

**Mental Health Services for Deaf Missourians:  
Priorities for Systemic Development and Improvement**

Change Tools	Adaptations to Current System	New System Innovations
<b>Policy</b>	<ul style="list-style-type: none"> <li>✚ Provide clustering options for Deaf individuals               <ul style="list-style-type: none"> <li>○ Residential and supported living</li> <li>○ Least restrictive environments will remove communication barriers and reduce isolation</li> <li>○ Utilized shared resources-staffing, technology and interpreters</li> </ul> </li> <li>✚ ADA/ADAA Compliance through enforcement and technical assistance/support</li> <li>✚ Maximize use of Medicaid and shared funding mechanisms</li> <li>✚ Develop strategic plans with meaningful and substantive input from Deaf community, consumer and providers.               <ul style="list-style-type: none"> <li>○ Example: DAC, RESPECT and Mental Health Awareness Day.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>✚ Collaborate with other State agencies to create Integration across Department lines.</li> <li>✚ Modify policies to support access for Deaf persons to specialized resources (community and residential)               <ul style="list-style-type: none"> <li>○ Regional Deaf Services Centers*</li> <li>○ Telehealth access to specialized providers</li> <li>○ Resources across catchment area boundaries</li> </ul> </li> <li>✚ Utilize Transformation process to address disparities regarding ESL, minority and low incidence populations.</li> </ul>
<b>Programmatic Models</b>	<ul style="list-style-type: none"> <li>✚ Access specialized mental health and addictions treatment services through collaboration with other states and programs.               <ul style="list-style-type: none"> <li>○ Example: Deaf off Drugs and Alcohol (DODA)</li> </ul> </li> <li>✚ Reinforce requirements for clear, accessible grievance processes that begin on the provider level and include all levels of oversight.               <ul style="list-style-type: none"> <li>○ Supplemental technical support from Deaf Services or ADA compliance resources at each level as needed.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>✚ Add culturally-affirmative DMH service navigation as a service menu option for Deaf consumers*</li> <li>✚ Establish specialized regional capacity to serve Deaf individuals*</li> </ul>
<b>Workforce Development</b>	<ul style="list-style-type: none"> <li>✚ Provide just-in-time (online CLE units) and ongoing Deaf culture training opportunities for DMH workforce to promote appropriate services.</li> <li>✚ Provide protocols for appropriate access to consultation from the DMH Deaf Services Director, Regional teams and specialized providers.</li> </ul>	<ul style="list-style-type: none"> <li>✚ Establish incentives and resources to hire ASL fluent providers as continuum of care options.*               <ul style="list-style-type: none"> <li>○ Example: Incentivized rate for dually- qualified (mental health and language) providers</li> </ul> </li> </ul>
<b>Resource Development</b>	<ul style="list-style-type: none"> <li>✚ Network to access specialized expertise and service capacity for Deaf individuals through technology and resource sharing with other states and at the national level.               <ul style="list-style-type: none"> <li>○ Example: Deaf off Drugs and Alcohol (DODA) and Minnesota</li> </ul> </li> <li>✚ Improve resources, timeliness, and cost effectiveness for communication access choices*               <ul style="list-style-type: none"> <li>○ Example: ASL fluent clinicians/ Telehealth tools/Just-in-time interpreting (VRI on-demand) for intake, drop-in and crisis situations for Deaf consumers/ interpreters with specialized training in mental health.</li> </ul> </li> <li>✚ Develop tools and methods for collection and management of data and resources related to DMH Deaf Services.               <ul style="list-style-type: none"> <li>○ Example: Database of specialized providers and interpreters. Tracking and referral tool to identify consumers seeking co-location opportunities.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>✚ DMH Budget               <ul style="list-style-type: none"> <li>○ Develop DMH budget item that establishes statewide capacity for screening, language assessment and diagnosis of Deaf persons using ASL fluent MH/DD/SA professionals and communications professionals.*</li> <li>○ Redirection and realignment of current spending for Deaf services to more effective and efficient service provision options.</li> </ul> </li> <li>✚ Expand service navigator concept to support DMH/DESE/DSS/DHSS interagency support for Deaf individuals.*</li> </ul>

\* Additional funding required to implement these items.

Red text indicates immediate priority items.