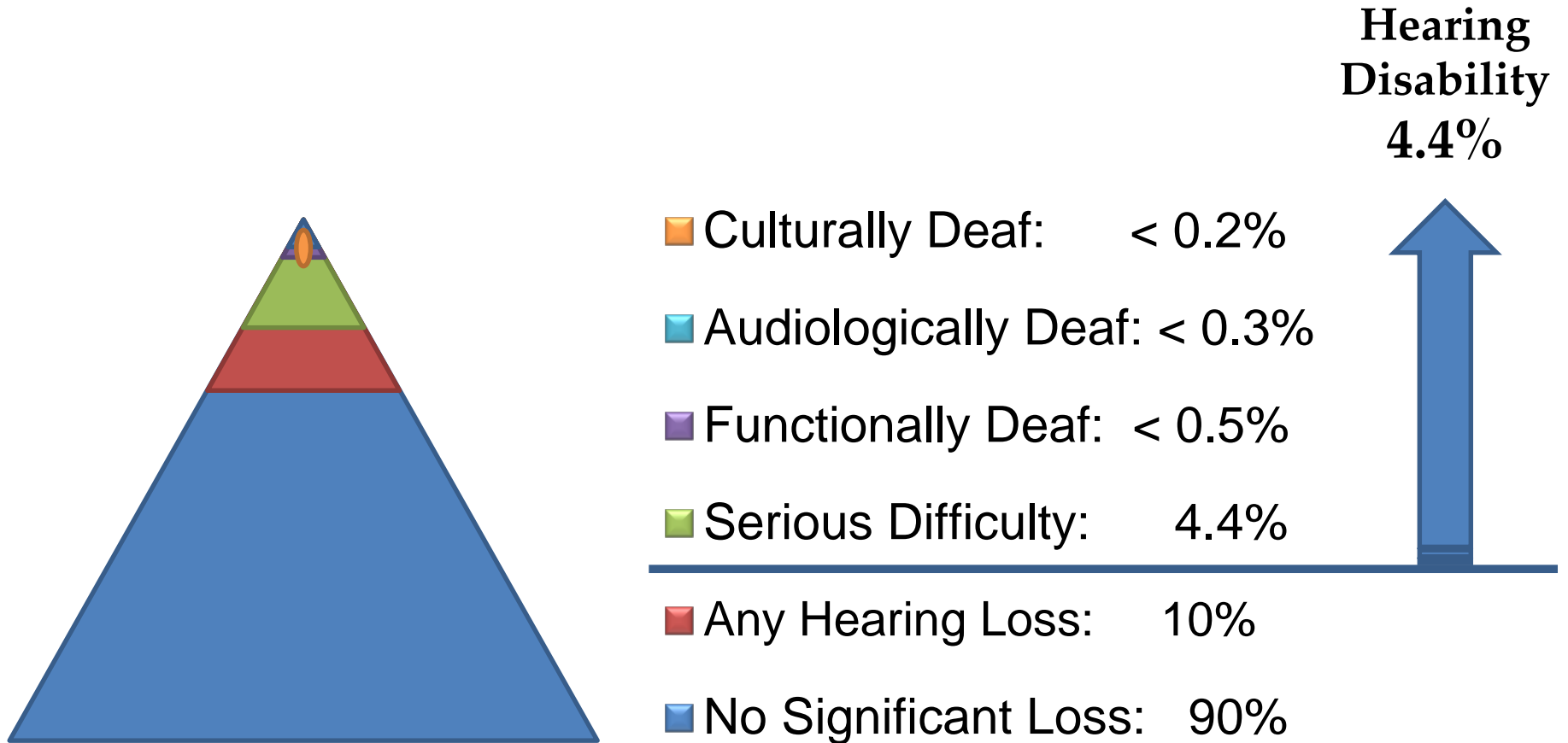
- ❖ Agency-wide responsibility for matters affecting deaf, hard of hearing, and deaf-blind consumers.
- ❖ Program and policy development, clinical standards of care, and best practices.
- ❖ Training, consultation and technical assistance for DMH facilities and contracted providers.
- ❖ Assists in resolving complaints from/involving deaf/HH consumers.



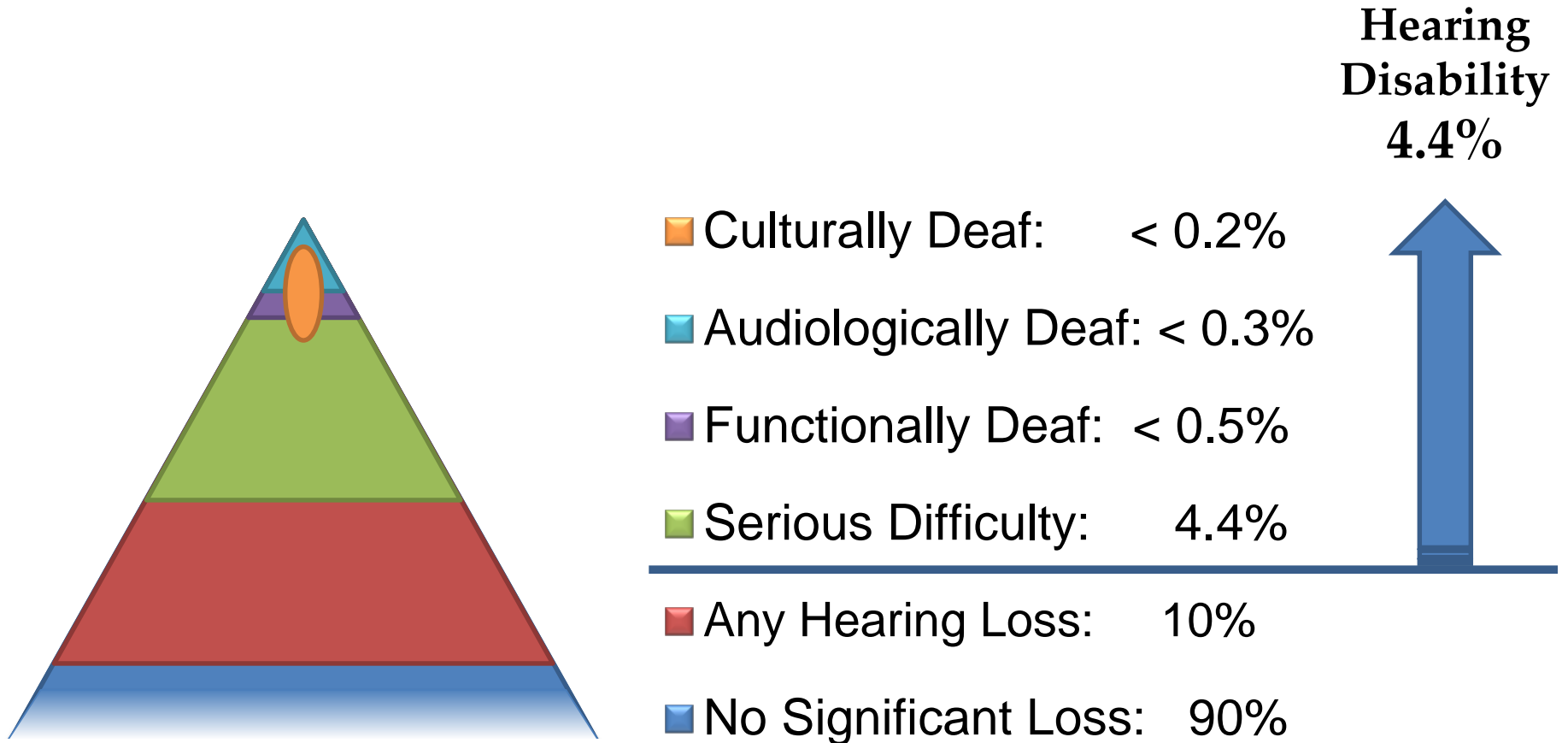
Types of Deaf Services

- ❖ Culturally Appropriate and Linguistically Accessible Care:
 - ▶ DMH's expectation for all providers.
 - ▶ Usually means communication through interpreter.
- ❖ Culturally and Linguistically Affirmative Care:
 - ▶ DMH's Specialized Deaf Services Delivery Options for Deaf and Hard of Hearing Consumers.
 - ▶ ASL-fluent provider whenever possible.
 - ▶ At a minimum, provider trained in Deaf culture and deaf mental health care.

Estimated Prevalence of Hearing Loss by Type

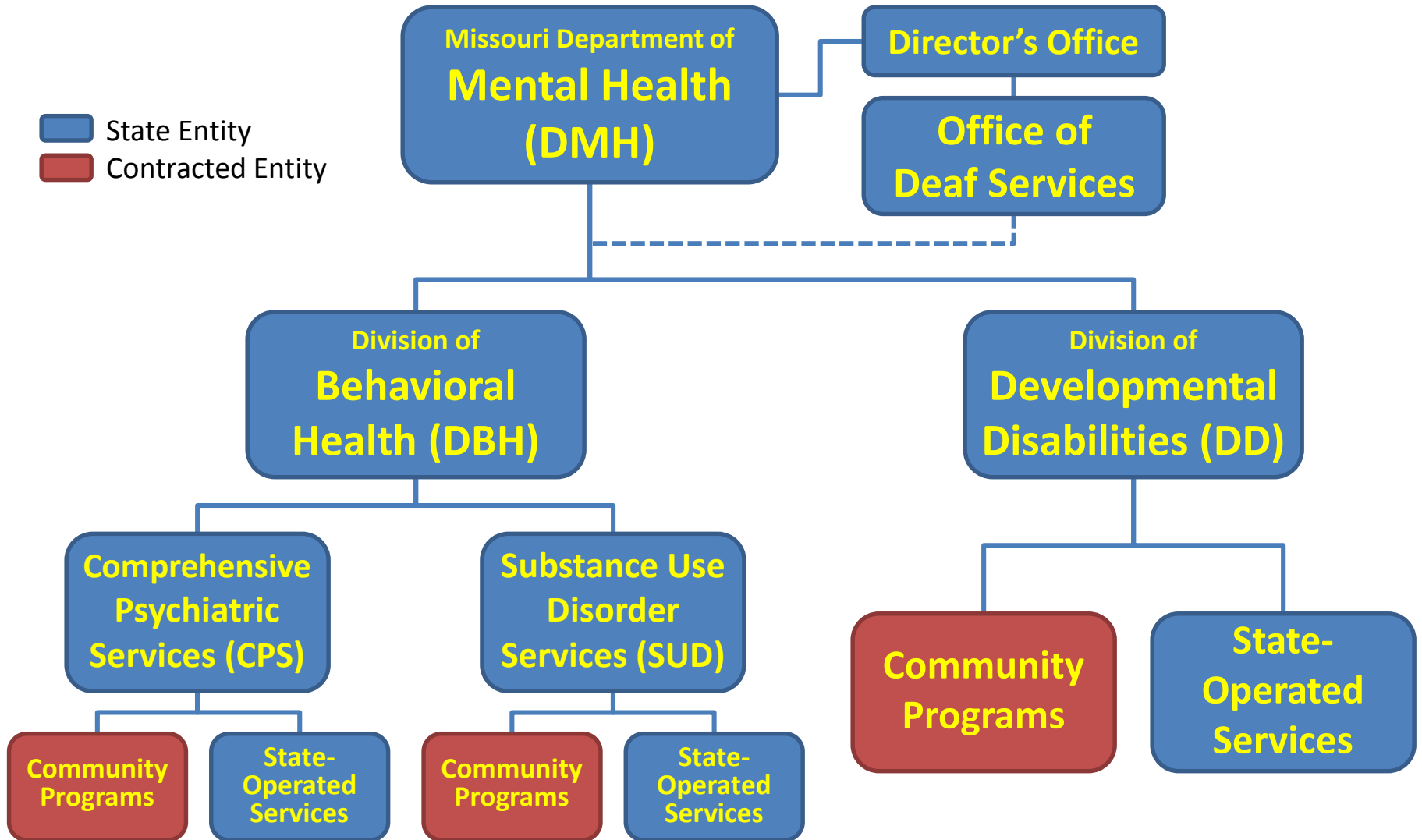


Estimated Prevalence of Hearing Loss by Type



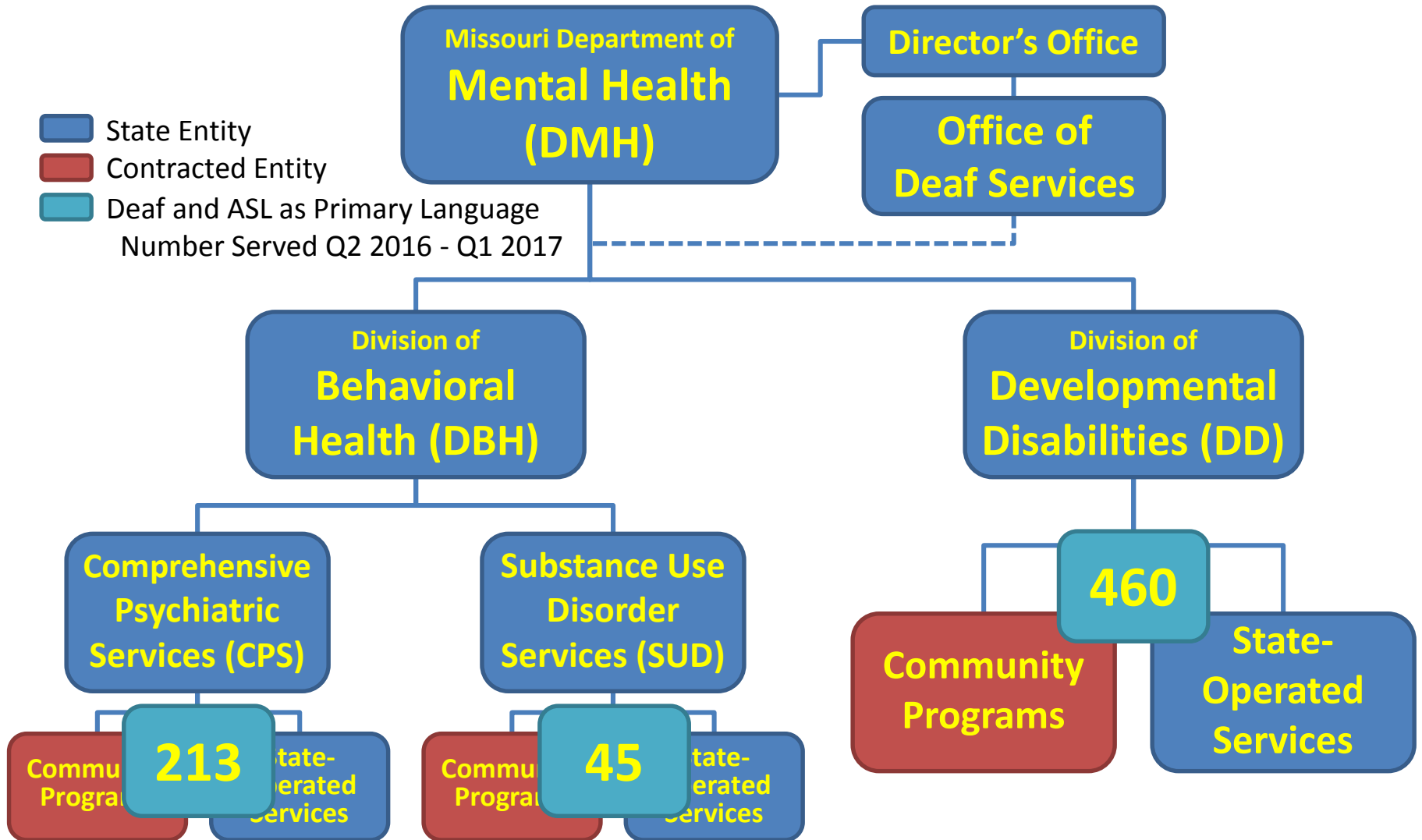


Office of Deaf Services





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Comas v. Schafer Settlement

- ▶ July 2012 – July 2016, required DMH to:
 - ▶ Develop clinical standards of care for deaf consumers;
 - ▶ Open two Specialized Outpatient Centers (SOCs) with staff who are fluent in ASL;
 - ▶ Make counseling services from SOC staff available statewide through telehealth;
 - ▶ Establish specialized acute and long-term inpatient services; and
 - ▶ Develop mental health interpreting training for sign language interpreters.



Comas v. Schafer Settlement

Three goals:

- ▶ Ensure all Comprehensive Psychiatric Services (CPS) are accessible to deaf consumers.
- ▶ Ensure core services can be delivered in a way that affirms deaf people's cultural and linguistic differences.
- ▶ Address the shortage of interpreters who have the specialized expertise required for interpreting in mental health settings.

Achievements

- ▼ 55% increase in number of deaf consumers receiving CPS community-based services.
- ▼ 40% of deaf consumers receive specialized services.
- ▼ 26 Missouri-licensed interpreters mental health-trained.
- ▼ DEAFline Missouri Crisis Hotline accessible by voice, text, and videophone.



New Deaf Services Goals

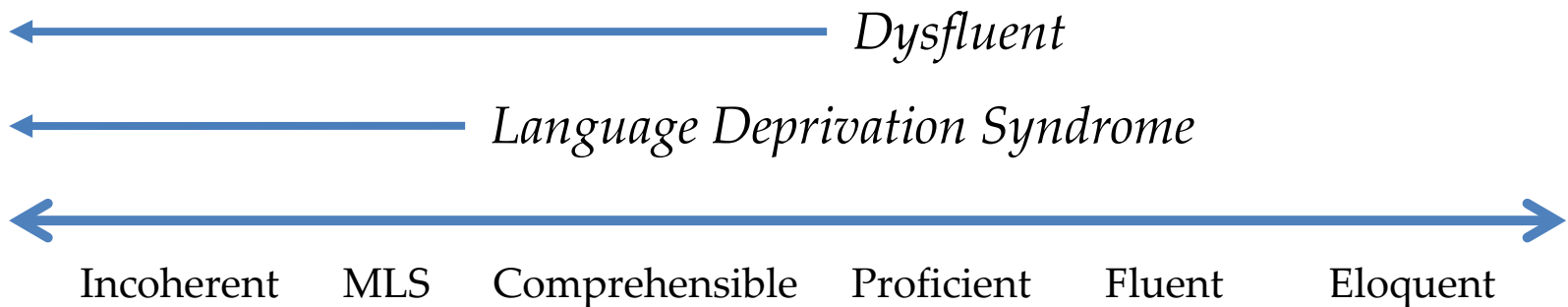
- Expand access to specialized services.
- Reduce the cultural competence gap between specialized services and standard services.
- Address the treatment implications of language deprivation and dysfluency.
- Address the shortage of ASL-fluent providers.
- Continue to address the shortage of mental health-trained interpreters.



Language Deprivation and Dysfluency

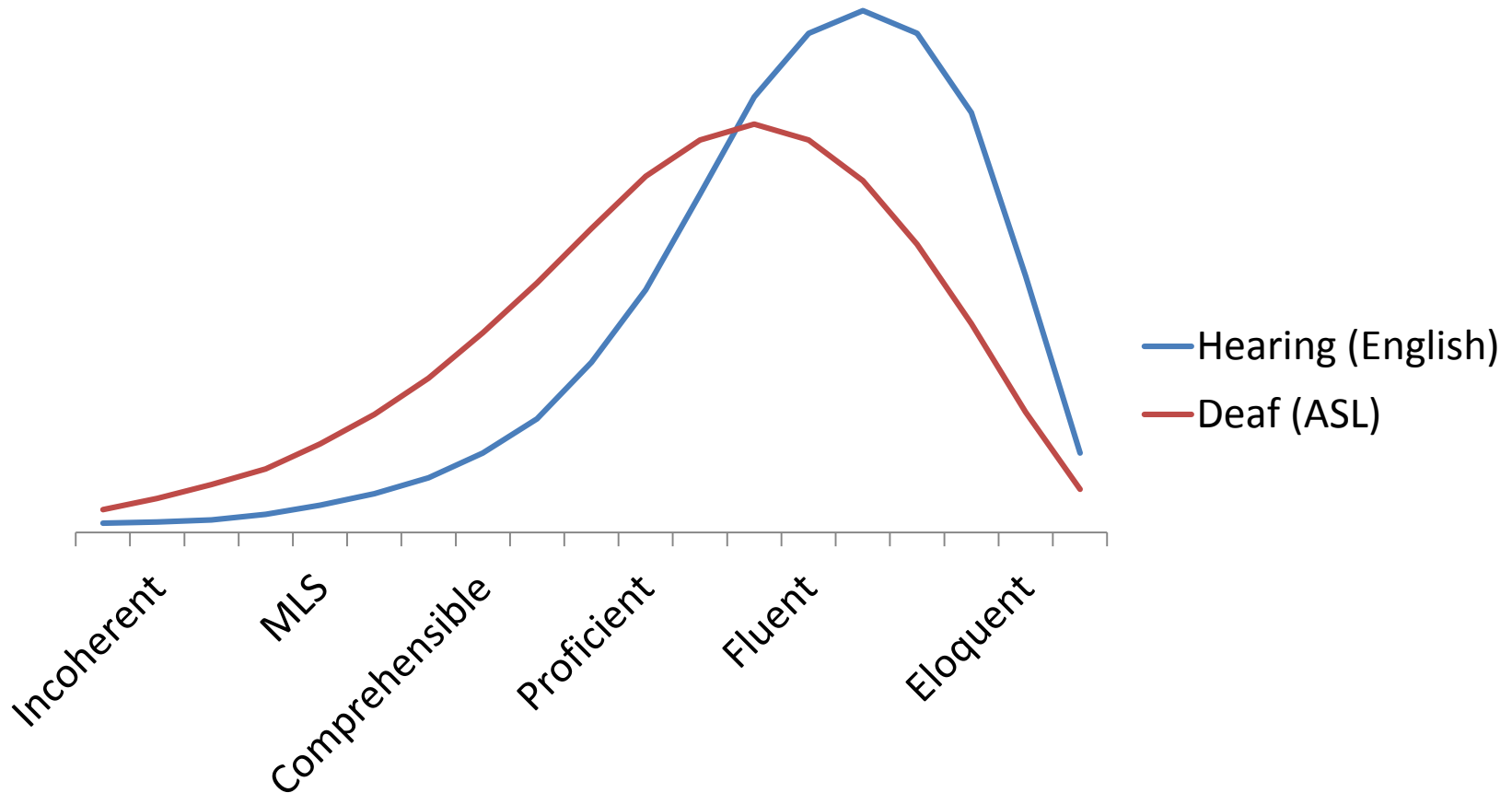
The New Frontier of Deaf Mental Health Care

Continuum of Fluency



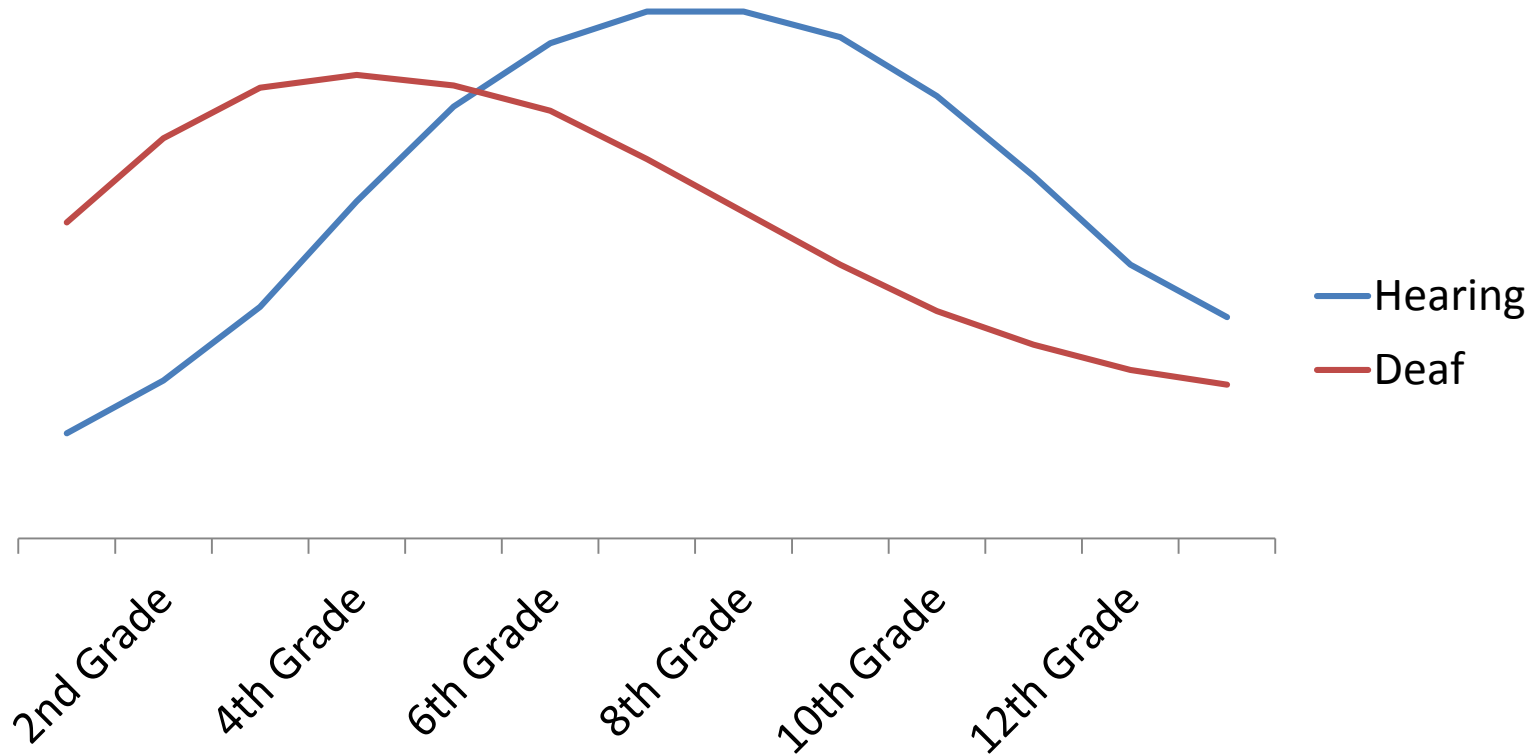
Language Deprivation and Dysfluency

First Language Fluency



Language Deprivation and Dysfluency

English Literacy (Reading Level)



(Clear Language Group, 2016; Traxler, 2000)



Plans for Expanding Specialized Services

- ▶ Two new Specialized Outpatient Centers:
 - ▶ Central Missouri.
 - ▶ Southwest Missouri.
 - ▶ Possible satellite sites in South and Southeast.
- ▶ New Specialized Inpatient Unit:
 - ▶ St. Louis.
- ▶ Intensive Residential Psychiatric Services:
 - ▶ Clustered Apartments.
 - ▶ Psychiatric Individualized Supported Living.



Plans for Expanding Specialized Services

➤ Exploring options for:

- ▶ Specialized children's services, including school-based services.
- ▶ Specialized DD services including language assessment and habilitation.

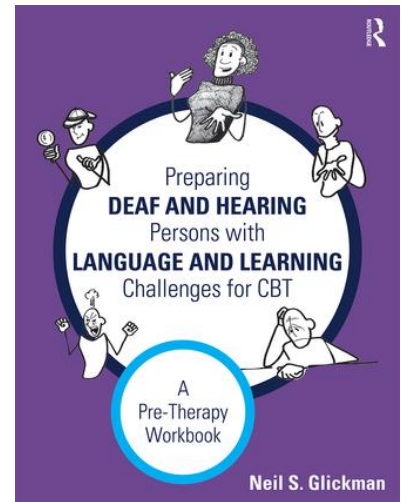


Deaf Services Advocates

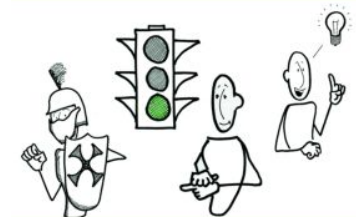
- ❖ Partnership with Missouri Coalition.
- ❖ Launched May 2016.
- ❖ 16 DSAs in 11 service areas:
 - ▶ Support the provision of culturally and linguistically appropriate services.
 - ▶ Support the rights of consumers to make informed decisions about service delivery and communication options.
 - ▶ Provide annual training on deaf services to their agency's staff.
 - ▶ Maintain communication with DMH regarding deaf services issues.

CBT Pretreatment Training

- Neil Glickman, PhD, LP – leading expert in treatment adapted for deaf people with language dysfluency.
- Provided 2 days of training for Deaf Services Teams and Deaf Services Advocates - 45 people - in May 2017.
- An additional 2 days of training is anticipated this fall.
- Possible ongoing consultation.



Cognitive-Behavioral Therapy
for Deaf and Hearing
Persons with Language
and Learning Challenges



Neil Glickman
Illustrated by Michael Krajnak



Deaf Human Services Major

- ❖ Partnership with William Woods University (Fulton).
- ❖ Launch anticipated fall 2018, pending approval.
- ❖ Graduates ASL-fluent, Deaf culture-competent, and qualified to work as:
 - ▶ CMHC Community Support Specialists
 - ▶ DD Service Coordinators
- ❖ Graduates prepared for master's programs in:
 - ▶ Counseling
 - ▶ Social work
 - ▶ Deaf education



Qualified Mental Health Interpreter (QMHC) Certification

- Partnership with St. Kates University, (Minneapolis, MN) and Alabama Department of Mental Health, Office of Deaf Services.
- Make the entire QMHI certification process available in Missouri:
 - ▶ Satellite site in St. Louis for 40-hour Mental Health Interpreting Institute.
 - ▶ 40-hour supervised mental health interpreting practicum at SLPRC and FSH.
 - ▶ Comprehensive exam can already be proctored in Missouri.



Research: Mental Health Outcomes for Deaf Consumers

- ❖ Partnership with University of Northern Colorado (Greely).
- ❖ First study to empirically test whether direct services in ASL as compared to services provided through an interpreter result in:
 - ▶ Improved outcomes.
 - ▶ Reduced need for services.
 - ▶ Cost savings.

MAS-ASL

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- ❖ ASL adaptation of the Missouri Ability Scale.
 - ❖ Would be the first deaf-specific standardized measure of adaptive behavior.
 - ❖ Potentially the first normed measurement of expressive and receptive language dysfluency in ASL.
 - ❖ Could help avoid unnecessarily restrictive and costly placements.

MAS-ASL

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- ▶ Potential for national application in:
- ▶ DD services.
 - ▶ Vocational rehabilitation services.
 - ▶ Comprehensive educational evaluations.
 - ▶ Dysfluency screening in psychiatric consumers.



Prospective Achievements

- Geographic access to and continuum of specialized services on par with the best states in the US.
- A recognized leader in quality, innovation, and research.
- The most advanced system of care for deaf with DD in the US.



Questions?

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