

ISAC Recommendation #1: Assure Effective Communication



Every person has an effective way to communicate in order to express choice and ensure his or her health and safety. All forms of communication should consider and include the individual's language preferences and use of current technology.

Current Strategy	Accomplishments that support this Strategy	Recommendation for this Strategy (retain, revise, replace)
<p>1. Finalize and issue the communication policy bulletin.</p> <ul style="list-style-type: none"> Establishes that “effective communication is the key to leading self-determined lives, being part of communities, being healthy and safe, and having healthy relationships.” Recognizes the rights of people with communication challenges to receive supports and services to effectively and fully communicate. Describes the communication profile and a communication plan in the ISP. Specifies roles, expectations, training needs, and funding options for supporting effective communication. 	<p>The forthcoming publication of Chapter 6100 and the concurrent revisions to ODP's four chapters of human services licensing strongly support this strategy. Chapter 6100.50 reads that “Written, oral and other forms of communication with the individual, and persons designated by the individual, shall occur in a language and means of communication understood by the individual or a person designated by the individual.” There are other regulatory requirements that support if not mandate effective communication.</p>	<p>Work on this strategy was suspended once it became clear that 6100 would be promulgated. It will now resume. Additionally, the following will now be addressed in the bulletin:</p> <ul style="list-style-type: none"> Applicable Chapter 6100 regulations The role of licensing and regulatory administration in ensuring effective communication Communication and the QA&I process <p>ODP's goal is to release the bulletin in FY 19-20.</p>
<p>2. Incorporate a focus on communication in the individual planning process.</p>	<p>The creation of ODP's Special Populations Unit (SPU) was a major accomplishment to support this strategy. One of the unit's primary objectives is to build communication supports for the individuals assisted by ODP programs. SPU has made significant accomplishments in ensuring that effective communication is part of the individual planning process for deaf participants.</p> <p>Additionally, § 6100.223(2) requires that Individual Plans include the individual's preferences related to</p>	<p>This strategy will be retained; long-term goals include using “lessons learned” from supporting deaf participants to ensure maximally-effective communication during the individual planning process for people with nontraditional communication needs other than deafness and the use of 6100.233(2) as the basis to promote effective communication during the planning process.</p>

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	relationships, community living, <u>communication</u> , community participation, employment, income and savings, health care, wellness and education.	
3. Identify all possible funding avenues (including private insurance, ACCESS (Medicaid), Medicare, Person/Family Directed Services (P/FDS), waivers, etc.) to support people in exploring effective communication supports. These would include formal assessments to identify needs and appropriate approaches, techniques, devices, updates, and training.	“Enhanced Communication Rates” to support deaf participants were previously available in the Consolidated Waiver only; they have since been made available in the P/FDS and Community Living Waivers as well. Additionally, the SPU has developed and strengthened relationships with the Bureau of Blindness and Visual Services and the Office of Deaf and Hard of Hearing.	This strategy will be retained as written.
4. Address the lack of skilled, specialized clinicians with the expertise to work with people with intellectual disability or autism. The profession is seriously lacking in capacity of speech/language professionals with strong experience with augmentative and alternative communication (AAC).	Accomplishments that support this strategy include: <ul style="list-style-type: none"> • SPU’s development of the Deaf, Deafblind, and Hard of Hearing Advisory Committee, which consists of experts and stakeholders committed to best practices in communication. • A series of upcoming “Consider Communication” trainings presented by the Temple University Institute on Disabilities. • A series of upcoming trainings on the concept of Visual-Gestural Communication, a form of communication that is used by participants who do not communicate through spoken word. 	To be replaced with New Strategy 1, shown in the next section below.

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5. Recognize and accommodate the primary language of individuals, self-advocates, and families; provide materials and translation.	ODP has revised its announcement format such that ODP communications are now accessible on assistive technology devices such as readers.	This strategy will be retained as written.

New Strategies and/or Strategies that have been implemented but were not included in the original 2016 list

- 1. Build Capacity in Understanding and Supporting People with Nontraditional Communication Needs** – ODP has learned that there is a great deal of misunderstanding among stakeholders about nontraditional communication needs. Most providers, AEs, SCOs, and even ODP staff engage in expressive and receptive communication through speaking and hearing. This strategy will support an “expansion of consciousness” about different types of communication to raise awareness that everyone can communicate.
- 2. Track progress by measuring compliance with revised regulations relating to communication.** Following implementation of the 6100 regulatory package, ODP will have the ability to identify patterns of noncompliance relating to communication: the frequency with which a given regulation is violated, the nature of the specific violations, and common root causes of noncompliance. This information will be used to help support the provision of technical assistance and training relating to effective, high-quality communication.