

Disaster Psychiatry: Working with consumers who are deaf, deaf-blind and hard of hearing

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Introduction

- Donna Platt
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Objectives

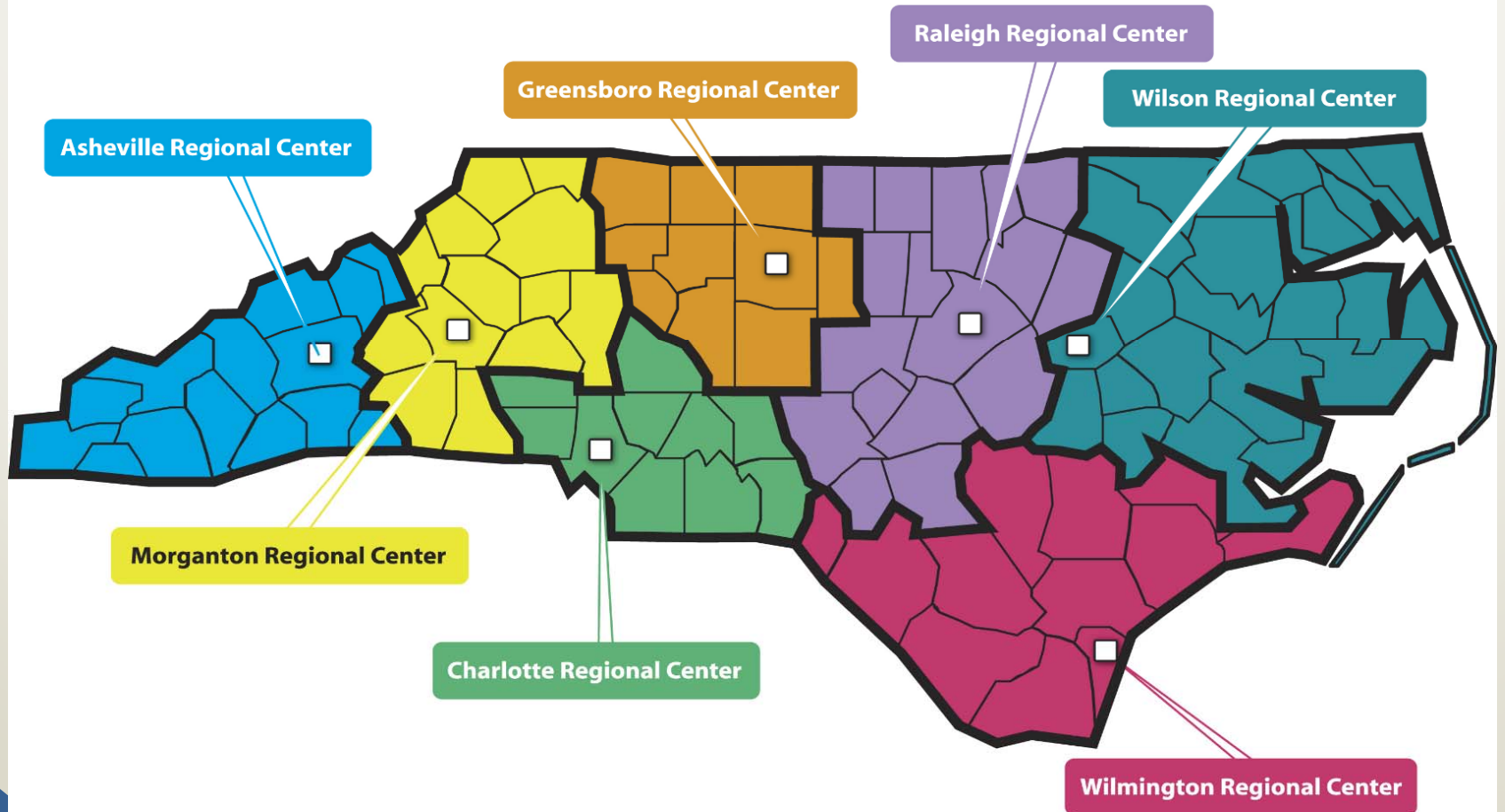
- Analyze potential challenges consumers with hearing loss may experience during a disaster event
- Identify the best communication mode for consumers
- Assess and provide appropriate services (crisis counseling, short term mental health counseling, long term mental counseling)
- Identify resources to provide assistance to consumers
- Utilize sign language interpreters when appropriate

NC Division of Services for the Deaf and the Hard of Hearing (DSDHH)

- Home Office – Raleigh
- 7 Regional Centers – 100 Counties
- Free – no cost for consultation and training
- Will travel!

North Carolina Division of Services for the Deaf and the Hard of Hearing

Regional Centers



DSDHH – continued

Each Regional Center has:

- Community Accessibility Consultant
- Deaf Services Specialist
- Hard of Hearing Services Specialist
- Interpreting Services Specialist
- Telecommunications Consultant
- Deaf-Blind Services Specialist (Raleigh & Charlotte)

DSDHH Roles & Responsibilities during Emergencies

- Collaborate with emergency entities to ensure telecommunication & communication services are being offered to deaf, deaf-blind, late deafened, and hard of hearing

Community Accessibility Consultant (CAC)

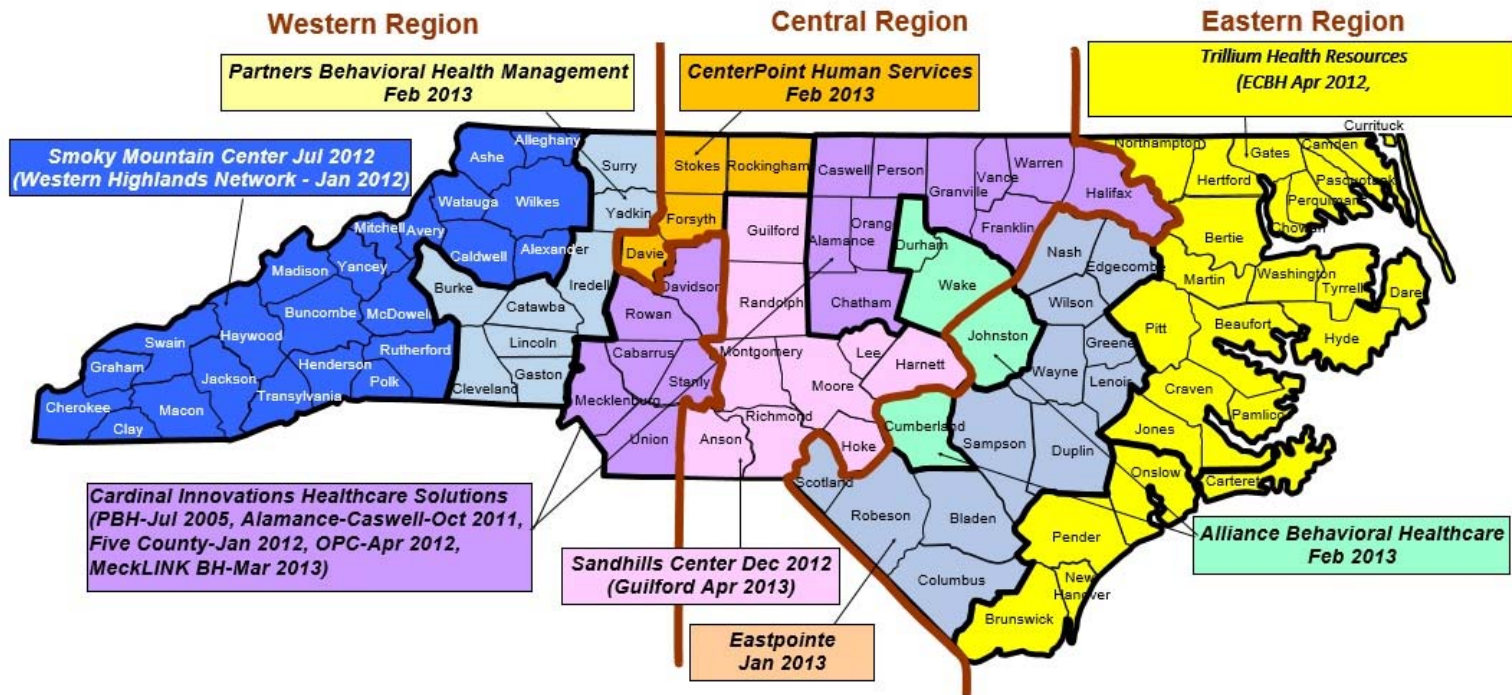
- Primary contact person to work closely with local and county emergency entities
- Provide resources, consultation and technical training to emergency responders, first responders and 9-1-1 telecommunicators on effective communication access (interpreters, ALDs, etc.) to individuals with hearing loss
- Educate, advocate and provide resources to community members on 9-1-1, law enforcement and emergency preparedness & safety

RHA Behavioral Health Services, LLC Deaf & Hard of Hearing Program

- Home Office – Raleigh
- 10 Licensed clinicians and 5 Outreach Coordinators/Consultants
- Free – no cost for consultation and training
- Face to face or telepsychiatry services (evaluation and/or therapy sessions)
- Will travel!

http://www.rhabebehavioralhealth.org/programs_services/our_deaf_and_hard_of_hearing_services/

Local Management Entity - Managed Care Organizations (LME-MCOs) and 1915 b/c Medicaid Waiver Implementation Dates



- Reflects LME-MCOs as of 7/1/13 and shows the dates they implemented the 1915 b/c Medicaid Waiver.
- Implementation dates for former LMEs and LME-MCOs that merged to form the current LME-MCO are shown in parentheses.
- Shows the merger of ECBH and CoastalCare forming Trillium Health Resources that occurred on 7/1/13.
- Information current as of 7/1/13.



RHA - continued

Basic Services:

- Individuals, Group, Family Therapy
- Care Coordination
- Advocacy
- Education
- Comprehensive Clinical Assessment (CCA)
- Medications Management – Psychiatric evaluation
- Crisis Intervention (RHA DHH not 24/7). Mobile Crisis Team after business hours and weekends.

RHA Roles & Responsibilities during Emergencies

- Collaborate with agencies by providing consultation and resources
- Deploy a team from RHA Deaf and Hard of Hearing Services to provide crisis counseling services



Video showing of deaf woman sharing her experience with Hurricane Floyd

Courtesy of NC Division of Mental Health, Developmental Disabilities, and Substance Abuse Services - Community Policy Management

Demographics in North Carolina

- Over 1.2 million with hearing loss (2010)
- By 2030, hearing loss population increase by 41% to 1.7 million

Hearing Loss

- Invisible
- No hearing loss is alike
- There are many different communication modes used
- Only 20% of people needing hearing aids actually have one.

Communication Modes

- American Sign Language (ASL)
- Pidgin Signed English (PSE)
- Signing Exact English (SEE)
- Tactile Sign Language
- Cued Speech
- Lipreading (oral)
- Gestures
- Print on palm



Communication Modes

- Typing/Writing Notes
- Dry erase board
- Drawing
- Pocket talker and/or assistive listening devices
- Use communication board



American Sign Language (ASL)

- Linguistically complete language in a visual-gestural form
- No written language
- Its own vocabulary, idioms, grammar, and syntax
- English as 2nd language for many deaf people
- Not international language

Dysfluency

- Language dysfluency is the inability to communicate fluently in any language. (Glickman, 2008)
- Some Deaf individuals are dysfluent because they never learned language.

Glickman, N. (2008). Cognitive-Behavioral Therapy for Deaf and Hearing Persons with Language and Learning Challenges. New York, NY: Routledge.

Dysfluency - continued

- Language dysfluency etiologies (Gulati, 2003):
 - ✓ Physical causes
 - ✓ Mental illness
 - ✓ Language deprivation

Gulati, S. (2003). Psychiatric care of culturally deaf people. In N.Glickman & S. Gulati (Eds.), *Mental health care of deaf people: A culturally affirmative approach* (pp. 33-107). Mahwah, NJ: Lawrence Erlbaum Associates.



Why is it important to have specialized mental health counselors working with D/DB/HOH consumers?

Which law????

- Prohibits discrimination on the basis of disability in all services, programs, and activities provided to the public by governments and public accommodations & commercial facilities.

Which law? continued

- Section 504, Rehabilitation Act of 1973
- American with Disabilities Act - Title II
- American with Disabilities Act - Title III

<http://www.dol.gov/oasam/regs/statutes/sec504.htm>

http://www.ada.gov/ada_title_II.htm

http://www.ada.gov/ada_title_III.htm

Civil Rights Act of 1964

Title II. SEC. 201. (a) All persons shall be entitled to the full and equal enjoyment of the goods, services, facilities, privileges, advantages, and accommodations of any place of public accommodation, as defined in this section, without discrimination or segregation on the ground of race, color, religion, or national origin.

<http://www.gpo.gov/fdsys/pkg/STATUTE-78/pdf/STATUTE-78-Pg241.pdf>

NC General Statute 90D (Interpreters and Translators)

- Requires interpreters and translators to hold a license (educational, religious and volunteers exempt)
- Types of license:
 - ✓ Full
 - ✓ Provisional – temporary

<http://www.ncleg.net/gascripts/statutes/StatutesTOC.pl?Chapter=0090D>

ADA – Qualified interpreter

“An interpreter who, via a video remote interpreting (VRI) service or an on-site appearance, is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. Qualified interpreters include, for example, sign language interpreters, oral transliterators, and cued-language transliterators.”
(Subpart A—General, § 35.104 Definitions).

http://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.htm#a35152

ADA – Auxiliary aids and services

- (A) qualified interpreters or other effective methods of making aurally delivered materials available to individuals with hearing impairments;
- (B) qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals with visual impairments;
- (C) acquisition or modification of equipment or devices; and
- (D) other similar services and actions.

Excerpted from Sec. 12103 (1)

<http://www.ada.gov/pubs/adastatute08.htm#12102>

More information – see Subpart A—General, 35.104 Definitions

http://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.htm#a35152

Video Remote Interpreting (VRI)



VRI is to be used temporarily until a live interpreter shows up.
A live interpreter is recommended for serious discussion.

List of Interpreters & Transliterators in NC

List of licensed interpreters and transliterators can be found in:

- **Division of Services for the Deaf and the Hard of Hearing (DSDHH)**

<http://www.ncdhhs.gov/dsdhh/directories.htm>

- **North Carolina Interpreter and Transliterator Licensing Board**

<http://ncitlb.org/wp-content/uploads/2015/09/NCITLB-Licensees-as-of-9.15.pdf>

Mental Health Interpreters

- Receive intensive mental health training (Mental Health Interpreter Training-MHIT-40 hours)
- Training includes assessment, evaluation, diagnosis, and psychotropic medications
- Able to identify their behaviors, language (fluent and/or dysfluency)
- If unable to comprehend with their dysfluency, will call for an CDI (Certified Deaf Interpreter)
- Qualified Mental Health Interpreter (QMHI)

Emergency Response Sign Language STRIKE Interpreters (in progress)

- A pool of trained and qualified interpreters to work in emergency/disaster settings
- A directory of interpreters with appropriate skills & knowledge for emergency entities
- Small group of leaders

STRIKE Interpreters (in progress) continued

- Interpreters trained in:
 - type of emergency settings
 - systems, roles and expectations of emergency responders
 - critical incident stress management
 - personal emergency preparedness
 - procedure of providing interpreting services
 - specialized education such as medical, media announcement, mental health, and others
 - continued education

Potential Locations to Interpret

- Emergency Press Conferences & Media Announcements
- Shelters
- Medical Shelters
- Hospitals
- Town Hall meetings
- Search and Rescue
- Disaster Recovery Centers
- Crisis & Mental Health Counseling



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- **Life experience scenarios for review and discussion**

Referral Procedure for Mental Health Services for Deaf and Hard of Hearing

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Questions?

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