



Missouri Department of Mental Health Office of Deaf Services Deaf Services Advocates Training Agenda

Introductions and Q/A from Pre-Training

- Introductions
- Q/A for DMH Deaf Services Training and MN-DHHS Working with People with Hearing Loss Training

Introduction to Hearing Loss and Assistive Technologies

- Defining Deaf and Hard of Hearing
- Prevalence, Types, and Causes of Hearing Loss
- Essential Audiology
- Hearing Aids and Cochlear Implants

Introduction to Deaf Education

- IDEA and Education Access
- Early Detection and Early Intervention Programs
- Approaches to Language and Communication
- Placement and Education Options
- Lunch/Video: *What the Eyes Reveal About the Brain: Advances in Human Language Acquisition*

Ethics: Cultural Competence and Scope of Practice

- Cultural Barriers and Cultural Competence
- Culture and Boundaries of Competence
- Developing Competence in Deaf Mental Health Care

The Legal Basis for Accessible Services

- The Deaf Services Parity Gap
- Civil Rights Act, Title VI
- Rehabilitation Act, Section 504
- Americans with Disabilities Act, Titles II and III
- Affordable Care Act, Section 1557
- DMH Contracts
- Reasonable Accommodations
- Landmark Case Law: *Tugg v Towey*
- The Hierarchy of Language Access

The DMH Deaf Services System: Access and Standards of Care

- Culturally and Linguistically Affirmative Care: DMH's Specialized Service Delivery Options for Deaf and Hard of Hearing Consumers
- Culturally Appropriate and Linguistically Accessible Care: Requirements for all CMHCs and ADA Providers

Introduction to Advocacy and the Role of the Deaf Services Advocate

- Introduction to Patient Advocacy
- The Role of the Deaf Services Advocate

Model Training: *Meeting the Service Needs of Deaf and Hard of Hearing Consumers*

- Introduction to Deaf and Hard of Hearing
- Deaf Mental Health Services Parity
- Overcoming Barriers in Serving Deaf Consumers
- The DMH Services System: Access and Standards of Care

Ongoing Supports for Deaf Services Advocates and Final Q/A