



New England (HHS Region 1)

MHTTC

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

New England Mental Health Technology Transfer Center (New England MHTTC)

SAMHSA #1H79SM081775-01

Yale Program for Recovery and Community Health
in partnership with
C4 Innovations,
Harvard University, Department of Psychiatry, and
the Center for Educational Improvement



Deaf Awareness

Diversity and Inclusion Project Showcase

Diversity and Inclusion Project Showcase (DIPS)



**Deaf Awareness:
Supporting the Mental
Health Needs of
Deaf and Hard of Hearing
Populations**

Virtual Presentation
January 25, 2023, 1:00 p.m. – 2:00 p.m. ET



Agenda

January 25, 2023

1:00 p.m. - 2:00 p.m. ET

1:02 pm – 1:05 pm **Welcome (3')**: Maria E. Restrepo-Toro, Co-Director, New England MHTTC

1:05 pm - 1:08 pm **DIPS Overview (3')**: Taylor Bryan Turner, Assistant Regional Administrator, SAMHSA, Region 1

1:08 pm – 1:13 pm **Opening Remarks (5')**: Brian Altman, Acting Director, National Mental Health and Substance Use Policy Laboratory

1:13 pm – 1:16 pm **Meet the New England MHTTC and Speaker Showcase Intro (3')**: Maria E. Restrepo-Toro

1:16 pm – 1:31 pm **Meet the Massachusetts Commission for the Deaf & Hard of Hearing (15')**:
Karran Larson, Statewide Coordinator of Substance Use and Recovery Services for Deaf/Hard of Hearing and
Omar Olazabal, Job Coach

1:31 pm - 1:41 pm **Meet Greater Nashua Mental Health (10')**: Holly Rioux, LICSW, Director of Deaf Services and Language Access

1:41 pm – 1:51 pm **Meet Mental Health Connecticut (10')**: Amelia Saunders, Director of Residential Services

1:51 pm - 1:58 pm **Q&A (7')**: Moderated by Maria/Taylor

1:58 pm - 2:00 pm **Closing Remarks (2')**: Taylor Bryan Turner

Housekeeping Information



Participant microphones will be muted at entry. You will be able to unmute your microphone at designated times during our event.



Closed captioning is available for this event. Click on the closed captioning (CC) icon at the bottom of your Zoom screen to select a transcription option.



This session is being recorded and it will be available on the MHTTC website within 48 hours of the close of this presentation.



If you have questions during the event, please use the chat or the "raise hand" feature. Our Technical Support Manager will ensure your question/concern is addressed.



If you have questions after this session, please e-mail: newengland@mhttcnetwork.org.

La Red de los Centros de Transferencia de Tecnología sobre Salud Mental (MHTTC, por sus siglas en inglés) utiliza un lenguaje afirmativo, respetuoso y orientado a la recuperación de las personas, en todas sus actividades.
Este lenguaje es:

BASADO EN LAS FORTALEZAS Y EN LA ESPERANZA

INCLUSIVO Y DE ACEPTACIÓN A DIVERSAS CULTURAS, GÉNEROS, PERSPECTIVAS Y EXPERIENCIAS

CENTRADO EN LA SANACIÓN Y SENSIBLE AL TRAUMA

MOTIVA A QUE LAS PERSONAS DECIDAN SU CAMINO

CENTRADO EN LA PERSONA Y LIBRE DE ETIQUETAS

LIBRE DE SUPOSICIONES Y JUICIOS

RESPETUOSO, CLARO Y COMPRENSIBLE

CONSISTENTE CON NUESTRAS ACCIONES, POLÍTICAS Y PRODUCTOS



DIVERSITY INCLUSION PROJECT SHOWCASE



Welcome and DIPS Overview

Taylor Bryan Turner

Assistant Regional Administrator

SAMHSA Region One

Opening Remarks



Brian Altman
Acting Director
National Mental Health and Substance
Use Policy Laboratory

The National Mental Health and Substance Use Policy Laboratory (Policy Lab) leads the equitable coordination, analysis, development, and implementation of national policy to promote mental health, prevent substance misuse and addiction, provide treatment and support recovery.

Learn more at <https://www.samhsa.gov/about-us/who-we-are/offices-centers/nmhsupl>.

Deaf Awareness:
Supporting the Mental Health
Needs of Deaf and Hard of
Hearing Populations

SAMHSA's guiding principle is equity.

**Deaf Awareness:
Supporting the Mental Health
Needs of Deaf and Hard of
Hearing Populations**

Our New Mission...

To lead public health and service delivery efforts that promote mental health, prevent substance misuse, and provide treatments and supports to foster recovery **while ensuring equitable access** and better outcomes.

Our Vision...

That people with, affected by, or at risk for mental health and substance use conditions receive care, thrive, and achieve well-being.

Service Accessibility

Deaf Awareness: Supporting the Mental Health Needs of Deaf and Hard of Hearing Populations

At SAMHSA, we want to make sure we are supporting the deaf and hard of hearing community. To ensure the Suicide and Crisis Lifeline, #988, services are accessible to individuals who are deaf or hard of hearing, SAMHSA has made several options available.

- For 988, individuals using preferred relay service can dial 711 then 988.
- Lifeline chat is also accessible at <http://www.988lifeline.org/chat>.
- For the Veterans Crisis Line, individuals can text 8383255 or go to: <http://www.veteranscrisisline.net/get-help-now/chat/>.

Service Accessibility

Deaf Awareness: Supporting the Mental Health Needs of Deaf and Hard of Hearing Populations

- SAMHSA grantees must abide by relevant civil rights laws which among other categories includes disability. In particular, the terms and conditions for all SAMHSA grants note that grantees must take reasonable steps to provide meaningful access to persons with limited English proficiency and provide programs that are accessible to and usable by persons with disabilities.
- The terms and conditions also provide links to information about key civil rights laws that include protections for individuals with disabilities. These laws include Section 504 of the Rehabilitation Act, Title II of the Americans with Disabilities Act (ADA) and Section 1557 of the Patient Protection and Affordable Care Act (ACA).

Service Accessibility

Deaf Awareness: Supporting the Mental Health Needs of Deaf and Hard of Hearing Populations

- Sec. 504 of the Rehab Act forbids all recipients of federal funding from discriminating based on disability through denying admission or access to, services or employment in programs and requires activities of equal quality as those provided to individuals without a disability. It also requires that for participation be equal to that of those without disabilities, reasonable accommodations must be provided to individuals with disabilities.
- Section 1557 ensures that all service providers who receive HHS funding must not only ensure effective communication through auxiliary aids and services as required under Title II of the ADA, but also honor the preference of the individual, as required under Title III of the ADA.

Protection & Advocacy for Individuals with Mental Illness (PAIMI) Program

Deaf Awareness: Supporting the Mental Health Needs of Deaf and Hard of Hearing Populations

The PAIMI program provides funding, training, and technical assistance through Protection & Advocacy (P&A) systems designated by the state. The purpose of the program is to protect the legal rights of individuals with mental health conditions residing in residential treatment facilities.

- P&A systems are required to investigate reports of abuse, neglect, and rights violations and use administrative, legal, systemic, or other appropriate means to remedy reported violations.
- A recent Health Affairs research article found that 41 percent of mental health facilities classified as covered entities under section 1557 of the ACA were noncompliant with ADA and ACA requirements for the provision of accessibility services, such as services in sign language through an interpreter or fluent provider.
- The PAIMI program then surveyed P&A grantees about work they have done recently in this area. While no P&As in Region I responded, some P&As in other regions indicated they had not had any recent cases on this issue. However, P&As in Georgia, Illinois and Hawaii did note recent cases related to accessibility services for deaf/hard of hearing individuals.

A silhouette of a person's head and shoulders, facing right, holding a hand up with fingers spread. The background is a sunset over a body of water with a small boat visible.

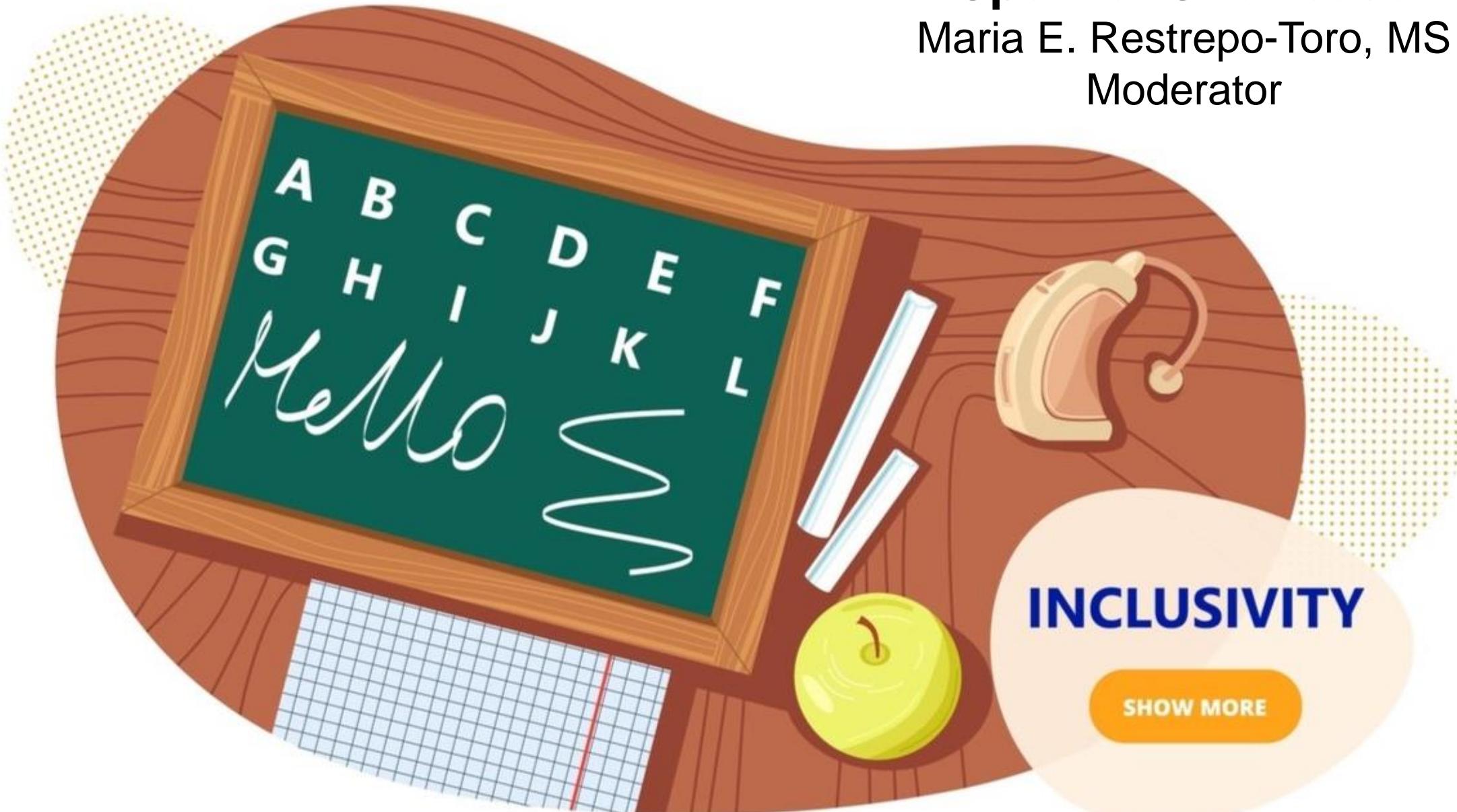
Pause for a Partner: Meet the New England Mental Health Technology Transfer Center

Area of Focus:
Recovery-oriented Care
and Recovery Supports



Speaker Showcase

Maria E. Restrepo-Toro, MS
Moderator



Featured Organization



Deaf Awareness:
Supporting the Mental Health
Needs of Deaf and Hard of
Hearing Populations

Deaf Recovery Coach Program

Karran Larson, LMHC, DRC

Statewide Coordinator of Substance Use and Recovery
Services for Deaf/Hard of Hearing

karran.larson@state.ma.us

&

Omar Olazabal, CARC, DRC

Job Coach

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MCDHH provides accessible communication, education, and advocacy to consumers and private and public entities so that programs, services, and opportunities throughout Massachusetts are fully accessible to persons who are deaf and hard of hearing.

Learn more at <https://www.mass.gov/orgs/massachusetts-commission-for-the-deaf-and-hard-of-hearing>

Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) under the supervision of Karran Larson launched the Deaf Recovery Coach in 2018.

Currently the Deaf Recovery Coach program is supervised by Lead Recovery Coach Omar Olazabal.

Karran Larson continues to oversee all Substance Use and Recovery Services Statewide.

- The purpose of the Deaf Recovery Coach program is to help individuals and families struggling with addiction in any Stage of Recovery and/or addiction treatment gain access through Multiple Pathways to needed resources, services, or supports.

- **Recovery Coaches**, are one form of peer support. They involved the process of giving and receiving non-clinical assistance to support long term recovery from substance use disorders.
- Completion of the **Deaf Recovery Coach Academy** is the first requirement for becoming a Recovery Coach. Then it is possible to join the Deaf Recovery Coach team at MCDHH to continue with training and internship opportunities with the Team.
- **TRAINING A DEAF RECOVERY COACH** to Become Certified has several requirements, over 70 hours of training and 500 hours of internship. Recovery Coach Academy, ethical consideration, motivational interviewing, and wellness.
- DRC roles and responsible: Advocate, Community Organizer, Lifestyle Consultant, and Friend and Companion

Speaker Contacts

Thank
you

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Featured Organization



Empowering all people to thrive through excellent care, community engagement, and a commitment to innovation and growth.

Learn more at
<https://gnmhc.org/about-us/>

Deaf Awareness:
Supporting the Mental Health
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Hearing Populations

Greater Nashua Mental Health in New Hampshire

- **Who we are:** a team of clinicians and case managers who are Deaf and/or fluent in American Sign Language and qualified to provide linguistically and culturally competent care to our population.
- **What we do:** provide comprehensive mental health services to deaf population statewide, designed by NH Bureau of Mental Health.

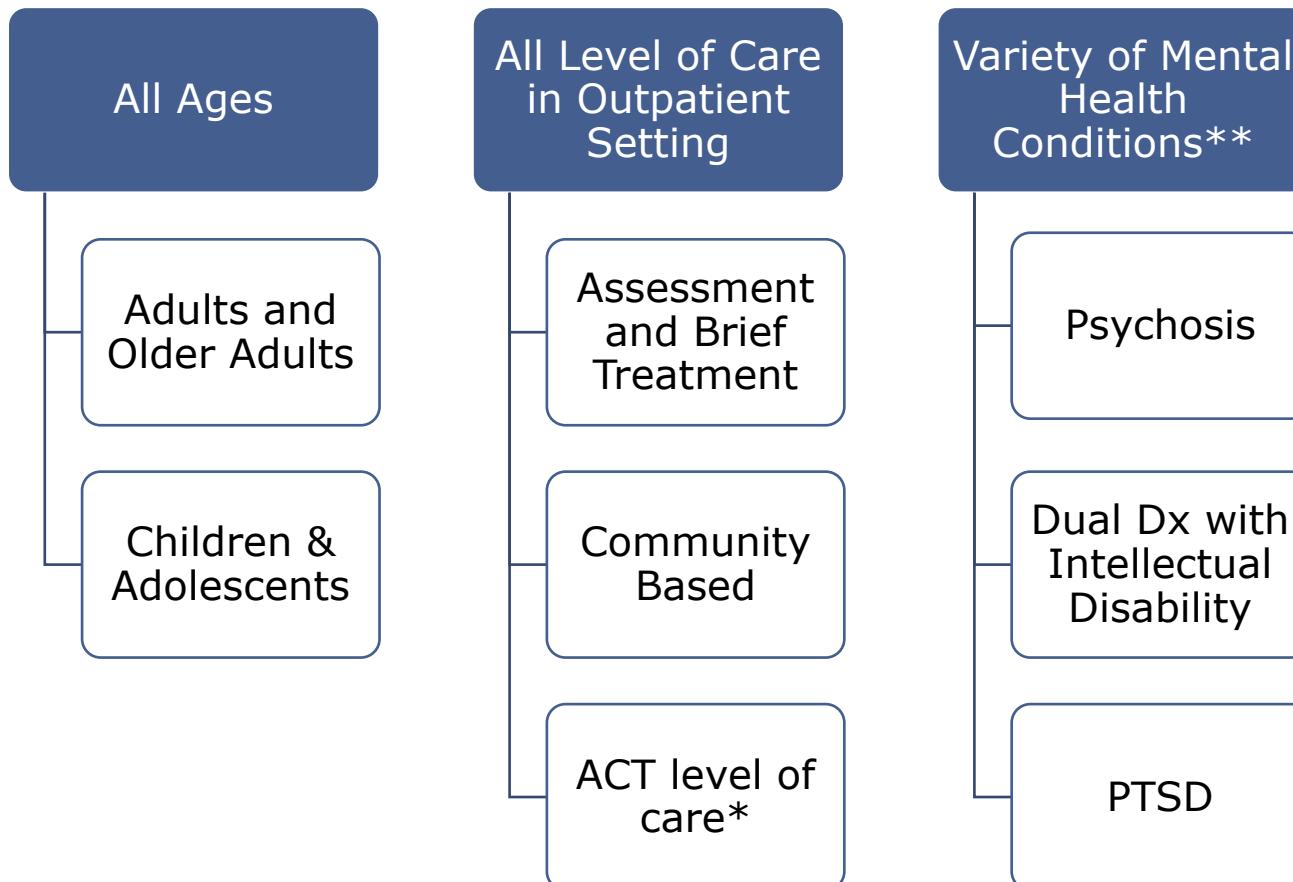
Goal is to provide equitable, linguistically and culturally competent services that hearing folks would receive at any NH CMHC.

Scope of Services

- Individual, Family and Group Therapy
- Case Management* (identify, refer, link, monitor)
- Community Based Support*
- Supported Employment Services*
- Mental Health in Schools
- Community Health Work and Integrated Primary Care
- Psychiatric Evaluation and Medication Management of Symptoms
- Consultation with NH BMH entities working with our population

**these services are only available to those who have NH Medicaid coverage and are assessed as “eligible” through SMI diagnosis and functional impairments.*

Range of Services



**to name a few

Operational Considerations: EQUITY

Workforce

- competitive pay, nationwide pool

Training and Expertise

- Conferences
- Clinical and Peer Supervision

Technology

- mobile devices, tablets to access EHR on road, videophones, high speed internet on site

Accessibility Services

- Interpreting, real time captioning services, tech solutions

Operational Considerations: EQUITY

Revenues from insurers for billable services

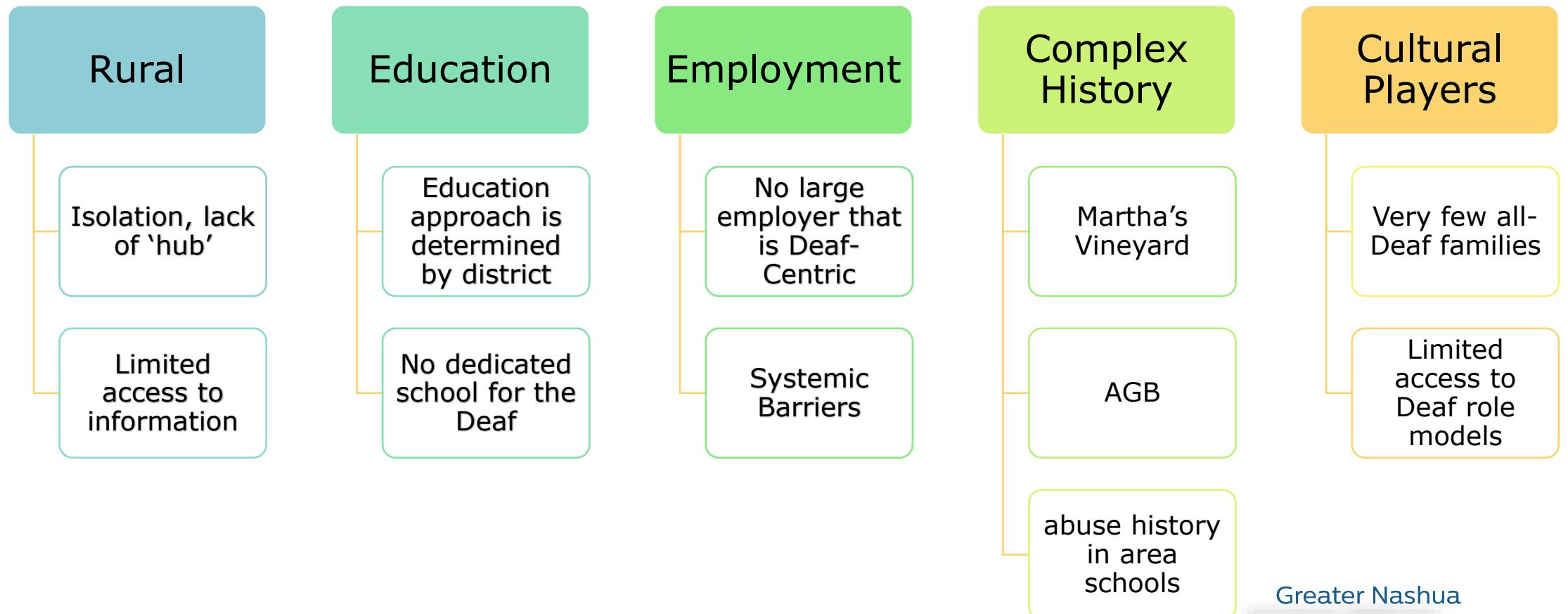
Supported by GNMH internal infrastructure

- Quality/Compliance, Fidelity
- Administrative and Human Resources
- IT/Electronic Health Record

NH Bureau of Mental Health Services

- Annual budgetary allocation to GNMH Deaf Services to support operational costs

Unique factors impacting NH Deaf Community



Contact Us:
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Featured Organization

Deaf Awareness:
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Amelia Saunders
Director of Residential Services
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Mental Health Connecticut (MHC) envisions a future where **wellbeing is rooted in respect for the condition of being human.**

Our mission is to **partner** with individuals, families, and communities to **create environments** that support **long-term health and wellness**.

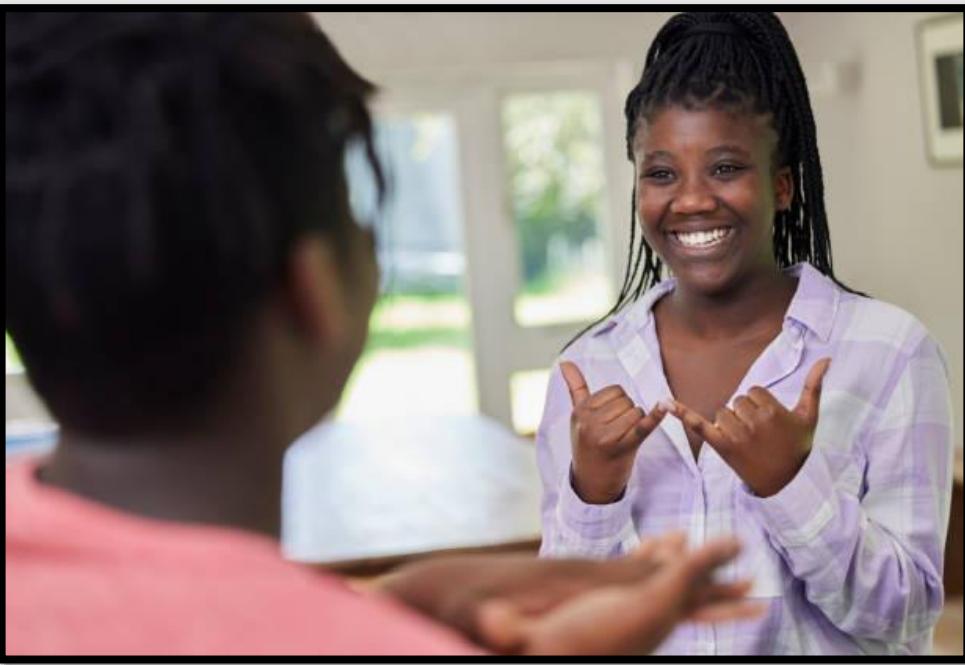
Established in **1908**, we are celebrating our **115th** anniversary supporting Connecticut in **advocacy, service and community education**.

MHC DHOH Services

- Robinson House Residential Services:
 - Group Home - Only mental health group home in CT exclusively for the DHOH population.
 - Residential Support Services
 - Life Coaching Services
- Choices Vocational Services
- Deaf Recreation Program
 - Community engagement for CT DHOH population.
- ***100% of staff are proficient in ASL; 80% are D/deaf, including program administrators.***



BREAK DOWN BARRIERS!



Best Practices for Culturally Affirmative Deaf Programs:

- ❖ Serve only Deaf people; hire competent Deaf staff, including administrators, ensure that all staff communicate fluently in ASL. Permit Deaf people to judge the effectiveness of communications (not hearing people.)
- ❖ Provide a safe environment with adaptive equipment for the Deaf such as video phones, strobe alarms, flashing signal lights.
- ❖ Increase staff cultural and clinical competence through trainings.
- ❖ Network and collaborate with other Deaf professionals with experience and competence in treating the DHOH population.
- ❖ Adapt treatment curriculum and methods/approaches to fit the needs and skills of the Deaf participants.



Contact New England MHTTC

Website:

<https://mhtcnetwork.org/centers/content/new-england-mhttc>

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*Thank
you*