



DHoH Services Compliance - Client

1. Deaf & Hard of Hearing Client 01 (CFOP 60-16, 3-14(a), 3-14(k)) For each contact or service date requiring an assessment, did staff complete the applicable Customer or Companion Reasonable Modification Assessment and Auxiliary Aid/Service Record (CF 761 or CF 761A)?
2. Deaf & Hard of Hearing Client 02 (CFOP 60-16, 3-14; current CF 761/CF 761A instructions) Was every applicable field on CF 761 or CF 761A completed accurately, including customer/companion identification, contact date and time, and case identifier?
3. Deaf & Hard of Hearing Client 03 (CFOP 60-16, 3-14; current CF 761/CF 761A) Does the completed Customer or Companion Communication Assessment and Auxiliary Aid and Service Record, CF 761 or CF 761A, identify the staff member who performed the assessment?
4. Deaf & Hard of Hearing Client 04 (CFOP 60-16, 3-14; current CF 761/CF 761A) Did staff completing the Customer or Companion Communication Assessment and Auxiliary Aid and Service Record (form CF 761) identify whether the contact involved an initial assessment, reassessment, or subsequent appointment on the applicable form?
5. Deaf & Hard of Hearing Client 05 (CFOP 60-16, 3-12, 3-14(c), 3-14(j)(5)) Did the provider offer necessary reasonable modifications and auxiliary aids or services free of charge and, if declined, still ensure effective communication and service in the most integrated setting?
6. Deaf & Hard of Hearing Client 06 (CFOP 60-16, 3-14(a)) Does the Provider document the assessment in the customer's case file or medical chart and take into account all relevant facts and circumstances, including the following: (1) The nature, length, and importance of the communication at the time a need is identified; (2) The individual's communication abilities; (3) The individual's health status or changes for those seeking health services; and, (4) The number of people involved in the communication?
7. Deaf & Hard of Hearing Client 07 (CFOP 60-16, 3-14(a)) Is the assessment completed when the Department or Provider staff first become aware of the possible need for reasonable modification or communication assistance?
8. Deaf & Hard of Hearing Client 08 (CFOP 60-16, 3-14(b)) Does the Provider document the customer files to indicate whether a reasonable modification or auxiliary aid or service is needed and indicate what additional steps were taken by staff, and outside referral sources have been notified in advance of a customer's or companion's needs?
9. Deaf & Hard of Hearing Client 10 (CFOP 60-16, 3-12(a)) For a scheduled appointment requiring interpretation, was a certified interpreter available at the scheduled time?
10. Deaf & Hard of Hearing Client 11 (CFOP 60-16, 3-12(a)) If a scheduled interpreter fails to appear, does the Provider's staff take whatever steps are necessary to obtain a qualified or certified interpreter or other aid within 2 hours?
11. Deaf & Hard of Hearing Client 12 (CFOP 60-16, 3-14(b)(1)) Does the Provider provide updates to the customer or companion as necessary until the assistance is secured?
12. Deaf & Hard of Hearing Client 13 (CFOP 60-16, 3-14(b)(2)) While awaiting the requested aid or service, did staff continue communicating using all available effective methods sought by the customer or companion?



DHoH Services Compliance - Client

13. Deaf & Hard of Hearing Client 14 (CFOP 60-16, 3-14(c)) If the individual declined an aid or service, did the provider still ensure effective communication and provide services in the most integrated setting?
14. Deaf & Hard of Hearing Client 15 (CFOP 60-16, 3-14(h), 3-14(k)(4)) If communication was ineffective or needs changed significantly after the initial assessment, did staff reassess which aids or services were necessary for effective communication?
15. Deaf & Hard of Hearing Client 16 (CFOP 60-16, 3-14(i)) Did the provider notify referral agencies in advance of the customer's or companion's requested aid or service and document that notice in the record?
16. Deaf & Hard of Hearing Client 17 (CFOP 60-16, 3-14(j)) Did the provider supply appropriate aids or services throughout the visit and subsequent visits without requiring repeated requests when the need remained unchanged?
17. Deaf & Hard of Hearing Client 18 (CFOP 60-16, 3-14(j)(1)) For ongoing services involving numerous communications of varying length or complexity, did staff develop an ongoing communication plan on CF 761 that addresses reasonably foreseeable situations and anticipated communication methods?
18. Deaf & Hard of Hearing Client 19 (CFOP 60-16, 3-14(j)(2)) Were staff who routinely interact with the customer or companion involved in developing the ongoing plan or informed of the assessment results and required communication methods?
19. Deaf & Hard of Hearing Client 20 (CFOP 60-16, 3-14(j)(3)) Did staff ask or assist the customer or companion to voluntarily complete CF 763, Free Reasonable Modification and Communication Assistance for Individuals with a Disability?
20. Deaf & Hard of Hearing Client 21 (CFOP 60-16, 3-14(j)(3)) If the individual could not or would not complete CF 763, did staff document the requested assistance or declination by an alternative method and offer necessary assistance, including interpretation?(a) Indicate what type of reasonable modification or communication assistance is being requested, or, (b) Indicate whether the Customer or Companion declines free reasonable modification or communication assistance.
21. Deaf & Hard of Hearing Client 22 (CFOP 60-16, 3-14(j)(4)) Does the Provider have the signed form Free Reasonable Modification and Communication Assistance for Individuals with a Disability (CF 763) maintained in the customer's case file or medical chart?
22. Deaf & Hard of Hearing Client 23 (CFOP 60-16, 3-14(j)(5)) Does the record show that declining or waiving free assistance did not relieve the provider of its duty to ensure effective communication and integrated service delivery?
23. Deaf & Hard of Hearing Client 24 (CFOP 60-16, 3-14(k)(3)) If no ongoing plan was completed, did staff document each contact and aid or modification on the applicable CF 761, CF 761A, or CF 763 and provide the required copy to the SPOC?
24. Deaf & Hard of Hearing Client 25 (CFOP 60-16, 3-14(k)(4)) If an aid or modification was ineffective or communication needs changed significantly, did staff reassess the needed assistance, consult the individual where possible, and notify the SPOC before finalizing the change?



DHoH Services Compliance - Client

25. Deaf & Hard of Hearing Client 26 (CFOP 60-16, 3-14(k)(5)) After a determination that the modification or auxiliary aid or service requested would result in an undue burden or a fundamental alteration of the program, service, or activity, does the Provider Executive Director/CEO or designee make the denial? (this must be documented in chart and provide the name and title of person that made the denial determination, along with the time and date)
26. Deaf & Hard of Hearing Client 27 (CFOP 60-16, 3-14(k)(5)(a)) Was the denial information recorded in the customer's file?
27. Deaf & Hard of Hearing Client 28 (CFOP 60-16, 3-14(k)(5)(b)) Did staff notify the requester of the denial and provide the individual a copy of the Customer or Companion Reasonable Modification Assessment and Auxiliary Aid/Service Record showing the denial?
28. Deaf & Hard of Hearing Client 29 (CFOP 60-16, 3-14(k)(5)(c)) Does the provider ensure effective modification or auxiliary aid or service with the Customer or Companion and advise the person making the request for an aid of the alternative aid or service that will be provided and then document the customer's file or record to reflect the alternative aid provided in section 2 of Customer or Companion Communication Assessment and Auxiliary Aid and Service Record (form CF 761)?
29. Deaf & Hard of Hearing Client 30 (CFOP 60-16, 3-14(k)) Has the Provider completed the Customer or Companion Reasonable Modification Assessment and Auxiliary Aid/Service Record (form CF 761, available in DCF Forms) or the Call Center Customer or Companion Reasonable Modification Assessment and Auxiliary Aid/Service Record (form CF 761A, available in DCF Forms) to determine the reasonable modification or method of communication that is most effective for the customer or companion when applicable?
30. Deaf & Hard of Hearing Client 31 (CFOP 60-16, 3-14(k)) Does the provider have a record of the customer/companion identified needs documented and maintained in the customer's file?
31. Deaf & Hard of Hearing Client 32 (CFOP 60-16, 3-14(k)(2)) When a reasonable modification and auxiliary aid and service plan is completed, all sections of the reassessment of the customer or companion's need is not required at each contact. However, at each contact does the Provider provide the type of reasonable modification or auxiliary aid or service provided documented in the customer file or record and the Header, Section 1 and Section 3 of Customer or Companion Communication Assessment and Auxiliary Aid and Service Record (form CF 761) completed and a copy given to the SPOC?
32. Deaf & Hard of Hearing Client 33 (CFOP 60-16, 3-15(a)) Was CF 744, Customer or Companion Feedback, offered to each customer or companion with a known disability regardless of whether an accommodation was requested or provided?