



Integrating A Deaf Services Model

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Integrating A Deaf Services Model (2)

- SafePlace
- Herstory: Evolution of Deaf Services
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 - Equitable Accessibility for All
 - Challenges and Solutions
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SAFEPLACE




SafePlace shelter

<http://www.safeplace.org/>



SafePlace services


- Advocacy
 - Counseling
 - Outreach
 - Shelter
 - Transitional/Supportive Housing
 - PlanetSafe
 - Child Development Center
 - Charter School
 - Legal Services
 - Psychiatric Services
 - Community Trainings
 - Volunteers
- 



HERSTORY: EVOLUTION OF DEAF SERVICES



Herstory: Evolution of Deaf Services


- Needs Assessment
 - Commitment to Accessibility
 - Direct Services
 - Collaboration
 - Community Engagement & Involvement
- 



INTEGRATION: DEAF SERVICES MODEL



Deaf Services Model

- Administrative/Supervision
 - Organizational Chart
 - Equitable distribution between direct service and educational/training responsibilities
 - Integrated programs
 - Intake process
 - Walk-ins/backup coverage
- 

Deaf Services Model (2)

Deaf Services Model



*Dual relationship with client – always refer to non-Deaf Services staff

**Client choice = Deaf or hearing staff

***Other Resources: housing, shelter, financial resources, rent/utility assistance, medication assistance, childcare vouchers, bus passes, gift cards for basic needs, assistance with CVC application process, linkage to legal and other services



INTEGRATION: EQUITABLE ACCESSIBILITY FOR ALL



Equitable Accessibility for All

- Cross-coordination effects
- Available options for accessibility
- Use of and scheduling Interpreters
- Budget
- Training Staff/Volunteers



INTEGRATION: CHALLENGES & SOLUTIONS



Challenges and Solutions

Challenges

- Budget
- Program Identity
- Cross-coordination Effects
- Communication accessibility

Solutions

- Managing
schedules/finances
- Program
marketing/evaluation
- Cultural Competence
- Creative methods of
communication



INTEGRATION: SAFEPLACE STAFF



SafePlace Staff

- *“I love having more staff in direct services that really reflects the actual community make-up. Being able to offer appropriate services to folks in their language is always ideal. I think folks in the Deaf community may not have reached out to SafePlace as they are now if we didn’t have a Deaf Service program.*

Even after having Deaf Services in the agency for several years we are still educating the hearing staff about accessibility for staff.”

-Claudia Thompson, Survivor Advocacy Manager



SafePlace Client

- *“I would prefer to meet with (Deaf staff) for communication accessibility, it will be easier (for me).”*

– Anonymous Survivor



SafePlace Staff (2)

- *“I like the fact that the Deaf Services staff are integrated into our direct service teams instead of having a separate entity.*

Deaf employees working with Deaf clients is a much better service for the client. There are not the same communication issues/barriers as with hearing staff using interpreters. There is the cultural understanding and language pieces that provide a much better service and understanding of the client.”

– Linda Herbert, LPC-S, Counseling Services Director



**SKY IS THE LIMIT:
BE CREATIVE, DYNAMIC, INNOVATIVE**



Sky is the Limit



- Be Creative, Dynamic, Innovative
- Model as Guideline
- Opening Doors for Opportunities
- Ideas and Experiences



QUESTIONS



SafePlace Deaf Services

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