Attachment 1

Scope of Work

**SCOPE OF WORK**

**PURPOSE**

The purpose of the Communication Assistance program is to provide communication support services to eligible individuals who are deaf or hard of hearing to achieve increased integration into the community and workplace.

**ELIGIBLITY CRITERIA**

Per South Dakota Codified Law Chapter 46:30:12 established in 2015, to be eligibility for Services through the Communication Assistance program, the applicant must meet all of the following:

* Be a resident of South Dakota
* Be deaf or hard of hearing
* Have barriers that inhibit community and employment inclusion
* Have a demonstrated need for communication assistance services

**SERVICE DESCRIPTIONS**

**Community Integration Skills Training (CIST)** - Individualized teaching, mentoring and guidance that enables the client to access services in the community. Planned services can include natural supports, social supports, skill development and communication support that will enhance the client’s ability to be more independent. (Requires case file)

* Assistance with reading and understanding documents and services
* Communicate with public and private enterprises
* Attending a Social Security hearing to assist with understanding

**Communication Assistance (Comm. Ass’t)** – Advise and counsel deaf individuals in communicating in their community when purchasing goods and services. Assisting and preparing individuals to independently learn how to obtain services with minimal assistance. These services assist an individual in developing the skills needed to advocate on their own. (Requires a case file)

* Sign language classes to help parent and caregivers to communicate more effectively with deaf individuals and to help in bridging the communication and cultural gap.
* Parent education in the Deaf community.
* Help with learning how to secure interpreters.

**Deaf Awareness Presentations / Trainings (DAT)** - Trainings on various aspects that are related to deafness to help bridge communication and cultural barriers associated with deafness between three communities--deaf, hard of hearing and hearing. (Requires DRS approval)

* Working with local government and businesses to make facilities accessible
* Training provided on hearing loss and deaf culture/history, hearing loss etiquette, technology, etc., to:
  + Independent Living Centers
  + DRS/SBVI staff
  + Providers in business with DRS/SBVI

**Family Communication Assistance (FAM)** – Services provided will be limited to families with children who are deaf or hard of hearing and under 9 years of age. Services provided will use a DRS staff approved curriculum that will drive the interactions between the families, children and mentors by providing the teaching material for the children and families to learn visual communication cues for increased communication abilities as well as provide positive engagement with successful adults who are deaf. Meetings can take place in the home or in the community to put into practice the skills being taught to increase independent communication skills. (Requires a case file)

**Information and Referral (I&R)** - Provide technical assistance and information to clients and/or families. Parents and students in need of direct services, including assistance at IEP meetings and advocacy services will be referred to the appropriate agency to assist them. (Requires case logs. If services go over 2 hours/8 units within a fiscal year, a case file will be required.)

* Providing contact information for Social Security questions and concerns
* Identifying educational resources for parents of deaf or hard of hearing children
* Locating home health services
* Finding subsidized housing
* Locating deaf specific organizations and resources
* Referral to other programs that provide assistive technology
* Providing information for Department of Social Services – heat assistance, food stamps
* Referral to Disability Rights SD, formally known as SD Advocacy
* Referral to Vocational Rehabilitation and Services to the Blind and Visually Impaired services
* Other referrals as needed

**Peer Support (PEER)** - Services to promote personal growth by sharing their own experiences and explaining how they have coped with and adjusted to having hearing loss. These services may also include information sharing, support services, mentoring and parent to parent opportunities. Could include informal support groups for hard of hearing persons to share experiences and seek guidance in coping with their hearing loss. Peer Support may help facilitate personal and social adjustment skills, communication skills, educational activities, and developing resources. (Requires a case file)

* Providing Peer Support Groups for social interaction and expand sign language skills
* Providing positive Role Models – sharing of experiences
* Support groups available to deaf or hard of hearing individuals and their families, on issues related to hearing loss or communication barriers
* Building support networks
* Can be provided individually or in groups

**Technical Assistance / Consultation (Tech Ass’t)** - Technical assistance or consultative services provided to Centers of Independent Living, schools, VR, Medical, Parents, Employers and Businesses to enhance the client’s experience.

* Consulting with an IL center on appropriate assistive technology – i.e. door alarm systems

**Training** – Cost can be billed for any staff training necessary to learn the curriculum selected by the provider and approved by DRS staff for the Family Communication Assistance service category. Purchasing of some training materials by DRS staff can also be considered with DRS approval.

**Travel** - Cost can be billed when travel is needed to provide services.

* Travel to a client’s home who is not able to travel to the office
* Travel to various schools or community
* Does NOT include transportation services for clients

DRS will agree to assist with interpreter costs accrued for CSD staff that is providing services under Communication Assistance. Staff agrees to receive approval from DRS staff prior to scheduling an interpreter(s) to ensure compliance.

**TASKS TO BE PERFORMED BY THE SELECTED PROVIDER**

This section describes the specific scope of work to be performed by the Provider.

* Disseminate applications and information pertaining to the SD Communication Assistance program.
* Receive and screen applications to determine eligibility, schedule appointments with clients, and assess the clients’ needs for communication support in the community and/or workplace, Providers shall provide detailed information in each area and how this will be accomplished.
* Work closely with the Division of Rehabilitation Services Program Specialist in delivery of the South Dakota Communication Assistance program.
* Maintain an electronic data base of client information and submit electronic data, reports and billing monthly. Examples should be included of the data base system used for generating this information, along with samples of monthly reports which will be generated from this data base system.
* Provide customer complaint resolution and assistance.

**CONTRACT MANAGEMENT**

The Provider must designate the person with whom the Division of Rehabilitation Services Program Specialist will communicate with about all matters related to the conduct of the contract.

**PROVIDING QUALIFIED STAFF**

Providers must indicate how they will provide staff that is qualified to communicate directly and effectively with and understand the needs of the persons to be served by the Communication Assistance program. Provider shall ensure staff is knowledgeable and experienced with equipment, hearing loss, communication issues and the unique needs of deaf and hard of hearing individuals.

**TIMELINESS OF SERVICE**

Provider shall ensure services will be provided in a timely manner to all clients statewide. Provider will respond to any contact made by clients within 10 working days, if not sooner, to ensure timeliness of service.

**CUSTOMER SERVICES AND PUBLIC INFORMATION**

Clients of the Communication Assistance program must be able to contact the Provider directly for program information and delivery. Providers must ensure that the public is able to obtain information about the program by phone, TTY, mail and e-mail during normal business hours and the Provider will effectively inform the target audience about the SD Communication Assistance program.

**COMPLAINT RESOLUTION**

Providers shall ensure procedures for handling complaints, inquiries, and comments regarding the Communication Assistance program service. Staff shall voluntarily offer the Division of Rehabilitation Services Program Specialist contact information when clients indicate, directly or indirectly, that they are not satisfied with the staff response to their complaints.

All complaints received by Provider or Provider’s staff shall be documented, including their resolution, kept on file, and forwarded to the Division of Rehabilitation Services on a monthly basis.

**CONFLICT OF INTEREST**

To avoid the appearance of a conflict of interest, Providers shall ensure that they will not use any information obtained through the Communication Assistance program for any other service they may provide, nor make such information available for sale.

**CONFIDENTIALITY OF INFORMATION**

Providers shall ensure that no personal information received by South Dakota Communication Assistance program about applicants will be disclosed to any person not directly involved in the program administration that require such information in the performance of their duties for South Dakota Communication Assistance. Providers shall certify that the confidentiality of participant’s names and personal information will be protected and not disclosed to any third party or used for any other purpose.

**DATA COLLECTION AND SUBMISSION**

Provider is required to compile data/demographics relating to each client and the services provided and will be required to submit this data in an electronic format (defined by the state) on a monthly basis to the Division of Rehabilitation Services Program Specialist.

**REPORTS**

Provider is required to include all reporting information that may be deemed necessary and available to the Department as a means to manage the program and ensure quality service delivery.

**ON SITE REVIEWS**

Provider will be subject to on-site program review. Department of Human Services will conduct on-site reviews of all statewide Communication Assistance program delivery. These on-site reviews will be pre-arranged and coordinated in advance to allow for staff availability during the on-site review. If program deficiencies are found, the Provider will be notified in a written report.

**ADDITIONAL RESOURCES**

Provider can request the Department to purchase resources to support language acquisition and instruction to deaf or hard of hearing children and their families. Resources are to be used on a lending program to children and their families. Provider will understand that with the Department purchasing these resources, that the resources are the property of State of South Dakota and the Department can request the return of these items at any time.