



DHoH Services Compliance - Organization

1. Deaf & Hard of Hearing Org Client folder (CFOP 60-10, Chapter 4-9.c) Are the assessments documented in customer case files or medical charts?
2. Deaf & Hard of Hearing Org Communication Ax If Staff shall denies the requested auxiliary aid or service on the Customer or Companion Communication Assessment and Auxiliary Aid/Service Record (form CF 761, available in DCF Forms), did staff record the denial of requested service in the customer's case file or medical chart?
3. Deaf & Hard of Hearing Org Tool (CFOP 60-10, Chapter 4-10) Does NSP staff provide appropriate auxiliary aids or services to customers or companions who are deaf or hard of hearing during the entire period of the visit?
4. Deaf & Hard of Hearing Org Tool (CFOP 60-10, Chapter 4-7.d) Prior to the use of a customer's or companion's family member, close friend, or job associate to act as an interpreter, is the customer's Waiver of Free Communication Assistance (form CF 763) documented?
5. Deaf & Hard of Hearing Org Tool (CFOP 60-10, Chapter 4-13) Must documentation of the waiver of rights be noted in the case file, i.e. case log, medical file, or any other documenting method to the client file?
6. Deaf & Hard of Hearing Org Tool (CFOP 60-10, Chapter 4-9.d) After completion of the assessment form (CF 761), is the customer or companion asked to complete the Customer or Companion Request For Free Communication Assistance or Waiver of Free Communication Assistance (form CF 763), indicating what type of communication assistance is being requested or indicating that the customer is declining free communication assistance?
7. Deaf & Hard of Hearing Org Tool (CFOP 60-10, Chapter 4-9.b) For non-scheduled appointments, upon arrival of the customer or companion who is deaf or hard of hearing, does the department or provider staff, in consultation with the customer or companion, determine the appropriate auxiliary aids and services necessary to ensure effective communication?
8. Deaf & Hard of Hearing Org Tool (CFOP 60-10, Chapter 4-10) Does NSP staff provide appropriate auxiliary aids or services to customers or companions who are deaf or hard of hearing during subsequent visits without requiring subsequent requests for the appropriate auxiliary aids and services by the customer or companion?
9. Deaf & Hard of Hearing Org Tool (LSF Standard Contract 36.i.ii.) If the provider has subcontractors with 15 or more employees, does the provider coordinate subcontractor reports and its own?
10. Deaf & Hard of Hearing Org Tool Communication Ax (CFOP 60-10, Chapter 4-9.a) For scheduled appointments, at the time an appointment is scheduled for a customer or companion who is deaf or hard of hearing, does provider staff perform a communication assessment using form CF 761 to determine which appropriate auxiliary aids and services are necessary to ensure effective communication?
11. Deaf & Hard of Hearing Org Tool Feedback (CFOP 60-10, Chapter 4-14.a) Is the provider aware, as evidenced by policy, procedure or agency publication, that information regarding the Customer/Companion Feedback Form is made available in ASL format on video in English, Spanish, and Creole on the DCF website?



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12. Deaf & Hard of Hearing Org Tool Interview (Standard Contract, Paragraph 36.i.) Does the agency ensure that staff are providing appropriate auxiliary aids and services in a timely manner to customers and companions who are deaf or hard of hearing?
13. Deaf & Hard of Hearing Org Tool Interview (Standard Contract, Paragraph 36.i.) Does the agency have practices and processes for providing auxiliary aids and services to customers and companions who are deaf or hard of hearing?
14. Deaf & Hard of Hearing Org Tool Interview (Standard Contract, Paragraph 36.i.) Does the agency have a practice or process for review of all complaints filed with the agency by customers and companions who are deaf or hard of hearing?
15. Deaf & Hard of Hearing Org Tool Interview (Standard Contract, 36.i.) Does the agency make the name, address and telephone number of the Section 504/ADA Coordinator assigned to their agency (SPOC) available to all interested parties?
16. Deaf & Hard of Hearing Org Tool Notices (CFOP 60-10, Chapter 4-15.b) Do web-sites maintained by the NSP include information about the availability of appropriate auxiliary aids and services at no-cost to customers or companions who are deaf or hard of hearing and how to request them? These notices shall be written in simple language and presented in formats that accommodate low literacy levels.
17. Deaf & Hard of Hearing Org Tool Notices (Standard Contract 36.i.v.) Are the three required notices of appropriate size?
(Interpreter services for the Deaf or Hard-of-Hearing, DCF Non-discrimination, and Limited English proficient located on the DCF website under "DCF Posters")
18. Deaf & Hard of Hearing Org Tool Notices (CFOP 60-10, Chapter 4-15.a) Are the notices that provide information about the availability of appropriate auxiliary aids services at no-cost to customers or companions who are deaf or hard of hearing and how to request them, written in simple language and presented in formats that accommodate low literacy levels?
19. Deaf & Hard of Hearing Org Tool Notices Is the SPOC contact information is current on notices?
20. Deaf & Hard of Hearing Org Tool Notices (Standard Contract, Paragraph 36.i.v.) Does the provider post conspicuous notices near where people enter or are admitted within the provider's location(s)?
21. Deaf & Hard of Hearing Org Tool Notices (CFOP 60-10, Chapter 4-15.a) Does the NSP have conspicuous notices posted that provide information about the availability of appropriate auxiliary aids and services at no-cost to customers or companions who are deaf or hard of hearing and how to request them?
22. Deaf & Hard of Hearing Org Tool SPOC (Standard Contract 36.i.ii.) Does the provider furnish the name and contact information for its designated Single Point of Contact (SPOC) within 14 days of the contract/amendment or replacement of the previous SPOC?
23. Deaf & Hard of Hearing Org Tool SPOC Single Point of Contact - does the employee, serving in this capacity, have the expertise necessary to serve in this role and carry out the duties assigned to the SPOC?



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24. Deaf & Hard of Hearing Org Tool Training (LSF Standard Contract 36.i.iv.) Does the provider have some method to make employees aware of the requirements of CFOP 60-10 Chapter 4?
25. Deaf & Hard of Hearing Org Tool Training (CFOP 60-10, 4-21.) Do all new employees complete the Department's "Serving our Customers Who are Deaf or Hard of Hearing" training modules during orientation (The first three modules for employees and all four modules for the SPOC)?
26. Deaf & Hard of Hearing Org Tool Training (Standard Contract 36.i.iv & viii., CFOP 60-10, 4-21.) Are all employees receiving an annual refresher training in the Department's "Serving our Customers Who are Deaf or Hard of Hearing" training modules (The first three modules for employees and all four modules for the SPOC)?