

other regions to want additional assistance and to provide staff training about hearing disabilities. Offices in the Central region were most likely to want additional assistance in serving deaf and hard of hearing clients and most willing to turn over to the MCDHH provision of some services for hearing disabled clients.

CONCLUSIONS

Survey findings confirm the importance of special arrangements for deaf and hard of hearing clients in state agencies. Most agency offices encounter deaf and hard of hearing clients and most experience more difficulty in meeting the needs of these clients, particularly those who are deaf, than is the case with hearing clients.

While there have been some accommodations to the deaf and hard of hearing throughout the Commonwealth, most offices still lack the special equipment and staffing required to communicate most effectively with these clients. And it must be noted that offices with special arrangements for the deaf and hard of hearing were included in the sample whenever possible.

Variation between agencies in accommodations for the hearing disabled is in part a reflection of the apparent prevalence of hearing disabilities among the agencies' clients. Only a small proportion of most agency caseloads are deaf or hard of hearing; special equipment and staffing for deaf and hard of hearing clients is less likely the lower that proportion is. Inter-agency variation in accommodations for the deaf and hard of hearing may also reflect the basic service approaches, or missions, of different agencies. In general, those agencies oriented to physical disabilities were most prepared for deaf and hard of hearing clients (MCB and MRC); agencies delivering intensive services, but not with a focus on physically disabled persons, were somewhat less prepared for deaf and hard of hearing clients; those agencies providing more custodial or maintenance services, as well as those oriented to clients (the young) with particularly few hearing problems, were the least oriented to deaf and hard of hearing clients.

Many office representatives were interested in staff training about hearing disabilities and in support services from the MCDHH. The extent to which respondents expressed these interests often varied between agencies in association with the prevalence of hearing disabled clients, as also occurred with degree of accommodation to these clients. But there were some exceptions: MCB respondents, for example, in spite of relatively many deaf clients, had had a high

level of training about hearing disability and were relatively disinterested in further training; OFC respondents had few hearing disabled clients but were very interested in training and other services related to hearing disabilities. In most cases, desires for staff training, support services, and direct service provision by the MCDHH were associated. Department of Mental Health offices, however, were less interested in direct service provision by the MCDHH--perhaps reflecting the belief stated by one respondent that mental health training is required for effective service provision to the mentally ill. In general, the survey findings demonstrate the importance of tailoring efforts to enhance services to deaf and hard of hearing clients to the unique experiences situation and mission of each agency.

There was much variation between regions than between agencies in the prevalence of deaf and hard of hearing clients and in arrangements for and orientations to these clients. However, some differences should be the subject of further investigation. It may be worthwhile to investigate the reason that offices in the Central Region report more deaf and hard of hearing clients--a more aggressive outreach program, more specialized service facilities, or some other characteristic of services in this region.

Additional efforts by the MCDHH to inform agencies about hearing disabilities and to provide relevant staff training and support services would be welcomed by most offices of the Commonwealth's human service agencies. Improved arrangements for hiring interpreters in emergency situations are also needed.

No survey of agency offices at one point in time can capture all the factors that have shaped each agency's experiences with deaf and hard of hearing clients. The current level of accommodations in an agency may influence the likelihood of deaf and hard of hearing persons visiting that agency's offices--if an office has no special accommodations for them, otherwise needy persons may simply avoid the office. In addition, the experiences of each agency with some of its clients is shaped by the practices of those other agencies and private vendors to which clients are referred or from which clients are received. The ability of particular offices to accommodate to deaf and hard of hearing clients is also influenced by resource limitations--insufficient funds to purchase equipment, an inadequate supply of qualified interpreters--over which the office has no control.

Nor do these survey results fully reflect the efforts that some agencies are in the process of making to improve their arrangements for deaf and hard of hearing clients. For example, the Department of Mental Health has opened a

special residential unit for deaf clients and has some specialized mental health therapists for the deaf; the Department of Social Services' Work Group on Deaf Issues has made several recommendations for providing staff with more information and assistance concerning clients with hearing disabilities,; the Department of Mental Retardation has several specialized residence programs for deaf clients. Some agencies have centralized funding arrangements for the purchase of interpreter services.

But there are many opportunities for improving services to deaf and hard of hearing persons in Massachusetts. The MCDHH Survey of 13 Agencies identifies many of these opportunities and can guide MCDHH's efforts to enhance services for deaf and hard of hearing persons over the next decade.

APPENDICES

APPENDIX A: SAMPLING REPORT

Number of Offices

<u>Agency</u>	<u>Popu- lation</u>	<u>Randomly Sampled</u>	<u>Purpo- sively</u>	<u>Return Rate</u>	<u>Weighted Number</u>
Commission for the Blind	6	6	0	.50	1
Office for Children	43	14	3	.76	16
Dept. of Corrections	21	11	1	1.00	10
Office of Elder Affairs	27	14	2	.62	8
Dept. of Mental Health	50	16	4	.80	21
Dept. of Mental Retard.	46	15	2	1.00	23
Parole Board	11	11	0	.64	3
Dept. of Public Health	11	11	0	.91	5
Dept. of Public Welfare	63	10	12	.91	30
Regents (Higher Educ.)	29	15	5	1.00	14
Mass. Rehabilitation Comm.	29	16	2	.89	13
Dept. of Social Services	40	13	5	.94	18
Dept. of Youth Services	30	15	1	.94	14

Sample Details* (number returned)

Parole Board sample: 1 (1) parole board member; 1 (0) director of victims unit, 1 (1) MassCAPP director, 8 (5) parole officers.

DPH sample: 4 (3) regular health offices; 7 (6) public health hospitals.

Regents sample: 8 (8) community colleges; 7 (7) state colleges; 5 (5) state universities.

DYS sample: 7 (7) secure treatment facilities; 6 (5) secure detention facilities; 2 (2) regional director/youth service center offices; 1 (1) administration/youth service centers.

DMH sample: 14 (12) area directors; 5 (5) state hospitals; 1 (0) community mental health center.

DMR sample: 14 (14) area directors; 3 (3) facility/hospital supervisors

*For those offices with multiple types of service delivery sites.

APPENDIX B: RELIABILITY ANALYSES

RELIABILITY ANALYSIS - SCALE (EQUIP)

DOES OFFICE ADVERTISE COMMUN. DEVICES
 AWARE OF MA TTY-TEL. RELAY SERVICE
 OFFICE HAS VISUAL FIRE-SMOKE ALARMS
 OFFICE DOES NOT HAVE SPECIAL EQUIP.

RELIABILITY COEFFICIENTS

N OF CASES = 163.7

N OF ITEMS = 4

ALPHA = 0.4841

RELIABILITY ANALYSIS - SCALE (INTERP)

TRIED TO HIRE CERT. F-L INTERPRETERS
 OFFICE HAS INTERPRETERS ON STAFF
 POLICIES-PROCEDURES IN HIRING INTERP.
 DOES STAFF WORKING WITH D-HH KNOW SIGN
 HOW OFTEN USE INTERPRETERS
 NUMBER FULL-TIME INTERPRETERS
 NUMBER PART-TIME INTERPRETERS
 SIGNING STAFF HELP WITH D-HH CLIENTS
 IS STAFF REQUIRED TO LEARN SIGN
 PAID INTERPRETERS ASSIST D-HH

RELIABILITY COEFFICIENTS

N OF CASES = 144.7

N OF ITEMS = 10

ALPHA = 0.5248

RELIABILITY ANALYSIS - SCALE (PTRAIN)

PROVIDE TRAINING IN TDD
 PROVIDE TRAINING - ASST. LISTENING DEV.
 PROVIDE TRAINING FIND-USE INTERPRETERS
 PROVIDE TRAINING IN DEAF CULTURE
 PROVIDE TRAINING NEEDS-CHARACT. DEAF
 PROVIDE TRAINING NEEDS-CHARACT. HH
 PROVIDE TRAINING SPEC. SERV. NEEDS DEAF
 PROVIDE TRAINING SPEC. SERV. NEEDS HH
 PROVIDE TRAINING SPEC. REFERRALS DEAF
 PROVIDE TRAINING SPEC. REFERRALS HH
 PROVIDE TRAINING RE COMMUNIC. W D-HH
 OTHER TYPES OF TRAINING PROVIDED

N OF CASES = 75.3

N OF ITEMS = 12

ALPHA = 0.9357

RELIABILITY ANALYSIS - SCALE (NTRAIN)



- TRAINING NEEDED TDDS
- TRAINING NEEDED ASST. LISTEN DEV.
- TRAINING NEEDED FIND-USE INTERPRETERS
- TRAINING NEEDED DEAF CULTURE
- TRAINING NEEDED NEEDS-CHARACT. DEAF
- TRAINING NEEDED NEEDS-CHARACT. HH
- TRAINING NEEDED SPEC. SERV. DEAF
- TRAINING NEEDED SPEC. SERV. HH
- TRAINING NEEDED REFERRAL RESOURCES DEAF
- TRAINING NEEDED REFERRAL RESOURCES HH
- TRAINING NEEDED COMMUNICATION W D-HH
- OTHER TRAINING NEEDED

N OF CASES = 47.4 N OF ITEMS = 12

ALPHA = 0.9727 RELIABILITY ANALYSIS - SCALE (MCD)

- HOW OFTEN REC. PAYMENT RE INTERPRETER
- HOW OFTEN REC. INTERPRETER REF. SERVICE
- HOW OFTEN RECEIVE INFO MATERIALS
- HOW OFTEN RECEIVE IN-SERVICE TRAINING
- HOW OFTEN BORROW ASST. LISTEN DEVICES
- HOW OFTEN REC. ASST. FINDING SERVICES
- HOW OFTEN ASST THRU CONS.-ADVOC-CASE MG
- HOW OFTEN REC. TRAINING INDEP. LIVING
- HOW OFTEN CONSULT DEV. SPEC. PROG-POL.
- HOW OFTEN REC. COFUNDING SPEC. PROGS
- HOW OFTEN RECEIVE OTHER SERVICES

N OF CASES = 69.6 N OF ITEMS = 11

ALPHA = 0.9175

RELIABILITY ANALYSIS - SCALE (ASSIST)

- INTEREST IN PAYMENT FOR INTERPRETERS
- INTEREST IN INTERPRETER REF. SERV.
- INTEREST IN INFO MATERIALS
- INTEREST IN IN-SERVICE TRAINING
- INTEREST IN BORROWING ALDS
- INTEREST IN ASST. FINDING SERVICES
- INTEREST IN CONSULT-ADVOC-CASE MG
- INTEREST IN INDEP. LIVING TRAINING
- INTEREST IN CONSULT DEV. SPEC. PROGS-POL
- INTEREST IN COFUNDING SPEC. PROGS
- INTEREST IN OTHER SERVICES

N OF CASES = 39.0 N OF ITEMS = 11

ALPHA = 0.9532

R E L I A B I L I T Y A N A L Y S I S - S C A L E (S E R V)

CONSULT OUTSIDE EXPERTS NON-MCDHH
MEET WITH ADVOCATES
REC. COMPLAINTS D-HH OR ADVOCATES
CONDUCT TRAINING-EDUC SEMINARS
MAINTAIN SPECIAL RECORDS D-HH
HIRED DEAF STAFF
HIRED HARD HEARING STAFF
IMPROVED ACCESS FOR D-HH
BUDGET CHANGED TO IMPROVE SERV. D-HH
INITIATED SPEC. SERV. FOR D-HH
INITIATED PLANS FOR CHANGE

N OF CASES = 120.8

N OF ITEMS = 11

ALPHA = 0.8963

R E L I A B I L I T Y A N A L Y S I S - S C A L E (I N S T I T)

RESIDENTIAL - STAFF MAKE PHONE CALLS
RESIDENTIAL - INTERPRETERS PROVIDED
RESIDENTIAL - VISUAL SAFETY DEVICES
RESIDENTIAL - TDD-TTY LOANED
RESIDENTIAL - TV DECODERS LOANED
RESIDENTIAL - STAFF TRAINED IN DEAFNESS
RESIDENTIAL - STAFF COMPET. SIGN
RESIDENTIAL - ASSIST RELATIVES
RESIDENTIAL - AUDIOLOG. FOLLOW-UP
RESIDENTIAL - DEAF GROUPED W PEERS
RESIDENTIAL - SPEC. COUNSELING SERV.
RESIDENTIAL - CONSULT RE RESOURCES
RESIDENTIAL - OTHER SERVICES

N OF CASES = 16.7

N OF ITEMS = 13

ALPHA = 0.7400

APPENDIX C: NUMBER OF CASES

C1. CLIENTS AND CASE LOAD
MCDHH SURVEY, 1987
VALID N

STATE AGENCY	Clients 1986-87	Case Load	Profl Load
Comm. for Blind	3	3	3
Office for Children	7	7	4
Dept of Corrections	2	2	2
Elder Affairs	10	10	10
Dept Mental Health	10	9	8
Dept Mental Retard.	14	13	14
Parole Board	2	2	2
Dept Public Health	5	5	5
Dept Public Welfare	15	15	11
Regents (HigherEd)	7	7	6
Mass. Rehab. Comm.	15	15	15
Dept Social Service	10	10	10
Dept Youth Services	15	15	15
TOTAL	115	113	105

C2. DEAF AND HARD OF HEARING CLIENTS
MCDHH SURVEY, 1987
VALID N

STATE AGENCY	Any DHH Clients	Deaf Clients	Hard of Hearing	Hearing Disabled	Prop Disabled
Comm. for Blind	3	3	2	2	2
Office for Children	13	6	2	2	4
Dept of Corrections	10	6	7	6	7
Elder Affairs	7	6	6	6	6
Dept Mental Health	16	8	8	7	7
Dept Mental Retard.	17	11	11	11	11
Parole Board	4	4	3	3	4
Dept Public Health	9	6	4	4	5
Dept Public Welfare	17	10	7	7	10
Regents (HigherEd)	17	12	9	9	5
Mass. Rehab. Comm.	15	13	12	12	13
Dept Social Service	14	7	5	5	7
Dept Youth Services	14	12	12	12	12
TOTAL	156	104	88	86	93

C3. STAFFING IN AGENCIES
MCDHH SURVEY, 1987
VALID N

STATE AGENCY	Total Staff	Prop. Advanced	Prop. Profl	Deaf Staff	HH Staff
Comm. for Blind	3	3	3	3	3
Office for Children	14	10	10	13	13
Dept of Corrections	11	11	11	12	12
Elder Affairs	10	10	10	10	10
Dept Mental Health	16	13	13	15	14
Dept Mental Retard.	15	15	15	17	16
Parole Board	6	5	5	7	7
Dept Public Health	7	7	7	7	7
Dept Public Welfare	19	12	12	16	17
Regents (HigherEd)	15	12	12	20	16
Mass. Rehab. Comm.	15	15	15	15	15
Dept Social Service	16	15	15	17	17
Dept Youth Services	15	15	15	14	15
TOTAL	162	143	143	166	162

C4. PROGRAMS AND VENDORS
MCDHH SURVEY, 1987
VALID N

STATE AGENCY	Numb Programs	Vendors/ Program	Exclusiv Vendors	Any Vendors	Progs w/ Deaf/HH
Comm. for Blind	3	2	2	2	3
Office for Children	12	7	7	7	9
Dept of Corrections	9	8	8	8	7
Elder Affairs	9	9	9	9	6
Dept Mental Health	16	14	14	14	15
Dept Mental Retard.	16	14	14	14	15
Parole Board	2	0	1	0	1
Dept Public Health	6	4	4	4	6
Dept Public Welfare	19	13	13	13	12
Regents (HigherEd)	9	5	7	5	9
Mass. Rehab. Comm.	13	11	11	11	7
Dept Social Service	14	10	11	10	12
Dept Youth Services	12	10	10	10	3
TOTAL	140	107	111	107	105

C5. EQUIPMENT, STAFF, AND OTHER EFFORTS
 FOR DEAF AND HARD OF HEARING CLIENTS
 MCDHH SURVEY, 1987
 VALID N

STATE AGENCY	Special Equip.	Interp & Spcl Stf	Use MCD	Efforts for DHH	Instit Efforts
Comm. for Blind	3	3	3	3	0
Office for Children	14	14	4	4	1
Dept of Corrections	12	12	6	3	3
Elder Affairs	10	10	7	7	2
Dept Mental Health	17	17	11	9	5
Dept Mental Retard.	17	17	12	12	3
Parole Board	7	7	2	1	0
Dept Public Health	10	10	5	5	2
Dept Public Welfare	20	20	8	7	0
Agents (HigherEd)	20	20	14	12	7
Mass. Rehab. Comm.	16	16	10	10	1
Dept Social Service	17	17	8	7	1
Dept Youth Services	15	15	5	0	0
TOTAL	178	178	95	80	25

C6. DIFFICULTY FINDING & FUNDING INTERPRETERS
 MCDHH SURVEY, 1987
 VALID N

STATE AGENCY	Diff. Finding	Diff. Emerg.	Diff. Funding
Comm. for Blind	1	1	1
Office for Children	3	1	1
Dept of Corrections	0	0	0
Elder Affairs	1	1	0
Dept Mental Health	7	7	7
Dept Mental Retard.	10	8	8
Parole Board	0	0	0
Dept Public Health	1	1	1
Dept Public Welfare	3	3	3
Regents (HigherEd)	6	6	6
Mass. Rehab. Comm.	8	8	8
Dept Social Service	5	6	6
Dept Youth Services	0	0	0
TOTAL	45	42	42

C7. ABILITY TO SERVE DEAF AND HARD OF HEARING CLIENTS
MCDHH SURVEY, 1987
VALID N

STATE AGENCY	Serve Deaf	Serve HardH	Want Assist	MCDHH Provide
Comm. for Blind	3	3	3	3
Office for Children	7	5	13	2
Dept of Corrections	3	7	12	4
Elder Affairs	7	8	10	3
Dept Mental Health	12	14	16	4
Dept Mental Retard.	17	17	17	4
Parole Board	1	1	7	2
Dept Public Health	5	6	10	3
Dept Public Welfare	12	12	19	3
Regents (HigherEd)	12	16	20	7
Mass. Rehab. Comm.	10	14	13	11
Dept Social Service	12	10	16	6
Dept Youth Services	0	1	14	4
TOTAL	101	114	170	56

C8. TRAINING: PROVIDED AND NEEDED
MCDHH SURVEY, 1987
VALID N

STATE AGENCY	Provide Training	Need Training
Comm. for Blind	3	3
Office for Children	13	13
Dept of Corrections	12	11
Elder Affairs	10	10
Dept Mental Health	17	15
Dept Mental Retard.	17	17
Parole Board	7	7
Dept Public Health	10	10
Dept Public Welfare	20	18
Regents (HigherEd)	20	20
Mass. Rehab. Comm.	16	15
Dept Social Service	15	16
Dept Youth Services	15	14
TOTAL	175	169

C9. CLIENTS AND CASE LOAD
MCDHH SURVEY, 1987
VALID N

STATE REGION	Clients 1986-87	Case Load	Profl Load
MET. BOSTON	19	19	17
NORTHEAST REGION	28	27	25
SOUTHEAST REGION	30	30	28
CENTRAL REG .	21	21	21
WESTERN REGION	16	15	13
m	1	1	1
TOTAL	115	113	105

C10. DEAF AND HARD OF HEARING CLIENTS
MCDHH SURVEY, 1987
VALID N

STATE REGION	Any DHH Clients	Deaf Clients	Hard of Hearing	Hearing Disabled	Prop Disabled
MET. BOSTON	26	21	17	17	16
NORTHEAST REGION	32	23	20	20	21
SOUTHEAST REGION	38	24	19	19	20
CENTRAL REG .	34	19	18	16	19
WESTERN REGION	25	17	14	14	17
m	1	0	0	0	0
TOTAL	156	104	88	86	93

C11. STAFFING IN AGENCIES
MCDHH SURVEY, 1987
VALID N

STATE REGION	Total Staff	Prop. Advanced	Prop. Prof'l	Deaf Staff	HH Staff
MET. BOSTON	29	27	27	29	28
NORTHEAST REGION	37	34	34	39	37
SOUTHEAST REGION	41	36	36	41	42
CENTRAL REG .	30	29	29	34	33
WESTERN REGION	24	16	16	22	21
m	1	1	1	1	1
TOTAL	162	143	143	166	162

C12. PROGRAMS AND VENDORS
MCDHH SURVEY, 1987
VALID N

STATE REGION	Numb Programs	Vendors/ Program	Exclusiv Vendors	Any Vendors	Progs w/ Deaf/HH
MET. BOSTON	24	17	18	17	16
NORTHEAST REGION	34	23	24	23	22
SOUTHEAST REGION	37	30	31	30	30
CENTRAL REG .	25	22	22	22	19
WESTERN REGION	19	14	15	14	17
m	1	1	1	1	1
TOTAL	140	107	111	107	105

C13. EQUIPMENT, STAFF, AND OTHER EFFORTS
 FOR DEAF AND HARD OF HEARING CLIENTS
 MCDHH SURVEY, 1987
 VALID N

MCDHH REGION	Special Equipmen	Interp & Spcl Sta	Use MCD	Efforts for DHH	Instit Efforts
MET. BOSTON	31	31	14	8	3
NORTHEAST REGION	41	41	27	22	6
SOUTHEAST REGION	43	43	23	19	6
CENTRAL REG .	36	36	16	17	7
WESTERN REGION	26	26	15	14	3
m	1	1	0	0	0
TOTAL	178	178	95	80	25

C14. DIFFICULTY FINDING & FUNDING INTERPRETERS
 MCDHH SURVEY, 1987
 VALID N

STATE REGION	Diff. Finding	Diff. Emerg.	Diff. Funding
MET. BOSTON	6	5	5
NORTHEAST REGION	8	7	8
SOUTHEAST REGION	11	12	13
CENTRAL REG .	11	9	9
WESTERN REGION	9	8	8
m	0	0	0
TOTAL	45	42	42

C15. ABILITY TO SERVE DEAF AND HARD OF HEARING CLIENTS
MCDHH SURVEY, 1987
VALID N

STATE REGION	Serve Deaf	Serve HardH	Want Assist	MCDHH Provide
MET. BOSTON	11	12	29	11
NORTHEAST REGION	26	30	40	13
SOUTHEAST REGION	30	30	43	15
CENTRAL REG .	17	22	35	6
WESTERN REGION	16	19	22	11
m	1	1	1	0
TOTAL	101	114	170	56

C16. TRAINING: PROVIDED AND NEEDED
MCDHH SURVEY, 1987
VALID N

MCDHH REGION	Provide Training	Need Training
MET. BOSTON	29	29
NORTHEAST REGION	41	39
SOUTHEAST REGION	43	42
CENTRAL REG .	36	34
WESTERN REGION	25	24
m	1	1
TOTAL	175	169

APPENDIX D

CLIENTS BY AGENCY PROGRAM

COMMISSION FOR THE BLIND

PROGRAM	CLIENTS	MOST	LEAST	ALL	SOME	CASES
Vocational Rehabilitation	110.00	217.5	2.5	.0	50.0	2
Social Rehabilitation	231.00	440.0	22.0	.0	50.0	2

PROGRAM	DEAF	MOSTD	LEASTD	HARD	MOSTH	LEASTH	CASES
Case Management	24.50	26.00	23.00	1.00	2.00	.00	2
Counseling	12.50	23.00	2.00	1.00	2.00	.00	2
Support Services	1.50	1.50	1.50	.75	1.00	.50	2
Homemaker	1.00	2.00	.00	.75	1.00	.50	2
Advocacy	24.50	26.00	23.00	1.00	2.00	.00	2
Vocational Rehab.	6.83	12.50	1.00	1.75	2.00	1.50	3
Social Rehab.	18.50	22.00	15.00	.00	.00	.00	2
Orient-Mobility	1.25	2.50	.00	.75	1.00	.50	2

Key

CLIENTS=Number of clients in program, averaged for all respondents.

MOST=Highest number of clients reported in the program by any respondent.

LEAST=Lowest number of clients reported in the program by any respondent.

ALL=Percent of respondents reporting that all services in the program are delivered by a vendor.

SOME=Percent of respondents reporting that some services in the program are delivered by a vendor.

CASES=Number of respondents providing program-specific information.

DEAF=Number of deaf clients in the program, averaged for all respondents.

MOSTD=Highest number of deaf clients reported in the program by any respondent.

LEASTD=Lowest number of deaf clients reported in the program by any respondent.

HARD=Number of hard of hearing clients in the program, averaged for all respondents.

MOSTH=Highest number of hard of hearing clients reported in the program by any respondent.

LEASTH=Lowest number of hard of hearing clients reported in the program by any respondent.

OFFICE FOR CHILDREN

PROGRAM	CLIENTS	MOST	LEAST	ALL	SOME	CASES
Information/Referral	1887.50	1887.5	1887.5	.0	.0	3
Advocacy	589.50	1700.0	104.0	.0	16.7	8

PROGRAM	DEAF	MOSTD	LEASTD	HARD	MOSTH	LEASTH	CASES
Information/Referral	2.25	4.00	.50	2.50	2.50	2.50	4
Advocacy	1.14	1.50	1.00	11.00	21.00	1.00	9

DEPARTMENT OF CORRECTIONS

PROGRAM	CLIENTS	MOST	LEAST	ALL	SOME	CASES
Counseling	788.38	2339.0	5.0	16.7	83.3	12
Education	1149.63	3250.0	139.0	.0	50.0	5
Recreation	3955.67	6200.0	2820.5	.0	.0	5
Vocational Education	327.00	1000.0	13.0	.0	40.0	6
Health Service	11404.78	31812.6	2450.0	.0	50.0	7
Classification	2373.50	6600.0	162.0	.0	16.7	6
Work Release	20.00	20.0	20.0	.	.	2
Industries	142.88	406.0	.0	.0	.0	5
Furlough	16.00	16.0	16.0	.0	.0	2

PROGRAM	DEAF	MOSTD	LEASTD	HARD	MOSTH	LEASTH	CASES
Counseling	.33	1.50	.00	.42	1.00	.00	8
Education	.33	1.00	.00	.50	1.00	.00	4
Recreation	1.25	2.50	.00	1.00	1.00	1.00	3
Vocational Education	.33	1.00	.00	.17	.50	.00	4
Health Service	1.38	3.00	.00	4.42	15.50	.50	7
Classification	.83	2.50	.00	.67	1.00	.50	4
Industries	.83	2.50	.00	.33	1.00	.00	4

EXECUTIVE OFFICE OF ELDER AFFAIRS

PROGRAM	CLIENTS	MOST	LEAST	ALL	SOME	CASES
Case Management	3126.00	3564.0	2688.0	.0	.0	2
Transportation	530.25	1002.5	188.0	75.0	100.0	4
Respite	124.88	264.0	13.5	40.0	80.0	5
Information/Referral	2703.67	3100.0	2097.0	.0	.0	3
Homemaker	1862.00	2503.0	1429.0	100.0	100.0	3
Protective Service	108.50	201.0	18.0	.0	57.1	7
Guidance/Placement	2.00	2.0	2.0	100.0	100.0	2
Home Care Programs	1580.30	2798.0	780.0	16.7	100.0	6
Social Day Care	98.88	246.5	21.0	75.0	100.0	4
Nutrition	1775.00	2225.0	1325.0	50.0	100.0	2
Volunteer	500.00	500.0	500.0	.0	50.0	2
Core	220.83	262.0	173.0	100.0	100.0	3
Meals on Wheels	522.25	707.5	337.0	100.0	100.0	2
Companionship	200.38	410.0	41.5	25.0	25.0	4
Home Health Aid	28.83	46.5	18.0	100.0	100.0	3

PROGRAM	DEAF	MOSTD	LEASTD	HARD	MOSTH	LEASTH	CASES
Case Management	18.00	28.00	8.00	170.00	283.50	56.50	2
Transportation	3.38	6.50	1.00	17.88	40.00	1.00	4
Respite	4.75	9.00	.50	21.25	40.00	2.50	2
Homemaker	18.00	28.00	8.00	171.75	287.00	56.50	2
Protective Service	7.25	9.00	5.50	39.75	40.00	39.50	4
Home Care Programs	22.00	35.00	9.00	37.50	40.00	35.00	3
Personal Care	4.25	5.00	3.50	18.25	19.50	17.00	2
Social Day Care	4.50	9.00	.00	16.00	40.00	3.00	4
Nutrition	176.00	350.00	2.00	204.00	400.00	8.00	2
Chore	1.50	1.50	1.50	16.00	16.00	16.00	2
Companionship	.50	.50	.50	4.50	4.50	4.50	2
Home Health Aid	1.75	2.00	1.50	1.00	2.00	.00	2

DEPARTMENT OF MENTAL HEALTH

PROGRAM	CLIENTS	MOST	LEAST	ALL	SOME	CASES
Case Management	164.07	525.0	1.5	25.0	66.7	14
Counseling	1336.93	3250.0	.0	85.7	100.0	9
Residential	128.17	510.0	49.0	44.4	77.8	9
Supported Work/Employment	33.03	107.0	.0	88.9	88.9	15
Independent Living	350.00	700.0	.0	.	.	2
Day Activity	88.00	382.0	.0	100.0	100.0	6
Inpatient Treatment	146.60	285.0	25.0	33.3	50.0	7
Emergency Service	616.67	1350.0	.0	83.3	83.3	8
Day Treatment	73.06	157.5	.0	100.0	100.0	9
Child-Adolescent Service	433.79	1500.0	33.0	50.0	100.0	8

PROGRAM	DEAF	MOSTD	LEASTD	HARD	MOSTH	LEASTH	CASES
Case Management	2.83	14.00	.00	19.58	111.00	.00	9
Counseling	11.25	27.00	.00	1.83	4.00	.50	5
Residential	.33	1.50	.00	1.17	4.00	.00	7
Supported Work/Employment	3.08	9.50	.00	1.70	3.00	.00	8
Recreation	.00	.00	.00	1.50	2.00	1.00	2
Interpreter Service	6.75	13.00	.50	.00	.00	.00	2
Day Activity	6.75	13.50	.00	53.00	106.00	.00	2
Inpatient Treatment	4.50	14.00	.00	40.67	111.00	3.00	4
Emergency Service	3.33	6.00	2.00	2.25	2.50	2.00	5
Day Treatment	2.90	14.00	.00	16.50	65.00	.00	5
Child-Adolescent Service	.50	1.50	.00	.00	.00	.00	3
Geriatric	.00	.00	.00	51.50	100.00	3.00	2

DEPARTMENT OF MENTAL RETARDATION

PROGRAM	CLIENTS	MOST	LEAST	ALL	SOME	CASES
Case Management	365.06	551.0	162.5	16.7	33.3	13
Support Services	187.75	500.0	30.0	36.4	81.8	12
Transportation	255.21	400.0	150.0	81.8	100.0	12
Residential	130.83	325.0	12.0	69.2	92.3	14
Respite	96.00	194.0	23.0	60.0	100.0	13
Supported Work/Employment	62.27	233.0	.0	72.7	93.9	37
Adaptive Housing	35.80	69.0	12.5	100.0	100.0	5
Day Activity	51.11	154.0	.0	69.2	92.3	14
Geriatric	8.83	29.0	.0	33.3	66.7	11

PROGRAM	DEAF	MOSTD	LEASTD	HARD	MOSTH	LEASTH	CASES
Case Management	6.23	18.00	1.00	14.42	41.50	2.00	13
Support Services	.89	4.50	.00	4.00	16.00	.00	11
Transportation	2.91	7.00	.00	11.80	41.50	.00	12
Residential	4.46	18.00	.00	9.08	21.50	1.00	13
Respite	1.17	7.00	.00	3.58	15.50	.00	14
Supported Work/Employment	1.12	7.00	.00	2.68	12.50	.00	41
Adaptive Housing	.80	3.00	.00	3.30	6.00	1.00	5
Day Activity	1.63	11.00	.00	6.00	40.50	.00	12
Geriatric	.08	1.00	.00	.83	7.50	.00	12

PAROLE BOARD

DATA NOT REPORTED: NO MORE THAN ONE RESPONDENT PROVIDED INFORMATION ABOUT ANY PROGRAM.

DEPARTMENT OF PUBLIC HEALTH

PROGRAM	CLIENTS	MOST	LEAST	ALL	SOME	CASES
Case Management	362.50	362.5	362.5	.0	100.0	2
Health Service	402.33	976.0	5.5	33.3	33.3	4
Rehabilitation	165.75	273.5	58.0	.0	.0	2

PROGRAM	DEAF	MOSTD	LEASTD	HARD	MOSTH	LEASTH	CASES
Case Management	6.50	11.00	2.00	12.83	34.00	1.50	3
Health Service	64.38	225.50	.00	49.00	96.00	2.00	5
Rehabilitation	.	.	.	8.25	11.00	5.50	2

DEPARTMENT OF PUBLIC WELFARE

PROGRAM	CLIENTS	MOST	LEAST	ALL	SOME	CASES
Vocational Education	1673.44	4420.0	200.0	45.5	72.7	15
Health Service	1881.03	8750.0	33.5	66.7	66.7	30
SSI-Aged	1261.63	2044.5	604.0	.	.	4
MA-Under 21	364.20	468.0	170.0	.	.	5
AFDC	1673.50	3191.5	600.5	.0	.0	4
General Relief	527.75	980.5	173.5	.0	.0	4
Food Stamps	786.13	1200.5	334.0	.0	.0	4
Medicaid	671.75	875.0	468.5	.0	.0	3

PROGRAM	DEAF	MOSTD	LEASTD	HARD	MOSTH	LEASTH	CASES
Vocational Education	.13	.50	.00	15.67	47.00	.00	8
Health Service	1.67	10.00	.00	1.43	8.00	.00	17
AFDC	7.17	19.00	1.00	1.25	1.50	1.00	3
General Relief	4.50	9.00	.00	1.17	3.00	.00	3
Food Stamps	2.75	5.50	.00	1.00	2.00	.00	3

BOARD OF REGENTS OF HIGHER EDUCATION

DATA NOT REPORTED: PROGRAM-SPECIFIC INFORMATION NOT PROVIDED.

MASS. REHABILITATION COMMISSION

PROGRAM	CLIENTS	MOST	LEAST	ALL	SOME	CASES
Training	174.56	456.0	30.0	100.0	100.0	11
Support Services	10.67	19.0	1.5	100.0	100.0	5
Transportation	61.50	92.5	30.5	40.0	100.0	6
Respite	.25	.5	.0	33.3	66.7	3
Supported Work/Employment	9.00	13.5	.5	100.0	100.0	5
Interpreter Service	11.17	25.5	.0	50.0	100.0	5
Vocational Education	522.75	1036.5	9.0	50.0	100.0	2
Guidance Counselor/Placement	286.50	1101.5	76.0	.0	54.5	11
Diagnostic Evaluation	483.56	1101.5	26.0	60.0	100.0	10
Physical-Mental Restoration	33.79	84.0	12.0	100.0	100.0	9
Adaptive Housing	2.50	3.0	2.0	75.0	100.0	4
Maintenance	44.63	166.5	1.5	42.9	71.4	7
Post Employment Service	2.25	3.0	1.5	50.0	100.0	2

PROGRAM	DEAF	MOSTD	LEASTD	HARD	MOSTH	LEASTH	CASES
Training	25.50	65.00	.00	12.00	20.00	8.00	6
Support Services	10.75	19.00	.00	.75	2.00	.00	4
Transportation	3.00	6.00	.00	4.00	4.00	4.00	2
Supported Work/Employment	1.25	2.00	.00	.00	.00	.00	4
Interpreter Service	21.60	60.50	.00	.00	.00	.00	5
Guidance Counseling-Placement	46.70	80.00	.50	25.36	48.00	5.00	7
Diagnostic Evaluation	50.00	80.00	.50	32.00	48.00	16.00	6
Physical Mental Restoration	4.75	7.00	.00	19.38	35.00	11.50	5
Maintenance	2.50	4.50	.00	1.50	2.50	.00	4

DEPARTMENT OF SOCIAL SERVICES

PROGRAM	CLIENTS	MOST	LEAST	ALL	SOME	CASES
Case Management	900.00	1200.0	600.0	.0	77.8	10
Counseling	350.00	350.0	350.0	20.0	100.0	5
Homemaker	6.00	6.0	6.0	100.0	100.0	3
Protective Service	638.00	1200.0	262.0	16.7	100.0	6
Adaptive Housing	39.00	57.5	17.5	80.0	100.0	5
Foster Care	170.75	300.0	65.0	20.0	80.0	6
Investigation	384.00	384.0	384.0	.0	50.0	6
Assessment0	66.7	4
Homefinding	142.00	142.0	142.0	.0	60.0	6
Adoptive Guardian	35.67	90.0	6.0	.0	50.0	6
Day Care	300.00	300.0	300.0	100.0	100.0	5
Family Planning	.	.	.	100.0	100.0	2
Emergency Shelter	28.50	50.0	7.0	80.0	100.0	5

PROGRAM	DEAF	MOSTD	LEASTD	HARD	MOSTH	LEASTH	CASES
Case Management	3.06	10.50	.00	1.20	2.00	1.00	9
Counseling	1.00	1.00	1.00	1.25	1.50	1.00	2
Respite	.75	1.00	.50	.00	.00	.00	2
Protective Service	.75	1.50	.00	.50	1.00	.00	2
Adaptive Housing	1.00	1.00	1.00	.00	.00	.00	2
Foster Care	.25	.50	.00	.50	1.00	.00	2
Investigation	1.42	3.50	.50	.17	.50	.00	8
Assessment	1.50	3.50	.00	.	.	.	4
Homefinding	.80	2.00	.00	.25	.50	.00	6
Adoptive Guardian	.50	1.00	.00	.00	.00	.00	4
Day Care	.33	1.00	.00	.50	1.00	.00	3

DEPARTMENT OF YOUTH SERVICES

PROGRAM	CLIENTS	MOST	LEAST	ALL	SOME	CASES
Case Management	310.25	625.0	25.0	60.0	100.0	6
Education	186.00	625.0	15.0	85.7	100.0	8
Vocational Education	204.38	625.0	25.0	50.0	66.7	7
Foster Care	12.50	12.5	12.5	.0	100.0	2
Evaluation	227.17	625.0	25.0	66.7	83.3	7
Treatment	248.79	625.0	15.0	85.7	85.7	8
Secure Treatment	18.00	53.0	1.0	9.1	90.9	11

PROGRAM	DEAF	MOSTD	LEASTD	HARD	MOSTH	LEASTH	CASES
Case Management	.00	.00	.00	.00	.00	.00	2
Education	.00	.00	.00	1.50	3.00	.00	2
Evaluation	.50	1.00	.00	.00	.00	.00	2

APPENDIX E: EQUIPMENT AND STAFFING IN SELECTED AGENCIES

Table E1

Special Equipment in Selected Agencies

Special Equipment:	MRC	DSS	DMR	EOEA	DPH	DMH
TDD/TTY	93% (13)	64% (18)	83% (23)	21% (8)	0% (5)	63% (21)
Assistive Listen. Dev	11% (13)	0% (18)	9% (23)	0% (8)	0% (5)	7% (21)
Volume Control	54% (13)	22% (18)	20% (22)	31% (8)	10% (5)	30% (21)
TV Decoder	0% (13)	0% (18)	0% (23)	0% (8)	0% (5)	14% (21)
No Special Equipment	7% (13)	22% (18)	15% (23)	58% (8)	90% (5)	37% (21)
Advertise Commun.	70% (11)	49% (14)	30% (19)	50% (4)	0% (0)	63% (13)
Relay	79% (12)	61% (17)	55% (23)	52% (8)	63% (4)	35% (21)
Visual Fire-Smoke	26% (13)	22% (18)	14% (21)	0% (8)	67% (4)	22% (19)

Table E2

Interpreters and Specialized Staff at Selected Agencies

Service/Staff:	MRC	DSS	DMR	EOEA	DPH	DMH
Hired Interpreter	61% (13)	37% (17)	46% (21)	11% (8)	30% (5)	35% (19)
Has Interpreter	25% (12)	17% (18)	6% (23)	7% (7)	10% (5)	35% (21)
Policy/Proc Hiring interp	100% (11)	71% (16)	20% (21)	31% (8)	22% (4)	54% (21)
Fulltime Staff For D/HH	79% (12)	7% (18)	26% (23)	0% (8)	20% (5)	23% (21)
Staff know How to sign	91% (9)	10% (18)	44% (20)	0% (8)	0% (4)	27% (18)
Signing Evaluated	100% (8)	0% (0)	40% (7)	0% (0)	0% (0)	100% (5)
Untrained Staff	23% (11)	57% (16)	86% (21)	50% (7)	50% (2)	65% (15)
Staff Required To Sign	8% (10)	0% (17)	26% (23)	0% (8)	0% (5)	14% (21)
MCDHH Interpreters	61% (8)	20% (5)	50% (10)	0% (1)	0% (1)	79% (7)
Contact Interpreters	100% (8)	37% (5)	25% (10)	0% (1)	0% (1)	71% (7)
Hire through Colleges	17% (8)	0% (5)	0% (10)	100% (1)	0% (1)	0% (7)
Hire through Agency	0% (8)	0% (5)	50% (10)	0% (1)	100% (1)	21% (7)

* Percents may not total 100 due to rounding.

Table E3

How In-Person Communications Handled at Selected Agencies

<u>In-Person Comm:</u>	MRC	DSS	DMR	EOEA	DPH	DMH
<u>Rel-Friend Helps:</u>						
Usually	0%	22%	6%	31%	83%	12%
Sometimes	88	66	86	70	17	46
Never	12	12	9	0	0	43
	100%	100%	101%*	101%*	100%	101%*
	(7)	(11)	(17)	(6)	(3)	(12)
<u>Co-Worker Helps:</u>						
Usually	21%	5%	36%	28%	0%	26%
Sometimes	79	13	57	0	50	26
Never	0	82	7	72	50	48
	100%	100%	100%	100%	100%	100%
	(6)	(10)	(21)	(3)	(1)	(11)
<u>Comm by Writing:</u>						
Usually	0%	5%	11%	85%	100%	33%
Sometimes	100	69	71	15	0	63
Never	0	26	19	0	0	4
	100%	100%	101%*	100%	100%	100%
	(8)	(10)	(18)	(6)	(2)	(13)
<u>Help From Signing Staff:</u>						
Usually	80%	12%	59%	22%	33%	66%
Sometimes	20	12	34	0	33	23
Never	0	76	7	78	33	12
	100%	100%	100%	100%	99%*	101%*
	(9)	(11)	(21)	(4)	(1)	(12)
<u>Paid Interpreters Help:</u>						
Usually	61%	48%	15%	0%	0%	26%
Sometimes	15	26	32	0	50	26
Never	24	26	54	100	50	48
	100%	100%	101%*	100%	100%	100%
	(6)	(10)	(20)	(3)	(1)	(13)
<u>Other Clients Help:</u>						
Usually	0%	6%	0%	0%	0%	0%
Sometimes	30	15	50	39	100	44
Never	69	80	50	61	0	57
	99%*	101%*	100%	100%	100%	101%*
	(6)	(9)	(18)	(2)	(1)	(11)
<u>Other Means Used:</u>						
Usually	100%	0%	20%	0%	0%	40%
Sometimes	0	50	60	36	100	30
Never	0	50	20	64	0	30
	100%	100%	100%	100%	100%	100%
	(2)	(3)	(7)	(1)	(1)	(5)

* Percents may not total 100 due to rounding.

Appendix F

F1. FREQUENCY OF RECEIVING SPECIAL SERVICES IN AGENCIES
Means**

	A	B	C	D	E	F	G	H	I	J	K
TOTAL	.08	.30	.52	.06	.03	.25	.41	.15	.14	.05	.13
Comm. for Blind	1.33	2.00	.66	.00	.00	.00	.00	.00	.00	.00	1.00
Office for Children	.03	.10	.25	.00	.04	.32	.32	.03	.07	.00	.00
Dept of Corrections	.00	.00	.08	.00	.00	.00	.00	.00	.00	.00	.00
Elder Affairs	.23	.13	.64	.00	.00	.18	.35	.00	.00	.00	.53
Dept Mental Health	.21	.58	.86	.09	.00	.30	.77	.49	.30	.21	.00
Dept Mental Retard.	.06	.15	.91	.06	.06	.46	.70	.13	.19	.06	.00
Parole Board	.00	.14	.00	.00	.00	.00	.17	.00	.00	.00	.00
Dept Public Health	.11	.11	.55	.44	.38	.38	.44	.00	.00	.00	.00
Dept Public Welfare	.05	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
Regents (HigherEd)	.00	.93	.93	.09	.00	.24	.38	.11	.25	.05	.00
Mass. Rehab. Comm.	.08	1.08	2.00	.25	.00	1.08	1.75	.54	.70	.00	.00
Dept Social Services	.08	.34	.21	.08	.08	.20	.32	.23	.08	.16	.16
Dept Youth Services	.00	.00	.00	.00	.00	.00	.00	.07	.00	.00	.00

*Legend

A=Payment for interpreter services; B=Interpreter referral assistance;
 C=Information Materials; D=In-service training; E=Loan of assistive listening
 devices; F=Assistance in finding specialized service; G=Client assistance
 through consultation, advocacy, case management; H=Independent living skills
 training; I=Consultation on development of specialized policies, programs;
 J=Cofunding of specialized programs; K=Other.

**Codes: 0=Not at all; 1=1 or 2 times; 3=3 or more times.
 (Original questionnaire values recoded.)

F2. EXTENT OF INVOLVEMENT IN NON-MCDHH SERVICES
FOR HEARING DISABLED CLIENTS IN AGENCIES
Means

	A	B	C	D	E	F	G	H	I	J	K
TOTAL	.50	.43	.29	.27	.37	.10	.19	.23	.28	.30	.39
Comm. for Blind	.67	1.00	1.00	.33	2.00	.33	.00	.67	1.50	1.50	1.33
Office for Children	.71	.57	.43	.10	.10	.00	.05	.00	.50	.31	.29
Dept of Corrections	.25	.00	.00	.00	.38	.00	.38	.00	.00	.00	.00
Elder Affairs	.40	.26	.74	.00	.00	.00	.54	.13	.00	.00	.13
Dept Mental Health	.42	.65	.16	.27	.36	.16	.32	.65	.61	.51	.70
Dept Mental Retard.	.62	.28	.40	.34	.45	.13	.14	.26	.57	.70	.79
Parole Board	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
Dept Public Health	.71	.86	.00	.57	.29	.00	.14	.14	.14	.29	.43
Dept Public Welfare	.12	.02	.00	.00	.00	.00	.15	.02	.00	.02	.02
Regents (HigherEd)	.58	.54	.35	.79	1.08	.24	.49	.42	.46	.37	.58
Mass. Rehab. Comm.	1.18	1.29	.64	.73	1.06	.41	.00	.41	.38	.43	.72
Dept Social Services	.64	.61	.38	.24	.23	.00	.00	.10	.09	.00	.04
Dept Youth Services	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00

*Legend
A=Consult with non-MCDHH outside experts; B=Meetings with advocates; C=Received service complaints from deaf or hard of hearing clients or their advocates; D=Held training/educational seminars or talks; E=Maintained special records/counts; F=Hired deaf staff; G=Hired hard of hearing staff; H=Changed general policies/procedures to improve access of deaf and hard of hearing people to services; I=Change in budgeting to improve services to deaf and hard of hearing people; J=Initiated special models of services to deaf and hard of hearing people; K=Initiated planning for changes in services to deaf and hard of hearing.

**Codes: 0=None; 1=Some; 2=Often.
(Original questionnaire values recoded.)

Appendix G

G1. TRAINING PROVIDED IN AGENCIES IN FY 1987
 Percents (Yes)

	A	B	C	D	E	F	G	H	I	J	K
Comm. for Blind	33.3		33.3	33.3	66.7	33.3	33.3	33.3	33.3		33.3
Office for Chil			9.6						21.3	21.3	
Dept of Correct		8.7									
Elder Affairs	23.4				46.7	46.7	26.5	26.5	15.2	26.5	39.7
Dept Mental Hea	37.2		32.5	17.5	14.9	14.9	7.5	7.5	16.1	16.1	14.9
Dept Mental Ret	54.5	6.8	13.6	13.9	27.2	29.2	21.9	21.9	21.9	34.1	34.1
Parole Board											
Dept Public Hea		10.0	20.0	10.0	20.0	30.0					30.0
Dept Public Wel		8.4									
Regents (Higher	29.1	11.5	29.1	29.1	48.3	53.4	40.0	40.0	30.8	45.5	50.9
Mass. Rehab. Co	85.9	13.1	75.4	54.5	71.7	76.2	62.2	68.2	82.7	76.2	65.5
Dept Social Ser	33.0	3.5	15.7	24.7	24.7	15.7	24.7	15.7	6.7	6.7	6.7
Dept Youth Serv											
COLUM	44	6	26	21	31	32	23	23	24	30	29
TOTA	25.6	3.8	15.8	12.7	18.8	19.5	14.0	14.2	15.4	18.4	17.8

NUMBER OF MISSING OBSERVATIONS = 7

G2. TRAINING NEEDED IN AGENCIES
Percents (Yes)

	A	B	C	D	E	F	G	H	I	J	K
1 Comm. for Blind	33.3	33.3	33.3	66.7	33.3	33.3	33.3	33.3	33.3	66.7	33.3
2 Office for Chil	75.9	59.7	96.6	78.9	85.1	85.1	85.6	96.1	96.1	96.1	96.1
3 Dept of Correct	26.7	37.2	47.6	37.2	62.1	71.6	58.1	62.1	47.6	58.1	71.6
4 Elder Affairs	86.8	100.0	86.8	86.8	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 Dept Mental Hea	73.3	57.7	73.3	51.5	62.1	76.3	55.7	73.3	62.1	76.3	86.3
6 Dept Mental Ret	50.0	53.7	68.3	84.1	86.4	86.4	100.0	100.0	93.6	93.6	93.2
7 Parole Board	16.7	16.7	33.3	33.3	33.3	33.3	33.3	33.3	57.1	57.1	33.3
8 Dept Public Hea	40.0	50.0	66.7	66.7	77.8	100.0	77.8	100.0	88.9	100.0	100.0
9 Dept Public Wel	40.0	45.6	60.0	45.6	45.6	44.1	37.2	37.2	54.9	57.8	67.5
10 Regents (Higher	69.0	63.6	85.5	89.1	83.6	83.6	94.2	94.2	94.8	89.1	89.1
11 Mass. Rehab. Co	7.6	22.8	8.2	32.8	17.3	31.8	8.6	29.4	16.4	39.7	31.0
12 Dept Social Ser	42.7	32.9	76.6	91.3	90.5	84.0	89.0	89.0	100.0	90.1	100.0
13 Dept Youth Serv	7.4	7.4	18.6	20.1	26.0	52.1	18.6	40.8	14.8	37.0	40.8
COLUM	65	61	92	87	94	104	90	103	104	112	115
TOTA	46.5	45.7	62.7	62.9	65.4	71.3	64.6	71.9	69.6	74.5	78.0

NUMBER OF MISSING OBSERVATIONS = 37

Appendix G: Legend

A=Use of TDDs; B=Assistive Listening Devices; C=How to find and use interpreters; D=Deaf culture; E=General needs/characteristics of deaf; F=General needs/characteristics of hard of hearing; G=Special service delivery needs of deaf; H=Special service delivery needs of hard of hearing; I=Specialized referral resources and technical assistance for deaf; J=Specialized referral resources and technical assistance for hard of hearing; K=Special tips for communicating with deaf and hard of hearing clients.

Appendix H

INTEREST IN SPECIAL SERVICES IN AGENCIES

Means

	A	B	C	D	E	F	G	H	I	J	K
TOTAL	1.15	1.24	1.48	1.23	.88	1.21	1.19	.94	1.09	.92	.47
Comm. for Blind	1.33	1.33	1.33	.67	.33	1.33	.67	.33	1.00	1.00	
Office for Children	1.96	1.93	2.00	1.70	1.53	1.93	1.90	1.50	1.77	1.60	.72
Dept of Corrections	.53	.36	.96	.96	.67	.77	.77	.48	.67	.67	.50
Elder Affairs	1.54	1.56	1.90	1.94	1.54	1.87	1.61	1.61	1.53	1.46	2.00
Dept Mental Health	1.38	1.54	1.75	1.38	.86	1.24	1.27	1.11	1.10	.85	.64
Dept Mental Retard.	1.21	1.32	1.49	1.62	.89	1.47	1.15	1.15	1.21	1.09	.50
Parole Board	1.00	1.17	1.14	.86	.67	1.00	.67	.67	.67	.67	.00
Dept Public Health	.88	1.22	1.90	1.67	1.20	1.60	1.22	1.11	1.25	1.00	1.00
Dept Public Welfare	.54	.66	1.26	.56	.38	.64	.71	.18	.18	.18	.26
Reents (HigherEd)	1.83	1.76	1.67	1.63	1.59	1.53	1.56	1.15	1.62	1.19	1.00
Mass. Rehab. Comm.	1.13	1.67	1.46	1.29	.80	1.46	1.54	1.57	1.21	1.29	.00
Dept Social Services	1.48	1.47	1.64	1.19	.94	1.35	1.62	1.21	1.03	1.28	.67
Dept Youth Services	.32	.20	.60	.48	.00	.16	.28	.12	.16	.12	.20

*Legend

A=Payment for interpreter services; B=Interpreter referral assistance; C=Information Materials; D=In-service training; E=Loan of assistive listening devices; F=Assistance in finding specialized service; G=Client assistance through consultation, advocacy, case management; H=Independent living skills training; I=Consultation on development of specialized policies, programs; J=Cofunding of specialized programs; K=Other.

** Codes: 0=None; 1=Some; 2=Definite.
(Original questionnaire values recoded.)

Appendix I

NUMBER OF DEAF, HARD OF HEARING, AND TOTAL
CLIENTS BY RESPONDENT

Number deaf and hard of hearing and total number of clients are the average for 1986-87. Periods and numbers that are all 9's designate missing information (question not answered; but if respondents stated that they had NO deaf or hard of hearing clients in question 10, the number of deaf and hard of hearing clients in their office was coded as zero).

Key

Agency codes: 1=Blind; 2=Children; 3=Corrections; 4=Elder Affairs;
5=Mental Health; 6=Mental Retardation; 7=Parole;
8=Public Health; 9=Public Welfare; 10=Regents;
11=Mass. Rehab.; 12=Social Services; 13=Youth Services.

Region codes: 1=Metro. Boston; 2=Northeast; 3=Southeast;
4=Central; 5=Western.

<u>Ag</u>	<u>Rg</u>	<u>N Deaf</u>	<u>N HardH</u>	<u>Total Clients</u>
1	1	10.50	.00	24.50
1	3	27.50	.	960.00
1	5	21.00	2.00	1500.00
1	1	999.00	999.00	120.00
2	1	.00	.	.
2	1	1.00	.	.
2	1	1.00	1.00	.
2	2	1.00	.	1991.50
2	2	.	.	.
2	2	999.00	999.00	104.00
2	3	999.00	999.00	1.00
2	3	999.00	999.00	.
2	3	.00	.00	.
2	3	999.00	999.00	450.00
2	4	999.00	999.00	.
2	4	999.00	999.00	44.50
2	5	5.50	.	2000.00
3	1	.00	.00	.
3	1	.00	.50	.
3	3	999.00	999.00	.
3	3	.00	.00	6772.50
3	3	.00	.00	.
3	3	999.00	999.00	.
3	3	999.00	999.00	2846.50
3	4	999.00	999.00	.
3	4	999.00	999.00	.
3	4	.	3.00	.
3	4	2.50	1.00	.
5	5	.00	.00	.

2	999.00	999.00	1257.00
2	.	.	2798.00
4 3	3.50	56.50	1820.00
4 3	14.50	296.00	1625.00
4 4	999.00	999.00	1370.00
4 4	999.00	999.00	3564.00
4 4	.00	123.00	2000.00
4 4	9.00	40.00	807.50
4 5	26.50	283.50	2688.00
4 5	20.00	100.00	3500.00
5 1	999.00	999.00	.
5 2	1.00	.	.
5 2	999.00	999.00	2200.00
5 2	.00	3.00	.
5 2	6.00	4.00	.
5 3	999.00	999.00	510.00
5 3	.00	8.00	1149.00
5 3	1.50	1.00	650.00
5 3	2.00	3.00	5000.00
5 4	999.00	999.00	.
5 4	1.50	111.00	700.00
5 4	999.00	999.00	419.50
5 4	.	4.00	414.50
5 4	14.50	5.50	.
5 5	999.00	999.00	4000.00
5 5	99.00	.	914.50
5 5	999.00	999.00	.
6 2	999.00	999.00	333.00
6 2	.00	200.00	905.00
6 2	2.00	11.00	290.00
6 2	11.50	30.00	537.50
6 2	3.00	2.00	252.50
6 2	999.00	999.00	.
6 2	.50	.00	229.00
6 3	999.00	999.00	525.00
6 3	999.00	999.00	470.00
6 3	.50	54.50	.
6 3	7.50	8.00	410.00
6 3	3.00	18.00	223.50
6 4	.	.	.
6 4	4.50	41.50	500.00
6 5	.00	15.00	375.00
6 5	5.00	29.00	551.00
6 99	999.00	999.00	325.00
7 1	.00	.00	.
7 1	.00	.	.
7 1	999.00	999.00	161.00
7 2	999.00	999.00	.
7 2	.	.	883.00
7 3	.00	.00	.
7 3	.00	.00	.

1	1.00	.	.
2	999.00	999.00	.
8 2	1.00	49.00	50.00
8 3	999.00	999.00	845.00
8 3	10.50	99999.00	2088.50
8 3	.	.	.
8 4	999.00	999.00	2979.50
8 4	11.00	256.50	140.50
8 4	.00	.00	.
8 5	.00	.00	.
9 1	999.00	999.00	5500.00
9 1	.00	.00	1791.00
9 1	999.00	999.00	5931.00
9 1	12.00	3.00	13100.00
9 2	999.00	999.00	4500.00
9 2	.00	.00	.
9 2	2.00	1.00	10489.00
9 2	999.00	999.00	6700.00
9 2	20.00	.	5500.00
9 2	.00	.00	10000.00
9 3	999.00	999.00	320.00
9 3	.00	.00	12000.00
9 3	999.00	999.00	1420.50
9 3	999.00	999.00	.
9 3	2.00	10.50	3696.00
9 3	999.00	999.00	4737.50
9 4	3.00	.	9762.00
9 5	999.00	999.00	.
9 5	999.00	999.00	.
9 5	2.00	.	.
10 1	999.00	999.00	2150.00
10 1	3.00	3.50	.
10 1	.00	49.50	.
10 2	2.50	3.00	.
10 2	24.00	16.00	40.00
10 2	.00	1.50	.
10 2	.	.	.
10 3	.00	3.50	.
10 3	999.00	999.00	2705.00
10 3	999.00	999.00	1000.00
10 3	.50	.	.
10 4	999.00	999.00	.
10 4	49.50	50.00	130.00
10 4	2.50	99.00	.
10 4	.00	1.00	.
10 4	.	.	.
10 5	999.00	999.00	.
10 5	1.00	.	.
10 5	999.00	999.00	131.50
10 5	3.00	2.00	3000.00

11	1	.50	16.00	1036.50
11	1	226.00	.00	804.00
11	2	.00	2.00	789.00
11	2	.00	29.00	1678.00
11	2	99.50	14.00	1246.00
11	2	.00	.00	1069.00
11	2	.	.	1500.00
11	3	.00	38.50	927.50
11	3	.00	.	822.00
11	3	27.50	8.50	450.00
11	4	999.00	999.00	1992.00
11	4	.00	.00	1116.00
11	4	999.00	999.00	.
11	5	55.00	.00	1960.50
11	5	.00	48.00	1101.50
11	5	.00	31.00	336.00
12	1	999.00	999.00	1485.00
12	1	.	.	.
12	2	999.00	999.00	.
12	2	999.00	999.00	1200.00
12	2	999.00	999.00	1200.00
12	2	2.50	.00	675.00
12	2	999.00	999.00	.
12	3	.00	1.00	3366.00
12	3	999.00	999.00	.
12	3	.	.	1525.00
12	3	3.50	.	1100.00
12	4	.00	.00	1550.00
12	4	999.00	999.00	635.00
12	4	5.50	.	.
12	4	1.00	2.00	1200.00
12	5	1.50	1.00	.
12	5	.	.	.
13	1	.00	.00	64.00
13	1	.00	.00	397.50
13	1	999.00	999.00	605.50
13	1	.00	.00	32.50
13	1	.00	.00	144.50
13	1	.00	.00	744.00
13	1	999.00	999.00	1500.00
13	1	.00	.00	625.00
13	2	.00	.00	25.00
13	4	.00	.00	33.00
13	4	.00	.00	24.00
13	4	.00	.00	15.00
13	5	999.00	999.00	708.00
13	5	.00	.00	29.50
13	5	.00	.00	378.50

APPENDIX J: QUESTIONNAIRE