DHoH Services Compliance - Organization

1. Deaf & Hard of Hearing Org 01 (LSFHS Incorporated Document 4 (5)) Are the three required notices of appropriate size? (11X17)

2. Deaf & Hard of Hearing Org 03 (Incorporated Document 4; CFOP 60-16, 3-5(a)) Does the provider have a policy and procedure to review and implement all applicable provisions of CFOP 60-16 and maintain practices that ensure equal access and effective communication?

3. Deaf & Hard of Hearing Org 04 (CFOP 60-16, 3-7) If the provider staff determines that use of an auxiliary aid or service interferes with medical or monitoring equipment or constitutes a threat to a customer's medical condition, does the provider staff provide alternative means to provide reasonable modification or to ensure effective communication with the customer or companion?

4. Deaf & Hard of Hearing Org 05 (CFOP 60-16, 3-7.) If the provider staff determines that use of an auxiliary aid or service interferes with medical or monitoring equipment or constitutes a threat to a customer's medical condition, does the provider staff document the alternative means in the customer's case file or medical record?

5. Deaf & Hard of Hearing Org 06 (CFOP 60-16, 3-8(b)) Does the provider staff consult with the person with a disability or LEP whenever possible to discuss what aid or service is appropriate?

6. Deaf & Hard of Hearing Org 07 (Incorporated Document 4; CFOP 60-16, 3-8(d)) Does the provider supply necessary auxiliary aids and services at no cost to ensure effective communication with deaf or hard-of-hearing or LEP customers and companions?

7. Deaf & Hard of Hearing Org 08 (Incorporated Document 4; CFOP 60-16, 3-10(b)) Does the provider maintain a process to identify, schedule, and obtain certified interpreters and other appropriate aids when necessary for effective communication?

8. Deaf & Hard of Hearing Org 09 (Incorporated Document 4) When a certified interpreter is necessary, did the provider make one available as soon as possible and no later than two hours after the client's request?

9. Deaf & Hard of Hearing Org 10 (CFOP 60-16, 3-12(b)) Does the Provider notify applicants with disabilities of their right to free reasonable modifications and auxiliary aids and services in a format that they can understand?

10. Deaf & Hard of Hearing Org 11 (CFOP 60-16, 3-14(b)(1)) Does the Provider follow the local-level resource guide provided by the Single Point of Contact (SPOC) to secure the assistance required and the estimated wait time?

11. Deaf & Hard of Hearing Org 12 (CFOP 60-16, 3-14(d); 3-8(e), as applicable) Does the provider avoid requiring or coercing a customer or companion to use a family member, friend, advocate, school employee, or facility personnel as an interpreter, except in the limited circumstances permitted by CFOP 60-16?

12. Deaf & Hard of Hearing Org 13 (CFOP 60-16, 3-14(g)) Does the Provider take all reasonable measures to ensure that the customer keeps appointments for which interpreter services have been arranged?

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13. Deaf & Hard of Hearing Org 14 (Incorporated Document 4; CFOP 60-16, 3-15(a)-(c)) Did the provider distribute CF 744 to each applicable customer or companion (DHOH and LEP clients), offer requested assistance, document that the form and assistance were offered, and ensure no original or copy was retained in the client record?

14. Deaf & Hard of Hearing Org 15 (CFOP 60-16, 3-15(a)) Does the Provider have information regarding the Customer or Companion Feedback form available in alternative formats, English, Spanish, and Creole and other languages are then made available upon request?

15. Deaf & Hard of Hearing Org 16 (CFOP 60-16, 3-15(b)) When offering CF 744, does staff explain that completion is voluntary, not required, and will not affect access to benefits?

16. Deaf & Hard of Hearing Org 17 (CFOP 60-16, 3-15(b)) Does the provider offer an envelope that the customer or companion may seal before returning the completed CF 744?

17. Deaf & Hard of Hearing Org 18 (CFOP 60-16, 3-15(c)) For customers or companions with a disability or LEP who may have difficulty understanding or completing the feedback Customer or Companion Feedback form (form CF 744), does the Provider offer assistance, including interpreter services where necessary?

18. Deaf & Hard of Hearing Org 19 (CFOP 60-16, 3-15(e)) If the individual prefers to submit feedback by email, does staff direct the individual to the DCF "Contact the Department" form under Services--Individuals with a Disability?

19. Deaf & Hard of Hearing Org 20 (LSFHS Incorporated Document 4 (14-15)) If the provider has applicable subcontractors, does it require Section 504, ADA, and CFOP compliance and compile subcontractor compliance data with its own reporting?

20. Deaf & Hard of Hearing Org 21 (LSFHS Incorporated Document 4 (5)) 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?

21. Deaf & Hard of Hearing Org 22 (Incorporated Document 4 (4)) Does the SPOC ensure employees know the Section 504/ADA requirements, roles, responsibilities, and applicable contact points?

22. Deaf & Hard of Hearing Org 23 (LSFHS Incorporated Document 4 (5)) Are required DCF notices posted conspicuously at entrances, admission areas, lobbies, waiting areas, bulletin boards, and applicable provider websites?

23. Deaf & Hard of Hearing Org 24 (LSFHS Incorporated Document 4 (3)) 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?

24. Deaf & Hard of Hearing Org 25 (CFOP 60-16, 3-14(k)(5)(a)) When a requested aid or modification was denied, was the denial documented on CF 761 or CF 761A with the date, time, decision-maker's name and title, and basis for the determination (Section 5 of CF 761)?

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25. Deaf & Hard of Hearing Org 26 (CFOP 60-16, 3-14(k)(5)(a)) After a denial, was the required copy of CF 761 or CF 761A provided to the SPOC?