

**The Use Of A Commission To  
Address The Needs Of The Deaf  
And Hearing-Impaired**

**OHIO LEGISLATIVE SERVICE COMMISSION  
STATE HOUSE  
COLUMBUS, OHIO**

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The Use of a Commission to Address  
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TABLE OF CONTENTS

	Page
SUMMARY . . . . .	iv
INTRODUCTION . . . . .	vii
CHAPTER I: PROBLEMS OF THE DEAF AND HEARING-IMPAIRED IN OHIO . . . . .	1
Problems of the deaf and hearing-impaired, generally . . . . .	1
Section 504 of the federal "Rehabilitation Act of 1973" . . . . .	3
CHAPTER II: STATE-PROVIDED SPECIAL SERVICES AVAILABLE TO THE DEAF AND HEARING-IMPAIRED IN OHIO . . . . .	8
General Background--Rehabilitation Services	
Commission/Bureau of Vocational Rehabilitation . . . . .	8
Community Centers for the deaf . . . . .	10
Rehabilitation Services Commission	
Advisory Committee on Deafness . . . . .	14
Bureau of Vocational Rehabilitation . . . . .	16
The Governor's Office of Advocacy for Disabled Persons . . . . .	19
The Governor's Council on Disabled Persons . . . . .	19
The Department of Education . . . . .	20
Ohio School for the Deaf . . . . .	22
Department of Administrative Services . . . . .	24
Department of Health . . . . .	24
Ohio Bureau of Employment Services (OBES) . . . . .	26
Ohio Department of Public Welfare . . . . .	26
Department of Mental Health . . . . .	27
Ohio Commission on Aging . . . . .	28
Industrial Commission of Ohio/Bureau of Workers' Compensation . . . . .	28
Department of Highway Safety/Bureau of Motor Vehicles . . . . .	29
Ohio Civil Rights Commission . . . . .	29
Department of Rehabilitation and Correction . . . . .	29
Department of Development . . . . .	30
State-supported universities offering services for deaf and hearing-impaired students . . . . .	30
Professional licensing . . . . .	31
Problems in Major State Programs Affecting the Deaf and Hearing-Impaired . . . . .	32
Problems reported concerning community centers for the deaf (CCDs) . . . . .	32
Problems reported concerning the educational system . . . . .	34

TABLE OF CONTENTS (cont'd.)

	Page
Problems reported concerning the Bureau of Vocational Rehabilitation (BVR) and the Rehabilitation Services Commission (RSC) . .	36
Services needed that are not currently being offered or that are not readily available . . .	38
CHAPTER III. SERVICES AVAILABLE TO THE DEAF AND HEARING-IMPAIRED IN OTHER STATES: ADMINISTRATIVE ORGANIZATION OF SPECIAL AGENCIES FOR THE DEAF AND HEARING-IMPAIRED	40
Introduction . . . . .	40
A. INDEPENDENT COMMISSIONS FOR THE DEAF OR HEARING-IMPAIRED . . . . .	44
Composition of independent commissions and staff personnel . . . . .	46
Services for the deaf and hearing-impaired provided by independent commissions . . . . .	48
Budget Information . . . . .	55
Opinion responses: advantages of being independent commissions . . . . .	58
Opinion responses: disadvantages of being independent commissions . . . . .	59
B. AGENCIES FOR THE DEAF OR HEARING-IMPAIRED WITHIN STATE DEPARTMENTS . . . . .	61
Services for the deaf and hearing-impaired provided by agencies within state departments .	64
Budgets and staff personnel of agencies for the deaf and hearing-impaired within state departments . . . . .	66
Opinion responses: advantages of being within a state department . . . . .	72
Opinion responses: disadvantages of being within a state department . . . . .	73
Two special cases: California and South Dakota .	74
C. STATES WITHOUT SPECIAL AGENCIES FOR THE DEAF AND HEARING-IMPAIRED . . . . .	78
Services for the deaf and hearing-impaired provided by vocational rehabilitation agencies .	79
D. COMPARISON OF SERVICES PROVIDED BY COMMUNITY CENTERS FOR THE DEAF IN OHIO AND BY SPECIAL AGENCIES FOR THE DEAF AND HEARING-IMPAIRED IN OTHER STATES . . . . .	84
E. CONCLUSION . . . . .	92

TABLE OF CONTENTS (cont'd.)

	Page
CHAPTER IV: A SEPARATE, INDEPENDENT COMMISSION FOR THE DEAF AND HEARING-IMPAIRED: ADVANTAGES, DISADVANTAGES, POSSIBLE FUNCTIONS, POTENTIAL MEMBERSHIP, AND ALTERNATIVES TO A COMMISSION . . . . .	94
Advantages of a separate, independent commission . . . . .	95
Disadvantages of a separate, independent commission . . . . .	96
Possible functions of a commission for the deaf and hearing-impaired . . . . .	97
Possible composition of a commission for the deaf and hearing-impaired . . . . .	99
Cost of a separate, independent commission . . . . .	101
Alternatives to a separate, independent commission for the deaf and hearing-impaired . . . . .	101
NOTES . . . . .	105
APPENDICES	
APPENDIX A: COMMUNITY CENTERS FOR THE DEAF & HEARING- IMPAIRED IN OHIO . . . . .	107
APPENDIX B: NUMBER OF PERSONS USING SOME SERVICES AT COMMUNITY CENTERS FOR THE DEAF DURING FISCAL YEAR 1983 . . . . .	108
APPENDIX C: REPORT FROM THE REHABILITATION SERVICES COMMISSION FROM FISCAL YEARS 1979-1983 . . . . .	109
APPENDIX D: CHARTS SUPPLEMENTING SECTION A OF CHAPTER III . . . . .	110
APPENDIX E: STATUTES CREATING INDEPENDENT COMMISSIONS; HISTORICAL BACKGROUND: CURRENT STAFF . . . . .	125
APPENDIX F: STATUTES CREATING AGENCIES FOR THE DEAF OR HEARING-IMPAIRED WITHIN STATE DEPARTMENTS . . . . .	135
APPENDIX G: CHARTS SUPPLEMENTING SECTION B OF CHAPTER III . . . . .	140
APPENDIX H: CHARTS SUPPLEMENTING SECTION C OF CHAPTER III . . . . .	162



## SUMMARY

Most of the persons the Legislative Service Commission (LSC) staff interviewed for this study, both hearing persons and those who are deaf or hearing-impaired, named communication as the most serious problem the deaf and significantly hearing-impaired face in daily living. Because of this problem, deaf and hearing-impaired persons feel that they are not receiving the same benefits and services that governmental agencies offer to hearing people because these services and benefits are inaccessible without special accommodations being made for the deaf and hearing-impaired. Such accommodations may involve hiring an interpreter or purchasing a telecommunication device so that deaf and hearing-impaired persons can communicate with the staff at a governmental agency.

The LSC staff contacted certain major state agencies and found that not all of them accommodate deaf and hearing-impaired persons so they may have access to whatever services and benefits the agency offers. Section 504 of the federal "Rehabilitation Act of 1973" prohibits qualified handicapped individuals from being excluded from participation in, from being denied the benefits of, or from being subjected to discrimination under any program or activity receiving federal financial assistance. The staff received a number of complaints about violations of this federal law.

Nine community centers for the deaf (CCDs), funded in part by the Rehabilitation Services Commission and in part by private funds, and one branch office provide a wide variety of social services to the deaf and hearing-impaired in Ohio. However, not all geographic areas of the state are served by a CCD and many persons interviewed felt that CCDs lack the staff and funds to adequately serve the areas to which they are now assigned. Responses to LSC questionnaires that were asked to the 49 other states indicated that Ohio CCDs offer as many, and in some cases more, services for the deaf and hearing-impaired than the separate,

independent commissions for the deaf and hearing-impaired or the commissions that are part of another department in other states offer. The results of our questionnaires also indicated that whether an agency is separate and independent or is part of another state department does not greatly affect the number of services offered. It appears that the key to the number of services that an agency can provide to the deaf and hearing-impaired population of a state is the amount of funding the agency can obtain.

Most of the deaf and hearing-impaired persons interviewed favored creating a commission for the deaf and hearing-impaired in Ohio. They feel that such a commission could help solve some of the serious communication problems they face. For example, they suggested that a commission could interact with governmental agencies to advise them to take steps to make the services and benefits they offer more assessible to deaf and hearing-impaired persons. Most persons interviewed did not see such a commission as an entity that directly provides services to the deaf and hearing-impaired, since CCDs already perform this function. Rather, they viewed the role of a commission in Ohio as providing information, making referrals, making the public aware of the problems of the deaf and hearing-impaired, coordinating existing services for the deaf and hearing-impaired in this state, and advocating on behalf of deaf and hearing-impaired persons.

The most important advantage of a commission as a separate, independent entity is that it allows for representation on it by the group whose interests it will be serving. Other advantages include not being under the control of another agency, having influence with other state agencies, and being visible. Disadvantages of creating a separate, independent commission include a possible lack of influence with other state agencies because the commission would be new, the cost

of creating and operating a separate agency, the potential for a diversity of members' views preventing a consensus among them, and the agency not being accountable to the electorate through an elected official.

Alternatives to creating a commission for the deaf and hearing-impaired are:

(1) creating an office for the deaf and hearing-impaired within the governor's office;

(2) creating an office for the deaf and hearing-impaired within another state agency; and

(3) creating an office for the deaf and hearing-impaired administered by the Rehabilitation Services Commission similar to the Governor's Council on Disabled Persons.

Whether or not the legislature decides to create a commission for the deaf and hearing-impaired in this state, the legislature may want to consider establishing the CCDs by statute, prescribing their functions, creating additional CCDs in order that all geographic areas of the state might be served, and appropriating more funds to the existing CCDs so that they could improve services in the areas to which they are now assigned.



## INTRODUCTION

This report was prepared in response to Section 150 of Am. Sub. H.B. 291 of the 115th General Assembly which required the Legislative Service Commission (LSC) to conduct a study of the desirability and feasibility of establishing an Ohio Commission for the Deaf and Hearing-Impaired. The legislation provided that the study must include an evaluation of the costs of establishing a commission; the extent of the need for a commission; the possible functions and duties that a commission might perform, including the coordination of the activities of various state agencies with responsibilities in the area of service to the deaf and hearing-impaired, the promotion of statewide programs for the deaf and hearing-impaired, conducting a census of the deaf and hearing-impaired population in Ohio, and the provision of public education about the needs and problems of the deaf and hearing-impaired; alternatives to the establishment of a commission, including consideration of the services and functions already provided by the Ohio Rehabilitation Services Advisory Committee on Deafness; and the experiences of other states that have established a commission for the deaf and hearing-impaired.

To aid the General Assembly in determining the need for a commission in Ohio, the staff discussed in detail the problems of deaf and hearing-impaired persons in this state and what special state-provided services are available to them; surveyed the special services provided to deaf and hearing-impaired persons in other states to see if those states with separate, independent commissions for the deaf and hearing-impaired or those states with separate agencies for the deaf and hearing-impaired within larger department-level agencies provide more services to deaf and hearing-impaired persons than states without such commissions or agencies; and, finally, presented alternatives to creating a commission for the deaf and hearing-impaired in Ohio. The accessibility to deaf

and hearing-impaired persons of services and benefits offered by state agencies in Ohio is discussed in detail, as are the possible functions and duties that a commission in Ohio might perform. The Ohio Rehabilitation Services Commission and its Advisory Committee on Deafness are also discussed in detail.

Given the variety of possible ways in which such a commission in Ohio might operate no effort was made to estimate how much a commission in Ohio would cost. However, budget information gathered from other states with separate, independent commissions and commissions within other state departments is supplied as is information showing the breakdown of expenditures for fiscal year 1983.

The LSC staff discovered that there is no census of the deaf and hearing-impaired population in Ohio. Our best estimate of the number of deaf and hearing-impaired in this state was based on the 1970 national census. Taking a census of the deaf and hearing-impaired population in Ohio is one of the functions a commission for the deaf and hearing-impaired in Ohio, if one was created, could perform.

While Section 150 of Am. Sub. H.B. 291 did not call for the appointment of a study committee, the chairman of the standing House Committee on Aging and Housing had appointed a subcommittee to study the question of the desirability and feasibility of an Ohio Commission for the Deaf and Hearing-Impaired before the legislation was enacted. The Legislative Service Commission staff presented four papers to the subcommittee at public hearings; this report is an edited compilation of those papers. It consists of staff findings and does not represent the findings and opinions of the Legislative Service Commission.

## CHAPTER I

### PROBLEMS OF THE DEAF AND HEARING-IMPAIRED IN OHIO

Communication is the greatest problem of the deaf and significantly hearing-impaired. Deaf and hearing-impaired persons feel that many services and benefits that governmental agencies offer are not accessible to the deaf and hearing-impaired because of their communication problems.

#### Definitions; deaf and hearing-impaired population in Ohio

For purposes of this study, a deaf person is one whose hearing is disabled to an extent that precludes the understanding of speech through the ear alone, with or without the use of a hearing aid.<sup>1</sup> A person with a hearing impairment is one with a significant deviation from normal hearing.<sup>2</sup> "Hearing impairment" will not refer to all types of hearing defects, because persons with only a slight hearing loss do not generally need the same services and experience the same serious communication problems in daily living as do deaf persons or persons with a significant hearing loss. The focus of this study is on the needs and problems of the deaf and the significantly hearing-impaired.

In order to consider whether Ohio should establish an independent commission for the deaf and hearing-impaired, it would be useful to consider how many deaf and hearing-impaired persons reside in Ohio. Unfortunately, no census of those persons has been taken. In 1970, the National Census of the Deaf Population estimated that there were 694,198 hearing-impaired individuals in Ohio.<sup>3</sup> Of this number, 102,053 were considered deaf.<sup>4</sup>

#### Problems of the deaf and hearing-impaired, generally

This chapter attempts to describe briefly the unique problems and needs that deaf and hearing-impaired persons have because of their particular handicap.

"More than merely a barrier to sound perception, hearing loss is a barrier to communication and understanding."<sup>5</sup> Communication, in a word, is the greatest

problem of the deaf and significantly hearing-impaired. Because the deaf and hearing-impaired cannot hear sounds, they rely upon a visual means of communication. Those who sign in American Sign Language (ASL) truly speak a language completely different from English, for ASL is not the spelling out of English words but a different language using symbols and other visual signs for words. "American Sign Language is a visible language that is linguistically independent of English. Its signals are handshapes and movements that represent words, concepts, or letters of the English alphabet . . . . For many deaf people it is a native language . . . ." <sup>6</sup>

Persons who are born deaf or who lose their hearing before acquiring the skills of speech suffer the most severe communication problems because the English language, normally learned by imitating sounds, is extremely difficult to learn. Likewise, even quite intelligent deaf persons, when they graduate from secondary school, may have only about a fourth-grade reading level <sup>7</sup>; this is because the fine points of grammar, such as verb tenses and sentence construction, are so difficult to learn if one cannot hear the way in which words are used. Thus, it is a common misconception that deaf persons may simply rely on reading and writing to communicate as well as others do by speech. Another common misconception is that deaf people can "get by" by reading lips. <sup>8</sup> Because of their great difficulty in communicating with those with normal hearing, people who rely on visual modes of communication have developed their own culture. The deaf community is a very close-knit one, for the deaf tend to socialize with people with whom they have something in common and with whom they can communicate.

An important complaint of most of the deaf and hearing-impaired persons interviewed by the Legislative Service Commission (LSC) staff was that hearing people "speak for" them. The deaf and hearing-impaired feel that because it is

so difficult for them to communicate, especially without interpreters, people in the hearing world who have experience with the deaf and hearing-impaired tend to state their needs for them. The deaf and hearing-impaired argue that they have traditionally been unable to express their own needs because, they feel, only hearing people seem to be "listened to" by the hearing world. Even when speaking through an interpreter to a hearing person, the deaf or hearing-impaired person is being spoken for. Unless a hearing person knows how to sign well, an interpreter will have to be relied upon to convey the deaf or hearing-impaired person's thoughts. Again, someone is speaking "for" the deaf and hearing-impaired person and he is unable to communicate his needs directly with the hearing world.

Deafness is an "invisible" handicap, unlike blindness or handicaps which obviously deform the body in some way or confine a person to a wheelchair. Many of the deaf and hearing-impaired persons interviewed for this study feel that they have not been afforded the patience, understanding, and special considerations their disability requires.

Section 504 of the federal "Rehabilitation Act of 1973"

The complaint the LSC staff heard most often from the deaf and hearing-impaired was that, although they are taxpayers, because they are unable to communicate well they do not receive the same services and benefits from governmental agencies that hearing people receive. Title V of the federal "Rehabilitation Act of 1973" was passed to ensure that programs that receive federal funding are accessible to all disabled people. Four sections of Title V are extremely important to handicapped citizens:

(1) Sec. 501: requires each executive department and agency of the federal government, including the U.S. Post Office, to have an affirmative action program plan for the hiring, placement, and advancement of handicapped individuals.<sup>9</sup>

(2) Sec. 502: establishes the Architectural and Transportation Barriers Compliance Board within the federal government whose functions include: (a) insuring compliance with the "Architectural Barriers Act of 1968" (42 U.S.C.A. Sec. 4151 et seq.); (b) investigating and examining alternative approaches to the architectural, transportation, communication, and attitudinal barriers confronting handicapped individuals, particularly with respect to telecommunication devices . . .; and (c) determining what measures are being taken by federal, state, and local governments and by other public or nonprofit agencies to eliminate barriers to handicapped persons.<sup>10</sup>

(3) Sec. 503: requires employers contracting with the federal government for a contract of more than \$2500 to take affirmative action to employ and advance in employment qualified handicapped individuals.<sup>11</sup>

(4) Sec. 504: prohibits any otherwise qualified handicapped individuals from being excluded from participation in, from being denied the benefits of, or from being subjected to discrimination under any program or activity receiving federal financial assistance or under any program or activity conducted by any Executive agency or by the U.S. Postal Service.<sup>12</sup>

As used in the Act and rules promulgated under it, the definition of "federal financial assistance" is very broad and many private as well as public institutions must obey Section 504. Compliance with that section is mandatory whether the federal financial assistance is received directly or indirectly. Because the following entities receive federal financial assistance, they must obey Section 504: "elementary and secondary schools, colleges and universities, hospitals, nursing homes, vocational rehabilitation agencies, public welfare offices, state and local governments, police and fire departments, correction and probation departments, libraries, museums, theater programs, parks, recreational facilities, mass transit systems, airports and harbors, subsidized

housing programs, legal services programs, and most parts of the judicial system."<sup>13</sup> Under Department of Health and Human Services rules promulgated under Section 504, a recipient (defined as "any state or its political subdivision, any instrumentality of a state or its political subdivision, any public or private agency, institution, organization, or other entity, or any person to which federal financial assistance is extended directly or through another recipient, . . .")<sup>14</sup>, in providing any aid, benefit, or service, may not, directly or through contractual, licensing, or other arrangements, do any of the following on the basis of handicap: (1) deny a qualified handicapped person the opportunity to participate in or benefit from the aid, benefit, or service; (2) afford a qualified handicapped person an opportunity to participate in or benefit from the aid, benefit, or service that is not equal to that afforded others; or (3) provide a qualified handicapped person with an aid, benefit, or service that is not as effective as that provided to others.<sup>15</sup>

The deaf and hearing-impaired, being handicapped, must be afforded an equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement as nonhandicapped persons, in the most integrated setting appropriate to their needs.<sup>16</sup> Thus, the communication barrier between a deaf and hearing-impaired person and a hearing person cannot prevent a deaf or hearing-impaired person from obtaining a benefit or service offered by an agency receiving federal assistance. Federal regulations also require recipients to take "appropriate steps" to ensure that communications with their applicants, employees, and beneficiaries are available to persons with impaired hearing.<sup>17</sup> What "appropriate steps" must be taken depends upon each circumstance, but "the most common accommodations for hearing-impaired people are qualified sign language interpreters, TDD-equipped telephones,<sup>18</sup> and telephone amplifiers."<sup>19</sup> The

following are examples of how agencies receiving federal financial assistance must accommodate a deaf or hearing-impaired person in order to provide equal access to services or benefits offered by the agency:

(1) A hospital must hire a qualified interpreter whenever an important communication is necessary, and hospitals must have TDDs;

(2) Vocational rehabilitation offices, social security offices, welfare offices, food stamp offices, and unemployment offices, to name a few agencies receiving federal financial assistance, must provide interpreters and have TDDs if necessary to offer benefits and services to a deaf or hearing-impaired person;

(3) Schools must provide a free education to deaf and hearing-impaired children that is as good as the education provided to nonhandicapped students;

(4) Colleges and universities receiving federal financial assistance must also provide whatever auxiliary aids (such as taped texts, interpreters, or other effective methods of making orally delivered materials available to students with hearing impairments) are necessary to ensure that a deaf or hearing-impaired student is afforded the education afforded a hearing student.<sup>20</sup>

The LSC staff received numerous complaints from deaf and hearing-impaired persons and from coordinators of community centers for the deaf concerning possible violations of Section 504, as follows: (1) hospitals in some communities are not providing interpreters, or the interpreters provided are not qualified; (2) local Ohio Bureau of Employment Services or welfare offices in some areas will not provide an interpreter or obtain a TDD; (3) local metropolitan housing authorities have refused to pay for an interpreter; (4) some police departments are uncooperative about obtaining interpreters for deaf and hearing-impaired citizens and using TDDs; (5) some institutions of higher education are unwilling to provide interpreters for deaf and hearing-impaired students; and (6) courts in some areas refuse to pay for interpreters.

Persons interviewed reported that some offices of state or federal agencies on the local level, such as OBES, welfare, or social security offices, that did comply with Section 504 may have done so only after persuasion by community centers for the deaf. Although some agencies seem to be complying with Section 504 at the local level, there may not be any policy at the state level to implement Section 504 for the deaf and hearing-impaired handicapped.

The LSC staff received a number of comments from the deaf and hearing-impaired and from coordinators of community centers for the deaf indicating that deaf and hearing-impaired persons are reluctant to pursue their rights under Section 504. Some of the reasons stated were: (1) that the deaf and hearing-impaired are inhibited by a lack of good command of the English language; (2) that the deaf and hearing-impaired have a "defeatist" attitude and don't think they will win in an adversary situation against hearing persons; and (3) that the deaf and hearing-impaired are simply too "impatient" to pursue their rights through the judicial system.



## CHAPTER II

### STATE-PROVIDED SPECIAL SERVICES AVAILABLE TO THE DEAF AND HEARING-IMPAIRED IN OHIO

There are nine community centers for the deaf (CCDs) and one branch office in Ohio. CCDs offer a wide variety of social services to deaf and hearing-impaired persons in this state, although not all geographic areas of the state are served by a CCD. An LSC survey of certain state agencies indicates that not all of those agencies provide special services or accommodations to deaf and hearing-impaired persons so they might take advantage of whatever services and benefits the agency offers. Deaf and hearing-impaired as well as hearing persons interviewed listed a number of services they feel the deaf and hearing-impaired need that are not currently available in Ohio or that should be made more readily available.

This chapter outlines the major special services available to the deaf and hearing-impaired through the state of Ohio, setting forth the agency providing the services and the nature of the services provided. It then goes on to set forth some of the concerns or alleged problems which consumers of the services and others find in them. Finally, it lists some added services which at least some of the persons interviewed (hearing as well as deaf or hearing-impaired) feel are needed but are not currently offered.

#### General Background--Rehabilitation Services Commission/Bureau of Vocational Rehabilitation

Except in the following paragraph's description of events preceding the creation of the Rehabilitation Services Commission in 1970, this report will use "RSC" when referring to the state policy-making agency as a whole, and "BVR" when referring only to the Bureau within RSC that directly provides vocational rehabilitation to clients. The Rehabilitation Services Commission (RSC) is the state

agency responsible for providing vocational rehabilitation and other services to disabled citizens in Ohio. These other services include advising state agencies on how to meet the needs of the disabled, helping to guarantee the rights of the disabled, and maintaining an inventory of state services available to the disabled. Seven governor-appointed commissioners oversee the agency, and the agency itself is composed of four bureaus. Two bureaus--the Bureau of Vocational Rehabilitation (BVR) and the Bureau of Services for the Visually Impaired (BSVI)--provide direct vocational rehabilitation services to clients. BVR aids people with physical, mental, and emotional disabilities while BSVI works with the visually impaired.

Legislative Service Commission (LSC) staff interviews revealed that for years, one of the most important concerns of Ohio's deaf and hearing-impaired population has been that many services offered by state agencies to all citizens of the state have not been accessible to the deaf and hearing-impaired. That is, although services have been offered to the deaf and hearing-impaired, those persons have been unable to take advantage of many services because of problems in communicating with agency staffs. In December of 1964, BVR, in response to suggestions from the deaf, developed a pilot project to help make its services accessible to deaf and hearing-impaired as well as hearing clients. The Bureau decided to hire a Supervisor of Rehabilitation Services to the Deaf if funds to help finance the project could be raised by private deaf associations. In 1965, the Ohio Association of the Deaf, a private association with the general purpose of promoting the social and economic advancement of the deaf, raised almost \$7,000 as the state share for the new project. In March, 1966, after federal matching funds were added to the state share, a Supervisor of Rehabilitation Services to the Deaf joined the BVR staff. The agency immediately undertook a program of training vocational rehabilitation counselors to work with deaf and

hearing-impaired clients. However, many deaf and hearing-impaired clients came to the Bureau of Vocational Rehabilitation with a wide variety of social service needs, not simply vocational rehabilitation needs. No single state agency or combination of state agencies was believed to be adequately providing social services to the deaf and hearing-impaired population in Ohio. By the late 1960's, BVR, working with members of the deaf and hearing-impaired community, decided to establish local community centers to offer the wide variety of needed services. The first community center opened in Akron in 1968.

#### Community centers for the deaf

Community centers for the deaf (CCDs) serve as the central agency in a community to provide special services to deaf and hearing-impaired individuals and their families, to assist in making existing services accessible to the deaf and hearing-impaired, and to coordinate other community services that may already be accessible to the deaf and hearing-impaired. Initially, the programs were funded by federal and local moneys with the understanding that following the termination of the federal grants, the programs would be funded locally. However, when the federal grants ran out, no local money could be found; as a result, staff and services at the centers were reduced. In response to requests for assistance by a coalition of organizations for the deaf and parents of deaf children, RSC asked the General Assembly for a separate appropriation to ensure the continuation of the program. The General Assembly appropriated \$545,000 for the 1980-1981 biennium to help fund the original six community centers in Cincinnati, Toledo, Steubenville, Akron, Cleveland, and Mansfield, and to establish two additional centers in Columbus and Youngstown. The appropriation for the 1982-1983 biennium was approximately \$587,000 (later reduced to about \$540,000) and the sum appropriated for the 1984-1985 biennium is approximately \$700,000. Funds are administered by RSC, which also monitors the centers.

Currently, there are nine community centers for the deaf (eight in the cities listed above, plus one in Dayton) and one branch of the Cleveland center in Lorain. All centers have common goals as described in RSC's budget request for CCDs for the 1984-1985 biennium. Following is a list of those goals as provided in the budget request (the goals are in quotation marks) with further explanation provided by CCD coordinators in interviews conducted by LSC staff:

1. "To provide counseling services in the area of everyday living such as individual, group, and family counseling." Most centers offer a wide variety of counseling services. Counseling to family members is provided to hearing persons as well as the deaf or hearing-impaired and may include helping parents adjust to the special needs of a deaf child. Many of the centers offer marital counseling, job counseling, and various other kinds of counseling.

2. "To coordinate and provide instruction in the language of signs to professional staff in state and community agencies, family members of deaf individuals, and other interested people."

3. "To develop, maintain, and/or expand a local registry of interpreters and to coordinate and provide interpreter services in the community." Each CCD has its own policy of whether or not to charge a deaf or hearing-impaired person for interpreter services. Not all interpreters a CCD provides are certified interpreters,<sup>21</sup> and interpreters can vary in ability.

4. "To refer deaf and other hearing-impaired people in need of RSC services to the appropriate office and to provide necessary social support services to RSC clients."

5. "To function as an advocacy agency for and with deaf people within the community and surrounding specified geographic areas."

6. "To inform deaf and hearing-impaired individuals and families of their rights to community services."

7. "To inform staff or community agencies and professional organizations about the nature of deafness, its ramifications, etc., and to encourage the expansion of community resources to meet the needs of this population."

8. "To develop, maintain, or expand a telephone teletypewriter /TTY/ network in the community in cooperation with the deaf community." Again, the CCDs vary as to how they meet this goal. At least one CCD has a TTY loan program that allows deaf persons in the community to borrow a TTY for one year or more. Some CCDs have instituted "relay" systems, or answering services, in which a deaf or hearing-impaired individual can call into the center by TTY and a message will be relayed by telephone by a hearing person to another hearing person. Some CCDs offer 24-hour relay service, some offer the service only during office hours, and some don't offer it at all, although in some cases there is another community agency in the area that does. The community centers also encourage hospitals, police and fire stations, and other agencies in the community as well as the deaf and hearing-impaired themselves to purchase and use TTYs.

9. "To maintain an advisory board or committee which of whom /sic/ half must be deaf for the purpose of gathering information and facts and to submit recommendations for program improvement."

Despite these common goals, each center is somewhat different and each is free to give certain goals priority over the others, depending upon local needs. The centers fall into three separate categories: those connected with a speech and hearing center, those connected with a family service association, and the one in Columbus connected with a community mental health center. CCDs receive up to 70% of their funding from RSC, although most receive much less than 70%. Other funding sources include United Way, United Appeal, fees for services, private donations, and foundation grants. A few CCDs receive a very small amount

of money from a program to provide social services under Title XX of the federal Social Security Act and two receive a very small amount of "648 Board" money from their community mental health boards.

Although the CCDs provide many social services to the deaf and hearing-impaired, not all areas of the state are served by CCDs. The geographic area a CCD serves is assigned by RSC. Major portions of the state mentioned to the LSC staff by persons interviewed that are not being served include the areas around Lima and Sandusky, and most of southern Ohio. Furthermore, at least two CCD coordinators said that their CCDs did not reach out to serve everyone in their assigned areas. For example, the coordinator of the Cleveland area CCD indicated that his center is not serving Lake and Geauga counties nearly as well as Cuyahoga County.

The deaf and hearing-impaired residents of communities that are served by CCDs seemed informed that the CCD services are available to them. The coordinators of CCDs responded that they publicize their services in a variety of ways: through newsletters, by word-of-mouth, by attending local social functions of deaf and hearing-impaired persons, at meetings of local organizations of the deaf and hearing-impaired, through outreach programs such as setting up booths at shopping malls and giving workshops, through articles in the local newspapers, and through television and radio spots.<sup>22</sup>

Community center staffs are very small, although some staff members such as clerical help may be shared with the parent organization. The staff at the Steubenville center consists of only a part-time deaf services coordinator, with the executive director of the Family Service Association, with which it is linked, overseeing the center. The Mansfield, Akron, and Youngstown centers have only two full-time staff members each. Cleveland's center, serving the largest

deaf and hearing-impaired population, also has the largest staff: a coordinator, two interpreters, a counselor, two in-service tutors, and a secretary. Most of the centers also have volunteers working at them.

Appendix A lists the names, addresses, and telephone numbers of the community centers for the deaf in Ohio. Appendix B shows some of the services provided at community centers and how many people were served at the centers in fiscal year 1983.

Rehabilitation Services Commission Advisory Committee on Deafness

By virtue of section 3304.24 of the Revised Code, which authorizes the Rehabilitation Services Commission to appoint advisory committees as it finds necessary, the Rehabilitation Services Advisory Committee on Deafness was created in 1975. As provided in the bylaws of the Advisory Committee on Deafness, it is composed of 15 voting members appointed by the commissioners of the RSC; a majority of the members must have a hearing impairment. Whenever possible, the appointees must represent the different geographical areas of the state. Consumer and minority groups are to be represented on the Committee. The terms of appointment are for three years. A nominating committee chaired by the Advisory Committee's past chairman elects candidates for membership on the Advisory Committee, from whom the director of the Bureau of Program Support chooses those recommended for actual appointment by the RSC Commissioners. The general qualifications for membership on the Advisory Committee are that the members should be of benefit to the RSC and the citizens to be served. The program specialist in the Division of Consumer and Legislative Affairs at RSC serves as executive secretary of the Committee.

The Advisory Committee on Deafness was originally designed to provide direction and make recommendations to RSC relating to the vocational rehabilitation of deaf and hearing-impaired persons. However, because Committee members

felt that no other state agency was meeting the various social service needs of the deaf and hearing-impaired, the Committee now discusses problems and makes recommendations concerning the deaf and hearing-impaired in many areas other than vocational rehabilitation. For instance, in an October, 1983 meeting, a staff member of the recently created Governor's Office of Advocacy for Disabled Persons (to be discussed below) made a presentation concerning the functions of her office; a personnel testing specialist at the Department of Administrative Services sought the Committee's advice as to how to make state civil service examinations more fair and understandable to the deaf and hearing-impaired; and the committee discussed interpreters' fees and amendments to H.B. 450, which would require certain state agencies to install telephone teletypewriters. An article written by the program specialist of the RSC Division of Consumer and Legislative Affairs in the January-February, 1983 issue of RSC News and Views, the official publication of RSC, highlighted some of the actions taken by RSC on behalf of hearing-impaired persons that resulted from recommendations by and consultations with the Advisory Committee on Deafness, as follows:

- (1) the evaluation of sign language skills of counselors for the deaf, with a recommendation for a five per cent pay supplement for those who have attained a satisfactory sign language competence level;
- (2) formulation of a survey form to be sent to hearing-impaired persons to evaluate the vocational rehabilitation program;
- (3) the implementation of a joint program with the Ohio Department of Mental Health to add a psychiatric unit for emotionally disturbed deaf people at the Central Ohio Psychiatric Hospital;
- (4) consultation with the State Highway Patrol in the use of videotapes for sign language driver's license examinations at several licensing offices;

(5) advocating the inclusion of the deaf in the state's Comprehensive Social Service Plan under the Title XX program, and urging county Title XX boards to provide funding for services to the hearing-impaired, an effort that has been successful in Franklin and Cuyahoga counties;

(6) the establishment and continuance, under a separate appropriation by the General Assembly, of nine community counseling centers in key cities (the CCDs) to provide additional services to deaf and hearing-impaired clients.

Representatives of the Advisory Committee on Deafness feel that RSC has been responsive to the needs and problems of the deaf and hearing-impaired and has responded to the Committee's suggestions and recommendations. They said that RSC is very supportive of the Committee and that RSC has been the agency in the state that has tried to make other state agencies aware of the special needs of the deaf and hearing-impaired. Committee members agreed that RSC has done as much as it possibly can on behalf of the deaf and hearing-impaired in Ohio, and not simply in the area of vocational rehabilitation. They also agreed that RSC works within limitations; these limitations will be discussed subsequently.

#### Bureau of Vocational Rehabilitation

RSC is required to offer all vocational rehabilitation services to eligible disabled Ohioans, including deaf and hearing-impaired people. Formerly, RSC employed a full-time program specialist for the deaf but, during the state's recent budget difficulties, that position was eliminated and now the general program specialist in the Division of Consumer and Legislative Affairs spends approximately 25% of his time serving the deaf and hearing-impaired and 75% of his time serving other groups. The Bureau of Vocational Rehabilitation employs 18-20 counselors specially trained to work with deaf and hearing-impaired clients. These counselors are located in the larger Ohio cities. If a BVR client lives in an area of the state with no specially trained counselor at the

local office, an interpreter may be hired by BVR to facilitate communication between the client and the counselor. The counselor may also consult either with one of the specially trained counselors or with the program specialist concerning the client's special needs. The Bureau may, within the limitations of its budget, provide a range of services necessary to rehabilitate a deaf or hearing-impaired BVR client. Of course, in order to receive service from BVR, a client must be "eligible." That is, he must have a physical or mental disability, the disability must constitute a substantial handicap to employment, and he must be potentially employable after receiving vocational rehabilitation services. Among the special services that BVR may furnish a deaf and hearing-impaired client so that he will receive the same vocational rehabilitation services as a hearing client are: (1) providing counselors who are specially trained to work with the deaf and hearing-impaired; (2) providing interpreters; (3) teaching communication skills such as signing, if the client doesn't have such skills; and (4) sending the client to a specially designed program to meet his unique needs. One such program is the Comprehensive Program for the Deaf, located at the Columbus Speech and Hearing Center, which is a vocational program that serves deaf and hearing-impaired BVR clients statewide. The work-evaluation and work-adjustment services that a deaf or hearing-impaired BVR client requires are often more costly than those required by a hearing client. In addition to these special services, 17 RSC offices have TTYs. Although BVR's policy is to offer whatever services are necessary to provide a deaf or hearing-impaired client vocational rehabilitation equal to that received by a hearing person, a rehabilitation supervisor stated that BVR lacks the funds to provide needed services for as long as they are necessary to all deaf and hearing-impaired clients.

The Rehabilitation Services Commission has, over the past several years, awarded 1.4 million dollars to community speech and hearing centers and other facilities to improve comprehensive clinical speech and hearing services to Ohio's hearing-impaired population. The primary purpose of these awards was to make these services available to BVR clients; however, the centers are open to serve the deaf and hearing-impaired public as well. Examples of services offered at a speech and hearing center are audiology services (hearing evaluations, hearing aid selections, and hearing therapy, all for children and adults) and speech services (speech and language evaluations and therapy for children and adults, whether in groups or individually, who have speech and language problems).

Appendix C shows, for each of the five previous fiscal years, how much money RSC authorized for vocational rehabilitation services to the deaf, to the hard-of-hearing,<sup>23</sup> and to the deaf and hard-of-hearing combined; the percentage of the total RSC budget spent for those groups; the numbers served; what percentage those groups are of all BVR clients served; the number rehabilitated in those groups; and what percentage those groups are of all persons rehabilitated by RSC.

The LSC staff contacted a number of other state agencies to determine what special services they are currently providing to ensure that the deaf and hearing-impaired have access to the regular services the agencies provide, and to determine approximately how many deaf and hearing-impaired individuals they serve each year. The following summaries are based upon contact with spokespersons at those agencies. There appears to be no statewide statutory policy concerning services that state agencies must provide; however, Section 504 of the federal "Rehabilitation Act of 1973," 29 U.S.C.A. Sec. 794, discussed in the

previous chapter, prohibits "qualified handicapped individuals"\* from being excluded from participation in, from being denied the benefits of, or from being subjected to discrimination under, any program or activity receiving federal financial assistance.

#### The Governor's Office of Advocacy for Disabled Persons

The Governor's Office of Advocacy for Disabled Persons was established in July of 1983 by Governor Richard F. Celeste. The purpose of the Office is "to ensure that disabled persons achieve full citizen's rights and responsibilities insofar as they have the desire and capability to exercise them." The service that the Office provides, then, is advocating for all disabled persons, including the deaf and hearing-impaired.

The staff consists of three people, one of whom has been a sign language interpreter and advocate within the deaf and hearing-impaired communities for 15 years. The Office is housed in the Ohio Department of Mental Retardation and Developmental Disabilities for administrative purposes.

#### The Governor's Council on Disabled Persons

The Governor's Council on Disabled Persons is made up of 21 persons; two of the current Council members are deaf. The office, staffed by one part-time and two full-time persons, does not provide direct services to the disabled but advises the governor's office and, as needed, the General Assembly on issues relating to the needs, problems, and other concerns of disabled persons. The Council is assigned to the Rehabilitation Services Commission for administrative purposes only, and receives 20% of its funding from state moneys and 80% from

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\*A "handicapped individual" as used in Sec. 504 means "any person who: (1) has a physical or mental impairment which substantially limits one or more of such person's major life activities, (2) has a record of such an impairment, or (3) is regarded as having such an impairment," excluding, for employment purposes, drug or alcohol abusers (29 U.S.C.A. Sec. 706(7)(B)). The definition of a "qualified handicapped individual," as defined by rule of the federal Department of Health and Human Services, is found in footnote 12 in Chapter I.

federal moneys in the RSC budget. The administrator of RSC assigns one professional staffperson to the Council to serve as executive secretary, and any other personnel he determines necessary. The administrator of the Ohio Bureau of Employment Services appoints an individual from the Employment Service Division to serve as an ex officio member of the Council in a liaison capacity. The Council provides information and referrals to the disabled and keeps the public aware of federal, state, and local legislation concerning the disabled.

#### The Department of Education

In 1975 the U.S. Congress passed "The Education for All Handicapped Children Act of 1975," commonly referred to as Public Law 94-142; Chapter 3323. of the Ohio Revised Code requires the State Board of Education to comply with that federal law. For any state that receives the special education funds distributed under the federal Act, the Act guarantees the right of a "free appropriate education" to all handicapped children in that state, including the deaf or hard-of-hearing, who are of the ages required to be served by the state's education system (in Ohio, ages 5-21 for persons not already graduated from high school). The Act permits the state to use federal funds for handicapped children from ages 3-21; thus, in Ohio, the funds may be used for the education of handicapped children of ages three or four. In order to receive the federal funds, the state (in Ohio, the Department of Education) must assume responsibility for ensuring that local school districts and the state together provide all handicapped children with a free appropriate education, statutorily defined as providing special education and related services in accordance with an Individualized Education Program (IEP) developed for each child in accordance with his own special needs. The IEP is a written report that identifies and assesses the child's disability, establishes long- and short-term learning goals, and states which services the school must provide to help the child achieve these goals.

Public Law 94-142 requires states to ensure that, to the maximum extent possible, handicapped children are educated with children who are not handicapped--in other words, in the "least restrictive environment." Educating handicapped and nonhandicapped children in the same classroom is sometimes popularly called "mainstreaming." In addition to being placed in the "least restrictive environment," a child must also be placed as close as possible to his home.

According to the state Department of Education, most deaf and hearing-impaired children in Ohio receive services beginning at age three, two years before the age of compulsory state education. In Ohio, preschool services to deaf and hearing-impaired children are the norm rather than the exception. While most preschoolers attend school, there are some programs under which educators go to the homes of the handicapped children to work with the children and parents there. A majority of the deaf and hearing-impaired children in the state attend school in their local school districts. Among the special services that a local public school may provide to deaf and hearing-impaired students are interpreters, tutors, and notetakers. For students with only minor hearing losses, accommodations may be made such as moving a child to the front of the classroom so he can hear better. There are also approximately 20 regional centers, located primarily in large urban areas, which provide special education for the deaf and hearing-impaired. The persons writing a student's IEP may decide that attendance at a regional center is best for the child, if it is not too far from his home.

Section 3323.03 of the Revised Code requires the State Board of Education and local school boards, in consultation with specified public agencies that deal with developmental disabilities, to identify and locate, as well as evaluate, all handicapped children in Ohio. Each school district has an ongoing identification monitoring system which the director of the Division of Special Education at the Department, in turn, monitors. Every three years the school district must

conduct intensive awareness campaigns. Each school district must reach every household in the district every three years in order to identify deaf or hearing-impaired children.

The Ohio superintendent of public instruction is required by law to furnish the chairmen of the education committees of the Ohio House of Representatives and the Ohio Senate with a report on the status of implementation of programs and services for handicapped children, which must include the most recent available figures on the number of children identified as handicapped.<sup>24</sup> The report submitted on February 1, 1983, containing data obtained directly from school districts on December 1, 1982, indicated that the total number of hearing-handicapped\* children in Ohio receiving full services was 2,650 (2,349 of those between the ages of 5-21) with another 47 hearing-handicapped children between the ages of 0-4 not receiving a full and appropriate public school education. Additionally, 174 children were receiving services at the Ohio School for the Deaf.

#### Ohio School for the Deaf

Section 3323.02 of the Revised Code requires that, subject to the regulations adopted by the State Board of Education, the state School for the Deaf must be open to receive persons who are deaf, partially deaf, and both blind and deaf residents of Ohio who, in the judgment of the superintendent of public instruction and the superintendent of the School for the Deaf, due to their handicap, cannot be educated in the public school system and are suitable persons to

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\*By Department of Education rule, "hearing handicapped" children are those who are deaf (having a hearing impairment which is so severe that the child is impaired in processing linguistic information through hearing, with or without amplification, which adversely affects educational performance) or hard of hearing (having a hearing impairment, whether permanent or fluctuating, which adversely affects a child's educational performance but which is not included under the definition of deaf) (Rules 3301-51-04 (B) (i) and 3301-51-01 (K) and (V) of the Ohio Administrative Code).

receive instruction according to the methods employed in the School. The School for the Deaf accepts students who live in areas of the state where they are not receiving adequate special education in the public school system. A brochure describing the School states that: "Admissions to OSD are limited to hearing-impaired children having the potential for physical and social maturity to adjust to the discipline of formal instruction and group living and who are judged capable of profiting from the school program." The School, with a capacity for approximately 300 students, cannot accept all applicants. It educates students by using "total communication"<sup>25</sup> and has a goal of integrating its graduates into society and the work force.

Classes at the School for the Deaf include kindergarten through high school. Special emphasis is given to speech, lip reading, and auditory training. The high school offers a fully accredited diploma to those completing the required number of credits. The school library and Instructional Media Center contain 20,000 separate items of learning material and audio-visual equipment. In addition to an academic, or college-preparatory program, the school also offers vocational training and a work-study program under which in the fourth year the students work half-time at a normal wage-earning job in the community. A number of extracurricular activities are offered.

The School for the Deaf also offers a statewide Parent-Child Program for hearing-impaired children, in cooperation with the Ohio Division of Special Education. The services available in this program include: home visitations, parent counseling, home study materials, awareness meetings with parents, assisting parents in locating local services, and assisting parents in working with their hearing-impaired children.

Department of Administrative Services

Section 124.231 of the Revised Code requires the director of administrative services, whenever practicable, to arrange for special examinations to be administered to legally blind or legally deaf persons applying for original appointments in the classified service, to ensure that the abilities of those applicants are properly addressed and that those applicants are not subject to discrimination because they are legally blind or legally deaf.

When a deaf or hearing-impaired person requests an interpreter in order to take the civil service examination, the Department of Administrative Services calls the Rehabilitation Services Commission. RSC, then, provides the interpreter. Additionally, a personnel testing specialist will delete questions from the examination that might be confusing to, or irrelevant for, a deaf and hearing-impaired applicant. The personnel testing specialist is in the process of trying to improve the method of testing for deaf and hearing-impaired persons, and hopes to be able to modify the examinations to suit the needs of each deaf and hearing-impaired individual. She has modified about 10 to 15 tests for the deaf in the past year; however, some of those tests were for the same person so she did not actually modify tests for this many different applicants.

Department of Health

The Ohio Department of Health provides a variety of services to deaf and hearing-impaired citizens, primarily through its Division of Maternal and Child Health. Most direct services are provided to children. Services provided include:

- (1) lending support to projects designed to test newborn infants for hearing loss using recent advances in technology, and establishing habilitative procedures early in life;

(2) indirectly reducing deafness among newborns by promoting programs and services which include prenatal care and delivery services, nutritional services, and family planning services. The project led by the Department's Bureau of Preventive Medicine to immunize the population against rubella has helped prevent a major cause of deafness;

(3) training local nurses, teachers, and others to screen preschool-aged children in Headstart, community screening clinics, and child health clinics. Any child with a suspected hearing problem is referred for appropriate care;

(4) providing reimbursement, through the Department's Bureau of Crippled Children's Services, to physicians and other professionals to provide diagnostic and therapeutic services. Any child suspected of having a loss of hearing may be referred to the Bureau of Crippled Children's Services for diagnostic evaluation;

(5) developing full-time speech and hearing centers in Mansfield, Springfield, Marion, Steubenville, Chillicothe, Portsmouth, Ashtabula, and Delaware as well as supporting over 30 part-time centers;

(6) determining methods and devices to be used for hearing screening in schools and providing training and consultation services to local health departments and schools;

(7) establishing a network of pediatric otological diagnostic clinics which service approximately 65 counties through 42 clinics and assure follow-up care through appropriate referral;

(8) undertaking special projects which include the testing of mentally retarded children who often have gross hearing disorders which remain undetected due to the retardation, and testing of vision in children with Usher's syndrome (a medical problem from which deaf children eventually go blind); and

(9) in order to reduce a leading cause of hearing loss among adults, industrial noise, funding a project to evaluate the noise in several vocational schools. Health education curricula will be reviewed to determine the coverage this problem has received and, based on this review, further action will be recommended to the Department.

Ohio Bureau of Employment Services (OBES)

At OBES, communication with the deaf and hearing-impaired most often takes place by the exchange of written notes or with the help of an interpreter brought in by the deaf client. In some instances, the Bureau has paid for interpreters. In other instances, interpreters have been provided to local OBES offices at no charge to the Bureau by local community agencies. The Bureau has no statewide policy of providing interpreters but is presently negotiating a contract with the nine community centers for the deaf for the centers to provide interpreters to OBES. According to the spokesperson at the Bureau contacted by LSC, the Bureau is providing employment services to "a substantial number" of hearing-impaired individuals each year. However, there are, he said, many others who do not seek OBES services because of the nature of their handicap and the difficulty of communicating. He is hoping that more deaf and hearing-impaired persons will seek the services OBES provides after the contract referred to above is signed and the interpreter services are provided.

Ohio Department of Public Welfare

Title XX "Special Services for the Deaf," consisting of interpreters and advocacy, may be provided to deaf and hearing-impaired clients by only those counties offering "Special Services for the Deaf" in the state's Comprehensive Social Services Plan. Those counties offering Special Services for the Deaf must enter into a Title XX contract with a provider of those services in order to actually provide them. In Ohio, just a handful of counties may have such a

contract. Thus, counties offer services to the deaf and hearing-impaired at their discretion, based upon local needs. Coordinators of community centers for the deaf did report that some local welfare departments are willing to pay for interpreters for deaf and hearing-impaired welfare clients and some are not. Apparently, there is no Department policy mandating that the deaf and hearing-impaired be provided services in order to adequately communicate their needs. A Department spokesperson said that 322 persons received "Special Services for the Deaf" from July 1, 1981, through June 30, 1982, and that these are among the Department's least-requested services. Deaf and hearing-impaired persons may also be eligible for other social services from county welfare departments besides the "Special Services for the Deaf."

#### Department of Mental Health

According to the Department spokesperson contacted by LSC: "In terms of service to the deaf and hearing-impaired, less rather than more is generally the rule. Inpatient hospital service is provided by a special unit at the Central Ohio Psychiatric Hospital (discussed below), but it has age and admission restrictions. In community mental health care, there may be isolated examples of specialized services, but there is no systematic, statewide network of services for deaf and hearing-impaired adults." However, the chief of consumer services, Division of Mental Health Programs and Services, has recently designated the deaf as a special population requiring her advocacy and she has drawn up a tentative plan of action designed to improve the Department's services to the deaf. She stated that the Department has recently listed the deaf (which also includes the hearing-impaired) as a "special client population" in the Department's Community Mental Health Board Plan guidelines which requires community mental health boards to provide a "needs assessment" for the deaf and to plan for the provision of service for the deaf.

The Mental Health Unit for the Deaf at the Central Ohio Psychiatric Hospital (referred to by those concerned with services for the deaf as the Copenhaver unit) was established in October of 1974 at the suggestion of the Rehabilitation Services Commission. The Unit, which has 20 beds, offers a full range of specialized, comprehensive mental health services to deaf Ohio residents, generally between the ages of 18-35, on an inpatient basis. Staff members are trained in total communication and problems of the deaf. In addition to the Copenhaver Unit, the Department of Mental Health is currently funding and operating two programs designed specifically for deaf and hearing-impaired children.

#### Ohio Commission on Aging

The Commission on Aging is basically not a service-providing organization and the Commission itself offers no services to the deaf and hearing-impaired other than providing interpreters at public events sponsored by the Commission. Some direct services are provided to older Ohioans by Area Agencies on Aging, which receive part of their funding from the Commission. However, not enough of the Area Agencies responded to a written inquiry by LSC to support any conclusion about any special services they may offer to the deaf and hearing-impaired.

#### Industrial Commission of Ohio/Bureau of Workers' Compensation

When a hearing loss or impairment is incurred in the course of employment, the Bureau of Workers' Compensation will pay for medical care and hearing aids. If a workers' compensation claim is uncontested, there is generally no face-to-face contact between the staff at the Bureau and the claimant. If personal contact is required with staff, the agency relies on the deaf person to bring his own interpreter or the staff will communicate with the person on paper. If a claim is to be contested at a hearing, the agency does not provide an interpreter.

Department of Highway Safety/Bureau of Motor Vehicles

The deaf and hearing-impaired must pass the same driver's licensing test as hearing persons; however, they have three options as to how they will take the test: (1) they may take the regular written test without assistance; (2) they may bring in their own interpreter to help with the written test (interpreters are not provided by the Bureau); or (3) they may view a color videotape of an American Sign Language signer interpreting the written test.

In regard to the part of the driver's test where the applicant must drive, examiners rely upon gestures and the applicant's ability to lip read. An applicant may bring an interpreter if he chooses. According to a spokesperson at the State Highway Patrol, the videotape of the test was only used about a dozen times statewide last year; a total of one million driver's license applications were received during the year.

Ohio Civil Rights Commission

The Ohio Civil Rights Commission provides an interpreter for deaf and hearing-impaired clients, or may communicate directly with such persons by TTY. TTY's are standard equipment in all regional and central offices.

An administrator of the Commission estimated that 540 persons with impairments of speech or hearing or both contact the office for help yearly. He also estimated that handicap discrimination cases are the fourth most numerous complaints handled, after cases charging discrimination on the basis of sex, race, and age.

Department of Rehabilitation and Correction

Deaf and hearing-impaired inmates are a low-incidence problem as there are about six such persons at present out of 18,000 inmates in the state prisons. A Department administrator stated that while most deaf and hearing-impaired inmates communicate with staff by writing notes, occasionally he will call in an

interpreter from another agency to expedite communication. Another Department employee who works with educational services said that the Department has a "hodge-podge approach to dealing with the deaf and hearing-impaired inmates" and that there is no funding to provide special services, but that the Department does try to assist these inmates "in any way it can." He did note that there seems to be a great deal of frustration in the behavior of deaf and hearing-impaired inmates who cannot effectively communicate with others. The Department provides medical services and hearing aids needed by deaf and hearing-impaired inmates.

#### Department of Development

There are 54 community action agencies across the state that provide services directly to the public and that receive funds from the Department of Development. These agencies serve low-income persons by helping them to become self-sufficient. The spokesperson contacted did not think that any of the agencies offer interpreter services, but each agency would have to be contacted at the local level to be certain. The Department does not have any policy regarding provision of special services to the deaf and hearing-impaired.

#### State-supported universities offering services for deaf and hearing-impaired students

Columbus Technical Institute, Sinclair Community College, and Cleveland State University all offer free interpreter services to deaf students. Note-taking and counseling services are also available. The University of Akron, until recently, also offered interpreters free of charge to deaf students but no longer does so; instead, whatever interpreters are needed are provided by other agencies in the community. The University of Akron still provides notetaking services and tutors to deaf students. It also gives them priority in scheduling, in two ways: by letting them register for classes before other students and by

admitting them to classes that are considered full. Columbus Technical Institute reported that last year an average of 33 deaf students were served; Sinclair Community College reported an increase from 14 deaf students two years ago and less than 20 last year to 56 this year, 26 of whom are using interpreters provided by the college (the others are depending upon their own communication skills in the classroom). Cleveland State University reported seeing an average of three deaf students a year. Presently, there are 20 hearing-impaired students at the University of Akron and five deaf students. The universities mentioned above are those with well-known programs of services for deaf students and were thus contacted by LSC staff. It is possible that other state-supported universities are offering free interpreter, notetaking, and tutoring services to deaf or hearing-impaired students.

#### Professional licensing

In addition to the state agencies mentioned above, the LSC staff contacted several state licensing boards to find out how many deaf and hearing-impaired persons were licensed last year in Ohio and whether any special accommodations were made for such persons taking licensing examinations. Those contacted at the State Board of Bar Examiners, the State Medical Board, the State Board of Pharmacy, and the Department of Commerce, Division of Real Estate could not remember a deaf or hearing-impaired person ever taking a licensing examination. The executive secretary of the State Board of Examiners of Architects knew of one hearing-impaired person (whose hearing impairment was not severe) in the last seven years who took the examination to be a licensed architect and was accommodated by the Board by being seated close to the individual reading the instructions aloud.

Problems in Major State Programs Affecting the Deaf and Hearing-Impaired

In the course of the study, LSC staff asked consumers of services for the deaf and hearing-impaired, as well as hearing persons closely involved with the deaf and hearing-impaired community, questions concerning the quality of services provided to deaf and hearing-impaired persons by the major agencies involved. The following represents a summary of the responses. They center primarily on the CCDs, the educational system, BVR, and RSC.

Problems reported concerning community centers for the deaf (CCDs)

Although a great majority of the consumers of services for the deaf and hearing-impaired who spoke to the staff thought the variety of services offered at the community centers for the deaf was adequate, all agreed that the centers need more staff and funding. Several deaf persons mentioned that they could not get interpreters through the centers at the times desired, and some mentioned that the interpreters sent were not always the most skilled ones for the job. At least one of the centers provides interpreters "on a priority basis"; for example, a request for an interpreter to accompany a deaf person to the hospital or to court may take priority over a similar request involving a recreational activity. Some deaf and hearing-impaired persons objected to being charged a fee, however minimal,\* for interpreter services, and thought if the centers had more funds, they could absorb the full costs of providing interpreter services. A spokesperson at the Rehabilitation Services Commission also said that CCDs could better serve the entire geographic area to which they are assigned if they had more staff and funds. No other specifics were mentioned as to what more the community centers could do with additional staff and funds.

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\*Not all community centers charge a fee to the deaf and hearing-impaired for interpreter services.

A number of deaf and hearing-impaired interviewees thought that the community centers should be staffed by deaf and hearing-impaired persons. Only the Cincinnati center and the Lorain branch of the Cleveland community center have coordinators who are deaf. The Columbus center has one counselor who is deaf; the Cleveland center has one deaf staff member and a part-time staff member who is hearing-impaired; the Steubenville center has a part-time deaf services coordinator who is hearing-impaired; the Toledo center has a deaf specialist who is deaf; and the Lorain center, in addition to the deaf coordinator, has a counselor who is deaf and a hearing-impaired secretary. The Akron, Youngstown, Mansfield, and Dayton centers have no deaf or hearing-impaired persons on their staffs. The deaf persons who advocated that the centers be staffed by more deaf or hearing-impaired persons said that they would rather relate on a one-to-one basis to a deaf person who is part of the deaf culture than to a hearing person.

A number of consumers interviewed said that the closeness of the deaf community has worked against the community centers in two ways. First, a deaf or hearing-impaired person who has had a bad experience with a community center may relate that experience to other members of the close-knit deaf community. Others then may shy away from using the center. Second, because deaf and hearing-impaired persons may rely on the center for so many services and because the centers have very small staffs, the deaf and hearing-impaired may be hesitant to go to the center for counseling for a personal problem because they are well-known to the staff members.

As discussed in the first chapter, not all of the deaf and hearing-impaired population is readily served by a community center for the deaf. Some deaf and hearing-impaired persons, especially those in rural areas, must travel a considerable distance to reach a center. As mentioned previously, some centers may not have sufficient funds and staff to adequately serve the entire areas to which they are assigned.

Problems reported concerning the educational system

It is difficult to discuss problems of deaf and hearing-impaired children in the educational system because those children are taught in so many different ways throughout the state in the public schools. As stated in the first chapter, some regional centers operated by public schools have separate and complete programs for deaf and hearing-impaired students. Some public schools have interpreters in the classrooms. Also, as discussed previously, federal law requires students with handicaps to be "mainstreamed," that is, integrated with non-handicapped students in regular classes whenever possible. Some students attend the Ohio School for the Deaf. Thus, education for deaf and hearing-impaired children in this state varies greatly depending upon where the child lives and upon his Individualized Education Program.

There are two major schools of thought concerning how to educate a deaf or hearing-impaired child. Oralists feel that because a deaf or hearing-impaired child must grow up and live in a hearing world, he should learn only by oral methods of communication such as lip reading and speech, and should be forbidden to use sign language. Those of the total communication school believe that the child should use any and all means which enable him to acquire and understand language, including gestures, sign language, speech, lip reading, finger-spelling, reading and writing, and using any residual hearing, if any, that he has. For years, these two schools of thought have been disagreeing as to how to best educate a child. Until 1976, Ohio law mandated that the "so-called oral system" be taught by teachers in schools for deaf students and that if, after nine months, any children were unable to learn by that method they could be taught manually (that is, by sign language).<sup>26</sup> Today, however, according to federal and state law, an Individual Education Program is designed for each child based on his or her individual needs and oralism is no longer mandated for the

first nine months. The LSC staff was told that some of the literacy problems of today's adult deaf in Ohio stem from this emphasis for years on the oral method. Although the law stated that oralism had to be taught only for nine months, it was, in fact, the primary method of educating deaf and hearing-impaired children in this state during the child's public school years. Several persons told the LSC staff that some deaf and hearing-impaired persons had difficulty learning by the oral method; those who had difficulty often fell far behind academically and had serious communication problems that have persisted. It was also mentioned, however, that those who do learn successfully by the oral method may overcome at least some of the communication barriers encountered by the deaf and hearing-impaired. A specific problem cited by a number of persons interviewed is that many teachers in the public schools are still geared toward oralism, since that method was taught for so long in Ohio, and do not teach by total communication even if that is the best method for the child. One coordinator in a more rural community center complained that the school district in which the center is located changed to a total communication method of teaching only this year and that the teachers of special education for the deaf and hearing-impaired don't know sign language. Several deaf and hearing-impaired individuals also mentioned that many teachers of deaf children do not know sign language or are poor at signing.

Two hearing parents of deaf children who did find the programs for the deaf in their local school districts adequate decided to send their children to private schools for the deaf because they did not feel that the children were reaching their full potential "mainstreaming" with hearing students. One parent felt that at early adolescence his daughter's emotional and psychological needs were not being met by mainstreaming. That is, she needed to be around others who could communicate well with her, as her hearing classmates could not. Both of

these parents felt that deaf children are never really a part of the school system even though the system offers special services to help educate them. For instance, they said that in addition to not being able to communicate well with their classmates, deaf children in public schools seldom participate in extra-curricular activities such as sports because special provisions are generally not made for them in such activities. One of the parents who sent her deaf daughter to a private school commented that mainstreaming was not developing the full potential of deaf children; so much time and effort was spent trying to teach them to read and write that any special abilities or talents they might have were overlooked. A number of persons interviewed mentioned that deaf and hearing-impaired children are moved through the school system without any efforts to develop their special talents or abilities.

Several members of the Ohio Association of the Deaf thought that there are not enough deaf and hearing-impaired teachers in the public schools, nor are there deaf and hearing-impaired counselors or psychologists able to counsel deaf and hearing-impaired children with emotional problems or to provide vocational guidance. One person commented that, in general, teachers in the public schools, being hearing persons, lack an understanding of deafness and the deaf culture and so don't relate well to a deaf or hearing-impaired student.

Problems reported concerning the Bureau of Vocational Rehabilitation (BVR) and the Rehabilitation Services Commission (RSC)

Although the Rehabilitation Services Commission, working closely with private deaf associations, has been responsible for many of the services for the deaf and hearing-impaired that are currently available in Ohio, a substantial number of the deaf and hearing-impaired are critical of the Bureau of Vocational Rehabilitation in RSC. Many complaints from deaf and hearing-impaired interviewees concerned a lack of success in finding a job after BVR training and BVR's refusal to provide all the rehabilitation services the client wanted. Among the complaints from deaf and hearing-impaired persons about BVR were the following:

(1) not all BVR counselors sign well or are able to understand the deaf well enough to communicate effectively. A black leader in the deaf community, representing the Ohio Chapter of Advocates for Black Deaf, complained that BVR counselors are especially poor at communicating with the black deaf;

(2) counselors carry too big a caseload and cannot give enough attention to each particular case;

(3) BVR does not find clients jobs after training them;

(4) BVR focuses on training deaf and hearing-impaired persons for "blue-collar" jobs and "takes the easiest way" rather than developing the client's fullest potential. Several deaf or hearing-impaired persons who had had BVR training complained that there were no "quality" jobs after the training;

(5) RSC does not hire enough deaf or hearing-impaired persons on its staff.

It should be kept in mind, in reading these complaints, that the BVR counselor evaluates the capabilities of the client and selects a rehabilitation program in accordance with diagnostic information about the client. According to the RSC program specialist, this decision should be made jointly with the client. The complaints heard were from the clients, and the LSC staff did not hear the counselors' defense of why a case was handled in a particular way. A client does have the right to appeal a rehabilitation program designed for him if he doesn't think it suits his capabilities.

A comment made by several persons interviewed concerning the RSC Advisory Committee on Deafness is worth noting. Although the Committee may be responsive to the needs and problems of the deaf and hearing-impaired, the Committee is advisory only and, as some phrased it, "lacks clout." The Committee really has no authority to implement any needed changes for the deaf and hearing-impaired throughout the state.

Services needed that are not currently being offered or that are not readily available

The LSC staff asked the persons it interviewed what additional services deaf and hearing-impaired citizens in Ohio need. Among the needs identified were:

(1) more interpreters to help the deaf and hearing-impaired communicate in all situations; for example, whenever the deaf or hearing-impaired deal with any governmental agency, go to a doctor, or have a job interview, they would like the state to provide interpreters. Many persons also requested more skilled interpreters than are now available;

(2) more TDD equipment in governmental agencies and places such as shopping malls, doctor's offices, and insurance companies, to name a few;

(3) a central, 24-hour relay system by which a deaf or hearing-impaired person can call in by TDD and the message will be relayed by telephone by a hearing person to another hearing person;

(4) more availability of TDDs to loan to consumers; making loans available to purchase TDDs; and making information available concerning new technological advances made in TDDs;

(5) more closed captioning on television;

(6) the enforcement of Section 504 of the federal "Rehabilitation Act of 1973";

(7) a center of information concerning deafness and problems of the deaf and hearing-impaired;

(8) more public awareness concerning deafness;

(9) more research concerning congenital deafness and how it can be prevented;

(10) counselors in the field of mental health (especially drug and alcohol abuse counselors) who are proficient at communicating with the deaf and hearing-impaired;

(11) some kind of employment agency for the deaf and hearing-impaired (especially for those who are not BVR clients) to place deaf and hearing-impaired persons and also to encourage businesses to hire the deaf and hearing-impaired, particularly for white collar jobs;

(12) making the services provided at CCDs readily available to all deaf and hearing-impaired persons throughout the state, especially those in rural areas;

(13) more rehabilitative services for deaf and hearing-impaired children from birth to schoolage;

(14) adult education for the deaf and hearing-impaired;

(15) a full-time program specialist for the deaf at the Rehabilitation Services Commission; and

(16) increased third-party coverage for professional services and equipment to improve the communication of deaf and hearing-impaired persons.

One coordinator for a CCD suggested that, since there is no college for the deaf in Ohio and since some universities are reluctant to hire interpreters for the deaf, there be a state-funded scholarship fund available to send deaf and hearing-impaired students out-of-state either to Gallaudet College or the National Technical Institute for the Deaf.

This chapter has surveyed only state-provided special services currently available to the deaf and hearing-impaired. It should be noted that there are, undoubtedly, other services available in Ohio to those persons that have not been discussed in this report.

### CHAPTER III

#### SERVICES AVAILABLE TO THE DEAF AND HEARING-IMPAIRED IN OTHER STATES; ADMINISTRATIVE ORGANIZATION OF SPECIAL AGENCIES FOR THE DEAF AND HEARING-IMPAIRED

Of the 49 states other than Ohio, nine states have, by statute, established separate, independent commissions for the deaf or hearing-impaired. Fourteen states have agencies that are within larger department-level agencies and that provide some special services exclusively to deaf or hearing-impaired persons. The 26 remaining states do not have separate special agencies to promote the general welfare only of deaf and hearing-impaired persons. In these states, the state vocational rehabilitation agency does provide some special services to deaf and hearing-impaired individuals, but only to those who are eligible vocational rehabilitation clients.

The results of an LSC questionnaire indicate that Ohio CCDs offer as many or more services to deaf and hearing-impaired persons than the separate, independent commissions or the commissions that are part of another department in other states offer. The results of our questionnaire also indicate that whether the commission is separate and independent or is part of another state department does not greatly affect the number of services offered. The key to the number of services that a commission can provide seems to be the amount of funding the commission can obtain.

#### Introduction

This chapter attempts:

- (1) To set forth the nature and types of services offered to deaf and hearing-impaired individuals in the other states;
- (2) To indicate the administrative organizational structure that supports the rendering of these services by each state;

(3) To identify those states that have special governmental agencies charged with providing some kind of assistance to deaf and hearing-impaired persons exclusively;

(4) To research the statutes creating separate and independent commissions or councils for the deaf and hearing-impaired for the purpose of determining the composition, administrative organization, and functions of the commissions or councils;

(5) To learn, from the experience of the independent commissions or councils, the advantages and disadvantages of their organizational structure;

(6) To inquire into the administrative organization of offices or divisions for the deaf and hearing-impaired that are located within other agencies, and to discover any difficulties encountered or benefits gained in being part of another agency; and

(7) To compare the services currently being offered to the deaf and hearing-impaired population in Ohio and those provided by the special agencies in the other states.

Twenty-one states have statutes establishing separate and distinct agencies that provide for the special needs of the deaf and hearing-impaired in their states.\* Two states, Arkansas and South Dakota, do not have statutes authorizing separate agencies but have separately funded programs offering extensive specialized services in addition to regular vocational rehabilitation services to their deaf and hearing-impaired residents. The State of Washington has an administratively created special agency that primarily advocates for, informs and makes referrals to, and coordinates services for, the deaf and hearing-impaired. In the remaining states, the deaf and hearing-impaired population is

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\*The Georgia Council on the Deaf, which was created in 1978, was never administratively organized beyond an initial round of meetings. In this report, therefore, Georgia is considered as a state with no special agency serving the deaf population.

merged with the larger group of handicapped individuals whose needs are provided for by advocacy commissions for the handicapped or disabled, or by direct-service agencies that have special programs for the handicapped, or by both. The most prominent of these direct service-providing agencies are the vocational rehabilitation agencies.

The LSC staff prepared a questionnaire to determine the primary functions of the special agencies; the services and resources offered to deaf and hearing-impaired persons by the special agency or any other governmental agency or private organization in the state; the special agency's funding mechanism and budget breakdown, staff organization, history, and background; the advantages and disadvantages seen in being an independent agency or being part of another agency; and the services not being provided that should be provided by the agency in the opinion of the respondent. The staff also requested copies of annual reports and budget summaries. A staff member called each of the 23 state agencies (20 created by statute, plus the Arkansas, South Dakota, and Washington agencies) seeking answers to the items in the questionnaire by telephone. Most of the respondents were the chief executive officers of the agencies. A few agencies requested that the questionnaire be mailed to them and all but two filled it out.

A second questionnaire was prepared and directed to the vocational rehabilitation agencies of the 26 remaining states. All these state agencies responded to an LSC staff telephone survey, which was limited to questions dealing with the agency's organizational structure as it related to serving the needs of the deaf and hearing-impaired population and the services or resources available to the deaf and hearing-impaired as part of the disabled or handicapped population of the state.

The survey indicated that three categories of state agencies provide for some or all of the needs of deaf and hearing-impaired individuals. Section A of this chapter deals with the essentially independent and separate commissions, councils, or offices for the deaf or hearing-impaired in nine states. Section B covers those commissions, councils, offices, or divisions for the deaf or hearing-impaired within other state agencies in 13 states. The Wisconsin Council belongs to this second category but did not respond to the survey. Section C describes the general services rendered by the remaining 26 states primarily through their vocational rehabilitation agencies. A comparison of the services offered by the community centers for the deaf in Ohio and by the special commissions or offices in the other states is found in Section D.

A. INDEPENDENT COMMISSIONS FOR THE DEAF OR HEARING-IMPAIRED

Nine states have, by statute, established commissions (variously called "commissions," "councils," or "offices") for the deaf or hearing-impaired which are essentially independent and separate agencies. These commissions are the Arizona Council for the Deaf, Connecticut Commission on the Deaf and Hearing Impaired, Kentucky Commission on the Deaf and Hearing Impaired, Massachusetts Office of Deafness, Nebraska Commission for the Hearing Impaired, Oklahoma Commission on the Deaf and Hearing Impaired, Rhode Island Commission of the Deaf and Hearing Impaired, Texas Commission for the Deaf, and Virginia Council for the Deaf. Chart A-1 shows the year each commission was created, the citations of the statutes governing it, and the year of termination under the state's applicable sunset law, if any.

The commissions of Arizona, Kentucky, Nebraska, Texas, and Virginia are distinctly autonomous administrative bodies directly funded by separate legislative appropriation. Although both exercise their functions independently, the Oklahoma Commission has a line-item budget in the Department of Human Services budget and the Rhode Island Commission has a contract for funding with the Division of Vocational Rehabilitation. The Massachusetts Office of Deafness is located in the Massachusetts Rehabilitation Commission but is not subject to its jurisdiction. A director has exclusive supervision and control over the Massachusetts Office, which is directly funded by the legislature. The Connecticut Commission is within the Department of Human Resources for administrative purposes only and has a separate legislative appropriation.

CHART A-1  
NAMES OF INDEPENDENT COMMISSIONS OR COUNCILS; STATUTORY CITATIONS

State Commission or Council	Year of Creation	Statute	Termination Under Sunset Provision
Arizona Council for the Deaf	1977	Secs. 36-1941 to 36-1946, <u>Arizona Revised Statutes</u> , 1975-1982 Supplementary Pamphlet	1990
Connecticut Commission on the Deaf and Hearing Impaired	1974	Secs. 17-137k to 17-137r, <u>Connecticut General Statutes Annotated</u> , 1982 Supp.	1984
Kentucky Commission on the Deaf and Hearing Impaired	1982	Secs. 163.500 to 163.520, <u>Kentucky Revised Statutes</u> , 1982 Cumulative Supp.	
Massachusetts Office of Deafness	1974	Secs. 84A to 84H, <u>Annotated Laws of Massachusetts</u> , 1980, 1983 Supp.	
Nebraska Commission for the Hearing Impaired	1979	Secs. 71-4720 to 71-4732, <u>Revised Statutes of Nebraska</u> , 1981	
Oklahoma Commission on the Deaf and Hearing Impaired	1972	Secs. 2401 to 2406, <u>Title 63, Oklahoma Statutes Annotated</u> , 1973, 1982-83 Supp.	1985
Rhode Island Commission of the Deaf and Hearing Impaired	1979	Secs. 23-1.8-1 to 23-1.8-2, <u>General Laws of Rhode Island</u> , 1979	
Texas Commission for the Deaf	1971	Secs. 81.001 to 81.013, <u>Vernon's Texas Codes Annotated</u> , Human Resources, 1980, 1982-83 Supp.	1985
Virginia Council for the Deaf	1972	Secs. 63.1-85.1 to 63.1-85.7, <u>Code of Virginia</u> , 1980	

Seven of the nine commissions are primarily information and referral agencies that advocate, promote, coordinate, plan, and review services to the deaf and hearing-impaired. If any direct services are provided, they are usually interpreter or counseling services. The Connecticut and Texas commissions are primarily direct service providers and also perform advocacy, information, and coordinating functions. Chart A-4 in Appendix D shows the primary functions of each commission in more detail.

Composition of independent commissions and staff personnel

The nine commissions for the deaf and hearing-impaired vary in size from 9 to 23 members. The commissions of Nebraska, Oklahoma, and Texas each have nine members; the Kentucky Commission has 11, the Arizona Council, 12, and the Virginia Council, 14. The Connecticut Commission has the most, with 23; the Rhode Island Commission has 21 and the Massachusetts Advisory Council has 17. All the commissions are required to have members who are deaf or hearing-impaired and six are required to have parents of the deaf as members. The commissions also have deaf professionals representing organizations and schools for the deaf, educators, medical specialists, and persons with a general understanding and awareness of deafness. Six commissions have members representing executive agencies that provide services to the deaf and two have members who are state legislators. The executive agencies represented are, in most cases, concerned with vocational rehabilitation, education, health, mental health, human resources and social services, economic security, and labor.

Members from the consumer or professional sectors are usually appointed by the governor. Members from executive departments are either designated ex officio or appointed by the department heads or by the governor. The legislative members of the Kentucky Commission are appointed by the Speaker of the House of Representatives and the President of the Senate. The Rhode Island Commission's ex officio members include the chairpersons of the General Assembly's finance committees.

The members of the commissions serve without compensation and are reimbursed for actual and necessary expenses or, in the case of the Oklahoma Commission, given a per diem payment.

The statutes require that an executive officer or director be appointed by the commission or, in the case of the Massachusetts Office of Deafness, by the Secretary of Human Services with the advice of the Office of Deafness Advisory Council. In Arizona, Kentucky, Massachusetts, and Virginia, the qualifications of the director are prescribed by law. The Nebraska and Texas statutes also require that preference be given to the hearing-impaired in appointing a director.

Chart A-5 in Appendix D sets forth some detail of the statutory composition of each of the nine commissions. The commissions vary in the number of staff they employ, ranging from a high of 62 to a low of one person. Appendix D, Chart A-6, sets forth in some greater detail the total number of personnel, and the number of deaf or hearing-impaired persons on the staff. The Connecticut Commission has 62 staff members, of whom 44 are part-time and mostly interpreters. There are 23 persons on the staff of the Texas Commission. The other commissions, not being primary direct-service providers, have fewer personnel. The Virginia Council has nine staff members, the Nebraska Commission eight, and the Massachusetts Office seven, including the directors. The Arizona Council and Oklahoma Commission each have three staff members; the Kentucky Commission has four, and the Rhode Island Commission has only the executive director. Six commissions have deaf or hearing-impaired staff members. The Arizona, Oklahoma, and Rhode Island commissions have no deaf staff persons at this time.

Appendix E summarizes the provisions of these nine states' statutes pertaining to the organizational structure and the powers and duties of the commissions. It also describes the events that led to their creation and lists current staff personnel, including those who are deaf or hearing-impaired.

Services for the deaf and hearing-impaired provided by independent commissions

The commissions vary with respect to what services they make available to the deaf and hearing-impaired in their respective states. All of them provide information and referrals to all deaf and hearing-impaired individuals in the state with respect to services available from other agencies or organizations.

The services to the deaf and hearing-impaired are classified into major categories as follows: general counseling, education, and training; health and medical care; vocational rehabilitation and employment opportunities; interpreter services; telecommunications; and protective services, specialized services to the elderly deaf, and other services. Charts A-7 to A-12, which supplement the text that follows, can be found in Appendix D.

General Counseling, Education, and Training Services. As used in the following two paragraphs, general counseling covers counseling in personal, family, social, financial, psychological, employment, and other matters. Education and training include instruction in independent living skills, sign language, use of telecommunication devices (TDDs), lip reading, and the promotion of advanced or continuing educational opportunities for adult deaf or hearing-impaired persons.

According to the survey results, counseling services are available directly from the commissions in Connecticut, Kentucky, Nebraska, Texas, and, to a limited extent, Rhode Island. Independent living skills training is provided by the Massachusetts Office of Deafness and the Texas Commission for the Deaf. Sign language instruction is provided to the deaf and hearing-impaired by the Nebraska Commission and the Virginia Council. Instruction in the use of TDDs is available from the commissions in Connecticut, Massachusetts, Nebraska, Oklahoma, and Virginia. Most of the commissions promote advanced educational opportunities for adult deaf or hearing-impaired persons. The Nebraska Commission sponsors a statewide hearing-impaired video information service through educational television.

Among the commissions that are not primary direct-service providers, those in Arizona, Nebraska, Oklahoma, and Virginia have active functions in developing, advising, reviewing, and coordinating the deaf or hearing-impaired counseling and instructional programs of other agencies. The Kentucky and Rhode Island commissions do not have an active role in the education and training services provided by other agencies.

Health and Medical Services. The survey attempted to determine whether the states have hearing-impairment screening programs for infants, school-age children, or adults, and whether medical diagnosis and treatment for hearing impairments are available through organized programs. None of the commissions is a direct medical service provider. Most of the states have audiological screening programs for infants in the state health departments, speech and hearing centers, and hospitals. Education and health departments, schools, speech and hearing clinics, and private organizations have hearing-impairment identification programs for children and, in some cases, for adults. The commissions in Arizona, Connecticut, Massachusetts, Nebraska, Oklahoma, and Virginia have an active role in developing, monitoring or evaluating the screening programs, or in coordinating these programs with other services.

Medical diagnosis and treatment for hearing impairments are generally available through other state agencies, local health centers, speech and hearing clinics, educational institutions, and private organizations. The Connecticut and Rhode Island commissions provide training to medical personnel and hospital personnel concerning the needs of the deaf and hearing-impaired. In Arizona, hearing-impaired persons under 21 years of age may obtain free hearing aids.

Vocational Rehabilitation and Employment Services. Included in this category of services are the following: vocational rehabilitation training, job counseling, job development programs, state programs for the procurement of

products made by the hearing-impaired in sheltered workshops or home industries, job placement, work-adjustment assistance, and investigation of job discrimination complaints. Only the Connecticut Commission directly provides most vocational rehabilitation and employment services. The Nebraska and Oklahoma commissions provide some job counseling services and the Texas Commission offers training in job-seeking skills. State vocational rehabilitation agencies generally provide the services in this category, with most of the commissions for the deaf or hearing-impaired performing some program-development, advisory, evaluation, or coordinating functions.

The Connecticut Commission also offers job communication services, job modification programs, on-the-job training, upward mobility training, public relations programs, and all kinds of "troubleshooting" functions such as mediating disputes or trying to remove obstructions to favorable employment relations. Interpreters are provided at every phase of the deaf or hearing-impaired person's endeavors to achieve his employment goals.

The commissions in Connecticut, Massachusetts, Oklahoma, Rhode Island, and Virginia investigate job discrimination complaints involving deaf and hearing-impaired individuals.

Interpreter Services. With the exception of the Rhode Island Commission, all commissions provide some interpreter services, primarily interpreter referrals. The commissions in Connecticut, Massachusetts, Texas, and Virginia directly furnish interpreters to the deaf and hearing-impaired at their request. The qualifications and standards of competency of interpreters are determined by the commissions in Arizona, Connecticut, Kentucky, Massachusetts, Oklahoma, Texas, and Virginia, and by the state Registry of Interpreters for the Deaf (RID) in the other states. State RIDs usually have certification programs for interpreters. Fees for interpreters are established by the Connecticut, Oklahoma, Texas, and Virginia councils or commissions. The commissions in Connecticut,

Kentucky, Nebraska, Oklahoma, and Texas have training programs for interpreters as part of their activities or in consultation with the state's educational institutions. Interpreter training workshops or seminars are also regularly conducted by some of the commissions.

Telecommunication Services. Teletypewriters (TTYs) are directly furnished by the Connecticut, Nebraska, and Texas commissions. The Nebraska Commission gives state agencies, deaf organizations, and private businesses with at least five deaf employees TTYs for their free use for one year, after which the TTY recipients must give the Commission a report of the calls made and must pay for use of the TTYs. The Nebraska Commission loans TTYs for use in strategic places such as patrol and emergency stations, schools with hearing-impaired children, airports, and pharmacies. The Texas Commission, at its own expense, places telecommunication devices (TDDs) in selected state agencies and local government units. In Connecticut, major discounts are given by TTY companies for purchase of TTYs, and an agreement with the Department of Public Utilities provides for a 75% discount on intrastate TTY calls for the deaf or hearing-impaired. Information about signal lights, amplifiers, and special telephone or other equipment, which can be purchased from telephone companies or other private vendors, is usually available from the commissions.

All nine states have relay message centers for the deaf and hearing-impaired, operated by private groups and by the commissions in Connecticut, Nebraska, Oklahoma, Texas, and Rhode Island.

Protective Services; Specialized Services to the Elderly Deaf; Other Services. The survey questionnaire asked about each commission's role in protecting deaf and hearing-impaired individuals discriminated against generally, as in housing, public accommodations, common carriers, and insurance, and in the enforcement of Section 504 of the federal "Rehabilitation Act of 1973," discussed

in detail earlier in this report. Most of the commissions assume active advocacy roles in safeguarding the rights of the deaf and hearing-impaired, and most provide referrals to the appropriate legal assistance groups, civil or human rights offices, or similar agencies. The Connecticut, Massachusetts, Oklahoma, and Rhode Island commissions directly assist in the enforcement of Section 504 and in protecting the rights of the deaf and hearing-impaired generally. The Connecticut Commission does much "troubleshooting," and works closely with the state's Department of Consumer Protection. According to a spokesperson of the Commission, a new Connecticut statute prohibits discrimination against the deaf and hearing-impaired in private industry and requires private industries to provide interpreters to the deaf and hearing-impaired.

The commissions in Connecticut, Massachusetts, Nebraska, Rhode Island, and Texas have expanded services to the elderly deaf and hearing-impaired, usually in the form of information seminars and presentations to senior citizens on the availability of services. The Nebraska Commission assists in determining eligibility for free hearing aids from hearing-aid banks established by the Sertoma Club, a private civic organization, for the elderly. The Rhode Island Commission has assisted some elderly deaf or hearing-impaired persons in acquiring federally subsidized housing under section 8 of the "National Housing Act," and the Texas Commission has a program to reduce isolation and encourage self-sufficiency for older deaf and hearing-impaired persons.

Other additional services and programs established by the various commissions include a television program for the deaf and hearing-impaired; support groups for individuals who recently became deaf; in-service training on the needs of the deaf and hearing-impaired for personnel in state agencies, schools, businesses, and organizations; early childhood education programs for pre-school deaf and hearing-impaired children; summer camps for deaf youngsters; leadership training for the deaf; and hearing aid banks.

Contracted Services; Suggested Services. Some state commissions enter into contracts with other agencies to provide specific services to the deaf and hearing-impaired.

A number of respondents made suggestions and comments concerning needed services that the respective commissions are not currently providing and should provide. These comments are tabulated in Chart A-2, shown on the following page.

Information Resources for the Deaf and Hearing-Impaired. True to their character as information, referral, and advocacy agencies for the deaf and hearing-impaired, all nine commissions have developed and maintained lists of interpreters and other public and private service providers, and all conduct community-awareness programs dealing with the deaf and hearing-impaired and their needs and problems. A census of the state's deaf and hearing-impaired population has been developed by the respective commissions in Kentucky, Massachusetts, Nebraska, and Rhode Island. The Massachusetts Office of Deafness has the most extensive information resources for the deaf and hearing-impaired. In addition to having compiled a list of service-providing agencies in the state, a list of interpreters, a list of medical specialists in hearing impairments, a list of community awareness programs, and a list of clubs for the deaf, the Massachusetts Office has also developed lists of sources of financial assistance for hearing aids and scholarships, plus lists of hospitals and clinics accessible to the deaf and hearing-impaired, legal services, lip reading classes and sign language courses, mental health professionals with sign language knowledge, and special activities for deaf and hearing-impaired children.

Chart A-2

## ADDITIONAL SERVICES SUGGESTED BY INDEPENDENT COMMISSIONS FOR THE DEAF AND HEARING-IMPAIRED

State Commission	Needed Services and Suggestions or Comments
Arizona Council for the Deaf	<p>A. TDD services to be authorized by a bill in January.</p> <p>B. Council is not administratively set up to furnish interpreters which is and should be the responsibility of the individual agencies serving the deaf.</p>
Connecticut Commission on the Deaf and Hearing Impaired	<p>A. Staff lawyer to provide legal services.</p> <p>B. Program of services for the elderly deaf.</p> <p>C. Satellite offices in the southern part of the state to provide easier accessibility in the area.</p>
Kentucky Commission on the Deaf and Hearing Impaired	<p>A. Establish and coordinate or administer community centers for the deaf and hearing-impaired.</p> <p>B. Improve services provided by other agencies.</p>
Massachusetts Office of Deafness	<p>A. Coordinated program to develop jobs for the deaf and establish contacts with employers who will hire deaf employees, instead of current piecemeal efforts.</p> <p>B. Thorough evaluation of services actually provided or that could be provided by state agencies.</p>
Nebraska Commission for the Hearing Impaired	<p>A. Additional staff person as public relations or liaison officer with other agencies and service providers, coordinator of public awareness programs, and monitor of the video information service.</p> <p>B. Directly furnish interpreter services.</p>
Oklahoma Commission on the Deaf and Hearing Impaired	<p>A. More community based programs, in addition to 2 existing private nonprofit community agencies providing counseling and interpreter services, to serve distinct needs in different areas; e.g., needs of deaf Mexicans.</p> <p>B. Legislation authorizing the Commission to contract with community agencies to provide services.</p> <p>C. System for better employment opportunities, such as job banks, updated employment resources, and retraining programs.</p>
Rhode Island Commission on the Deaf and Hearing Impaired	<p>A. Active review of the adequacy of statewide services.</p> <p>B. Coordinate interpreter services and possibly directly provide them.</p> <p>C. Advocate for the better enforcement of section 504 especially in hospitals and police stations.</p>
Texas Commission for the Deaf	No response.
Virginia Council for the Deaf	<p>A. Interpreter training program in Virginia.</p> <p>B. Centralized distribution system for TDDs.</p> <p>C. More specialized counseling services, especially in mental health.</p> <p>D. More message relay centers.</p>

### Budget Information

Each respondent was asked to break down the budget of the commission for the current fiscal year (1983-1984), according to source of revenue and expected expenditures. The expenditures shown in Chart A-3 are divided into major categories of personnel (salaries, fringe benefits, all personnel-related expenses); operating (rent, office supplies and equipment, postage and printing, professional fees, and other operating expenses); travel (this may be included under operating expenses in some states' budgets); telephone (this may be included under operating expenses); services to clients; and others. The chart attempts to present an overview of each commission's financial resources and expenditures. Most of the respondents sent budget reports containing more detailed information, and these reports may be consulted if further itemization is desired.

As can be seen in Chart A-3, expenditures ranged from a low of \$22,150 for Rhode Island's one-person operation (Arizona at \$88,000 and a staff of 3 was second lowest) to a high of \$1,107,000 in Texas.

The Connecticut Commission and the Virginia Council receive federal funds and private donations, in addition to state funds. The Connecticut Commission receives a direct grant of \$100,000 from a telephone company. All the rest of the commissions are funded solely by the state.

CHART A-3

## BUDGETS OF INDEPENDENT COMMISSIONS FOR THE DEAF AND HEARING-IMPAIRED, FISCAL YEAR 1983-1984

	SOURCE AND AMOUNT OF REVENUE					EXPENDITURES						
	Total	Direct State Appropriation	Federal	Private	Other	Total	Personnel (Number of Staff)*	Operating	Travel	Telephone	Services to Clients	Other
State Commission												
Arizona Council for the Deaf	\$ 88,000	88,000				\$ 88,000	69,500 (3)	18,500				
Connecticut Commission on the Deaf and Hearing Impaired	1,100,000	750,000	246,000	104,000 (100,000 from telephone company)		816,050	416,000 (62) (includes client services)	45,350		55,000	265,000 (interpreter services)	34,700 (Grant to telephone relay service)
Kentucky Commission on the Deaf and Hearing Impaired	161,000	161,000				161,800	124,000 (4)	19,900	7,700	7,000	Interpreter services included in personnel	3,200 (capital outlay and grants)
Massachusetts Office of Deafness	349,000	349,000				353,698	167,000 (7)	15,698	4,000	6,000	161,000 (Includes reserve fund for interpreters when section 504 does not apply)	
Nebraska Commission for the Hearing Impaired	230,790	230,790				207,570	127,000 (8)	62,775	5,795	Included in operating expenses	Included in operating expenses	12,000 (Hearing aids, educational services)
Oklahoma Commission on the Deaf and Hearing Impaired	120,000				120,000 (Line-item in Human Services)	116,780	75,000 (3)	22,280	16,000	3,500		

State Commission	SOURCE AND AMOUNT OF REVENUE					EXPENDITURES						
	Total	Direct State Appropriation	Federal	Private	Other	Total	Personnel (Number of Staff)	Operating	Travel	Telephone	Services to Clients	Other
Rhode Island Commission on the Deaf and Hearing Impaired	\$ 22,150				22,150 (By contract with VR** Division)	22,150	21,000 (1)		600			550 (Brochures and printing)
Texas Commission for the Deaf	1,000,000+	1,000,000+				1,107,000		144,000			963,000 (Includes personnel)	
Virginia Council for the Deaf	224,000	186,000	34,000	4,000		235,000	138,000 (9)	71,500	5,500		20,000	

\*The number of staff is noted in parentheses below the figure representing personnel expenses.

\*\*"VR" stands for Vocational Rehabilitation.

Opinion responses: advantages of being independent commissions

According to a majority of those who responded to the survey, independent commissions have more freedom and flexibility in developing their own programs and budgets. As an example, the Arizona Council had the capability of being more creative in developing a proposed statewide deaf communications system than it could have been as part of an agency. Some respondents indicated that separate commissions do not have the restraints inherent in a state departmental bureaucracy, such as time delays in implementing programs and disagreements concerning areas of responsibility within a larger agency. The spokespersons of the Connecticut and Nebraska commissions noted that as independent agencies, they have more ability and opportunity to expand their operations and program of services; the Nebraska Commission doubled its staff and tripled its services in one three-year period. According to one respondent, freezes imposed on other state agencies' hiring, travel, and equipment purchases do not generally affect the Commission.

Independent commissions have direct access to the legislature and the governor; the statutes usually require them to submit reports and recommendations. According to some respondents, ideas on legislation are formulated by specialists and do not have to be funneled through less knowledgeable public officials. The Connecticut Commission's direct legislative contacts, according to a respondent, result in more significant benefits to the commission's clients. A spokesperson for the Oklahoma Commission reported that the exchange of information with the legislature is beneficial not only to the deaf and hearing-impaired who are made more aware of the political process through the Commission's efforts, but also to legislators who learn more about the needs and problems of the deaf and hearing-impaired.

Another major advantage of having a separate and independent commission, as indicated by some respondents, is the visibility it imparts to the deaf and hearing-impaired in relation to other handicapped groups. A hearing impairment is a hidden handicap and the deaf and hearing-impaired often get lost in the demand for services. According to those who noted this benefit, an independent commission can focus attention on deafness and its attendant communication problems, can more easily define program objectives and goals, and can devote undivided and continuous attention to the needs of the deaf and hearing-impaired. Two respondents felt that the advocacy role of the commissions enables them to influence service-providing agencies to improve their services. Having a separate identity from service providers also tends to help a commission avoid the biases that deaf and hearing-impaired clients may have against particular provider agencies, according to the spokesperson of the Rhode Island Commission.

Some respondents remarked that independent commissions have better fiscal control over their funds. The respondent from the Connecticut Commission views its system of direct provision of services as extremely cost-effective in that the client usually gets more immediate attention and does not have to go to many different agencies for particular types of services. Having a separate and distinct fund from the state also makes it easier for the Oklahoma Commission to get matching federal funds, according to the Commission's spokesperson.

Opinion responses: disadvantages of being independent commissions

An independent commission, being one of innumerable boards and commissions, may not have the influence and strength that departmental agencies have, according to the spokesperson of the Arizona Council, who also observed that there are inherent administrative problems in organizing an independent and self-sufficient agency. The respondent from the Kentucky Commission noted that much time is spent in informing other agencies of the commission's purposes and goals

and in being recognized and accepted as a viable entity by other agencies. The Nebraska Commission has to take the initiative to secure adequate and appropriate information from other agencies, especially in governmental procedures and administrative actions. However, as pointed out by the Arizona Council's spokesperson, an energetic and effective director can make a difference in acquiring a strong identity and in meeting goals.

One respondent indicated that an independent commission would be affected more directly and to a greater extent by general funding cutbacks. If a commission were part of a larger agency which could more easily absorb the cutback, its share of the funding reduction might be smaller. Some financial limitations could also result, according to another respondent, from a small commission's not being a part of an automatic and general system of budgetary procedures and controls. Two commissions that are located, physically or for administrative purposes only, within a larger agency view this arrangement as an advantage in that they receive some logistical support such as free use of office space, postage and other supplies, and access to some personnel services and equipment. Two problems in being an independent agency noted by the spokesperson of the Massachusetts Office are the competition for funding with other disability groups, and the lack of popular understanding of the special and distinct needs of the deaf and hearing-impaired, which makes it difficult for a commission to work as a separate group to deal with these unique problems.

The overall response, especially from commissions that directly provide some services, did not indicate any major difficulties in being separate and independent agencies. Two respondents claimed there are no disadvantages.

B. AGENCIES FOR THE DEAF OR HEARING-IMPAIRED WITHIN STATE DEPARTMENTS

Fourteen states have agencies (variously called commissions, councils, divisions, or offices) that are within department-level agencies and that provide some special services exclusively to deaf or hearing-impaired persons. These states are: Arkansas, California, Florida, Iowa, Kansas, Louisiana, Michigan, Minnesota, New Jersey, North Carolina, South Dakota, Tennessee, Washington, and Wisconsin. All except Arkansas, South Dakota, and Washington have statutes creating the agency; these statutes are discussed in Appendix F. Chart B-1 on the following page contains the pertinent statutory citations.

The Florida Council for the Hearing Impaired, the Kansas Commission for the Hearing Impaired, the Louisiana Commission for the Deaf, the North Carolina Council for the Hearing Impaired, and the Tennessee Council for the Hearing Impaired have organizational structures similar to those of the independent commissions described in the previous section, except that they are under the jurisdiction of executive departments of the state. The Florida and Tennessee councils are directly funded by separate legislative appropriations; the Louisiana Commission and the North Carolina Council have line-item budgets within their respective departments' vocational rehabilitation budgets; and the Kansas Commission receives its funds from the vocational rehabilitation agency budget. All of these agencies except the Kansas Commission are organized with independent budgets. The Wisconsin Council for the Hearing Impaired, composed of nine members, is in the Department of Health and Social Services. The statute that created the Wisconsin Council is a one-paragraph provision and does not prescribe the duties and powers of the council.

CHART B-1

STATUTES CREATING AGENCIES FOR THE DEAF AND HEARING-IMPAIRED  
WITHIN STATE DEPARTMENTS

State Commission or Office	Statutes
California Office of Deaf Access	Secs. 10559, 10620 to 10629, <u>California Welfare &amp; Institutions Code</u> , 1983 Supp.
Florida Council for the Hearing Impaired	Chapter 83-182, <u>Florida Session Laws</u> , 1983.
Deaf Services of Iowa	Secs. 601I.1 to 601I.6, <u>Iowa Code Annotated</u> , 1983-84 Supp.
Kansas Commission for the Hearing Impaired	Secs. 75-5391 to 75-5397, <u>Kansas Statutes Annotated</u> , 1982 Cum. Supp.
Louisiana Commission for the Deaf	Secs. 2351 to 2354, <u>Louisiana Statutes Annotated</u> , 1982.
Michigan Division of the Deaf and Deafened	Secs. 408.201 to 408.205, 408.211, <u>Michigan Compiled Laws Annotated</u> , 1967, 1983-84 Supp.
Minnesota Deaf Services Division	Secs. 256C.21 to 256C.27, 256.971, <u>Minnesota Statutes Annotated</u> , 1982, 1983 Supp.
New Jersey Division of the Deaf	Secs. 34:1-69.1 to 34:1-69.6, <u>New Jersey Statutes Annotated</u> , 1983-84 Supp.
North Carolina Council for the Hearing Impaired	Secs. 143B-213 to 143B-216.5, <u>General Statutes of North Carolina</u> , 1978, 1981 Cum. Supp.
Tennessee Council for the Hearing Impaired	Secs. 14-18-101 to 14-18-109, <u>Tennessee Code Annotated</u> , 1980, 1983 Supp.
Wisconsin Council for the Hearing Impaired	Sec. 15.197 (8), <u>Wisconsin Statutes Annotated</u> , 1983-84 Supp.

Seven of the remaining states have separate and distinct offices or divisions within executive departments. These are the Arkansas Office for the Deaf and Hearing Impaired, the California Office of Deaf Access, Deaf Services of Iowa, the Michigan Division of the Deaf and Deafened, the Minnesota Deaf Services Division, the New Jersey Division of the Deaf, and the Office of State Coordinator for Deaf Services in Washington. South Dakota's program of specialized services for the deaf, which is not part of the traditional program of rehabilitation services, was launched in 1979 when the South Dakota legislature approved a new line item in the budget for those specialized services. The state vocational rehabilitation coordinator of deaf services in the Division of Rehabilitation Services, Department of Vocational Rehabilitation, spends one-half of his time coordinating the specialized services which consist mainly of furnishing interpreters and telecommunication devices (TDDs). With the exception of the Washington Office, these offices and divisions and the South Dakota program have independent budgets. The funding mechanisms and manner of creation of the 14 agencies are outlined in Chart B-3 in Appendix G.

All 14 agencies advocate and promote special services to the deaf and hearing-impaired and inform them of the availability of services. All except the Florida Council also perform referral functions. The spokespersons of the Arkansas and Iowa agencies said that their agencies are primarily direct providers of services; the Michigan and Minnesota agencies offer some services. Most of the different kinds of services the Louisiana and New Jersey agencies provide are interpreter services. The North Carolina and Tennessee councils indirectly provide services to the hearing-impaired through community service centers; and the California and South Dakota agencies contract with private nonprofit organizations to provide a wide range of services to their deaf and hearing-impaired populations. Chart B-4 in Appendix G lists the primary functions of agencies for the deaf and hearing-impaired within state departments.

Services for the deaf and hearing-impaired provided by agencies within state departments

The following is an overview, based on the results of our survey, of the services that agencies within state departments provide to deaf and hearing-impaired persons. The information has been tabulated and set out in greater detail in Charts B-5 through B-10, found in Appendix G.

The Arkansas Office and the North Carolina and Tennessee councils provide most counseling and instructional services to the deaf and hearing-impaired. The North Carolina and Tennessee councils offer these and other services through regional community service centers established by each council's state coordinator or executive director pursuant to statute. At present, North Carolina and Tennessee have five centers each. A more detailed description of these centers can be found in Appendix F. Only the Arkansas Office and the North Carolina Council provide training in independent living skills; the North Carolina agency also has consumer education classes for the hearing-impaired. Florida, Michigan, and Minnesota have independent living centers operated by rehabilitation services agencies.

Many of the agencies surveyed provide extensive interpreter services. All except the Florida Council and the Minnesota Division have some form of interpreter referral service. The agencies in Arkansas, Iowa, Louisiana, New Jersey, North Carolina, Tennessee, and Washington furnish interpreters for deaf and hearing-impaired persons. Qualifications of interpreters are established by the agencies in Arkansas, Kansas, Louisiana, Michigan, and New Jersey; and interpreter fees are established by seven agencies.

The Tennessee Council provides all the TDD services covered by the LSC questionnaire, namely, furnishing teletypewriters (TTYs) and special equipment such as signal lights and telephone amplifiers, and relaying messages. Some of

the state agencies have programs for the loan of TDDs to the deaf and hearing-impaired and to social service agencies serving the deaf and hearing-impaired. In Michigan, telephone companies furnish TDDs to certified deaf and hearing-impaired individuals at cost, pursuant to law.

In regard to health and medical care services, only the Tennessee Council has an audiological screening program for high-risk infants. The Arkansas Office provides free audiogram and hearing aid evaluation, and medical treatment is provided at rates determined according to income. The Arkansas Office also plays the most active role in developing and coordinating the state's hearing-impairment screening programs.

The Arkansas Office and the Louisiana Commission render the largest number of services in the areas of vocational rehabilitation and employment services, followed by the North Carolina and Tennessee councils. The Tennessee Council operates and coordinates the employment services program of five community centers in conjunction with the traditional vocational rehabilitation services offered by the Council or the state's vocational rehabilitation agency. Six agencies perform some investigative functions when job discrimination complaints are brought to their attention.

In regard to protecting the rights of the deaf and hearing-impaired against discrimination, almost all the respondents advocate for the legal rights of the deaf and hearing-impaired, assist aggrieved individuals, and refer them to appropriate enforcement agencies.

Only two agencies, the Arkansas Office and the Minnesota Division, provide a number of specialized services to elderly deaf and hearing-impaired persons. The other service-providing agencies only extend their regular services to the elderly deaf and hearing-impaired as part of the hearing-impaired population. Localized programs for the elderly deaf and hearing-impaired are found in Kansas, Michigan, and Florida.

Five of the agencies within state departments, those in Iowa, Kansas, Louisiana, Minnesota, and Washington have compiled a census of the hearing-impaired population within their respective states. The Kansas Commission's census only applies to persons up to 21 years of age. Other resources developed by agencies within state departments include lists of service providers, interpreters, medical specialists, social or church clubs for the deaf, and community public-awareness programs about deafness and hearing impairments and the special problems of the deaf and hearing-impaired. Some of the agencies have produced other listings in addition to those specified in our questionnaire.

Respondents to our questionnaire, most of whom are the commission or council directors or chiefs of the offices or divisions for the deaf or hearing-impaired, had many suggestions for services that, in their opinion, should be provided by their individual agencies. The following were among the suggested services: a state vocational technical school for the deaf, job placement services, emergency assistance, more relay services and assistance in furnishing TDDs, more extensive parent-child services, more community awareness programs, services for hearing-impaired senior citizens, independent living skills training, expanded mental health programs, and adult deaf education programs. A detailed list of each state's response can be found on Chart B-11 in Appendix G. Also included on that chart is a list of the types of services for which some of the agencies contract, and the agency or organization that provides the service.

Budgets and staff personnel of agencies for the deaf and hearing-impaired within state departments

Chart B-2 summarizes the budget of each of the agencies surveyed in this section of the report for fiscal year 1983-1984, tabulated according to source of revenue and six main categories of expenditures: personnel, operating, travel, telephone, services to clients, and other expenses. Some of these categories may

overlap but there is no clearcut, uniform dividing line between the items of expenditures of the various agencies. The chart's purpose is to present an overall picture of the financial resources and expenditures of the agencies. Budget reports containing detailed financial information have been received from most of the respondents and may be consulted if further itemization is desired.

The California Office has by far the largest budget--over \$2 million. The money is used almost entirely to fund five private nonprofit corporations pursuant to deaf-access assistance contracts. The administrative costs of operating the two-person Office of Deaf Access are part of the budget of the Department of Social Services Director's Office.

The Arkansas Office's budget of \$914,571, the second largest, is three-pronged: \$309,066 is spent in the rehabilitation services program (a kind of program not offered by most of the other agencies); \$382,221 (from federal and state sources) for the independent living program (the state contribution is not restricted by the Social Security Act's Title XX eligibility requirements); and \$130,947 for the deaf access program, which identifies resources available to meet other needs of the deaf or hearing-impaired and extends some direct services.

CHART B-2

BUDGETS OF AGENCIES FOR THE DEAF AND HEARING-IMPAIRED WITHIN STATE DEPARTMENTS - FISCAL YEAR 1983-1984

State Agency or Commission	SOURCE AND AMOUNT OF REVENUE					EXPENDITURES						
	Total	State	Federal	Private	Other	Total	Personnel (Number of Staff)*	Operating	Travel	Telephone	Services to Clients	Other
Arkansas Office for the Deaf and Hearing Impaired	\$ 914,571	\$228,687	\$356,646 (Sec. 110)** \$286,665 (Title XX)***		\$42,573 (Deaf Access - 3 months remaining in federal project.)	\$ 908,779	Included in services (34½)	\$64,269 (state office)			\$309,066 (Rehab.) 382,221 (Independent Living Program) 130,947 (Deaf Access Program)	
California Office of Deaf Access	2,100,000	2,100,000				2,051,392					2,051,392 (Deaf access assistance contracts with 5 private non-profit corporations)	
Florida Council for the Hearing Impaired	10,000	10,000					(0)		10,000 (Meetings)			
Iowa Deaf Services of Iowa	266,525	266,525				195,936	174,536 (9)	7,000	10,000	4,000	Included in personnel	400 (Tuition and training)
Kansas Commission for the Hearing Impaired	19,720	19,720				19,034	13,103 (2)	2,150	1,679	1,035	1,067 (Interpreter services)	

State Agency or Commission	SOURCE AND AMOUNT OF REVENUE					EXPENDITURES					Other
	Total	State	Federal	Private	Other	Total	Persomnel (Number of Staff)	Operating	Travel	Telephone	Services to Clients
Louisiana Commission for the Deaf	90,015	90,015				90,056	45,839 (2)	3,067	6,550		34,600
Michigan Division of the Deaf & Deafened	166,210	166,000		210		163,686	148,000 (4)	10,132 (Includes interpreter services)	3,483	2,071	
Minnesota Deaf Services Division	494,200	494,200				494,200	364,500 (13) (Includes services)	14,600	30,100		5,000 (Grant-in-aid to mental health program for the hearing-impaired) 30,000 (Grant-in-aid to "intouch" program for the deaf-blind)
New Jersey Division of the Deaf	241,378	241,378				241,378	125,828 (6)	37,350	9,000	13,400	50,000
North Carolina Council for the Hearing Impaired	422,261	381,101			41,160 (Local government funds and private donations)	422,261	315,371 (16)	34,513	24,358	10,274	25,056 (Includes contractual and interpreter services) 12,689 (capital outlay)

State Agency or Commission	SOURCE AND AMOUNT OF REVENUE					EXPENDITURES						
	Total	State	Federal	Private	Other	Total	Personnel (Number of Staff)	Operating	Travel	Telephone	Services to Clients	Other
South Dakota State Coordinator for the deaf	97,798 (Specialized services program)	97,798				97,698	13,672 ( $\frac{1}{2}$ )		1,000	18,291 (TDD purchase and repair)	55,650 (Contract with Communications Services); 1,800 (Interpreters)	7,285 (Interpreter training)
Tennessee Council for the Hearing Impaired	223,780	186,410			37,370 (Inter-departmental revenue)	223,780	59,305 (3)	8,200	6,800		149,475 (Grants and subsidies)	
Washington State Coordinator for Deaf Services Office	81,000	81,000				81,000	54,000 (3)		7,500			19,500 (Includes operating, telephone, and interpreter expenses)

\*The number of staff personnel is indicated in parenthesis.

\*\*Federal "Rehabilitation Act of 1973."

\*\*\*Social Security Act.

The Minnesota Division and the North Carolina Council each have budgets of over \$400,000, supporting staffs of 13 and 16 members respectively. Nine of the staff members of the Minnesota Division are regional consultants in six regional centers which are primarily referral centers. Twelve of the North Carolina Council's personnel staff the five community service centers mentioned earlier. The North Carolina Council's budget includes about \$41,000 in county funds and private donations. The Minnesota Division spends \$80,000 in grants-in-aid to mental health and deaf-blind programs.

Deaf Services of Iowa, the New Jersey Division of the Deaf, and the Tennessee Council for the Hearing Impaired each have budgets of over \$200,000 supporting a staff of nine in the Iowa agency, six in the New Jersey Division, and three in the Tennessee Council. About \$149,000 of the Tennessee Council's budget is spent on grants and subsidies to the five regional centers in Tennessee. The Michigan Division operates on a budget of over \$160,000.

The South Dakota budget for specialized services for the deaf and hearing-impaired is over \$97,000, a major portion of which is used to subsidize a private service provider in Sioux Falls called Communications Services for the Deaf. The Louisiana Commission allocates \$34,600 (out of a total budget of over \$90,000) for direct services to clients. The Washington Office's budget of \$81,000 is a very small portion of the entire budget of the Department of Social and Health Services of which the Office is a part. The Kansas Commission's 1983-84 budget of \$19,720, currently the second smallest of the agencies within state departments, will be increased to \$46,592 for the next fiscal year. The Kansas Commission is currently formulating recommendations to the Governor to expand its services to the deaf and hearing-impaired.

The recently created Florida Council for the Hearing Impaired, with the smallest budget in this group of states, does not have any staff at this time and is currently in the process of recommending the establishment of an office. The initial budget of \$10,000 is being used mainly for travel and meeting expenses of the Council members.

An outline of the number of staff members and deaf or hearing-impaired staff members, including a general description of positions held in the 13 agencies for the deaf and hearing-impaired within state departments can be found in Chart B-12 in Appendix G.

Opinion responses: advantages of being within a state department

The prevalent response (7 out of 10) to the question concerning the benefits of being a separate agency within a department was that the agency could receive operational and administrative support services from the department, such as staff-sharing and support, fiscal management, communications, sharing in equipment and computers, answering telephone calls, free office space, in-service training opportunities, administrative and programmatic guidance from the director's office, and administrative support in the case of the North Carolina regional offices located in or near vocational rehabilitation offices. As a result of receiving these services, the offices have lower overhead expenses for operation and administration.

Four respondents listed such additional financial advantages as having a funding base within the department, favorable treatment by the legislature regarding budget requests by the department, and better support for budget increases. The respondent from the Michigan Division of the Deaf and Deafened stated that the Division is not completely at the mercy of state budgetary constraints, since it shares its budget with the partly federally funded Commission on Handicapped Concerns and is thus able to transfer accounts.

Six respondents claimed that being part of a department gives the agency an advantage regarding interdepartmental cooperation, access to other agencies, utilizing resources of other agencies, having a closer working relationship with service providers, advocating for better services for the hearing-impaired, and having a voice in the department. The spokesperson of the Iowa agency indicated that the agency has a great deal of autonomy in approaching the governor and legislature and in focusing on particular programs for the deaf and hearing-impaired.

The respondent from the Arkansas Office for the Deaf and Hearing Impaired stated that the Office provides a vast range of services, which most commissions cannot do, because it has available monies from a built-in mechanism of federal and state funding. There is strong cooperation between the deaf and hearing-impaired community and the vocational rehabilitation leadership in Arkansas, and the respondent said this may not be the case in other states. All the Arkansas programs for the deaf and hearing-impaired are self-contained in one office with its own budget and its own policies and priorities. The agency conducts extensive program planning, staff training, and research on deafness, and enjoys good communications with the legislature, according to the Deputy Commissioner in charge of the Arkansas Office.

Opinion responses: disadvantages of being within a state department

Some of the distinct disadvantages of being part of a state department, as pointed out by six respondents, are the lack of freedom and the limitations of red tape and layers of bureaucratic processes. Some of these respondents noted difficulties in getting the attention of the department head, consulting with other agencies, or going directly to the legislature because of the chain of command and bureaucratic channels one has to go through. Respondents stated they also must contend with department politics.

Closely related is the problem of visibility, which five respondents mentioned. The spokesperson of the North Carolina Council pointed out problems in having the public confuse its personnel with vocational rehabilitation counselors. The respondents noted that the deaf and hearing-impaired community may want a more visible body, such as an independent commission, and a stronger voice in conducting their own affairs.

Only two respondents referred to financial difficulties that result from an agency's being part of a department; they mentioned departmental budgetary constraints upon specific programs that the agency considers to be essential, and the low priority given to agency programs when belt-tightening measures are taken.

Two respondents perceived no particular difficulties with their organizational structure. Generally, the responses indicating advantages outnumbered those listing disadvantages.

Two special cases: California and South Dakota

The agencies in California and South Dakota are different from the other agencies for the deaf or hearing-impaired within state departments in that these two agencies contract with private, nonprofit organizations to provide a large number of services to the deaf and hearing-impaired. A detailed description of these two agencies follows.

California Office of Deaf Access. In 1980, the California legislature created the Office of Deaf Access within the Department of Social Services to provide public social services to deaf and hearing-impaired persons, including interpreter services, advocacy for equal access of the hearing-impaired to all services, job development and job placement, information and referral, counseling, independent living skills instruction, and community education about deafness. The Office of Deaf Access facilitates the following actions of the Department: offering consultative services to county personnel regarding deafness and

its implications for the delivery of social services; review of the need for changes in training to accommodate deafness; acting as a liaison between the Department and public and private agencies and the community; entering into deaf-access assistance contracts with public agencies or nonprofit organizations; and assisting counties in providing interpreter services.

By means of deaf-access assistance contracts, the deaf and hearing-impaired population as a whole is linked into the system of traditional social services to the public. The Office currently has contracts with private, nonprofit organizations in five of the nine regions of California. The private organizations and the amounts of state funding they receive are:

Greater Los Angeles Council on Deafness--\$841,866

Deaf Counseling, Advocacy, and Referral Agency, Fremont--\$578,661

NORCAL, Sacramento--\$271,819

Deaf Community Services, San Diego--\$204,681

Independent Living Resources Center, Santa Barbara--\$154,365

The LSC staff asked two of these private agencies what services they provide to the deaf and hearing-impaired in their regions. The Greater Los Angeles Council provides the following services to the deaf or hearing-impaired residents of that region: information and referral, general and job counseling, training in independent living skills, limited instruction in sign language and use of TDDs, promotion of advanced educational opportunities for the adult deaf or hearing-impaired, pre-vocational and vocational training, work-adjustment assistance, investigation of job discrimination complaints, all interpreter services, message relay, protective services, and various listings and informational materials. The Council has four offices and 30 staff members, about half of whom are deaf or hearing-impaired. The Council also receives funds from the City of Los Angeles and private organizations.

NORCAL provides the following services in Northern California: information and referral, general and job counseling, instruction in the use of TDDs, job development and placement, work-adjustment assistance, investigation of job discrimination complaints, all interpreter and telecommunication services (except interpreter training), protective services, teletyped news service, deaf senior citizen programs, youth activities programs, and various listings and informational materials (but not lists of medical specialists and clubs for the deaf or hearing-impaired). The staff consists of nine full-time and ten part-time employees; three are hearing-impaired. Additional funds come from private foundation grants and donations.

The deaf-access assistance contracts are renegotiated every year. The Department of Social Services reports annually to the legislature on the effectiveness of the provision of social services to the deaf and hearing-impaired. A legislative analyst evaluates the contract agencies' provision of services, reviews the Department's supervision of the contract agencies, and makes recommendations.

South Dakota specialized services for the deaf or hearing-impaired. In 1979, the South Dakota legislature approved a new line item in the budget of the Department of Vocational Rehabilitation. With this separate budget, the Department, through the Division of Rehabilitation Services, implemented a specialized program of services for the deaf and hearing-impaired distinct from the traditional rehabilitation services program. A large portion of the special fund is allocated to Communications Services for the Deaf, a private, nonprofit organization in Sioux Falls that serves about 60% of the state's deaf and hearing-impaired population. The remainder of the fund is used for the special services that the Division provides primarily to the deaf or hearing-impaired in rural areas. The specialized program is directed by the state vocational rehabilitation coordinator of deaf services, who spends one-half of his time on the program and the other half on the regular rehabilitation services program.

Communications Services for the Deaf provides the following services to the deaf or hearing-impaired in the Sioux Falls area: information and referral, general counseling; training in independent living skills, in the use of sign language, and in the use of TDDs; promotion of adult educational opportunities; workshops for deaf or hearing-impaired persons; a weekly television program; investigation of job discrimination complaints; all interpreter and telecommunication services; protective services; and various listings including a TDD directory. Communications Services also manages a 23-unit apartment for the deaf or hearing-impaired, including the elderly, in Sioux Falls, and provides transportation or escort services, recreational programs, and outreach services to the elderly deaf or hearing-impaired in the area. The organization receives funds also from other state sources such as the departments of education and transportation and from interpreter fees for the services of its 33 part-time interpreters. Five of its eight staff members have hearing impairments.

According to the state coordinator for the deaf, South Dakota's special program offers more services to the deaf and hearing-impaired with lower overhead expenses than if a separate commission were set up. The provision of services by Communications Services for the Deaf, the majority of whose staff members have hearing impairments, also offers the opportunity for the deaf or hearing-impaired themselves to work toward their own goals and to develop leadership; a private organization does not need legislative direction in formulating its objectives, according to the spokesperson of Communication Services. Some disadvantages of having a specialized program within the state's vocational rehabilitation agency are, according to the state coordinator, the internal problem of overloading counselors with extra duties and the inability of their state agency, as compared to a private agency, to be more active in enforcing Section 504 rights.

C. STATES WITHOUT SPECIAL AGENCIES FOR THE DEAF AND HEARING-IMPAIRED

Twenty-six states do not have separate special agencies charged with promoting the general welfare solely of individuals disabled by deafness or a substantial hearing impairment. Georgia, which has a law creating a Council on the Deaf, is included in this category because the Council is not currently functioning. Some listings of states with commissions for the deaf still include Maryland, but a project to establish such a commission there never got beyond the information-gathering stage, and the office that conducted the study has not been in operation for two years.

The LSC staff surveyed the rehabilitation agencies that provide services to disabled and handicapped citizens in these 26 states to determine how they are organized in relation to their dealings with deaf and hearing-impaired applicants or clients for vocational rehabilitation services. Seven of the agencies have specific administrative units or offices dealing with deaf or hearing-impaired clients; 12 have designated staff typically called "coordinator of services for the deaf"; and one has a coordinator of services for the deaf and blind. Colorado has a single agency headed by two administrators who oversee the services to blind or deaf clients; but the agency staff is divided into two separate categories dealing with the deaf and the blind, with some staff (mostly clerical) having overlapping functions. Colorado has the largest number of personnel, 71 in all, who work with deaf and hearing-impaired clients.

The administrative units in the rehabilitation agencies described in this section deal only with the vocational rehabilitation needs of eligible and employable deaf or hearing-impaired clients. These units are, therefore, distinguished from the agencies the deaf and hearing-impaired within state departments discussed in Section B of this chapter, which provide services that are not limited to vocational rehabilitation needs and are accessible to all deaf and

hearing-impaired individuals. A chart detailing the organizational structure of vocational rehabilitation agencies in relation to services for deaf and hearing-impaired clients, Chart C-1, can be found in Appendix H.

Services for the deaf and hearing-impaired provided by vocational rehabilitation agencies

Counseling, Information, and Referral. All except one of the surveyed agencies (that of New Mexico) provide information and referrals to deaf or hearing-impaired clients regarding the availability of special services from other public agencies or private organizations. Almost all of the agencies offer counseling in personal, family, social, financial, and all other matters to deaf and hearing-impaired clients and to hearing members of their families if the counseling is related to the client's employment goals. Some agencies purchase counseling services.

Education and Training. A majority of the agencies directly provide training in independent living skills and the use of TDDs. All except the North Dakota agency promote advanced educational opportunities for adult deaf and hearing-impaired individuals, in keeping with the vocational rehabilitation objectives of the agency. Less than half of the agencies provide sign language training to deaf or hearing-impaired clients directly or by purchase, and only about one-third offer lip reading instruction. The agencies in Georgia, Illinois, Maryland, Mississippi, Nevada, Pennsylvania, and West Virginia furnish the most extensive educational services to deaf and hearing-impaired clients.

Health Care. Hearing-impairment identification programs for infants, children, and adults are available in a vast majority of the states in this survey group. Diagnostic and medical treatment services are available directly from all of the vocational rehabilitation agencies except those in New York and Vermont. Physical restoration services, such as the provision of corrective

devices, reconstructive surgery, and physical therapy are typical services extended to increase the vocational rehabilitation potential of deaf and hearing-impaired clients.

Vocational Rehabilitation and Employment Opportunities. Almost all the surveyed agencies provide vocational rehabilitation training, job counseling, job placement, and work-adjustment assistance. About two-thirds of the agencies have job-development programs. Less than half of the agencies have special procurement programs for products or services produced by deaf and hearing-impaired persons, such as those produced in sheltered workshops or home industries. A majority of the agencies investigate job discrimination complaints; in the remaining states, civil rights or human rights offices or other public agencies have that responsibility. The agencies in Alaska, Illinois, Indiana, Missouri, Montana, and West Virginia provide the widest range of services in this area.

Interpreter Services. Almost all the vocational rehabilitation agencies directly furnish interpreters or purchase interpreter services, refer clients to interpreters, and establish interpreter fees, if these services are related to the vocational rehabilitation activities of the agency. About half of the agencies impose qualifications and competency requirements for interpreters. In many of the states, interpreters are certified by state chapters of the Registry of Interpreters for the Deaf. Most interpreter training programs are offered in community colleges, universities, and private organizations. Only four vocational rehabilitation agencies provide interpreter training. The agencies in Georgia, Illinois, Indiana, Maryland, New Hampshire, New York, South Carolina, Utah, West Virginia, and Wyoming provide the most comprehensive interpreter services.

Telecommunication Services. Twenty-four vocational rehabilitation agencies furnish TTYs and 22 agencies furnish special equipment such as signal lights or amplifiers for telephones to their deaf and hearing-impaired clients. The agencies in Hawaii, Mississippi, Nevada, New York, North Dakota, and Utah have telephone relay message services. Many vocational rehabilitation offices have TDDs for the use of deaf and hearing-impaired clients. Counselors for deaf and hearing-impaired vocational rehabilitation clients in Missouri have portable TDDs. The West Virginia agency has a television program for the deaf and hearing-impaired twice a week.

Protective Services, Assistance or Referrals. Approximately half of the agencies offer assistance to deaf and hearing-impaired clients who have complaints of discrimination, as in housing, common carriers, or public accommodations. About three-fourths of the agencies assist in the enforcement of section 504 of the "Rehabilitation Act of 1973," and more than three-fourths assist in enforcing or protecting the rights of deaf and hearing-impaired clients. The agencies that work most actively to protect the rights of deaf and hearing-impaired clients seem to be those in Indiana, Maine, Maryland, Mississippi, Missouri, Montana, Nevada, New Hampshire, New York, West Virginia, and Wyoming.

Census, Listings, and Programs. Almost all the vocational rehabilitation agencies have lists of interpreters and of public and private agencies that provide services to deaf and hearing-impaired clients. About three-fourths of the agencies have developed listings of medical specialists in hearing impairments and of social, church, and other clubs for deaf and hearing-impaired persons, as well as public-awareness programs about deafness and the needs of the deaf. Some states have directories of telephone numbers of TDDs, if any, in public or private agencies, businesses, organizations, or professional offices, or the residential telephone numbers of deaf or hearing-impaired individuals

themselves. Fewer than half of the states have a census of their deaf and hearing-impaired population, and many of these censuses are outdated. The Delaware vocational rehabilitation agency has none of these listings or resources. The Maine agency furnishes identification cards to its deaf and hearing-impaired clients.

Services or functions not covered in the questionnaire that the respondent agencies perform. The vocational rehabilitation offices in Delaware, New York, Nevada, South Carolina, and Wyoming work actively with other public agencies or school systems to extend supportive services to their deaf and hearing-impaired clients. The Hawaii agency has a sign language instruction program for its staff. Sign language training is offered to employers by the Missouri agency and to the general public by the West Virginia agency. The New York agency has 18 independent-living centers throughout the state.

The LSC staff asked what services are provided to deaf and hearing-impaired persons by agencies in the state other than the vocational rehabilitation agency. Private organizations offer many services to the deaf and hearing-impaired in Delaware, Georgia, Missouri, and New Hampshire. Idaho has lower telephone rates for the deaf and hearing-impaired. In Maine, the Department of Human Services is charged with the administration of a statewide program to provide telephone relay services to deaf and hearing-impaired persons and to consult with agencies and organizations serving the deaf and hearing-impaired community concerning the need for a TTY system. The Montana Department of Social and Rehabilitation Services coordinates interpreter requests for deaf and hearing-impaired persons involved in official proceedings. According to the respondents from Colorado, Illinois, and New Mexico, not many services are offered to the deaf and hearing-impaired in those states.

A few respondents to our survey volunteered information concerning what additional services are needed in their respective states. The absence of responses from the other states does not, however, mean that no other services are needed in those states. This information is compiled in Chart C-9 in Appendix H, which also lists the services or functions performed by vocational rehabilitation agencies for the deaf and hearing-impaired not covered by our questionnaire, and services provided to the deaf and hearing-impaired by other agencies.

Charts setting out in detail the services vocational rehabilitation agencies provide to the deaf and hearing-impaired in the states without special agencies for the deaf and hearing-impaired can also be found in Appendix H.

D. COMPARISON OF SERVICES PROVIDED BY COMMUNITY CENTERS FOR THE DEAF IN OHIO  
AND BY SPECIAL AGENCIES FOR THE DEAF AND HEARING-IMPAIRED IN OTHER STATES

A major function of the community centers for the deaf in Ohio (CCDs), as of the special agencies\* for the deaf and hearing-impaired in other states, is to inform deaf and hearing-impaired persons of the availability of special services for them and help them gain access to such services. The community centers may also coordinate available community services and advocate for the deaf and hearing-impaired in other agencies and organizations locally, as the special agencies are authorized to do mostly on a statewide basis. As explained earlier, the North Carolina and Tennessee councils for the hearing-impaired provide direct services through community centers in those states dealing exclusively with the special needs of the deaf and hearing-impaired in the regional areas served by the centers; Ohio CCDs are also direct service providers.

Among the 22 special agencies for the deaf and hearing-impaired that responded to the LSC's all-state survey, those in Arkansas, Connecticut, North Carolina, and Texas\*\* provide the widest range of services to their deaf and hearing-impaired residents. The special agencies in Arizona, Kansas, Rhode Island, and Washington offer few services to the deaf or hearing-impaired; they function primarily as advocacy and information agencies. The Florida Council does not have an organized staff or office at this time. The agencies in California and South Dakota are not included in this comparison of services because most of the services to their deaf and hearing-impaired residents are provided by private organizations pursuant to contracts with the agencies.

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\*These special agencies are the nine independent commissions, councils, or offices discussed in Section A and the thirteen commissions, councils, offices, or divisions for the deaf or hearing-impaired within state agencies discussed in Section B of this chapter. "Special agencies" as used in the following discussion refers to those commissions, councils, offices, or divisions.

\*\*The response of the Texas Commission for the Deaf was inadequate regarding certain areas of educational, employment, and protective services. However, the Texas statutes mandate or authorize the provision of many kinds of services.

The special agencies in the remaining states provide a fair number of services, primarily counseling and interpreter services. Some CCDs in Ohio rank with the special agencies in this group of states that provide the most services, such as the Iowa Deaf Services program and the community centers in Tennessee. The Ohio CCDs do not, however, provide as wide a range of services to as many of the deaf or hearing-impaired as do the agencies in Arkansas, Connecticut, North Carolina, and Texas. None of the other special agencies provide as many services as those four. The CCDs, being locally based, have the potential to provide extensive services in their respective areas. However, as observed in Chapter II, the centers have not been able to reach out to serve all deaf and hearing-impaired persons in their geographic areas, apparently because of insufficient staff and funding.

Counseling, education, and training services. About half of the special state agencies for the deaf or hearing-impaired and most of Ohio's CCDs offer direct counseling services. Training programs in independent-living skills are directly conducted by the special agencies in Arkansas, Massachusetts, and Texas. The North Carolina community centers have classes in independent living and consumer education skills, such as banking, home management, and nutrition and child care. Although Ohio CCDs do not have special instructional programs in independent-living skills, most CCDs provide independent-living skills training in conjunction with group counseling sessions.

Sign language instructional programs are offered by some community colleges, technical institutes and schools, and universities in many of the states surveyed, just as they are in Ohio. However, any deaf or hearing-impaired person can receive sign language instruction directly from the special agencies in Arkansas, Nebraska, and Virginia, and from the community centers in North Carolina and Tennessee. Some community centers in Ohio offer sign language

instruction to professional staff in state and community agencies, to family members of deaf and hearing-impaired persons, and to other interested individuals. The Arkansas Office and the Tennessee community centers are the only special agencies that offer lip reading instruction.

Many other states, like Ohio, also have schools exclusively for the deaf. Virginia has two residential schools for the deaf and several special educational programs in public schools. Most of the special agencies for the deaf and hearing-impaired in other states promote advanced educational opportunities for the adult deaf and hearing-impaired. In Ohio, the Bureau of Vocational Rehabilitation is the agency that assists disabled clients in furthering their education.

The North Carolina community centers and the special agencies in Arkansas, Connecticut, and Texas offer the largest number of counseling and instructional services, followed by the special agencies in Iowa and Nebraska and the community centers in Tennessee. Most CCDs in Ohio rank with the latter group of agencies. Ten other special agencies do not offer as many counseling and training services as those Ohio CCDs that do provide such services.

Health care and medical services. In a majority of the states with special agencies being compared here, and in Ohio, hearing screening by means of audiological examinations is commonly performed by health departments, health service providers such as hospitals and speech and hearing clinics, departments of education, and crippled children's programs. Medical diagnosis, evaluation, and treatment services are usually offered through health departments, community health centers, rehabilitation services agencies, speech and hearing clinics, and crippled children's programs. The special agencies in the states discussed in this comparison and most of the Ohio CCDs advocate for and inform their deaf and hearing-impaired citizens of their rights to these services, and make referrals to the appropriate medical service-providing agencies. In addition, the

Connecticut Commission provides training to medical personnel and the New Jersey and Rhode Island agencies provide training to hospital personnel concerning the needs of, and how to work with, deaf or hearing-impaired patients. The North Carolina community centers offer consumer health education courses.

Vocational rehabilitation and employment opportunities. The special agencies in Arkansas, Connecticut, and Louisiana provide a considerable amount of vocational rehabilitation and employment services. The North Carolina community centers offer vocational rehabilitation training to deaf and hearing-impaired clients who are not eligible for regular vocational rehabilitation services; the Tennessee community centers have an employment services program. Most of the other states being compared, like Ohio, have separate vocational rehabilitation agencies that provide the regular vocational rehabilitation services. An overview of vocational rehabilitation services provided by special agencies for the deaf or hearing-impaired indicates that those in Arkansas, Connecticut, and Louisiana, and the community centers in Tennessee, offer the largest number of services, followed by the community centers in North Carolina and the special agencies in Michigan, Minnesota, and Texas.

Eleven of the special agencies investigate job discrimination complaints either by themselves or in conjunction with other agencies. In Ohio, the Civil Rights Commission performs this function, which is likewise done by comparable civil or human rights agencies in certain other states, including some of the eleven mentioned above.

Interpreter services. Furnishing interpreter services for communicating with the deaf and hearing-impaired is a significant function of the special agencies in Arkansas, Connecticut, Iowa, Louisiana, Massachusetts, New Jersey, Texas, and Virginia, the community centers in North Carolina and Tennessee, and all the CCDs in Ohio. Interpreter referrals are made by all except three of the special agencies, and by Ohio CCDs.

Qualifications for interpreters are generally established by state chapters of the Registry of Interpreters for the Deaf (RID). The special agencies in eleven states establish interpreter qualifications themselves or in conjunction with the state RID chapter. In Ohio, CCDs determine interpreter qualifications in conjunction with the Ohio Registry of Interpreters for the Deaf. A majority of the special agencies and some of Ohio's CCDs establish the fees for interpreters. The Connecticut Commission provides free interpreter services to all deaf and hearing-impaired individuals but charges fees to agencies and organizations that use the services. The North Carolina Council maintains a fund to pay for interpreters requested by service-providing professionals such as doctors and lawyers.

About half of the special agencies have specialized training programs for interpreters, conduct periodic training workshops, or do both. Some community centers in Ohio have interpreter training workshops and provide in-service and community training in sign language skills. The Minnesota Deaf Services Division conducts training sessions in other agencies concerning the use of interpreters. The Louisiana Commission sponsors workshops on how to use interpreters.

An overall comparison of interpreter services indicates that most Ohio CCDs offer as many services as half of the special agencies and more services than the other half.

Telecommunication services. One of the goals of the Ohio CCDs is to develop, maintain, and expand a telephone typewriter (TTY) network in the community; each center meets this goal as it sees fit. At least one community center loans TTYs for the use of deaf and hearing-impaired persons. Only seven of the special agencies in other states furnish TDDs such as teletypewriters, signal lights, or amplifiers for telephones to their deaf or hearing-impaired residents.

Most CCDs in Ohio encourage deaf or hearing-impaired people and hospitals, police and fire stations, and other community agencies to purchase and use TTYS. In some of the other states, the special agencies provide or loan TDDs to governmental agencies, social service agencies, emergency stations, organizations for the deaf or hearing-impaired, or other strategic locations. Some Ohio CCDs perform this service also. Some Ohio CCDs have also instituted message relay systems in their respective communities. The special agencies in Arkansas, Connecticut, Nebraska, Oklahoma, Rhode Island, and Texas, and the community centers in North Carolina and Tennessee, have set up relay systems.

The special agencies in Connecticut, Nebraska, Minnesota, and Texas, and the community centers in Tennessee provide the widest range of telecommunications services, followed by the Arkansas office and the community centers in North Carolina. Most CCDs in Ohio offer about as many telecommunications services as the Arkansas and North Carolina agencies. The other special agencies do not offer as many telecommunications services as those Ohio CCDs that do offer such services.

Protective services. Most of the special agencies, the community centers in North Carolina and Tennessee, and most of the Ohio CCDs advocate for the rights of the deaf and hearing-impaired guaranteed by Section 504 of the federal "Rehabilitation Act of 1973." Most also provide assistance to aggrieved parties and make referrals to the appropriate law enforcement agencies in case of violations. The Connecticut Commission also assists in protecting the rights of the deaf and hearing-impaired under a state law prohibiting discrimination against the deaf and hearing-impaired in private industry, and in protecting the rights generally of victimized deaf or hearing-impaired people. The Arkansas, Connecticut, and Michigan agencies offer the largest number of protective services.

Special services for the elderly deaf or hearing-impaired. It appears that no special services are provided to deaf or hearing-impaired senior citizens by CCDs in Ohio. The special agencies in Arkansas, Connecticut, Massachusetts, Minnesota, Nebraska, and Texas have separate services for their elderly deaf and hearing-impaired residents such as providing transportation; furnishing educational materials, self-sufficiency training, and information seminars; providing in-staff training in nursing homes; and coordinating community services.

Listings for the deaf and hearing-impaired. Most of the special agencies have developed and maintain listings of available resources, such as rosters of service-providing agencies, interpreters, medical specialists, deaf clubs, TDD numbers, educational programs, speech and hearing clinics and hospitals accessible to the deaf or hearing-impaired, parent groups, special activities for deaf or hearing-impaired children, and others. Some CCDs in Ohio have developed listings of local resources, such as interpreters, medical specialists, and social clubs.

Other services provided by special agencies. Most of the special state agencies and all of the Ohio CCDs conduct activities to promote community awareness concerning the problems and special needs of the deaf and hearing-impaired. These programs usually take the form of workshops, information presentations, consultation, or in-service or staff training provided to other agencies, organizations, schools, or businesses by the special agencies.

The Nebraska Commission, pursuant to law, conducts a statewide hearing-impaired video information program through educational television. The Arizona Council monitors a weekly television program for the deaf. Deaf Services of Iowa conducts a news program for the deaf in conjunction with the public television network.

Many of the special agencies advocate for legislation concerning deaf and hearing-impaired people; some actively encourage political awareness among the members of the deaf community.

#### E. CONCLUSION

Some of the opinion responses from other states discussed earlier reveal certain advantages or disadvantages that independent commissions and commissions within state departments experience with regard to the number and quality of services they can provide to deaf and hearing-impaired persons. It appears that whether the commission is separate and independent or is a part of another state department does not greatly affect the number of services actually offered. Two independent commissions, those in Connecticut and Texas, and two commissions within state departments, those in Arkansas and North Carolina, provide the widest range of services among all the 22 special agencies discussed in Sections A and B of this chapter. The independent commissions in Arizona and Rhode Island and the commissions within state departments in Kansas and Washington offer few services.

In Ohio, even in the absence of a state commission, community centers for the deaf (CCDs) offer about as many or more services than many of the commissions, both independent and otherwise, that were surveyed. The key to the number of services that a commission can provide appears to be the amount of funding the commission can obtain. The earlier discussion of opinion responses indicates some benefits and difficulties the independent commissions and the commissions within state departments may have in obtaining sufficient funds.

In the 26 states that primarily provide special services to the deaf and hearing-impaired through their vocational rehabilitation agencies, special services are provided only to disabled individuals who have the potential for gainful employment. Many services, such as information and referrals, counseling, independent living skills training, interpreter assistance, and others discussed earlier, are provided, but only if they are necessary to render the disabled person employable or to assist him in attaining his employment objectives.

The Ohio CCDs, although funded in part and administered by the Ohio Rehabilitation Services Commission, do not provide only those services that are necessary for the vocational rehabilitation and employment of deaf or hearing-impaired Ohioans. In this sense, the services offered to the deaf or hearing-impaired in Ohio are more comprehensive than the vocational rehabilitation-related services offered by the rehabilitation agencies in the states discussed in Section C of this chapter.

#### CHAPTER IV

##### A SEPARATE, INDEPENDENT COMMISSION FOR THE DEAF AND HEARING-IMPAIRED: ADVANTAGES, DISADVANTAGES, POSSIBLE FUNCTIONS, POTENTIAL MEMBERSHIP, AND ALTERNATIVES TO A COMMISSION

The most important advantage of a commission as a separate, independent entity is that it allows for representation on it by the group whose interests it will be serving. Other advantages include not being under the control of another agency, having influence with other state agencies, and being visible. Disadvantages of creating a separate, independent commission include a possible lack of influence with other state agencies because the commission would be new, the cost of creating and operating a separate agency, the potential for a diversity of members' views preventing a consensus among them, and the agency not being accountable to another person or organization.

Most persons interviewed did not envision a commission for the deaf and hearing-impaired in Ohio as directly providing services to the deaf and hearing-impaired since CCDs provide direct services, but rather as an agency that would provide information, make referrals, make the public aware of problems of the deaf and hearing-impaired, coordinate existing services, and advocate on behalf of deaf and hearing-impaired persons.

Most of the deaf and hearing-impaired persons interviewed for this study, including leaders of the deaf and hearing-impaired community, stated that they favor the creation of a separate, independent commission for the deaf and hearing-impaired as a step toward solving some of their serious and unique problems discussed earlier in this report.

Advantages of a separate, independent commission

Probably the greatest structural advantage of an independent commission is that it allows for representation on it by the group whose interests it will be serving. That is, deaf and hearing-impaired persons could serve on the commission and "determine their own fate" as one interviewee said. Time and again the deaf and hearing-impaired told the LSC staff that they must constantly communicate indirectly, through third persons, and that important aspects of their lives are being determined by members of the hearing world. Deaf and hearing-impaired persons, they think, do not control their own destinies. Through a commission with deaf and hearing-impaired members, the deaf and hearing-impaired feel that they would have direct access to state government. Hearing persons, connected in some way with deafness and severe hearing impairments, and any other members of the public could also serve on such a commission, thus allowing for a variety of viewpoints and qualifications.

An independent commission would not be subject to the control of another state agency. If a commission were created for the deaf and hearing-impaired, they would not have to compete with other groups (such as other disabled persons) within an agency for finances, staff, or the implementation of programs. They might have to compete with outside agencies, however. A commission would be operating solely on behalf of deaf and hearing-impaired persons, without having its attention or financial support divided among other groups and without having to obtain permission from agency administrators to implement programs. Supporters believe an independent state agency would also have more influence than the existing Rehabilitation Services Commission Advisory Committee on Deafness, since a state agency carries more authority to promote changes in state government than does a committee that is merely advisory in nature. The advantages of being a separate entity that the independent commissions for the deaf and

hearing-impaired in other states reported to the LSC staff were discussed in the previous chapter. One advantage worth repeating here is that a separate and independent commission is visible as a state agency and thus can make the public aware that deaf and hearing-impaired persons have some problems unique to that handicap.

Disadvantages of a separate, independent commission

The disadvantages of being a separate, independent commission, as reported to the LSC staff by such commissions in other states, have already been discussed. No major disadvantages were reported. However, although a separate agency might succeed in getting other state agencies or private organizations to make changes on behalf of deaf and hearing-impaired persons, a separate commission in one state reported that a newly created agency might lack the influence of an older, firmly established state agency. This would be an argument for creating an office or division for the deaf and hearing-impaired within an existing agency. It might take some time for a new commission to become recognized and accepted by other state agencies; the time would depend, of course, upon the director and the effectiveness of the commission.

Another disadvantage of a separate commission is that it is probably more costly to set up an independent agency than to create a separate office or division within an existing agency where office space, staff, and supplies could be shared. Also, depending upon the composition of the commission, the diversity of members' views and opinions might make it difficult for them to agree on policies and goals. Furthermore, a separate, independent commission may not be accountable to any other person or organization, depending upon how legislation creating the commission was drafted. Although a number of state agencies are under the control of the governor, a commission to which the governor simply

appoints members to serve their terms and the members, in turn, appoint a chairman or director, would not have the same responsibility to answer to him or anyone else as would a single executive serving at the governor's pleasure.

Possible functions of a commission for the deaf and hearing-impaired

Almost all of the persons interviewed by the LSC staff thought that a commission for the deaf and hearing-impaired in Ohio would provide information, make referrals, make the public aware of problems of the deaf and hearing-impaired, coordinate existing special services available to the deaf and hearing-impaired, and advocate on behalf of those persons, rather than directly providing services to the deaf and hearing-impaired. Most persons interviewed felt that services for the deaf and hearing-impaired should continue to be provided at the local level by community centers for the deaf (CCDs) if more centers were established and if current centers received more staff and funding. As already discussed, Ohio CCDs are providing many of the same services that are being provided in states with independent commissions, and in some cases are providing more services. Among the functions that persons interviewed suggested for a commission for the deaf and hearing-impaired in Ohio were the following:

- (1) taking a census of all of Ohio's deaf and hearing-impaired persons;
- (2) working with other state agencies to make them aware of the special needs and problems of the deaf and hearing-impaired, and urging agencies to adopt a statewide policy of ensuring that the deaf and hearing-impaired have ready access to the agencies and their services;

- (3) working closely with and making recommendations to state agencies that frequently deal with deaf and hearing-impaired persons or that are especially important to their daily living. For example, a commission for the deaf and hearing-impaired could work with the Department of Education to improve the quality of teaching for deaf and hearing-impaired students in some areas of the

state. Or, a commission could advise the Department of Administrative Services on how to alter a civil service examination to make it fairer to deaf and hearing-impaired examinees;

(4) serving as a clearinghouse of information of all kinds relating to deafness and hearing-impairments;

(5) suggesting legislation to benefit deaf and hearing-impaired persons, and keeping track of all pending state and federal legislation concerning the deaf and hearing-impaired;

(6) coordinating research throughout the state concerning deafness and hearing loss;

(7) listing and publicizing special services available to the deaf and hearing-impaired in Ohio;

(8) keeping a list of all qualified interpreters in the state;

(9) making TDDs more readily available;

(10) coordinating and monitoring services at CCDs to make sure that services are adequate in all geographic areas and uniform from center to center;

(11) helping deaf and hearing-impaired persons get better jobs, primarily by making state agencies and private businesses aware of the capabilities of deaf and hearing-impaired persons, and dispelling employers' fears of safety risks of employing the deaf and hearing-impaired;

(12) making the public and state legislators aware of the special needs and problems of the deaf and hearing-impaired;

(13) advocating on behalf of deaf and hearing-impaired persons--for example, urging recipients of federal financial assistance to comply with the provisions of Sec. 504 of the federal "Rehabilitation Act of 1973," urging television stations to use closed captioning, and urging telephone companies to give discounts on long-distance calls made by and to persons using TDDs;

(14) developing a central state relay system; and

(15) generally investigating the unmet needs of the deaf and hearing-impaired throughout the state.

In addition to these possible functions, a member of the legislative subcommittee studying the question of the desirability and feasibility of a commission for the deaf and hearing-impaired in Ohio suggested that such a commission might also administer the state funds appropriated for CCDs. These funds are currently being administered by the Rehabilitation Services Commission.

Possible composition of a commission for the deaf and hearing-impaired

It is important to remember that for purposes of this study, a "hearing impairment" means a significant deviation from normal hearing. As stated previously, persons with only a slight hearing loss do not generally need the same services and experience the same serious communication problems in daily living as do deaf persons or persons with a significant hearing loss. The following discussion of the possible composition of a commission for the deaf and hearing-impaired in Ohio will continue to use "hearing impairment" in accordance with the study's earlier definition.

Most deaf and hearing-impaired persons and most of the hearing persons involved with the deaf community interviewed by the LSC staff were very definite that at least a majority of the members of a commission for the deaf and hearing-impaired should be deaf or hearing-impaired themselves. The reason stated was that, as discussed previously, deaf and hearing-impaired persons can communicate best with, and are understood best by, other deaf and hearing-impaired persons. Deaf and hearing-impaired persons stated that they want some control of their own destiny in state government by representation on a commission, rather than being controlled by hearing persons. Most deaf and hearing-impaired persons interviewed also strongly suggested that any director hired by a commission to run the

agency on a day-to-day basis should be deaf or hearing-impaired, as should as many of the staff as possible. The legislature may want to consider carefully whether a majority of commission members should be deaf or hearing-impaired, or whether a majority of the members should not be part of that special interest group being served by the agency. One criticism mentioned in literature concerning terminating or "sunsetting" boards and commissions is that boards and commissions controlled by the special interest group being served may not always be responsible to the public at large but instead serve only the interest of that group. When a majority of the members of a board or commission are members of a special interest group, the potential exists for the agency to lose sight of the good of all citizens in the state and promote only the good of the interest group. It should be pointed out that this literature has dealt primarily with regulatory boards and commissions rather than those purely administrative in nature such as a commission for the deaf and hearing-impaired would be. Deaf and hearing-impaired persons interviewed were split about evenly as to whether a professional in the field of hearing-impairments, such as a speech pathologist or audiologist, should serve on a commission. Those who favored having such a professional on the commission favored having only one.

Specific suggestions from persons interviewed (hearing persons as well as the deaf and hearing-impaired) as to others who should serve on a commission were the following: the president of the Ohio Association of the Deaf, two legislators,\* parents of deaf children, a representative from the Ohio School for the Deaf, a member of the Ohio School for the Deaf Alumni Association, a coordinator of a CCD, an interpreter, a member of the Registry of Interpreters for the Deaf,

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\*Some constitutional questions arise when members of the legislature are appointed to commissions that perform functions which are other than advisory or legislative in nature.

a member of the Ohio Deafness and Rehabilitation Association, a deaf or hearing-impaired senior citizen, a member of the Buckeye Chapter of Telecommunication Devices, the heads (or their designees) of certain state agencies such as the Department of Education, the Department of Administrative Services, and the Department of Public Welfare, an advocate of the oral method of teaching deaf children, and persons interested in deafness and hearing impairments generally. Several deaf persons were emphatic about not including a hearing aid dealer as a member of the commission.

#### Cost of a separate, independent commission

Perhaps the best way to estimate the cost of creating and operating a commission for the deaf and hearing-impaired in Ohio is to look at the budgets for such commissions in states that have them. Chart A-3, already discussed in the previous chapter, sets out those budgets and breaks them down according to expenditures. Connecticut and Texas, the two states that provide the widest range of services, have budgets of \$1 million or more. Rhode Island's Commission, which provides a few services, has the smallest budget--\$22,150. Of course, the amount of money needed to create and operate a commission would depend greatly upon the commission's functions, what services it would provide, if any, the number of people to be served, and the number of staff to be hired. As stated in Chapter II, approximately \$700,000 has been appropriated by the General Assembly to Ohio CCDs for the 1984-1985 biennium, and those funds make up only part of the CCDs' budgets.

#### Alternatives to a separate, independent commission for the deaf and hearing-impaired

Several alternatives to creating a separate, independent commission may be considered. The following list is not all-inclusive, and the legislature may want to consider other options:

(1) Creating an office for the deaf and hearing-impaired within the governor's office. A substantial number of deaf and hearing-impaired persons interviewed suggested creating an office for the deaf and hearing-impaired under the aegis of the governor which would be independent of other state agencies. The office would make suggestions and recommendations to the governor and the legislature and be accountable to the governor. Persons interviewed imagined such an office as being able to influence state agencies to be more sensitive to the needs of the deaf and hearing-impaired. Like a commission, it would be an office where deaf and hearing-impaired persons could communicate their problems and seek information. Its functions would be basically the same as those listed above for a commission. As pointed out by some deaf and hearing-impaired persons interviewed who preferred creating a separate commission rather than an office under the governor, a major drawback to the latter would be that if a governor took office who was not particularly responsive to the problems and needs of the deaf and hearing-impaired, such an office could become ineffectual.

(2) Creating an office for the deaf and hearing-impaired within another state agency. This structure would be similar to the separate offices or divisions in other states that are under a state department, as described in Section B of Chapter III. A major advantage of creating an office within another existing state agency is the opportunity to save money by sharing staff and equipment. Disadvantages of being part of another agency include competing with other parts of the agency for funding, a lack of freedom in implementing programs without obtaining the consent of the agency's policy-makers, not being able to go directly to the legislature with requests for legislation or funding for the particular office, and not being visible to the public as a separate entity. Furthermore, there might still be a feeling among deaf and hearing-impaired persons that they do not control their own destiny by having policies of the

agency determined by their own if the office ultimately had to answer to and was controlled by hearing persons in the parent agency. An office within another state agency may be limited by statutory and regulatory restrictions on the agency, if any. For example, an office in the Rehabilitation Services Commission (RSC) may be restricted under federal law to dealing with vocational rehabilitation, if federal funds are used for the office (however, if only state funds are used for an office under RSC, federal limitations would probably not apply). If the legislature were to consider creating such an office under RSC, a special inquiry should be directed to federal officials responsible for overseeing RSC activities to make certain that federal funds would not be jeopardized.

(3) Creating an office for the deaf and hearing-impaired administered by the Rehabilitation Services Commission similar to the Governor's Council on Disabled Persons. One state official suggested creating an office for the deaf and hearing-impaired similar to the Governor's Council on Disabled Persons, described in Chapter II, which is assigned to the Rehabilitation Services Commission for administrative purposes only. This Council does address vocational rehabilitation issues, as required by federal law, but is not constrained solely to those issues. The advantage of this structure would be that the state would only need to provide 20% of the funds necessary to create the office and the federal government would provide an 80% match. The office would have to observe certain statutory limitations in compliance with federal law in order to operate under the Rehabilitation Services Commission and receive the federal match. Under legislation that created the Governor's Council on Disabled Persons, the administrator of RSC appoints the Council's executive director, and other personnel as he determines to be advisable. The current administrator of RSC stated that he exercises very little authority over the Governor's Council and permits it to operate fairly autonomously. He did acknowledge, however, that another

administrator might choose to exercise more control over the Council. The Governor's Council on Disabled Persons advises the governor's office directly and, as needed, the General Assembly. Once again, if an office for the deaf and hearing-impaired were set up in a similar way, its effectiveness might depend on how sympathetic the governor is to deaf and hearing-impaired citizens. Another disadvantage to this structure is that even though such an office might be part of RSC only for administrative purposes, deaf and hearing-impaired persons who have been critical of RSC might object to this connection and might doubt that the office could be fairly autonomous.

Whether or not the legislature decides to create a separate, independent commission for the deaf and hearing-impaired, the legislature might want to consider establishing CCDs by statute. The CCDs were created initially by RSC, working with leaders of the deaf community, and are currently funded in part by RSC and in part by local funds. The CCDs in Ohio provide a wide range of services to the deaf and hearing-impaired and, in some cases, as many or more services than are provided to the deaf and hearing-impaired in states with independent commissions. There are no statutes providing the CCDs and the legislature might consider enacting legislation describing the CCDs, prescribing their functions, creating additional CCDs in order that all geographic areas of the state might be served, and appropriating more funds to the existing CCDs so that they could improve services in the areas to which they are assigned. The legislation could include a system for monitoring the centers to make certain that the most important services are offered uniformly throughout the state. This monitoring could be performed by RSC, which monitors the centers to some extent now, by another existing agency, or by an agency created expressly for this purpose.



NOTES

<sup>1</sup>Moore, Donald, Educating the Deaf: Psychology, Principles, and Practices (Boston: Houghton Mifflin Co., 1978), p. 5.

<sup>2</sup>Schein, Jerome and Delk, Marcus T. Jr., The Deaf Population of the United States (Maryland: National Association of the Deaf, 1974), p. 133.

<sup>3</sup>"Hearing impaired," as used in this census, includes not only all significant deviations from normal hearing but also deafness. (Schein and Delk, p. 133).

<sup>4</sup>Schein and Delk, Table II-9 pp. 26-27.

<sup>5</sup>National Center for Law and the Deaf NCLD, Legal Rights of Hearing-Impaired People (Washington, D.C.: Gallaudet College Press, 1982), p. 1.

<sup>6</sup>Ibid., pp. 1-2.

<sup>7</sup>Quigley, Stephen P. et al., Syntactic Structures in the Language of Deaf Children (Urbana: University of Illinois Press, 1976).

<sup>8</sup>NCLD, Legal Rights of Hearing-Impaired People, pp. 4-5.

<sup>9</sup>29 U.S.C.A. Sec. 791.

<sup>10</sup>29 U.S.C.A. Sec. 792.

<sup>11</sup>29 U.S.C.A. Sec. 793.

<sup>12</sup>29 U.S.C.A. Sec. 794. A "qualified handicapped person," as defined by Department of Health and Human Services rule, means:

(1) With respect to employment, a handicapped person who, with reasonable accommodations, can perform the essential functions of the job in question;

(2) With respect to public preschool elementary, secondary, or adult educational services, a handicapped person (i) of an age during which nonhandicapped persons are provided such services, (ii) of any age during which it is mandatory under state law to provide such services to handicapped persons, or (iii) to whom a state is required to provide a free appropriate public education under Section 612 of the "Education of the Handicapped Act"; and

(3) With respect to postsecondary and vocational education services, a handicapped person who meets the academic and technical standards requisite to admission or participation in the recipient's education program or activity;

(4) With respect to other services, a handicapped person who meets the essential eligibility requirements for the receipt of such services. (45 CFR Sec. 84.3(K)).

<sup>13</sup> NCLD, Legal Rights of Hearing-Impaired People, p. 13.

<sup>14</sup> 45 CFR Sec. 84.3(f).

<sup>15</sup> 45 CFR Sec. 84.4(b)(i)(ii)(iii).

<sup>16</sup> 45 CFR Sec. 84.4(b)(2).

<sup>17</sup> 28 CFR Sec. 41.51(e).

<sup>18</sup> A telephone typewriter, or TTY, is a device which allows a deaf person to type a message into a telephone receiver and the person to whom he is speaking, also using a TTY, types of message back. The term TTY will be used later in this report. TDD is a broader, more inclusive term for telecommunication devices, which includes TTYS and also newer equipment such as video and electronic telecommunication machines.

<sup>19</sup> NCLD, Legal Rights of Hearing-Impaired People, p. 18.

<sup>20</sup> 45 CFR Sec. 84.44(d).

<sup>21</sup> The Ohio Registry of Interpreters is responsible for certifying interpreters. A state team, composed of five certified interpreters, certifies interpreters according to their proficiency, based on national standards.

<sup>22</sup> Not every CCD uses every method of publicity listed. Furthermore, the Director of one CCD said that he does nothing to publicize his center's services but relies on the center's advisory committee to do so.

<sup>23</sup> A "hard of hearing" person as defined by RSC rule means a person who has "defective hearing for ordinary purposes of life, yet retains some functional capacity for hearing with and without amplification" (Rule 3304-2-16(A)(2)(a) Ohio Administrative Code).

<sup>24</sup> Section 3323.02 of the Ohio Revised Code.

<sup>25</sup> A fact sheet on deafness (undated) published by the National Association of the Deaf and Gallaudet College defines "total communication" as "a philosophy of communication which implies acceptance, understanding, and use of all methods of communication to assist the deaf child in acquiring language and the deaf adult in understanding." Gestures, sign language, speech, lip reading, finger-spelling, and any remnant of residual hearing may all be used in total communication.

<sup>26</sup> Former section 3323.06 of the Revised Code.

APPENDIX A

COMMUNITY CENTERS FOR THE DEAF & HEARING-IMPAIRED IN OHIO

Community Services for the Deaf  
Family Services of Summit County  
212 East Exchange Street  
Akron, Ohio 44304  
(216) 376-9494 or TTY (216) 376-9351

Cincinnati Speech & Hearing Center  
Program of Community Services for  
the Deaf & Hard of Hearing  
3021 Vernon Place  
Cincinnati, Ohio 45219  
(513) 221-3300 TTY or  
(513) 221-0527 Voice

Cleveland Hearing & Speech Center  
Community Services for the Deaf &  
Hard of Hearing  
11206 Euclid Avenue  
Cleveland, Ohio 44106  
(216) 231-8787

Branch Office:  
2061 North Ridge Road  
Lorain, Ohio  
(216) 277-5764 or (216) 324-4416  
(Voice & TTY)

Southwest Community Health Center  
Community Center for the Deaf  
854 West Town Street  
Columbus, Ohio 43222  
(614) 228-3323

Dayton Family Service Association  
Community Services for the Deaf  
184 Salem Avenue  
Dayton, Ohio 45406  
(513) 222-9481 Voice  
(513) 222-7921 TTY

Rehabilitation Service of North  
Central Ohio, Inc.  
Community Counseling Center for  
the Deaf & Hard of Hearing  
270 Sterkel Boulevard  
Mansfield, Ohio 44907  
(419) 756-1133

Family Service Association  
248 N. Fifth Street  
Steubenville, Ohio 43952  
(614) 283-4763

Toledo Hearing & Speech Center  
Community Services for the Deaf &  
Hard of Hearing  
One Stranahan Square  
Toledo, Ohio 43604  
(419) 255-1018

Youngstown Hearing & Speech Center  
Program of Special Services for  
the Deaf  
6505 Market Street  
Youngstown, Ohio 44512  
(216) 726-8855



APPENDIX B

NUMBER OF PERSONS USING SOME SERVICES AT COMMUNITY CENTERS  
FOR THE DEAF DURING FISCAL YEAR 1983\*

A. Counseling and Personal Adjustment

1. Individual hearing-impaired clients served:	TOTAL: 1,667
Individual hearing family members served:	TOTAL: 631
2. Number of hearing-impaired in group sessions:	TOTAL: 489
Number of hearing individuals in group sessions:	TOTAL: 250

B. Sign Language Classes

1. In-service sign language classes:	
Number of agencies:	TOTAL: 209
**Number of participants:	TOTAL: 1,945
Number of class hours:	TOTAL: 966
2. Community sign language classes:	
**Number of participants:	TOTAL: 917
Number of class hours:	TOTAL: 2,140

C. Interpreting Services

1. Number of hours of individual sessions:	TOTAL: 13,920
Number of individuals served:	TOTAL: 4,325
Number of hours of platform or group sessions:	TOTAL: 5,813

D. ***Number of TTY/TDD calls:	TOTAL: 24,336
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\*Figures from only 8 of the 9 centers are recorded here. Statistics from the Steubenville center, which is just getting under way under a new directorship, were not used.

"Hearing-impaired" persons include deaf persons in this appendix.

Not all totals represent "unduplicated clients"; that is, in some totals if the same client used the service more than once, he was counted as many times as he used the service.

\*\*The Youngstown center indicated that it could not provide precise totals.

\*\*\*These totals are from the Columbus, Toledo, Cincinnati, Akron, and Cleveland centers only.



APPENDIX C

REPORT FROM THE REHABILITATION SERVICES COMMISSION FROM  
FISCAL YEARS 1979-1983

Deaf

	<u>\$ Authorized for Services</u>	<u>% of RSC Total</u>	<u>Served</u>	<u>% of RSC Total</u>	<u>Number Rehabilitated</u>	<u>% of RSC Total</u>
FY 79	\$1,019,901	3.5%	1,385	2.0%	310	2.8%
FY 80	972,606	3.6%	1,492	2.0%	302	2.6%
FY 81	1,038,544	3.8%	1,565	2.1%	337	3.0%
FY 82	836,633	4.3%	1,394	2.1%	308	3.1%
FY 83	859,809	4.2%	1,349	2.2%	300	3.2%

Hard of Hearing

FY 79	\$ 789,979	2.7%	1,681	2.4%	466	4.1%
FY 80	761,716	2.8%	1,961	2.6%	584	5.1%
FY 81	826,497	3.0%	2,093	2.8%	651	5.8%
FY 82	685,510	3.5%	1,868	2.9%	565	5.7%
FY 83	929,841	4.5%	2,060	3.4%	573	6.0%

Deaf and Hard of Hearing Combined

FY 79	\$1,809,880	6.2%	3,066	4.3%	776	6.9%
FY 80	1,734,322	6.5%	3,453	4.6%	886	7.7%
FY 81	1,865,041	6.8%	3,658	4.8%	988	8.8%
FY 82	1,522,143	7.8%	3,262	5.0%	873	8.9%
FY 83	1,789,650	8.7%	3,409	5.7%	873	9.2%



APPENDIX D

The following charts supplement the text in section A of Chapter III. In the charts depicting services provided by the separate, independent commissions discussed in section A, a key is used to determine the role of the agency with respect to each service. Numbers 1 through 6, used in charts A-7 through A-12, stand for the following:

- 1 - Provides and supervises the service.
- 2 - Develops or assists in developing the service or program.
- 3 - Monitors the service or program.
- 4 - Reviews and evaluates the service and makes recommendations.
- 5 - Acts as consultant or adviser.
- 6 - Coordinates the service with other services.

A number 1 is indicated in the space below each service category if the agency provides the service. If the respondent agency does not provide the service, the public or private entities that provide it are disclosed, followed by the number or numbers denoting the function of the respondent agency with respect to the service. Parenthetical notations are usually qualifications to the answers given by the respondents.



CHART A-4  
PRIMARY FUNCTIONS OF INDEPENDENT COMMISSIONS FOR THE DEAF AND HEARING-IMPAIRED

State Commission	Direct Provider of Services	Advocate or Promoter of Services	Information and Referral Center	Monitor of Services	Coordinator of Services	Planner and Reviewer of Services
Arizona Council for the Deaf		X	X		X	X
Connecticut Commission on the Deaf and Hearing Impaired	X	X	X	X	X	X
Kentucky Commission on the Deaf and Hearing Impaired		X	X	X		
Massachusetts Office of Deafness	Interpreter Services	X	X		X	X
Nebraska Commission for the Hearing Impaired	Some	X	X		X	X
Oklahoma Commission on the Deaf and Hearing Impaired	Some					
Rhode Island Commission of the Deaf and Hearing Impaired		X	X		X	X
Texas Commission for the Deaf	X	X	X		X	X
Virginia Council for the Deaf	Interpreter Services	X	X	X	X	X

CHART A-5  
COMPOSITION OF INDEPENDENT COMMISSIONS FOR THE DEAF AND HEARING-IMPAIRED, AS REQUIRED BY STATUTE

State Commission	Executive Agency Representatives	Legislative Members	Deaf or Hearing Impaired Persons	Parents of the Deaf or Hearing Impaired	Educators or Deaf School Administrators	Medical Experts or Specialists	Deaf Association Representatives	Interpreter Association Representatives	Private Service Provider	Other or General Public	Total Number of Members
Arizona Council for the Deaf	3		3	1	1	2		1	1		12
Connecticut Commission on the Deaf and Hearing Impaired	8		7 (1 must be a deaf parent)	3	3	1	1				23
Kentucky Commission on the Deaf and Hearing Impaired	1	2	3	1			1	1	1	1 at large	11
Massachusetts Office of Deafness Advisory Council	5		9	2		1					17
Nebraska Commission for the Hearing Impaired			6							3 (with knowledge & understanding of deafness)	9
Oklahoma Commission on the Deaf and Hearing Impaired			2							7 (with knowledge & understanding of deafness)	9
Rhode Island Commission of the Deaf and Hearing Impaired	7	2	4	4	2	1			1		21
Texas Commission for the Deaf			3	2						2 deaf professionals 2 public members	9
Virginia Council for the Deaf	5		2		2	2				3 deaf professionals or organization representatives	14

CHART A-6

## STAFF INFORMATION - INDEPENDENT COMMISSIONS FOR THE DEAF AND HEARING-IMPAIRED

State Commission	Executive Director	Assistant to the Director	Secretarial and Clerical	Information, Referral, Liaison Officers	Interpreter Coordinators	Counselors or Counseling Coordinators	Other Service Coordinators	Field Representatives or Coordinators	Accountant, Bookkeeper, Business Manager	Others	Total Staff (Number of Deaf or II-I)*
Arizona Council for the Deaf	1	1	1								3
Connecticut Commission on the Deaf and Hearing Impaired	1	1	4 (Includes interpreter assistants)	2 (Community liaison)	3 (Includes interpreter training)	3	2 (In job development)		2 Business Manager & Assistant	44 Part time, mostly in-terpreters	62 (5)
Kentucky Commission on the Deaf and Hearing Impaired	1	1	1		1						4 (2)
Massachusetts Office of Deafness	1	1	1	1	1		1 Case co-ordinator	1 Outreach center coordinator			7 (3)
Nebraska Commission for the Hearing Impaired	1		3	1 (Community liaison)				3			8 (4)
Oklahoma Commission on the Deaf and Hearing Impaired	1		1	1							3
Rhode Island Commission of the Deaf and Hearing Impaired	1										1
Texas Commission for the Deaf (incomplete response)	1		J**	J					J	Technical Program Adminis-trators	23
Virginia Council for the Deaf	1		3		1				1	3 Human resources developers	9 (1)

\*"II-I" means Hearing-Impaired. The number of deaf or hearing-impaired on the staff, if any, is noted in parenthesis below the total number of all staff.

\*\*The check marks indicate that the Texas Commission has employees in the specified categories but the response did not disclose the number.

## SERVICES TO THE DEAF AND HEARING-IMPAIRED - GENERAL COUNSELING, EDUCATION, AND TRAINING

State Commission	GENERAL COUNSELING	EDUCATION AND TRAINING SERVICES FOR THE DEAF AND HEARING-IMPAIRED					Other or Comments
		Independent Living	Sign Language	TDD Use	Lip Reading	Advanced Adult Education	
Arizona Council for the Deaf	VR; * Mental Health program; nonprofit organizations: COPD (Community Outreach Program for the Deaf) in Tucson, and VCD (Phoenix Valley Center of the Deaf) which Council helped set up. 2 3 4 5 6	VR contracts with COPD and VCD 5	COPD and VCD; universities; community colleges. 2 3 4 5 6	COPD and VCD 2 3 4 5 6	Easter Seals program	Council promotes	
Connecticut Commission on the Deaf and Hearing Impaired	1	1 (On occasion); mostly through adult and community education programs.	Sign language instructors pool (staff members using their own time) 2 4 6	1	Private organizations	Commission promotes	A. Collaborates with municipalities to evaluate hearing-impaired children to determine mainstreaming. B. Training in dealing with the deaf is part of the curriculum in state and municipal police training.
Kentucky Commission on the Deaf and Hearing Impaired	1	VR does some at Thelma, Ky. Rehabilitation Center	Education Department through community and adult education	Telephone companies	Lexington Hearing & Speech Center	Commission promotes	
Massachusetts Office of Deafness	VR; Mental Health Center. 3 4 (5 for Mental Health program)	1	Universities & colleges; deaf association; Deaf, Inc.; evaluation centers (35-40). 4 (5 on occasion)	1 (when requested); Deaf, Inc.; vendors.	Boston Guild for the Hearing Impaired	Massachusetts Rehabilitation Commission 5	
Nebraska Commission for the Hearing Impaired	1	VR; Services for the Visually Impaired (Deaf-Blind) in Dept. of Public Institutions. 4 5 6	1	1	Universities; private organizations. 4 5 6	Commission promotes	Hearing-Impaired Video Information Service, statewide TV educational services--news, stories, features, etc.

State Commission	GENERAL COUNSELING	EDUCATION AND TRAINING SERVICES FOR THE DEAF AND HEARING-IMPAIRED					Other or Comments
		Independent Living	Sign Language	TDD Use	Lip Reading	Adult Education	
Oklahoma Commission on the Deaf and Hearing Impaired	VR, education, mental health agencies 2 4 5 6	Community-based program in Tulsa 2 4 5 6	Workshops & seminars only (no regular instruction)	1		Higher education, vocational and technical education agencies 2 4 5 6	
Rhode Island Commission of the Deaf and Hearing Impaired	1 (On a limited basis); community mental health center; VR; School for the Deaf.		Adult Services Program at School for the Deaf; colleges.	VR; State Building Commission; distributors to state offices.	Sargent Center for Rehabilitation (private); local chapter of Self-Help for the Hard-of-Hearing.	R. I. Community College	Communication skills training is part of the Commission's future plans.
Texas Commission for the Deaf	1	1	No response	No response	No response	No response	
Virginia Council for the Deaf	Depts. of Social Services, Rehab.** Services, Mental Health & Mental Retardation 2 4 5 6	Rehab. Services contracts with private agencies; Mental Health group home. 2 4 5 6	1	1		Council promotes	

- 1 Provides and supervises the service.
- 2 Develops or assists in developing the service or program.
- 3 Monitors the service or program.
- 4 Reviews and evaluates the service and makes recommendations.
- 5 Acts as consultant or adviser.
- 6 Coordinates the service with other services.

\*"VR" means the state vocational rehabilitation agency.

\*\*"Rehab." means Rehabilitation.

CHART A-8  
SERVICES TO THE DEAF AND HEARING-IMPAIRED - HEALTH AND MEDICAL CARE

State Commission	Hearing Impairment Identification or Screening Program Through Audiological Testing			Medical Diagnosis and Treatment for Hearing Impairment	Other and Comments
	Infants	Children	Adults		
Arizona Council for the Deaf	Dept. of Health Services. 2 3 4 5 6	Dept. of Health Services; State School for the Deaf; private organizations. 2 3 4 5 6	County health services	Dept. of Health Services; county health services; Arizona Health Cost Containment System (AHCCS) provides diagnosis. 4 5 6	AHCCS provides free hearing aids to hearing-impaired persons under 21 years of age.
Connecticut Commission on the Deaf and Hearing Impaired	Dept. of Health. 2 3 5 6		VR* 2 3 5 6	VR; Exceptional Children's Section in Health Department. 4 6	Commission provides training to medical personnel on the needs of the deaf.
Kentucky Commission on the Deaf and Hearing Impaired		Dept. of Education by contract	Dept. of Education by contract	Dept. of Education; Cabinet of Human Resources (Mental Health). 2 3 4 5	Bill for local school districts to have screening programs is pending.
Massachusetts Office of Deafness	Dept. of Public Health for high-risk infants 2 5	Some schools 2 5		Depts. of Public Health, Mental Health, Social Services; Deaf Inc. evaluation centers. (2 3 5 6 only for emotionally disturbed deaf adolescents).	
Nebraska Commission for the Hearing Impaired	Private institutions; university speech and hearing clinics; University of Nebraska Medical Center. 4 5 6	Same	Same	Universities and private institutions 6	

State Commission	Hearing Impairment Identification or Screening Program Through Audiological Testing			Medical Diagnosis and Treatment for Hearing Impairment	Other and Comments
	Infants	Children	Adults		
Oklahoma Commission on the Deaf and Hearing Impaired	Health Dept. (for newborn infants) 2 4 5			Depts. of Health, Human Services; college and university speech and hearing clinics. 2 4 5 6	
Rhode Island Commission of the Deaf and Hearing Impaired	Private organizations in cooperation with hospitals	Public schools; 3 speech and hearing clinics.		Community health centers	A. Annual health fairs. B. Hospital personnel are instructed on how to work with deaf patients.
Texas Commission for the Deaf (No response)					
Virginia Council for the Deaf	Health Dept. 2 4 5 6	Same	Same	Health Department; Rehabilitation Services if job related.	

- 1 Provides and supervises the service.
- 2 Develops or assists in developing the service or program.
- 3 Monitors the service or program.
- 4 Reviews and evaluates the service and makes recommendations.
- 5 Acts as consultant or adviser.
- 6 Coordinates the service with other services.

\*"VR" means the state vocational rehabilitation agency.

CHART A-9

SERVICES TO THE DEAF AND HEARING-IMPAIRED - VOCATIONAL REHABILITATION AND EMPLOYMENT OPPORTUNITIES

State Commission	Vocational Rehabilitation Training	Job Counseling	Job Development Programs	Procurement of Products of the Hearing-Impaired	Job Placement	Work Adjustment Assistance	Investigation of Job Discrimination Complaints	Other and Comments
Arizona Council for the Deaf	Dept. of Vocational Rehabilitation (VR). 2 4 5 6	Nonprofit COPD, VCD; * VR. ** 2 4 5 6	COPD, VCD; VR. 2 4 5 6	VR	COPD, VCD; VR. 2 4 5 6	VR 2 4 5 6	Office of Civil Rights; federal equal employment opportunity office.	
Connecticut Commission on the Deaf and Hearing Impaired	1	1	1	Constructive workshop (non-profit) hires mentally retarded deaf	1	1	1	Job communication; job modification programs; on-the-job training; upward mobility training; public relations; trouble-shooting. Interpreters are furnished at every phase.
Kentucky Commission on the Deaf and Hearing Impaired	Bureau of Rehabilitation Services (BRS)	BRS	Opportunity workshops; Eastern Ky. Rehab. Center.		BRS; Manpower Services.	BRS	Commission on Human Rights; Ombudsman.	
Massachusetts Office of Deafness	Massachusetts Rehabilitation Commission (MRC) 4 5	MRC 4 5	MRC 4 5		MRC 4 5	MRC 4 5	1	Office newsletter lists post-deafness related jobs.
Nebraska Commission for the Hearing Impaired	Dept. of Vocational Rehabilitation (VR) 4 5 6	1 (Only if another agency cannot provide service); VR	VR 4 5 6		VR 4 5 6	VR 4 5 6	Affirmative action programs	

State Commission	Vocational Rehabilitation Training	Job Counseling	Job Development Programs	Procurement of Products of the Hearing-Impaired	Job Placement	Work Adjustment Assistance	Investigation of Job Discrimination Complaints	Other and Comments
Oklahoma Commission on the Deaf and Hearing Impaired	VR agency 2 4 5 6	1	VR 2 4 5 6	VR 2 4 5 6	Community service agencies	VR 2 4 5 6	1	
Rhode Island Commission of the Deaf and Hearing Impaired	VR Division, Social and Re-habilitative Services 2 4 (recom-mendations only) 5 6	Same	Same		VR 2 4 (recom-mendations only) 5 6	Same	Commission for Human Rights	Assists in interagency case coordination.
Texas Commission for the Deaf	1 (job seeking skills)	No Response	No Response	No Response	No Response	No Response	No Response	
Virginia Council for the Deaf	Dept. of Re-habilitation Services (DRS) 2 4 5 6	DRS; Vir-ginia Em-ployment Commission 2 4 5 6	DRS 2 4 5 6		DRS; Employment Commission 2 4 5 6	DRS 2 4 5 6	1 DRS	Dept. for the Visually Handicapped has services for the deaf-blind.

- 1 Provides and supervises the service.
- 2 Develops or assists in developing the service or program.
- 3 Monitors the service or program.
- 4 Reviews and evaluates the service and makes recommendations.
- 5 Acts as consultant or adviser.
- 6 Coordinates the service with other services.

\*"COPD" means the Community Outreach Program for the Deaf in Tucson; "VCD" means the Valley Center of the Deaf in Phoenix.

\*\*"VR" means the state vocational rehabilitation agency.

CHART A-10

INTERPRETER SERVICES TO THE DEAF AND HEARING-IMPAIRED

State Commission	Furnish Interpreters	Interpreter Referrals	Establish Qualifications and Standards	Establish Fees	Interpreter Training	Other and Comments
Arizona Council for the Deaf	Social service agencies; VR*; school districts, colleges, health facilities purchase service.	1	1 Registry of Interpreters for the Deaf (RID)	RID in conjunction with non-profit organizations	Phoenix College; University of Arizona; community college in Tucson. 2 4 5 6	1982 law prescribes certification for interpreters; Council created training program at Phoenix College.
Connecticut Commission on the Deaf and Hearing Impaired	1	1	1	1 (Free interpreter service to the deaf; agencies and organizations are charged.)	1	Emergency 24-hour numbers; interpreter assistance to states.
Kentucky Commission on the Deaf and Hearing Impaired	Individual agencies; VR. 4	1	1	VR	1	
Massachusetts Office of Deafness	1	1	RID; Office has quality assurance screening.	1 (only for office use)	Universities and community colleges 5	
Nebraska Commission for the Hearing Impaired	Dept. of Education; VR. 4 5 6	1	RID	1 (only for office use); RID.	1	Interpreter Training Workshops
Oklahoma Commission on the Deaf and Hearing Impaired		1	1	1	1 (In conjunction with State Interpreters Association)	

State Commission	Furnish Interpreters	Interpreter Referrals	Establish Qualifications and Standards	Establish Fees	Interpreter Training	Other and Comments
Rhode Island Commission of the Deaf and Hearing Impaired	VR 2 4 5	RID 2 4 5	RID 2 4 5	Recommends only	RID 2 4 5	Interpreter Training Workshops
Texas Commission for the Deaf	1	1	1	1	1 (In consultation with educational institutions)	
Virginia Council for the Deaf	1	1	1 Certification by RID	1		Training workshops

- 1 Provides and supervises the service.
- 2 Develops or assists in developing the service or program.
- 3 Monitors the service or program.
- 4 Reviews and evaluates the service and makes recommendations.
- 5 Acts as consultant or adviser.
- 6 Coordinates the service with other services.

\*"VR" means the state's vocational rehabilitation agency.

CHART A-11

## TELECOMMUNICATION SERVICES TO THE DEAF AND HEARING-IMPAIRED

State Commission	Furnish TTYs	Furnish Special Equipment	Relay Message Service	Other and Comments
Arizona Council for the Deaf	Loans from COPD, VCD; * VR.**	Telephone company; COPD, VCD.	COPD, VCD; Deaf Assistance Organization.	Bill to be introduced in January will allow Council to furnish TTYs and to have 24-hour news service through relay system.
Connecticut Commission on the Deaf and Hearing Impaired	1	1 (Signal lights)	1	A. Agreement with Dept. of Public Utilities to provide 75% discount on intrastate TTY calls for the hearing-impaired. B. Major discounts given.
Kentucky Commission on the Deaf and Hearing Impaired	Information resource only	Same	N. Kentucky Relay Service; Lexington Red Cross; 3 other agencies.	
Massachusetts Office of Deafness	Bill in process	Vendors	Volunteer organizations	Provides information only
Nebraska Commission for the Hearing Impaired	(To state agencies, deaf organizations, private businesses with at least 5 deaf employees)	VR	1 24-hour answering service in Omaha and Lincoln	TTD loans to emergency stations, state patrol, airport, schools with hearing-impaired children, pharmacies.
Oklahoma Commission on the Deaf and Hearing Impaired		VR to a limited extent	1	
Rhode Island Commission of the Deaf and Hearing Impaired	VR 2 3 4 5 6	Same	1 (on a limited basis); Red Cross for medically related calls; state police.	
Texas Commission for the Deaf	1 (In state agency offices and selected local government units)		1	
Virginia Council for the Deaf	Few civic organizations		2 or 3 private groups	Currently working on a TTY leasing plan with telephone company.

- 1 Provides and supervises the service.
- 2 Develops or assists in developing the service or program.
- 3 Monitors the service or program.
- 4 Reviews and evaluates the service and makes recommendations.
- 5 Acts as consultant or adviser.
- 6 Coordinates the service with other services.

\*"COPD" is the Community Outreach Program for the Deaf in Tucson. "VCD" is the Phoenix Valley Center for the Deaf.

\*\*"VR" means the state vocational rehabilitation agency.

CHART A-12

PROTECTIVE SERVICES TO THE DEAF AND HEARING-IMPAIRED; SERVICES TO THE ELDERLY DEAF; OTHER SERVICES

State Commission	PROTECTIVE SERVICES				Specialized Services to the Elderly Deaf**	Other Services and Comments
	General Discrimination Cases	Section 504 Violations	Rights of the Deaf** Generally			
Arizona Council for the Deaf	Referrals to lawyers; legal assistance program; Center for Law; Tenants Association; etc.	Advocacy and referral to Office of Civil Rights	Advocacy		Department of Economic Security program on aging (Council helped write the grant)	Council conducts and monitors 1/2-hour weekly TV program for the deaf.
Connecticut Commission on the Deaf and Hearing Impaired	1 New law prohibits discrimination in private industry	1	1 Rights of victimized deaf; trouble-shooting; works with Dept. of Consumer Protection.		Works with Dept. of Aging; conducts seminars for elderly deaf regarding available services; plans to establish mental health halfway house.	A. Foster Home Recruitment Program provides sign language instruction to foster parents of deaf children. B. Support groups for the recently deafened. C. Tremendous success in advocacy and legislative activity.
Kentucky Commission on the Deaf and Hearing Impaired	Commission on Human Rights; Dept. of Protection and Advocacy. 3		Commission on Human Rights; Dept. of Protection and Advocacy. 3		Works with service providers.	
Massachusetts Office of Deafness	Advocacy and referral to legal service agencies and National Center for Law and the Deaf	1	1 Advocates with court systems which are required to provide interpreters in court proceedings		Provides information, referral, coordination; wrote a successful grant for services (interpreters, hot lunch) to the deaf in senior center.	A. Advocates for hearing-impaired students who are within the Special Education Act. B. Provides consultation, information, in-service training on how to work with the deaf, to state agencies, schools, businesses, organizations.

State Commission	PROTECTIVE SERVICES				Specialized Services to the Elderly Deaf**	Other Services and Comments
	General Discrimination Cases	Section 504 Violations	Rights of the Deaf** Generally			
Nebraska Commission for the Hearing Impaired	Referrals to VR, * Division of Civil Rights, etc.	3	Advocacy		Hearing Aid bank; placing of decoders in nursing homes; information, pre-sentations, in-staff training, recommendations on services are given in community elderly centers.	A. Assists in determining eligibility for hearing aids from hearing aid banks set up by the Lions Club (for all ages), Sertoma (65 and older), and universities.
Oklahoma Commission on the Deaf and Hearing Impaired	Referral to Office of Handicapped Concerns; provides assistance.	1	1			A. State Evaluation and Diagnostic Center for the Deaf in the State School for the Deaf. B. Special early childhood education programs for preschool-age deaf children.
Rhode Island Commission of the Deaf and Hearing Impaired	Referrals to Commission for Human Rights, legal services, protection and advocacy system	1	1		Advocacy for Section 8 housing for the elderly handicapped	A. Interagency case coordination. B. Works with legislators on laws concerning the deaf.
Texas Commission for the Deaf	No response	No response	No response		Assistance to elderly deaf to reduce isolation and encourage self-sufficiency	A. Programs for the deaf-blind. B. Summer camps for deaf youngsters. C. Leadership training programs for deaf individuals.
Virginia Council for the Deaf	Referral to Dept. of Rehabilitation Services (DRS) 2 4 5 6	DRS, State Advocacy Office for the Developmentally Disabled 2 4 5 6	DRS, State Advocacy Office for the Developmentally Disabled, Dept. of Special Services (abuse and neglect cases) 2 4 5 6			State programs: A. Specialized mental health counseling. B. Two residential schools for the deaf. C. Multitude of educational programs in local schools. D. In process of establishing group home for emotionally disturbed deaf adults.

- 1 Provides and supervises the service.
- 2 Develops or assists in developing the service or program.
- 3 Monitors the service or program.
- 4 Reviews and evaluates the service and makes recommendations.
- 5 Acts as consultant or adviser.
- 6 Coordinates the service with other services.

\*"VR" means the state vocational rehabilitation agency.  
 \*\*"Deaf" as used in the heading of the chart includes the hearing-impaired.

APPENDIX E

STATUTES CREATING INDEPENDENT COMMISSIONS; HISTORICAL BACKGROUND; CURRENT STAFF

Arizona Council for the Deaf

The Arizona Council for the Deaf was created in 1977 after the state's deaf constituents requested a review of the state commissions of Connecticut, Texas, and Virginia. The model used in Arizona was the Virginia statute. No funding mechanism was provided in the first year. In 1978, the Arizona legislature appropriated \$55,000.

The Council has 12 members, all appointed by the governor. They represent selected state departments, schools for the deaf, the medical field, and the interpreter association; they include a hearing aid dealer, a parent of a deaf child, and three deaf individuals. "Deaf" is defined to mean being generally unable to understand speech sounds with or without a hearing aid when in optimal listening conditions.

The Council appoints an executive secretary and any other necessary employees. The executive secretary's qualifications and duties are prescribed by the statute. The staff presently consists of the executive secretary, an administrative assistant, and a clerk-typist. None of the staff is deaf. The Council maintains an office in the Rehabilitation Services Bureau of the Department of Economic Security, but is separate from the Bureau and Department.

The Council acts as an information bureau for the deaf, for state agencies serving the deaf, and for local or community agencies, public or private. Its other duties include: fostering cooperation among agencies and institutions represented on the council, studying the problems of the deaf, reviewing various programs for the deaf, and making recommendations. The Council approves certificates of competency issued to interpreters.

The Council is mandated to maintain a complete register of the deaf, describing the causes and conditions of deafness, recommendations on preventive measures, and other facts on deafness. Information on the register is available to agencies and institutions providing services to the deaf and for independent research purposes.

Connecticut Commission on the Deaf and Hearing Impaired

The Connecticut Commission on the Deaf and Hearing Impaired was created in 1974 as the statewide coordinating agency to advocate and implement state policies affecting hearing-impaired individuals. Its creation resulted from a 1973 legislative study that surveyed the deaf population's need for services. The study recommendations focused on the need for a commission to provide counseling and interpreter services, to assist in implementing job-related programs, and to promote adult and community education for and regarding the deaf and hearing-impaired. In 1979, the Commission was placed in the Department of Human Resources for administrative purposes only.

The Connecticut Commission is composed of 23 members representing organizations for the deaf, schools for and parents of the deaf, selected state departments, and the medical field. Seven of the members are deaf. The position of executive director is established by the statute. The commissioner of administrative services determines the qualifications and compensation of the director, who functions under the direction of the commissioner of human resources. The Commission has 18 full-time staff members. It also has 44 part-time staff, most of whom are interpreters. Four of the full-time staff, including the director, have hearing impairments. The secretary of the state board of education is required by statute to assign one vocational rehabilitation consultant to act as a liaison staff member of the Commission.

The primary responsibility of the Connecticut Commission is to provide qualified interpreters in any civil or criminal action involving a deaf or hearing-impaired party or witness, in administrative proceedings involving a deaf person before a governmental body, in proceedings before a board or committee provided by an employer or union to hear employee grievances concerning a deaf person, and to an educational facility or human services agency that requests interpreter service. The court, governmental body, grievance board, educational institution, or human services agency that requested the services of an interpreter reimburses the Commission for the compensation and travel expenses of the interpreter but not for indirect costs or fringe benefits paid by the Commission to the interpreter.

Kentucky Commission on the Deaf and Hearing Impaired

The Kentucky Commission on the Deaf and Hearing Impaired was created in July, 1982, after extensive lobbying by the deaf consumer coalition. The statute creating the Commission defines "hearing impaired persons" as those who cannot hear and understand, clearly, speech through the ear alone, with or without hearing aids. The Commission is composed of two state legislators, designated representatives of the education department, the deaf association, and the interpreter association, and three hearing-impaired or deaf persons appointed by the governor. This initially constituted body then appoints three additional members of the Commission: a parent of a hearing-impaired child, a representative of a private-service provider, and a member at-large. The Commission has 11 members.

An executive director is appointed by the Commission. The director's qualifications and duties are prescribed by the statute. One of the duties is to compile a census of the deaf and hearing-impaired population and to survey their needs. There are currently three additional members of the Commission staff. The director and one other staff member are hearing-impaired.

The Commission's functions are: to advise the governor and general assembly concerning policies and programs for the deaf and hearing-impaired, to assist all levels of government and public and private agencies in developing programs, to review legislative programs and study conditions affecting the deaf and hearing-impaired, and to oversee or directly provide interpreter services.

#### Massachusetts Office of Deafness

As a result of lobbying efforts started in 1972 by hearing-impaired individuals, groups, and deaf professionals, the Office of Deafness was created in 1974. It is in the Massachusetts Rehabilitation Commission, but is not subject to the Commission's jurisdiction. No funds were appropriated for the operation of the office until 1977, when \$50,000 was appropriated to support a one-staff-member office.

The statute creating the Office defines "deaf" as being unable to hear and understand speech through the ear alone. The Advisory Council to the Office of Deafness consists of 17 members: five persons from specific executive offices, nine deaf persons, two parents of deaf children, and one otolaryngologist (a medical specialist dealing with disorders of the ear, nose, and throat). The Council assists the director in coordinating service functions, advises the director on policies and planning, and reviews the budget and programs of the Office of Deafness.

The Office of Deafness is the designated principal state agency to advocate policies and programs to improve the quality and coordination of services and promote new services to the deaf. The Office is empowered to conduct studies on the need for services, to act as an information clearinghouse, to review all budget requests from executive agencies for services to the deaf, to monitor the agencies' programs, and to make recommendations to the agencies' executive secretaries and the governor.

The Office of Deafness is under the exclusive supervision and control of a director, who is appointed by the secretary of human services with the advice of the Advisory Council. The secretary also appoints, with the approval of the governor, the 12 members of the Advisory Council who are from the private sector. The director must have at least three years' experience in a field concerned with the needs of the deaf and must know sign language and finger-spelling. The director appoints other employees and interpreters and must make a reasonable effort to ensure the selection of at least one deaf employee. There are currently seven staff members in the Office of Deafness, three of whom including the director, are hearing-impaired. Two staff persons will be added in 1984.

Nebraska Commission for the Hearing Impaired

The Nebraska Commission for the Hearing Impaired was created in 1979 as a result of extensive lobbying by the deaf community and professionals. It is the state agency responsible for advocating policies and programs to coordinate and improve existing services for the hearing-impaired and to develop new services. The Commission has nine members, six of whom are hearing-impaired. The members must be familiar with the problems of Nebraska's hearing-impaired population. A unique feature of the Nebraska law is that it specifically empowers the governor to remove Commission members for inefficiency, neglect of duty, or misconduct in office, after notice and a hearing.

The duties of the Commission are as follows: to inventory existing services and assist the hearing-impaired in securing the services; to maintain a list of qualified interpreters to be made available to any interested person, agency, or organization; to promote the training of interpreters; to provide or refer counseling services to the hearing-impaired; to conduct a statewide census of the hearing-impaired; to promote expanded adult educational opportunities for the hearing-impaired; to serve as the clearinghouse of information, research, and

studies dealing with the hearing-impaired; to appoint special committees for in-depth studies of specific problems; to evaluate existing programs and make recommendations for coordination and improvement of services; and to promote awareness of the rights of hearing-impaired persons.

A 1982 statute mandated the Commission to join with the Nebraska Educational Television Commission and the University of Nebraska to provide daily videotexts, news, and information service for the hearing-impaired and to employ every appropriate means to encourage the acquisition of TTYs and similar devices by the hearing-impaired.

In appointing the executive director, the Commission may give preference to a hearing-impaired person. The Commission may employ other necessary employees. There are currently eight members of the Commission staff, four of whom including the director, are hearing-impaired.

The Nebraska statute that established the Commission also created a Commission for the Hearing-Impaired Fund, consisting of legislative appropriations, grants, and monetary donations.

#### Oklahoma Commission on the Deaf and Hearing Impaired

After two to three years of lobbying by Oklahoma's deaf community, parents of deaf children, and professionals concerned with deafness, the Commission on the Deaf and Hearing Impaired was created in 1972. The Oklahoma Commission consists of nine members having an awareness and understanding of the problems of the deaf and hearing-impaired; two members should be deaf persons. The powers of the Commission are, generally, to inventory and promote the coordination of services for the deaf and hearing-impaired, to gather information and conduct research with respect to all areas of deafness and the needs of the deaf and hearing-impaired and to cooperate with federal, state, and local programs for the improvement of the welfare of the deaf and hearing-impaired.

By statute, the Department of Institutions, Social and Rehabilitative Services furnishes the Commission housing and logistical and clerical support upon request, and funding for its operating expenses. The Commission, however, has an independent line-item budget in the Department of Human Services budget. The Commission appoints the director and assistants. There are three members of the Commission staff, none of whom is deaf or hearing-impaired.

The Oklahoma Department of Human Services is authorized to establish a program to provide interpreter services to the deaf and hearing-impaired citizens of the state, to be funded from the State Assistance Fund. In 1982, the Oklahoma Interpreter for the Deaf Act was enacted to provide for interpreter services in certain proceedings upon request, and for notification of need, affirmation of the accuracy of interpretation, and the method of payment of fees. Title 63, sections 2407 to 2415, Oklahoma Stats. Ann., 1982-83 Supp.

Rhode Island Commission of the Deaf and Hearing Impaired

The 1979 statute that created the Rhode Island Commission of the Deaf and Hearing Impaired was the result of a legislative study on the need for such a commission. The 21-member Commission is composed of seven ex officio members who are heads of specified executive departments, two legislative members, four consumers who are deaf individuals, four parents of deaf children, and representatives from each of two schools dealing with the deaf, a speech association, and the medical field.

The Rhode Island Commission is a coordinating and advocating body whose activities are expressly declared by statute to be independent of any state agency. The Commission maintains a census of the deaf and hearing-impaired and continually studies the handicapping aspects of hearing loss. Although the statute establishing the Commission requires it to provide direct sign language interpreting services to the deaf and hearing-impaired, the executive director

responded negatively to all the questions from the LSC staff pertaining to the provision of interpreter services. The Commission's failure to provide these services is probably due to inadequate funding. The Commission's funding mechanism is unique in that since the statute creating the Commission did not include an appropriation, the Commission contracted with the state's Division of Vocational Rehabilitation to receive funds. The current fiscal year's contract for \$22,150 covers the Commission's operating expenses. The Commission is staffed only by the director.

Texas Commission for the Deaf

The Texas Commission for the Deaf was created in 1971. It consists of nine members, three of whom must be deaf. The duties of the Commission are as follows: to develop a statewide program of advocacy and education to insure the continuance of services to the deaf; to provide direct services such as interpreter services, information and referral, message relay, counseling, training in basic life and job-seeking skills, and services to the elderly deaf; to coordinate social and educational services provided by public and private entities; to establish a registry of interpreters and a catalogue of resources available for the needs of the deaf; in consultation with institutions of higher education, to conduct interpreter-training workshops, develop guidelines for interpreter instruction, and implement standards for interpreter training; and to establish a schedule of interpreter fees.

The list of qualified interpreters, who must be available for assignment by courts, state agencies, or political subdivisions to interpret proceedings for deaf persons, must be disseminated to the public and to the courts, agencies, and local subdivisions. The qualifications for interpreters, and their fees, are prescribed by the Commission, upon the recommendations of the Texas Society of

Interpreters for the Deaf and the National Registry of Interpreters for the Deaf. The Commission is empowered to develop and administer, through a five-member board, a program for the certification of qualified interpreters.

The Commission is required to establish and administer a program for the use of telecommunication devices for the deaf in certain state agencies selected in consultation with other agencies and organizations for the deaf. The specifications for the devices, and guidelines for their placement, are established by the Commission, which must also conduct training sessions for the use and maintenance of the devices.

The Commission is authorized to contract with private groups to secure the attendance of deaf students at outdoor recreational programs to provide skill training and recreational experiences. The Commission is required to establish at least four pilot programs to assist and train deaf-blind multihandicapped persons in self-sufficiency and independent living skills.

In selecting an executive director, the Commission is required to give preference to a deaf or hard-of-hearing person. There are currently 23 employees of the Commission.

Texas also has a Technical Advisory Council for Planning and Operations, an interagency body that plans and coordinates services to the deaf and resolves differences among state-supported services providers. Represented on the Council are educators, nonprofit service providers, and the executive agencies that extend services to the deaf.

#### Virginia Council for the Deaf

The Virginia Council for the Deaf, which was created in 1972 as a result of a legislative study and the governor's recommendations, has 14 members representing specific executive departments, schools for the deaf, the medical profession and other professions, and community agencies concerned with the health

and welfare of the deaf. At least two of the members must be deaf. The Virginia law creating the Council defines "deaf persons" as those in whom the sense of hearing is nonfunctional for the ordinary purposes of life.

The duties of the Council are generally to inform the deaf of available governmental services; to consult and cooperate with and advise state agencies represented on the Council regarding the operation of programs for the deaf; to review and evaluate programs for the deaf and make recommendations; and to continuously study the problems of the deaf. The Council is authorized to maintain a statewide interpreter service to provide courts and governmental and private entities with qualified interpreters, upon request.

The Virginia Department of Health is required to maintain a register of all deaf people in the state. Physicians and others who, upon examining of the hearing of any person, determine that the person is deaf, must report the person's name and address to the Health Department. The information contained in the register is available to agencies directly connected with administering programs for the deaf. The information is also available for research purposes as long as the identity of any deaf individual is not revealed.

The qualifications of the Council's director are prescribed by statute. There are currently nine persons on the Council staff, six full-time and three part-time. One person, the director, is deaf.

APPENDIX F

STATUTES CREATING AGENCIES FOR THE DEAF OR HEARING-IMPAIRED WITHIN STATE DEPARTMENTS

Deaf Services of Iowa, the Michigan Division of the Deaf and Deafened, the Minnesota Deaf Services Division, and the New Jersey Division of the Deaf were all created by statute. These statutes typically empower the department head or commissioner to appoint a qualified division director, assistants, and other employees; prescribe the duties of the director or the commissioner; provide for the manner of compensation of the director; and, in the case of the Iowa and New Jersey agencies, create an advisory committee or council with a composition similar to that of the commissions for the deaf or hearing-impaired described in Section A of this chapter.

The statutes establishing the agencies for the deaf and hearing-impaired in Florida, Kansas, Louisiana, North Carolina, and Tennessee are similar to the statutes creating the independent commissions described in Appendix E, except that these five are under the jurisdiction of departmental level agencies. The statutes creating the North Carolina and Tennessee councils have additional provisions empowering the chief executive officers of the councils to plan and oversee the establishment of community service centers in regions or districts of the state. Following is a discussion of these two statutes.

North Carolina Council for the Hearing Impaired

In 1977, the North Carolina Council for the Hearing Impaired was created in the Department of Human Resources to advocate services for the hearing-impaired in health care, education, and public services; to act as an information bureau for state and local agencies providing services to the hearing-impaired; and to advise the Secretary of Human Resources on needs, services, and priorities involving the hearing-impaired. The Council assists in arranging for interpreters

in certain judicial, legislative, and administrative proceedings. The Council has 18 members, who represent various state departments, the legislature, organizations and educational institutions for the deaf, consumer organizations, interpreter organizations, parents of deaf persons, and deaf individuals. Five members are hearing-impaired.

The State Coordinator of Services for the Hearing Impaired, who is the chief executive officer of the Council and is under the direction of the Secretary of Human Resources, must be fluent in the American Sign Language for the deaf and, if possible, must be a hearing-impaired person. The State Coordinator has the following duties: to establish and supervise a community service center for the hearing-impaired in each of the Department of Human Resources regions in North Carolina; to promote the accessibility of governmental services; to identify and cooperate with public and private agencies providing community services; to provide mutual exchange of ideas and information with individuals, organizations, and agencies; to survey the needs of the hearing-impaired; to maintain a list of qualified interpreters; and to promote the training of interpreters to enable them to meet national or state certification requirements.

The purposes of the community service centers for the hearing-impaired are: to inform hearing-impaired individuals and their families of services in the community, coordinate these persons' referral to and communication with the service agency, and promote the accessibility of services; to coordinate interpreter services and promote adult educational opportunities for the hearing-impaired in community colleges and technical institutes; to coordinate sign language instruction and the dissemination of information about deafness to staff in community agencies and organizations; to provide services to families and employers of the hearing-impaired and to service agencies; and to provide direct services to all hearing-impaired persons, assist them in attaining self-sufficiency, and advocate for their rights and needs.

Tennessee Council for the Hearing Impaired

The Tennessee Council for the Hearing Impaired, created in 1978, has 11 members; it consists of department heads or their designees, presidents of the deaf association and registry of interpreters, state legislators, and three hearing-impaired persons. The statute creating the Council defines a hearing-impaired person as one who is deaf or has a severe or complete impairment of hearing.

The Council's duties are: to advocate public, health, educational, vocational, and employment services for the hearing-impaired; to act as an information center for state and local agencies providing services; to collect facts and studies of conditions affecting the welfare of the hearing-impaired; to assist in the development of local-government programs; to exchange information on all levels of government and cooperate with all agencies and governmental units in the coordination of programs; to make recommendations and serve as an advisory body on new legislation; and to authorize an annual report to the legislature reviewing state services.

The Tennessee Council employs an executive director whose duties, which are similar to those of the North Carolina Council's state coordinator, include planning the establishment of service centers in each regional economic development district, to the extent of available funds, or coordinating the activities of existing centers in cooperation with local boards of directors. The North Carolina law goes further than the Tennessee law in that the North Carolina state coordinator must also directly supervise the activities of the centers. The purposes of Tennessee's community service centers are identical with the purposes of the North Carolina centers described above.

Services provided by community service centers in North Carolina and Tennessee

The five regional community service centers in North Carolina provide direct services that are two-faceted: (1) clients with specific needs are directly assisted through counseling or crisis intervention, but they are also made aware of their rights to avail themselves of existing governmental services or other resources, and (2) the center staff then initiates a process of coordinating the provision of all the available community services. This coordinating process requires the service providers to enhance their knowledge and skills in working with the hearing-impaired.

In Tennessee, the Council for the Hearing Impaired has subcontracted with four existing community service centers and assisted in establishing a fifth center. The centers are largely funded from independent sources but receive some funds from the state through the Council. As a result of these contracts, the centers' programs and staff have expanded and the centers' services now include information and referral, assistance in dealing with community agencies, employment assistance, counseling, interpreting, awareness, advocacy, and coordination of community services. The centers also provide information and assistance to the hearing-impaired person's family, friends, and relatives; information to community and business groups about hearing impairments; technical assistance to interpreters; and services to community agencies in the form of staff training, interpreter referral, and assistance in making their programs accessible to the hearing-impaired. As is the case with the North Carolina centers, the Tennessee centers try to encourage maximum use of other community services, as well as to provide needed services directly. The centers follow up on all client referrals.

Minnesota Regional Centers

The Minnesota Hearing Impaired Services Act of 1980, sections 256C.21 - 256C.27, Minnesota Statutes Annotated, 1982, 1983 Supp., authorized the establishment by the Commissioner of Economic Security of regional service centers, to be located in vocational rehabilitation field offices, in an effort to strengthen the network of coordinated services for the developmental, social, educational, and occupational upliftment of hearing-impaired persons. The centers are operated by the Division of Vocational Rehabilitation of the Department of Economic Security in cooperation with the Minnesota Deaf Services Division of the Department of Public Welfare (the agency contacted for this part of the LSC report). The Minnesota Deaf Services Division has regional consultants located in the six service centers; their primary duties are: to offer service providers training in eliminating communication barriers; to assess the availability of community services and cooperate with service providers in developing services; to assist the center in developing technical assistance and outreach programs; and to develop innovative approaches to providing services to the hearing-impaired. Minnesota's regional service centers do not directly provide services to the deaf or hearing-impaired.



#### APPENDIX G

The following charts supplement the text in section B of Chapter III. In the charts depicting services that agencies for the deaf and hearing-impaired within state departments discussed in section B provide, a key is used to determine the role of the agency with respect to each service. Numbers 1 through 6, used in Charts B-5 through B-10, stand for the following:

- 1 Provides and supervises the service.
- 2 Develops or assists in developing the service or program.
- 3 Monitors the service or program.
- 4 Reviews and evaluates the service and makes recommendations.
- 5 Acts as consultant or adviser.
- 6 Coordinates the service with other services.

A number 1 is indicated in the space below each service category if the agency itself, or the agency acting through community centers in the case of North Carolina and Tennessee, provides the service. If the respondent agency does not provide the service, the public or private entities that provide it are indicated followed by the number or numbers denoting the function of the respondent agency with respect to the service. If an agency other than the respondent also provides the service, the agency's name or characters or the specific program is noted after the number 1. Parenthetical statements are usually qualifications to the answers given by the respondents.

The California and South Dakota agencies were not included in the charts depicting services provided because of their unique arrangement of contracting for most or all services for the deaf and hearing-impaired with private organizations.



CHART B-3  
CREATION AND FUNDING OF AGENCIES FOR THE DEAF AND HEARING-IMPAIRED WITHIN STATE DEPARTMENTS

State Agency Office or Commission	State Agency or Department Having Jurisdiction	Manner of Creation	Funding Mechanism	Comments
Arkansas Office for the Deaf and Hearing Impaired	Dept. of Human Services Division of Rehabilitation Services	Additional state matching funds in 1977 and permission given to Rehabilitation Services Commissioner to set up a separate office by administrative order.	Independent budget negotiated with Rehabilitation Services Commissioner (about 4% of total VR* budget).	Office functions like a separate agency with its own budget and policy formulations.
California Office of Deaf Access	Dept. of Social Services	1980 Statute	Line-item budget; office gets not more than 5% of deaf access assistance sum appropriated; salaries and administrative costs come from Dept. director's office.	Office contracts out all direct services with private nonprofit corporations in 5 regions.
Florida Council for the Hearing Impaired	Dept. of Education	Council, created 3 years ago, existed for 1 year, was dormant for 1 year (sunset provision), and recreated by the Governor with budget out of Education funds. 1983 statute recreated Council.	Independent budget; separate appropriation.	Council functions as an advisory body now but plans to recommend the establishment of an office to provide direct services.
Deaf Services of Iowa	Dept. of Health	Service program for the deaf was established by statute in 1975, with a director appointed by Commissioner of Health, and an advisory committee.	Independent budget within the Dept. of Health; separate appropriation.	Deaf Services started with \$20,000 budget and a staff of one. Current budget is \$266,525 supporting a 9-person office.
Kansas Commission for the Hearing Impaired	Dept. of Social and Rehabilitation Services	1982 Statute	Funded under VR budget with no input from the Commission.	Original legislative proposal for a separate commission was defeated by lobbying efforts of VR fearing competition.

State Agency Office or Commission	State Agency or Department Having Jurisdiction	Manner of Creation	Funding Mechanism	Comments
Louisiana Commission for the Deaf	Dept. of Health and Human Resources	1980 Statute	Independent budget, line-item in VR budget.	Commission is housed in the same building as VR.
Michigan Division of the Deaf and Deafened	Dept. of Labor	1937 statute created Division as a small office (1 staff or director), in Dept. of Labor. Reorganized in 1979 with a staff of 4.	Division and Commission on Handicapped Concerns are considered one appropriation unit in the Dept. of Labor, but with separate budgets and accounts.	
Minnesota Deaf Services Division	Dept. of Public Welfare	1957 statute empowered Commissioner of Public Welfare to perform functions relating to the deaf.	Independent budget; separate appropriation.	Regional service centers located in VR field offices are part of statewide network of coordinated services for the deaf and hearing-impaired.
New Jersey Division of the Deaf	Dept. of Labor and Industry	1977 statute created Division with a director appointed by Commissioner of Labor and Industry, and an advisory council.	Independent budget; separate appropriation.	
North Carolina Council for the Hearing Impaired	Dept. of Human Resources Division of Vocational Rehabilitation	1977 statute created Council under a State Coordinator appointed by Secretary of Human Resources and authorized establishment of community service centers.	Independent budget; line-item in VR budget; receives county funds.	Community service centers were established in 5 regions to advocate for, provide, and coordinate services for the hearing-impaired.
South Dakota State Coordinator for the Deaf	Dept. of Vocational Rehabilitation Division of Rehabilitation Services	New line-item budget for specialized services for the deaf approved by the Legislature in 1979.	Independent budget; separate appropriation for specialized services (interpreters and TTys).	Specialized program is not part of rehabilitation program. More than 50% of funding is a grant to Communications Services for the Deaf (private service provider) in Sioux Falls.

State Agency Office or Commission	State Agency or Department Having Jurisdiction	Manner of Creation	Funding Mechanism	Comments
Tennessee Council for the Hearing Impaired	Dept. of Human Services	1978 statute created Council and authorized executive director to plan establishment of community service centers.	Independent budget; separate appropriation.	5 regional community service centers providing direct services are largely independently funded with a portion of funds received from the state through the Council.
Wisconsin Council for the Hearing Impaired	Dept. of Health and Social Services	1979 statute	No response	
Washington Office of State Coordinator for Deaf Services	Dept. of Social and Health Services (DSHS)	Made a part of DSHS in 1979 by administrative action.	Very small percentage of DSHS budget	Office ensures access by the deaf to all services offered by DSHS and has interagency agreements with other departments to provide access information.

\*"VR" means the state's vocational rehabilitation agency.

CHART B-4  
PRIMARY FUNCTIONS OF AGENCIES FOR THE DEAF AND HEARING-IMPAIRED WITHIN STATE DEPARTMENTS

State Agency Office or Commission	Direct Provider of Services	Advocate or Promoter of Services	Information and Referral Center	Monitor of Services	Coordinator of Services	Planner and Reviewer of Services
Arkansas Office for the Deaf and Hearing Impaired	X	X	X	X	X	X
California Office of Deaf Access	All services contracted out with private nonprofit corporations	X	X			X
Florida Council for the Hearing Impaired		X	X (Information only)			
Deaf Services of Iowa	X	X	X		X	X
Kansas Commission for the Hearing Impaired		X	X			
Louisiana Commission for the Deaf	Interpreter services	X	X	X	X	
Michigan Division of the Deaf and Deafened	Some	X	X			
Minnesota Deaf Services Division	Some	X	X	X		X
New Jersey Division of the Deaf	Interpreter services	X	X			
North Carolina Council for the Hearing Impaired	Services provided through regional community centers	X	X		X	X
South Dakota Coordinator for the Deaf	Most services contracted out with private organization	X	X		X	X
Tennessee Council for the Hearing Impaired	Services provided through regional community service centers	X	X	X	X	X
Washington State Coordinator for Deaf Services Office		X	X	X	X	
Wisconsin Council for the Hearing Impaired (No response)						

CHART B-5

SERVICES TO THE DEAF AND HEARING-IMPAIRED - GENERAL COUNSELING, EDUCATION, AND TRAINING

State Agency or Commission	GENERAL COUNSELING	EDUCATION AND TRAINING SERVICES					Other or Comments
		Independent Living	Sign Language	TDD Use	Lip Reading	Advanced Adult Education	
Arkansas Office for the Deaf and Hearing Impaired	1	1	1	1	1	Office promotes	Needs assessment workshop in December will determine need for deaf adult education program in Arkansas.
Florida Council for the Hearing Impaired	VR,* mental health agencies, local Deaf Service Centers (outreach efforts of deaf organizations and agencies). 3 4 5	Centers for Independent Living (CIL - under Health & Rehab. Services); Deaf Service Centers. 5	Colleges; CILs; Deaf Service Centers; community schools. 5	Some civic groups	Deaf Service Centers; hearing and speech societies. 5	Promotes and shares functions with advocacy groups.	
Deaf Services of Iowa	1		1 (limited); continuing education programs; private institutions.	1 (informal)	Speech and Hearing Centers; schools; private institutions.	Promotes	
Kansas Commission for the Hearing Impaired			Some agencies in Topeka; Gallaudet College Extension Center at Johnson County Community College	Two private organizations	Private organizations		

EDUCATION AND TRAINING SERVICES							
State Agency or Commission	GENERAL COUNSELING	Independent Living	Sign Language	TDD Use	Lip Reading	Advanced Adult Education	Other or Comments
Louisiana Commission for the Deaf and Hearing Impaired	VR 2 3 4 5 6 (Through executive director who is also a coordinator of VR services)	New Orleans Independent Living Program (private with some state funding) 2 5	School for the Deaf; church groups; Deaf Action Center (private). 2 4 5		Speech and Hearing Centers; university programs. 2 4 5	VR; School for the Deaf. 2 4 5 6 3 (VR only)	A. Sponsors workshops on how to use interpreters. B. Delgado College Program for the Deaf (regional education center, state program).
Michigan Division of the Deaf and Deafened	Private Interpreter Referral Centers (7 IRCs) 2 5 6	IRCs; Independent Living Centers (13 under Michigan Rehab. Service) 2 5 6	IRCs; colleges & universities; churches. 2 5 6	1	IRCs 2 5 6		Conducts workshops, information presentations, meetings.
Minnesota Deaf Services Division	1	VR Independent Living Centers and rehabilitation facilities 5	Educational system 5	1	Educational system; private agencies; Rehab. facilities with speech therapists. 5	Promotes	
New Jersey Division of the Deaf	VR 4 5 (only if requested)	VR; Federal Job Training Opportunities Program. 4 5 (only if requested)	Adult education program in Education Department 5 (only if requested)	1 (Workshops)	Community colleges; nonprofit organizations.	Education; VR.	

State Agency or Commission	GENERAL COUNSELING	EDUCATION AND TRAINING SERVICES					Other or Comments
		Independent Living	Sign Language	TDD Use	Lip Reading	Advanced Adult Education	
North Carolina Council for the Hearing Impaired	1 (Through regional community centers); community mental health programs. 2 4 5 6	1 Independent Living Center in a metropolitan area; school for the deaf.	1 Community colleges	1 (To state agencies); NC Association for the Deaf.	Speech and Hearing Centers; universities; hospitals; private agencies. (Council does not promote.)	Promotes	A. Consumer education skills (direct classes--ex., banking, home management, nutrition and child care, sexual awareness). B. Presentations to agencies on how to communicate with the deaf or hearing-impaired.
Tennessee Council for the Hearing Impaired (All services offered through 5 regional community service centers.)	1	Vocational training centers	1	1	1	Promotes	
Washington State Coordinator for Deaf Services Office	VR Division; Mental Health Dept. 4 5 (only if requested)	VR 4 5 6 (only if requested)	Seattle Hearing & Speech Center 4 5 6 (only if requested)	Seattle Hearing and Speech Center	Seattle Hearing and Speech Center	Promotes	

- 1 Provides and supervises the service.
- 2 Develops or assists in developing the service or program.
- 3 Monitors the service or program.
- 4 Reviews and evaluates the service and makes recommendations.
- 5 Acts as consultant or adviser.
- 6 Coordinates the service with other services.

\*"VR" means the state's vocational rehabilitation agency.

CHART B-6

## SERVICES TO THE DEAF AND HEARING-IMPAIRED - HEALTH AND MEDICAL CARE

State Agency or Commission	Hearing Impairment Identification or Screening Program Through Audiological Testing			Medical Diagnosis and Treatment for Hearing Impairment	Other and Comments
	Infants	Children	Adults		
Arkansas Office for the Deaf and Hearing Impaired	Hospitals 2 5 6		Office on Aging (for senior citizens) 2 5 6	Provides free audiogram and hearing aid evaluation; income guidelines for payment for medical treatment.	Surgical and medical procedures are available to VR* clients.
Florida Council for the Hearing Impaired	Hospital centers in 5 parts of the state			County hospitals (routine care) 5	
Deaf Services of Iowa	Hospitals 5	Department of Public Instruction 5		Health Department (for elderly); Department of Human Services Crippled Children's Program. 5	A. Screening for VR adult clients is in the planning. B. Need more in-depth screening in mental health cases.
Kansas Commission for the Hearing Impaired	Dept. of Health			VR; Kansas Chronically Ill and Crippled Children's Program.	
Louisiana Commission for the Deaf				VR 2 3 5 4 (only the hearing aid purchase program)	Louisiana has charity hospital program (however, there are no special services just for the deaf).
Michigan Division of the Deaf and Deafened	Hospitals			Dept. of Mental Health in mental health cases 5 6	
Minnesota Deaf Services Division	Dept. of Public Welfare (early periodic screening & diagnosis) 5	Dept. of Health (general screening of children with handicaps) 5	Dept. of Public Welfare (screening of adults going into nursing homes) 5	Health, Education, Rehabilitation Departments 5	

State Agency or Commission	Hearing Impairment Identification or Screening Program Through Audiological Testing			Medical Diagnosis and Treatment for Hearing Impairment	Other and Comments
	Infants	Children	Adults		
New Jersey Division of the Deaf		Department of Education		VR	Conducts training sessions in hospitals on how to make services available to the deaf.
North Carolina Council for the Hearing Impaired	Crippled Children's Program	Department of Public Instruction		Speech and hearing clinics; Developmental Evaluation Center under Health Services; hospitals; medical centers. 4 (recommendations only) 5 6	Provides consumer health education.
Tennessee Council for the Hearing Impaired	1			VR	
Washington State Coordinator for Deaf Services Office	Dept. of Social & Health Services (DSHS) 4 5 6 (only if requested)	DSHS; School system 4 5 6 (only if requested)	DSHS 4 5 6 (only if requested)	DSHS 4 5 6 (only if requested)	

- 1 Provides and supervises the service.
- 2 Develops or assists in developing the service or program.
- 3 Monitors the service or program.
- 4 Reviews and evaluates the service and makes recommendations.
- 5 Acts as consultant or adviser.
- 6 Coordinates the service with other services.

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CHART B-7  
SERVICES TO THE DEAF AND HEARING-IMPAIRED - VOCATIONAL REHABILITATION AND EMPLOYMENT OPPORTUNITIES

State Agency or Commission	Vocational Rehabilitation Training	Job Counseling	Job Development Programs	Procurement of Products of the Hearing-Impaired	Job Placement	Work Adjustment Assistance	Investigation of Job Discrimination Complaints	Other and Comments
Arkansas Office for the Deaf and Hearing Impaired	1	1	1	Easter Seals; Goodwill Industries	1	1	Equal Employment Opportunity Office	All VR* services such as guidance, tutoring, physical restoration, on-site modification, etc.
Florida Council for the Hearing Impaired	VR 3 & 4 (limited basis) 5	VR 3 & 4 (limited basis) 5	VR sponsors community operated workshops, 3 & 4 (limited basis) 5		VR 3 & 4 (limited basis) 5	VR 3 & 4 (limited basis)	Commission on Human Relations	
Deaf Services of Iowa	VR division 5	VR predominantly 1 (in limited cases) 5	VR; CETA 5	VR 5	VR 5	VR predominantly 1 (in limited cases) 5	1 (with assistance of Civil Rights Commission)	
Kansas Commission for the Hearing Impaired	VR 5	VR 5			VR 5	VR 5	Commission on Civil Rights	
Louisiana Commission for the Deaf	1	1	1		1	1	1	
Michigan Division of the Deaf and Deafened	Michigan Rehabilitation Service (MRS) 5	MRS 5	MRS 5		1 (Informally); MRS; Employment Security Commission	MRS 5	1	

State Agency or Commission	Vocational Rehabilitation Training	Job Counseling	Job Development Programs	Procurement of Products of the Hearing-Impaired	Job Placement	Work Adjustment Assistance	Investigation of Job Discrimination Complaints	Other and Comments
Minnesota Deaf Service Division	1 (for some deaf-blind); Dept. of VR. 5	1	VR 5		VR 5	VR 5	Department of Human Rights	
New Jersey Division of the Deaf	VR division	VR; Employment Services Division (DES)	VR; DES	VR	VR; DES	VR	1 (Refer cases to Division of Civil Rights in Dept. of Law and Public Safety.)	
North Carolina Council for the Hearing Impaired	1 (To non-VR eligible clients); VR division. 2 4 5 6 3 (case intervention if service is inadequate)	1 (informally); VR 2 4 5 6 3 (case intervention)	VR; Dept. of Human Resources. 2 4 5 6 3 (case intervention)		1 (informally); VR 2 4 5 6 3 (case intervention)	VR 2 4 5 6 3 (case intervention)	1	Makes an overview of applicant's qualifications and mainly provides information on services available.
Tennessee Council for the Hearing Impaired	VR 5 6	1	VR 5 6	VR 5 6	1 VR also	1 VR	1 VR	The 5 local centers have a state and federally funded employment services program which the Council operates and coordinates in conjunction with VR services.
Washington State Coordinator for Deaf Services Office	VR division 2 4 5 6 (upon request)	VR 2 4 5 6 (upon request)	VR 2 4 5 6 (upon request)	VR 2 4 5 6 (upon request)	VR 2 4 5 6 (upon request)	VR 2 4 5 6 (upon request)	Human Rights Commission	

- 1 Provides and supervises the service.
- 2 Develops or assists in developing the service or program.
- 3 Monitors the service or program.
- 4 Reviews and evaluates the service and makes recommendations.
- 5 Acts as consultant or adviser.
- 6 Coordinates the service with other services.

\*"VR" means the state's vocational rehabilitation agency or vocational rehabilitation.

CHART B-8  
INTERPRETER SERVICES TO THE DEAF AND HEARING-IMPAIRED

State Agency or Commission	Furnish Interpreters	Interpreter Referrals	Establish Qualifications and Standards	Establish Fees	Interpreter Training	Other and Comments
Arkansas Office for the Deaf and Hearing Impaired	1	1 (Through Interpreter Referral Service)	1 (Quality assurance screening of interpreters); Registry of Interpreters for the Deaf (RID).	1	RID; local universities. 4 5	Judicial department hires full-time legal interpreters for courtroom interpreting.
Florida Council for the Hearing Impaired	VR*; Deaf Service Centers. 5	Deaf Service Centers 5	Florida RID 5		4 colleges and universities 5	
Deaf Services of Iowa	1	1	RID; educational system. 5	Recommend only	1 (To own staff and to free-lance interpreters on a limited basis)	
Kansas Commission for the Hearing Impaired		1	1		Community colleges; Gallaudet Extension Program.	
Louisiana Commission for the Deaf	1	1	1	1	Louisiana RID; School for the Deaf. 3 5	
Michigan Division of the Deaf and Deafened	Interpreter Referral Centers (IRC)	1	1	1 (For government use)	Community colleges 2 4 6	Interpreter training workshops.
Minnesota Deaf Services Division	Requesting agency 5	Private organizations with some VR funding 5	RID 5	1 (For interpreters in regional centers)	Vocational Training Institute 5	Conducts training sessions in agencies about interpreter use.

State Agency or Commission	Furnish Interpreters	Interpreter Referrals	Establish Qualifications and Standards	Establish Fees	Interpreter Training	Other and Comments
New Jersey Division of the Deaf	1	1	1	1	A community college and communications institute	
North Carolina Council for the Hearing Impaired	1 (If service provider does not provide interpreters)	1	Provides skill assessments to RID	1 (For public agency use)	1 Community colleges	A. Coordinates all interpreter services. B. Maintains fund for interpreters requested by doctors, lawyers, etc.
Tennessee Council for the Hearing Impaired	1	1	RID	1	Educational institutions	
Washington State Coordinator for Deaf Services Office	1 (By contract)	1	RID	RID	Seattle Central Community College	Develops policy for providing interpreter services.

- 1 Provides and supervises the service.
- 2 Develops or assists in developing the service or program.
- 3 Monitors the service or program.
- 4 Reviews and evaluates the service and makes recommendations.
- 5 Acts as consultant or adviser.
- 6 Coordinates the service with other services.

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## TELECOMMUNICATION SERVICES TO THE DEAF AND HEARING-IMPAIRED

State Agency or Commission	Furnish TTYs	Furnish Special Equipment	Relay Message Service	Other and Comments
Arkansas Office for the Deaf and Hearing Impaired	Civic organizations sell TTYs according to an income sliding scale.	1 (Depends on real need)	1	TTY loans to hospitalized deaf persons.
Florida Council for the Hearing Impaired	Telephone company	Telephone company	Deaf Service Centers 5	VR* will provide TDD assistance for occupational purposes.
Deaf Services of Iowa		Telephone company; private entities.	Assist local communities set up relay system.	
Kansas Commission for the Hearing Impaired	VR (limited basis)	Telephone company		Legislation to be introduced would authorize a statewide relay network to be supported by proceeds from sign language classes.
Louisiana Commission for the Deaf	Telephone company loans	Telephone company	Church groups; Deaf Action Center.	
Michigan Division of the Deaf and Deafened	Telephone companies furnish at cost.	Vendors	Some IRCs** and businesses; private agencies. 2 5 6	1980 law prescribes that phone companies offer TDDs to certified deaf persons at the exact cost of the equipment (\$6.58 a month).
Minnesota Deaf Services Division	6 regional centers have loan program. 5	Telephone company interest-free loans	Private "First Call for Help" organization	Long term loans of TDDs to social service agencies.
New Jersey Division of the Deaf	1 (Loan to government agencies)	Provides manufacturers' information and prices	Private	
North Carolina Council for the Hearing Impaired	N.C. Ass'n. for the Deaf placement in emergency locations	Some loan programs	1 (Only for essential services)	Provides instruction to public agency personnel on TDD use.
Tennessee Council for the Hearing Impaired	1	1	1	
Washington State Coordinator for Deaf Services Office	Department of Social & Health Services (DSHS) (in some cases)	DSHS (in some cases)	Private organizations	

- 1 Provides and supervises the service.
- 2 Develops or assists in developing the service or program.
- 3 Monitors the service or program.
- 4 Reviews and evaluates the service and makes recommendations.
- 5 Acts as consultant or adviser.
- 6 Coordinates the service with other services.

\*\*VR\* means the state's vocational rehabilitation agency.

\*\*IRC\* are Interpreter Referral Centers.

CHART B-10

PROTECTIVE SERVICES TO THE DEAF AND HEARING-IMPAIRED; SERVICES TO THE ELDERLY DEAF; OTHER SERVICES

State Agency or Commission	PROTECTIVE SERVICES			Specialized Services to the Elderly Deaf or Hearing-Impaired	Other Services and Comments
	General Discrimination Cases	Section 504 Violations	Rights of the Deaf Generally		
Arkansas Office for Deaf and Hearing Impaired	Informal assistance	Assistance and referral	Assistance and referral	Independent living services; transportation; interpreter service; making facilities available for meetings.	Extensive referral services.
Florida Council for the Hearing Impaired				Some Deaf Service Centers	
Deaf Services of Iowa	Advocacy with Attorney General or county attorneys	Assistance and referral	Assistance and referral	Indirectly (Director serves on a board that filed HUD application for housing)	A. Publishes census. B. Assists in promoting legislation. C. Library on deafness. D. Free newsletter. E. Public speakers on deaf related issues. F. News program in conjunction with public TV.
Kansas Commission for the Hearing Impaired	Referral to civil rights groups	Assistance and referral	Assistance and referral	Private senior citizen program in Olathe	
Louisiana Commission for the Deaf	New Orleans Advocate for the Developmentally Disabled	Assistance and referral	Assistance and referral		
Michigan Division of the Deaf and Deafened	Investigation and referral to Dept. of Civil Rights	Michigan Commission on Handicapper Concerns; provides technical assistance to agencies and businesses.	Provides technical assistance to government agencies and businesses.	Tri-county agency in Detroit area	Responsible for enforcement of interpreter law requiring all government entities to provide interpreters in proceedings involving the deaf.

State Agency or Commission	PROTECTIVE SERVICES			Specialized Services to the Elderly Deaf or Hearing-Impaired	Other Services and Comments
	General Discrimination Cases	Section 504 Violations	Rights of the Deaf Generally		
Minnesota Deaf Services Division	Legal Advocacy Project for Hearing Impaired Persons (another agency) 5	Assistance and referral, conducts training sessions in hospitals on Section 504 regulations	Assistance and referral; counseling.	Furnishes educational materials and training in nursing homes; provides in-service training in government agencies.	
New Jersey Division of the Deaf	Division of Civil Rights, Dept. of Public Advocate (functions as an ombudsman)	Assistance and referral	Assistance and referral	Office on Aging	A. Serves as hotline for information. B. Certifies individuals for TDD discounts.
North Carolina Council for the Hearing Impaired	Advocacy, investigation, assistance in filing complaint with Civil Rights Office; referral to Governor's Council for Persons with Disabilities.	Technical assistance, advocacy and referral	Advocacy, assistance and referral		Encourages political awareness in the deaf community.
Tennessee Council for the Hearing Impaired	Assistance and referral	Assistance and referral	Assistance and referral		
Washington State Coordinator for Deaf Services Office	Human Rights Commission	Assistance and referral; works with Human Rights Commission; monitors compliance with Sec. 504 by other areas of parent agency, DSHS.	Human Rights Commission		Functions are mostly in-service advising and making referrals to other areas of Dept. of Social and Health Services. Office also consults with other agencies and offers access assistance to hearing-impaired persons.

- 1 Provides and supervises the service.
- 2 Develops or assists in developing the service or program.
- 3 Monitors the service or program.
- 4 Reviews and evaluates the service and makes recommendations.
- 5 Acts as consultant or adviser.
- 6 Coordinates the service with other services.

CHART B-11

AGENCIES FOR THE DEAF AND HEARING-IMPAIRED WITHIN STATE DEPARTMENTS - SERVICES CONTRACTED FOR AND ADDITIONAL SERVICES SUGGESTED

State Agency or Commission	Services Contracted For and Agency or Organization	Needed Services or Suggestions
Arkansas Office for the Deaf and Hearing Impaired	Depends on the need	<p>A. Legislation authorizing a deaf reporting system by health practitioners and educators.</p> <p>B. State vocational technical school for the deaf.</p> <p>C. Special rehabilitation facilities for the deaf.</p> <p>D. Advocacy for legislation through an independent commission.</p>
California Office of Deaf Access	<p>All direct services provided by deaf access assistance contracts with 5 private, nonprofit corporations:</p> <p>Greater Los Angeles Council on Deafness</p> <p>Independent Living Resources Center in Santa Barbara</p> <p>Deaf Community Services in San Diego</p> <p>Deaf Counseling, Advocacy, and Referral Agency in Fremont (Bay area)</p> <p>MORCAL in Sacramento.</p>	<p>Greater LA Council on Deafness:</p> <p>A. Foster care program for deaf children.</p> <p>B. Emergency assistance.</p> <p>C. Food and shelter services.</p> <p>D. More relay services.</p> <p>E. More money for interpreter training.</p> <p>F. More extensive parent-child services.</p> <p>G. More community awareness programs.</p> <p>H. Services for hearing-impaired senior citizens.</p> <p><u>MORCAL:</u></p> <p>A. Training in independent living skills.</p> <p>B. Sign language instruction.</p> <p>C. Legal assistance.</p>
Florida Council for the Hearing Impaired	None	<p>A. Expansion of Deaf Service Centers.</p> <p>B. Increased mental health services for the deaf.</p>
Deaf Services of Iowa	None	<p>A. Residential program and independent living skills program.</p> <p>B. Expanded interpreter and contractual services.</p> <p>C. Expanded mental health program.</p> <p>D. Assistance in furnishing TDDs.</p> <p>E. Adult deaf education program.</p> <p>F. Increased liaison responsibilities with deaf community.</p>
Kansas Commission for the Hearing Impaired	None	<p>A. Interpreter and message relay services.</p> <p>B. Sign language classes.</p> <p>C. High risk infant screening.</p> <p>D. Parent-Infant programs and special education for preschool-age deaf and hearing-impaired.</p>

State Agency or Commission	Services Contracted For and Agency or Organization	Needed Services or Suggestions
Louisiana Commission for the Deaf	A. Full-time interpreter at Freeport Deaf Action Center. B. Extra interpreter services at Catholic Deaf Center of New Orleans, Louisiana School for the Deaf, and New Orleans Independent Living Center. (Commission pays if staff interpreters cannot provide all services requested.)	A. Legislation authorizing more direct services to be provided by Commission, as in North Carolina system. B. Full-time interpreters located statewide. C. More laws to protect rights of the deaf and hearing-impaired.
Michigan Division of the Deaf & Deafened	Interpreter services	A. Job placement services; centralized job information center; computer hook-up with employment opportunities. B. Responsibility for rehabilitation services given to Division. C. Improved coordination of job related services, training, counseling, interpreter services. D. Special services for the hard-of-hearing population. E. Contract with Independent Living Centers to provide direct interpreter services in the community.
Minnesota Deaf Services Division	Grants-in-aid to "In-touch" program for the deaf-blind	A. Deaf programming in state hospitals. B. More case service money to enable regional centers (now primarily referral centers) to be direct service providers. C. Social services to mainstream the hearing-impaired.
New Jersey Division of the Deaf	None	A. Census. B. Independent living skills training. C. Job counseling, placement and referral services (3-year federal CETA-funded demonstration project was terminated).
North Carolina Council for the Hearing Impaired	None	A. Improved services to the hearing-impaired (not deaf) who do not use sign language. B. Direct financial aid for service gaps on a needs basis (ex. hearing aids). C. More political involvement by the deaf community. D. Direct access to an attorney in litigious situations. E. Increased consumer education and interpreter training. F. More education and media materials. G. Retirement home for the elderly deaf and more adjustment counseling, especially in the use of devices.

State Agency or Commission	Services Contracted For and Agency or Organization	Needed Services or Suggestions
South Dakota State Coordinator for the Deaf	Communications Services for the Deaf in Sioux Falls - all services in that area.	A. Mental health services. B. An innovative and comprehensive vocational training program.
Tennessee Council for the Hearing Impaired	Employment related services contracted with 5 regional community service centers.	Mental health services
Washington State Coordinator for Deaf Services Office	Interpreter services contracted with free-lance interpreters.	Additional resources outside of the Office to better serve all needs of the hearing-impaired.

CHART B-12  
STAFF INFORMATION - AGENCIES FOR THE DEAF AND HEARING-IMPAIRED WITHIN STATE DEPARTMENTS

State Agency or Commission	Executive Director or State Coordinator	Assistant to the Director	Secretarial and Clerical	Information, Referral, Liaison Officers	Interpreter Coordinators	Counselors or Coordinators	Other Service Coordinators	Field Representatives or Coordinators	Accountant, Bookkeeper, Business Manager	Others	Total Staff (Number of Deaf or H-I)*
Arkansas Office for the Deaf & Hearing Impaired	1 Deputy Commissioner	3 supervisors of 3 programs	1 1/2		2 staff interpreters	2 VR** Counselors; 10 independent living & 1 instructor in deaf counselors.	1 VR evaluator; 1 evaluator & 1 instructor in deaf access program.		1 Management Technician	1	34 1/2 (5)
California Office of Deaf Access	1	1									2
Florida Council for the Hearing Impaired											0
Deaf Services of Iowa	1	1	1		1	2				3 Interpreters	9
Kansas Commission for the Hearing Impaired	1		1								2 (1)
Louisiana Commission for the Deaf	1		1								2 (1)
Michigan Division of the Deaf and Deafened	1	1	1	1 Liaison Officer							4 (2)
Minnesota Deaf Services Division	1	1	1					9 Regional Consultants	1 Administrative Assistant		13 (5)

State Agency or Commission	Executive Director or State Coordinator	Assistant to the Director	Secretarial and Clerical	Information, Referral, Liaison Officers	Interpreter Coordinators	Counselors or Counseling Coordinators	Other Service Coordinators	Field Representatives or Coordinators	Accountant, Bookkeeper, Business Manager	Others	Total Staff (Number of Deaf or Hearing-Impaired)
New Jersey Division of the Deaf	1	1	2		1			1			6 (2)
North Carolina Council for the Hearing Impaired	1	1	1				1	12			16 (3)
South Dakota State Coordinator for the Deaf	$\frac{1}{2}$ Time on specialized program for the deaf									Regular VR employees handle interpreter requests	$\frac{1}{2}$
Tennessee Council for the Hearing Impaired	1	1	1								3 (1)
Washington State Coordinator for Deaf Services Office	1	1						1 Regional Coordinator			3 (1)

\*The number of deaf or hearing-impaired staff, if any, is indicated in parenthesis.

\*\*"VR" means vocational rehabilitation.



APPENDIX H

The following charts supplement the text in section C of Chapter III.



CHART C-1

VOCATIONAL REHABILITATION AGENCIES - ORGANIZATIONAL STRUCTURE IN RELATION TO SERVICES TO DEAF  
AND HEARING-IMPAIRED CLIENTS

State	Name of Department or Division	Office or Staff in Charge of Services	Staff Personnel Working With the Deaf (No. of Hearing-Impaired)*	Additional Information
Alabama	Division of Rehabilitation and Crippled Children Services in the Department of Education	State Coordinator of Services for the Deaf	13 counselors for the deaf; 2 placement specialists; 1 rehabilitation teacher.	
Alaska	Division of Vocational Rehabilitation (DVR)		1 and other VR** regional personnel (1)	
Colorado	DVR in the Department of Social Services	Services for individuals who are blind or deaf--2 administrators	71 (some with overlapping blind-deaf functions) (3)	Single agency for deaf and blind, but staff have separate deaf/blind functions.
Delaware	Division of Rehabilitation in Department of Vocational Rehabilitation	State Coordinator for the Deaf	3 counselors	
Georgia	Rehabilitation Services Division in Department of Human Resources	Program Coordinator	12 counselors; staff in residential facility for the deaf (3).	Program Coordinator relates to 3 other disability groups.
Hawaii	DVR in Department of Social Services and Housing	Coordinator for Deaf Services	2 counselors for the deaf (1)	
Idaho	DVR		5 in different geographical locations	
Illinois	Department of Rehabilitation Services, DVR	Division of Services for the Hearing Impaired (in the same section as DVR)	3 administrative staff and 1 clerical (1)	Division established by administrative action.
Indiana	Vocational Rehabilitation Services	State Coordinator for the Deaf	13 counselors (4)	

State	Name of Department or Division	Office or Staff in Charge of Services	Staff Personnel Working With the Deaf (No. of Hearing-Impaired)	Additional Information
Maine	Bureau of Rehabilitation Services in Department of Human Services	Office of Deafness	3 - Acting director, secretary, rehabilitation assistant (1)	Office, established by administrative action, functions in dual capacity: VR and support services and advocacy, information, referral of interpreters, and TDD services.
Maryland	DVR in Department of Education	Services to the Deaf Office in Technical Assistance branch of DVR	12 (2)	25 - 30 Services to the Deaf offices statewide.
Mississippi	DVR in Department of Rehabilitation Services	State Coordinator for VR Services for the Deaf and Other Disabilities	1 counselor for the deaf (10 other counselors for general disability groups)	
Missouri	DVR in Department of Elementary and Secondary Education	Program Supervisor-Coordinator	7 counselors for the deaf	
Montana	DVR in Department of Social and Rehabilitation Services	VR Administrator	2 (1)	
Nevada	Bureau of VR in Department of Social and Rehabilitation Services	Bureau Chief	VR counselors work with all handicaps (1)	State Coordinator for the Deaf Office was abolished by legislation.
New Hampshire	DVR in Department of Education	State Coordinator of Services for the Deaf	2	
New Mexico	DVR in Department of Education	Coordinator of Services for the Hearing Impaired	5 counselors (2 for the deaf only)	
New York	DVR in Education Department	State Coordinator for the Deaf Office	2 in central office; some rehabilitation counselors work just for the deaf (1).	16 district offices, not the central office, provide services.
North Dakota	DVR in Department of Human Services	Coordinator of Services for the Deaf and Blind	Regular VR counselors	

State	Name of Department or Division	Office or Staff in Charge of Services	Staff Personnel Working With the Deaf (No. of Hearing-Impaired)	Additional Information
Oregon	DVR in Department of Human Resources	Special Services Office	6½ (2)	Portland region has deaf unit.
Pennsylvania	Bureau of VR in Department of Labor and Industry	State Coordinator for the Deaf	22 rehabilitation counselors for the deaf	
South Carolina	Vocational Rehabilitation Services Department	Deaf Programs Office	35 (2)	
Utah	DVR in Department of Education	Coordinator of Services to the Deaf	15 (3)	Services for the Deaf Office was abolished recently.
Vermont	DVR in Department of Social and Rehabilitation Services	Coordinator of Services for the Deaf	3 (2 case counselors)	
West Virginia	DWR, Rehabilitation Service Section	Coordinator of Services for the Deaf	15½ (10 counselors for the deaf, 2 for deaf-blind)	
Wyoming	DVR in Department of Health and Social Services	State Coordinator for Deaf Services	2 (1 VR counselor is deaf)	

\*The number of deaf or hearing-impaired personnel, if any, is indicated in parenthesis.

\*\*"VR" means vocational rehabilitation.

CHART C-2

VOCATIONAL REHABILITATION AGENCIES - SERVICES TO THE DEAF AND HEARING-IMPAIRED CLIENTS - COUNSELING, INFORMATION, AND REFERRAL

State Vocational Rehabilitation Agency	General Counseling of the Deaf*	Counseling of the Deaf Person's Family	Referral to Public or Private Agencies	Informing the Deaf of the Availability of Services	
				At All Government Levels	At Some Government Levels
Alabama	X	X	X		Local
Alaska	X	X	X	X	
Colorado	Private	X	X	X	
Delaware	Private	Private	X	X	
Georgia	X	X	X	X	
Hawaii	X	Private/Dept. of Health	X	X	
Idaho	X	X	X		State
Illinois	Private	Private	X	X	
Indiana	X	X	X	X	
Maine	X	X	X	X	
Maryland	X	X	X	X	
Mississippi	X	X	X	X	
Missouri	Purchase from Private	Purchase from Private	X	X	
Montana	X	X	X	X	
Nevada	X	X	X	X	
New Hampshire	Purchase	Purchase	X	X	

State Vocational Rehabilitation Agency	General Counseling of the Deaf*	Counseling of the Deaf Person's Family	Referral to Public or Private Agencies	Informing the Deaf of the Availability of Services	
				At All Government Levels	At Some Government Levels
New Mexico	X	X	X		
New York	X	X	X	X	
North Dakota	X	X	X		State
Oregon	X	X	X		State
Pennsylvania	X	State Agency	X	X	
South Carolina	X	X	X	X	
Utah	X	X	X	X	
Vermont	X	X	X		State/Local
West Virginia	X	X	X	X	
Wyoming	X	X	X		State

\*"Deaf" as used in the heading of the chart includes the hearing-impaired.

CHART C-3

VOCATIONAL REHABILITATION AGENCIES - SERVICES TO THE DEAF AND HEARING-IMPAIRED CLIENTS - EDUCATION AND TRAINING

State Vocational Rehabilitation Agency	Independent Living Skills	Communication Skills			Promotion of Educational Opportunities (Adults)	Other Education and Training Services
		Sign Language	Use of TDDs	Lip Reading		
Alabama	Private/Technical School	University/Churches	Technical Facilities	Public/Private purchased	X	
Alaska	Private	X	Public/Private	Public/Private	X	
Colorado	X	Private/Public	X	Private/Public	X	Purchase some training.
Delaware	Private	Public/Private	Public/Private	Public/Private	X	Cost sharing for tuitions.
Georgia	X	X	X	X	X	Purchase technical training.
Hawaii	Private	Private	X	Private	X	
Idaho	X	State School	State School	State School	X	
Illinois	X	X	X	X	X	Aural aids, speech therapy.
Indiana	Private	X	X	X	X	
Maine	Private	X	X	Private	X	
Maryland	X	X	X		X	Total communication services; note taking.
Mississippi	X	X	X	X	X	Secondary education program.
Missouri	University/Technical School	State School	X	State School	X	On the job training.
Montana		University	X	University	X	

State Vocational Rehabilitation Agency	Independent Living Skills	Communication Skills			Promotion of Educational Opportunities (Adults)	Other Education and Training Services
		Sign Language	Use of TDDs	Lip Reading		
Nevada	X	X	X	X	X	
New Hampshire	Private	Private, colleges	X	Private	X	
New Mexico	State Center	State/Private	Private	Private	X	
New York	Independent Living Centers	Private	Private	Private	X	
North Dakota	X	Colleges	X	X	Colleges	Job retraining.
Oregon	X	Purchase from private	Purchase from private	Purchase from private	X	Sign training for hospital staff, especially emergency room personnel.
Pennsylvania	X	X	X	X	X	Training in use of hearing aids.
South Carolina	X	Private	X	Private	X	
Utah	X	X	X	Purchase - Private	X	Cooking and parenting classes.
Vermont	Private	Private/ colleges	X	Private	X	Basic "comfort level" skills.
West Virginia	X	X	X	X	X	Teach speech if clients have potential; driver's education.
Wyoming	X	Community colleges	X	Deaf School	X	

CHART C-4

SERVICES TO THE DEAF AND HEARING-IMPAIRED - HEALTH CARE

State Vocational Rehabilitation Agency	Hearing Impairment Identification Program			Medical Diagnostic and Treatment Services	Other Medical or Health Care Services
	Infants	Children	Adults		
Alabama	Health Dept., Schools, Hospitals, Private	Same	Health Fairs	X	
Alaska			X (clients)	X	
Colorado	Private practitioners	Same	Same	X	Physical restoration, physical therapy.
Delaware	Public Health Dept. and Private	Same	Same	X	Corrective devices or surgery.
Georgia	Health Department	Education Dept.		X	Purchase hearing aids.
Hawaii	Health and Education Departments	Same	Same	X	
Idaho				X	
Illinois	Public Health Dept.	Same	Same	X	Home service program for severely disabled clients.
Indiana	Private	Same	Same	X	Pays for ear implants up to \$5,000.
Maine	Hospitals	Schools	Registry of Deaf and Hearing Impaired	X	
Maryland	Dept. of Education	Same		X	Mental health services.
Mississippi	Hospitals, Private		X (clients and applicants)	X	
Missouri	Hospitals	Department of Education	X	X	Physical restoration and appliances.

State Vocational Rehabilitation Agency	Hearing Impairment Identification Program			Medical Diagnostic and Treatment Services	Other Medical or Health Care Services
	Infants	Children	Adults		
Montana		Schools	Local, private testing units	X	
Nevada	Private Organizations	Same	Same	X	
New Hampshire	Crippled Children's Services	Dept. of Health & Welfare	X (clients)	X	
New Mexico	Private	Same	Same	X	Surgery.
New York	Health and School System.	Same	Same	Refer for evaluation	Physical restoration.
North Dakota	Local hospitals	Same	Same	X	
Oregon		School Districts		X	Reconstructive surgery, hearing aids and amplification.
Pennsylvania	Dept. of Health	Same	Same	X	Corrective devices.
South Carolina	Private	Education Dept.	Private	X	
Utah	Education Dept.	Education Dept.	X	X	Surgery, purchase hearing aids and amplifiers.
Vermont	Dept. of Health	Same	Same	Audiologists	
West Virginia	Private	Schools	Private	X	Physical and occupational therapy.
Wyoming		School system		X	Comprehensive.



State Vocational Rehabilitation Agency	Vocational Rehabilitation Training	Job Counseling	Job Development Programs	Procurement of Products and Services	Job Placement	Work Adjustment Assistance	Investigation of Job Discrimination Complaints	Other Rehabilitation and Employment Services
Nevada	X	X	Private	X	X	X	X	Coordinate funding for independent living centers and deaf resource centers.
New Hampshire	X	X	X		X	X	X	
New Mexico	X	X	Private		X	X	X	
New York	X	X	X		X	X	Civil Rights	
North Dakota	X	X	X	State Purchasing Department	X	X	X	
Oregon	Private/Worker's Compensation Dept.	X	X	Private	X	X	Dept. of Labor	Job clubs.
Pennsylvania	X	X	X		X	Purchase service	Human Relations	
South Carolina	X	X	X	Private	X	X	Depts. of Labor, Protection and Advocacy	
Utah	X	X	Purchase service	X	X	X	Affirmative action	Work adjustment program.
Vermont	X	X	Mental Health		X	Out-of-state schools	Attorney General, Civil Rights	Employer awareness.
West Virginia	X	X	X	X	X	X	X	Travel training.
Wyoming	X	X	X	Public/Private	X	X	Initially only	On-the-job training, post-employment services, employment follow-up.

CHART C-6  
VOCATIONAL REHABILITATION AGENCIES - SERVICES TO DEAF AND HEARING-IMPAIRED CLIENTS - INTERPRETER SERVICES

State Vocational Rehabilitation Agency	Furnishing Interpreters	Interpreter Referrals	Establishing Qualifications and Competency Standards of Interpreters	Establishing Fees for Interpreters	Interpreter Training	Other Interpreter Services
Alabama	X	Private	X	X	Private	
Alaska	X	X	Private	X	Private	
Colorado	X	X	Private	Private	Private/College	
Delaware	X	X	Private (RID)*	Private (RID)	Private	Will purchase interpreter services if needed.
Georgia	X	X	X	X	Private (RID)	
Hawaii	X	Private	X	X	College	
Idaho	X	X	Private	Private	X	
Illinois	X	X	X	X	College	
Indiana	X	X	X	X	Private	
Maine	Contract with Private	X	Private	X	Private	
Maryland	X	X	X	X	Colleges	
Mississippi	X	X	Private (RID)	X	College, University	
Missouri	By Purchase	X	Private (RID)	X	College, University	
Montana	X	X	Private (RID)	X	Universities	

\*State Registry of Interpreters for the Deaf.

State Vocational Rehabilitation Agency	Furnishing Interpreters	Interpreter Referrals	Establishing Qualifications and Competency Standards of Interpreters	Establishing Fees for Interpreters	Interpreter Training	Other Interpreter Services
Nevada	X	X	Private (RID)	Private (RID)	Colleges	
New Hampshire	X	X	X	X	College/University	State agencies required to provide interpreters.
New Mexico	X	X	Private (RID)	X	University	
New York	X	X	X	X	RID, Private	
North Dakota	X	X	X	Private (RID)	Technical Schools	
Oregon	X	X	Private (RID)	X	College	
Pennsylvania	X	X	Private (RID)	X	Colleges	
South Carolina	X	X	X	X	College, RID	
Utah	X (to public also)	X	X	X	X	
Vermont		X	X	X	School	
West Virginia	X	X	X	X	X	Toll-free number for interpreter referrals.
Wyoming	X	X	Private	X	X	

CHART C-7  
VOCATIONAL REHABILITATION AGENCIES - SERVICES TO DEAF AND HEARING-IMPAIRED CLIENTS - TELECOMMUNICATION SERVICES

State Vocational Rehabilitation Agency	Furnish Teletypewriters	Furnish Special Telephone or Audio Equipment	Telephone Relay Message Service	Other Telecommunication Services
Alabama	X	X	Private	
Alaska	X	X	Phone system network	TTY phone book.
Colorado	X	Private	Private	Equipment for deaf/blind.
Delaware	X	X	Private	
Georgia	X	X	Georgia RID	
Hawaii	X	X	X	
Idaho	State school loans out	Private		911 system has TTYS.
Illinois	X	X	Crisis Intervention, Chicago	
Indiana	X	X	Private/Libraries	
Maine	X	X	Private	TTY Repair Service.
Maryland	X	X		TTDs in all offices.
Mississippi	X	X	X	
Missouri	X	X	Private	Counselors have portable TTDS.
Montana	X	X		
Nevada	X	X	X	Door lights, warning lights, coordinate for hearing dogs.

State Vocational Rehabilitation Agency	Furnish Teletypewriters	Furnish Special Telephone or Audio Equipment	Telephone Relay Message Service	Other Telecommunication Services
New Hampshire	X	X	Human Services Division	
New Mexico	X	X	Private (limited)	
New York	X	X	X	
North Dakota	X	X	X	Some offices have TTYS for client use.
Oregon	X	X	Private	
Pennsylvania	X	X	Private	TTYS at all offices.
South Carolina	X	X	Private/State	TDDs in all offices available for clients' use.
Utah	X	Private	X	TTY repair service, 911 No., TTY in Governor's Office.
Vermont	Private	Private	State Police	Most offices have TDDs.
West Virginia	X	X		TV program twice a week.
Wyoming	X	X	Private	

CHART C-8  
VOCATIONAL REHABILITATION AGENCIES - SERVICES TO DEAF AND HEARING-IMPAIRED CLIENTS - PROTECTIVE SERVICES, ASSISTANCE OR REFERRALS

State Vocational Rehabilitation Agency	Assistance or Referrals in General Discrimination Cases	Assistance in the Enforcement of Section 504, Federal Rehabilitation Act	Assistance in the Enforcement of the Rights of the Deaf	Other
Alabama	Civil Rights, Private	Civil Rights	Civil Rights	
Alaska	X	Civil Rights	X	
Colorado	X	Civil Rights	X	
Delaware	Private/Public	X	X	
Georgia	Civil Rights or State	Federal Offices, Civil Rights	Federal Offices, Civil Rights	
Hawaii	Civil Rights	X	X	
Idaho	Private	Civil Rights	X	
Illinois	Human Rights	X	X	
Indiana	X	X	X	
Maine	X	X	X	
Maryland	X	X	X	
Mississippi	X	X	X	
Missouri	X	X	X	Deaf client entitled to legal counselor.
Montana	X	X	X	
Nevada	X	X	X	
New Hampshire	X	X	X	

State Vocational Rehabilitation Agency	Assistance or Referrals in General Discrimination Cases	Assistance in the Enforcement of Section 504, Federal Rehabilitation Act	Assistance in the Enforcement of the Rights of the Deaf	Other
New Mexico	Legal Aid			
New York	X	X	X	
North Dakota	VR* funded client assistance	X	X	
Oregon	Area agencies	X	X	
Pennsylvania	X	X	Dept. of Justice	
South Carolina	Labor, Protection and Advocacy Departments	Limited	Limited	
Utah	Legal Aid	Affirmative action	X	
Vermont	Public and Private Agencies	X	X	
West Virginia	X	X	X	
Wyoming	X	X	X	

\*"VR" means the state's vocational rehabilitation agency.

CHART C-9

ADDITIONAL SERVICES OR FUNCTIONS

State	Provided by Vocational Rehabilitation Agency	Provided by Other Agency	Needed Services	General Comments
Alabama	Deaf Advisory Committee serves as liaison.	Alabama Institute for the Deaf & Blind is official agency to conduct training and educational programs.		
Alaska	Awards and manages grants to private agencies.	Many services provided by federal government due to large number of native Americans and Eskimos and scattered population in a large state.		
Colorado	Advocates mental health programs.	(Not many agencies deal with deaf or hearing-impaired)	More daily living skills training (ex. money management); specially trained teachers.	Center on Deafness, funded primarily from VR* agency and special grants, provides support services.
Delaware	A. Informally encourages other state agencies to hire deaf specialists; B. Has 1 "roving" interpreter; C. Loans counselors to summer youth employment programs and others.	Many services offered by private agencies.	Employment interviewer with manual communication skills.	Council on Deaf Equality (volunteer, semi-official organization) provides information and research.
Georgia	Evaluation and training programs in 2 facilities: 1 residential for all deaf, 1 day program for all disabled.	Georgia Registry of Interpreters for the Deaf: A. Coordinates interpreter referrals; B. Relay service; C. Interpreter training; D. Post-secondary program; E. Access to arts and sports events.		

State	Provided by Vocational Rehabilitation Agency	Provided by Other Agency	Needed Services	General Comments
Hawaii	A. In-service training program; B. On-going sign language program for clerical staff; C. Monitors Hawaii Services on Deafness in Oahu (private agency).	National Interpreters' Training Consortium provides interpreter training. Regional Center on Services to the Deaf provides mental health training on deafness.		
Idaho	Architectural barrier removal.	Public Utilities Commission established lower phone rates for the deaf and hearing-impaired.		Totally client-centered for all handicaps. Respondent feels division into individual disability groups will mean fragmented services and difficulty in coordinating separate staffs.
Illinois		Very little special services.		Most state agencies are inaccessible to the deaf (lack of interpreters).
Indiana	In the process of establishing out-patient mental health centers for the deaf.	Public schools' program of "preventive" rehabilitation through more complete and appropriate training starting with junior high students. Lions' Club hearing impairment identification program.	Mental health counselors for the deaf.	
Maine		Dept. of Human Services is mandated by law to administer statewide message relay service and consult with service agencies on the need for TTY system.		

State	Provided by Vocational Rehabilitation Agency	Provided by Other Agency	Needed Services	General Comments
Maryland		<p>A. Mental health facility (state funded);</p> <p>B. 2 Schools for the Deaf;</p> <p>C. Degree in Deafness offered at Western Maryland College;</p> <p>D. Gallaudet College in D.C.;</p> <p>E. National Ass'n. for the Deaf has registry of interpreters.</p>		
Mississippi		Communication Services Program in School for the Deaf (public) coordinates and provides interpreter services for all deaf.		
Missouri	A lot of placement services; sign language training to employers.	Crippled Children's Services purchase hearing aids for deaf under 21. Most services offered by churches and private agencies.		
Montana	Purchases services.	Dept. of Social & Rehabilitation Services coordinates interpreter requests in all official proceedings.		
Nevada	<p>A. Provided funding for computers for H.S. deaf programs;</p> <p>B. "Stirring up" community workshops on special needs and placement problems;</p> <p>C. Catalyzed legislation for "Deaf Awareness Day."</p>	Independent Living Centers have peer counseling, political awareness workshops.		VR administrator is very receptive to doing a lot for the deaf.
New Hampshire	Generally purchases services for VR clients.	Granite State Independent Living Foundation is a special deaf project supported by VR and other grants.		

State	Provided by Vocational Rehabilitation Agency	Provided by Other Agency	Needed Services	General Comments
New Mexico	Reviews post-secondary and training programs.			Services for the deaf are quite limited in this largely rural state.
New York	Works closely with: A. Schools (evaluation, transition, special secondary education programs); B. Commission for the Blind to improve services for deaf/blind; C. Dept. of Health and other agencies to ensure proper handling of VR clients; 18 Independent Living Centers statewide (under VR).	New York League for Hard of Hearing in New York City has resources for the use of VR district offices.		
North Dakota		Governor's Council on Human Resources includes the deaf in meetings on issues of public concern.		
Oregon	Provides input in community programs.	Infant Hearing Resource Center identifies hearing impairment at infancy and works with parents. Regional Resource Center for the Deaf provides Masters and interpreter training programs for regional rehabilitation councils.		
Pennsylvania	A. Advisory Committee on Deafness; B. Provides grant moneys for workshops.			2 pending bills to create Advisory Council for the Deaf and a special committee for the deaf in Public Welfare Department.

State	Provided by Vocational Rehabilitation Agency	Provided by Other Agency	Needed Services	General Comments
South Carolina	Active relationship with all state agencies to provide services.	Advocacy and community development program of South Carolina Ass'n. for the Deaf is funded by legislature.		
Utah		A. Salt Lake Mental Health facility has deaf unit. B. Utah State Univ. has program to assist deaf students. C. Community education programs (ex. hunting gun safety).		
Vermont				
West Virginia	A. Sign language courses for general public. B. Actively participates in National Hearing Week.			
Wyoming	Works with schools on special programs for the hearing-impaired.			

\*"VR" means the state's vocational rehabilitation agency.