Integrating A Deaf Services Model

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Integrating A Deaf Services Model (2)

• SafePlace
• Herstory: Evolution of Deaf Services
• Integration
  – Deaf Services Model
  – Equitable Accessibility for All
  – Challenges and Solutions
  – SafePlace Staff
• Sky is the Limit
• Questions
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

*Counseling Team**
- Deaf and Hearing
  - Individual Supervision
  - Group Supervision
  - Team Meetings
  - Individual Counseling
  - Support Group
  - Family Therapy

Outreach/Education
- Deaf
  - Training
  - Workshops
  - Volunteering Opportunities
  - Community Events
  - Social Media

*Advocacy Team**
- Deaf and Hearing
  - Individual Supervision
  - Team Meetings
  - Access to Direct Client Assistance, Funding, & Other Resources***
  - Individual Session
  - Group Workshops

*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