



DHoH Services Compliance - Client

1. Deaf & Hard of Hearing Client 01 (CFOP 60-16) Did the provider complete Customer or Companion Communication Assessment and Auxiliary Aid and Service Record (form CF 761) for each service date?
2. Deaf & Hard of Hearing Client 02 (CFOP 60-16) Did the provider complete all requested information included on the form (i.e., Region/Circuit/Institution, Program, Subsection, Customer or Companion, Name, date and time of contact, and their case number or other identifier, etc.)
3. Deaf & Hard of Hearing Client 03 (CFOP 60-16) Is the name of the staff member completing the assessment present on the Customer or Companion Communication Assessment and Auxiliary Aid and Service Record (form CF 761) CF 761?
4. Deaf & Hard of Hearing Client 04 (CFOP 60-16) Did the provider staff completing the Customer or Companion Communication Assessment and Auxiliary Aid and Service Record (form CF 761), check the appropriate box under communication assessment (i.e., initial assessment, reassessment, or subsequent appointment)?
5. Deaf & Hard of Hearing Client 05 (CFOP 60-16, 3-12.c.) Does the Provider offer the use of auxiliary aids and services that are free of charge to the customer or companion and may be required to ensure effective communication even if the individual with a disability declines the use of auxiliary aids or services?
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? (Note: Customers, once identified as requiring a reasonable modification or an auxiliary aid or service shall not require future needs assessments, unless there is a change in need.)
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 09 (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?
10. Deaf & Hard of Hearing Client 10 (CFOP 60-16, 3-14.b.) For scheduled events, does the provider make sure staff has a qualified or certified interpreter, or certified CART provider or other aid is available at the time of the scheduled appointment?
11. Deaf & Hard of Hearing Client 11 (CFOP 60-16, 3-14.b.) 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?



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12. 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?
13. Deaf & Hard of Hearing Client 13 (CFOP 60-16, 3-14.b.(2)) Between the time an auxiliary aid or service is requested and the time it is provided, does the Provider's staff continue to try to communicate with the customer or companion insofar as the customer or companion seeks to communicate? (Note: In such circumstances, staff shall use all available methods of communication, including, but not limited to, written communication, note-takers, sign language pictograph, or other communication graphics.)
14. Deaf & Hard of Hearing Client 14 (CFOP 60-16, 3-14.c.) If the individual declines the use of an auxiliary aid or service, does the Provider still ensure effective communication is occurring and that the program or service is provided in the most integrated setting?
15. Deaf & Hard of Hearing Client 15 (CFOP 60-16, 3-14.h.) During the initial communication assessment, does the Provider staff reassess which appropriate auxiliary aids or services are necessary for effective communication?
16. Deaf & Hard of Hearing Client 16 (CFOP 60-16, 3-14.i.) Does the Provider notify, in advance, all agencies to which it refers customers and companions for additional services of the person's requested auxiliary aid or service? Does the Provider document their records to reflect the notification to the referral agency of the customer or companion's requested auxiliary aid or service?
17. Deaf & Hard of Hearing Client 17 (CFOP 60-16, 3-14.j.) Does the Provider provide appropriate auxiliary aids and services to customers or companions who have a disability during the entire period of time of the visit and during subsequent visits without requiring subsequent requests for the appropriate auxiliary aids and services by the customer or companion?
18. Deaf & Hard of Hearing Client 18 (CFOP 60-16, 3-14.j.(1)) During the initial assessment in the state Mental Health Treatment Facility, treatment centers, and any other facility where customers have numerous communications of varying length and complexity, does the Provider develop a reasonable modification and auxiliary aids and services/or communication plan using the Customer or Companion Reasonable Modification Assessment and Auxiliary Aid Service Record (form CF 761, available in DCF Forms) to identify all reasonably foreseeable situations and the anticipated method of providing reasonable modification or communication with the customer or companion who is an individual with a disability during the time of ongoing services?
19. Deaf & Hard of Hearing Client 19 (CFOP 60-16, 3-14.j.(2)) Is the Provider staff that typically interacts with the customer or companion involved in developing the ongoing plan or are made aware of the results of the assessments and how to ensure reasonable modification and effective communication with the customer or companion?
20. Deaf & Hard of Hearing Client 20 (CFOP 60-16, 3-14.j.(3)) Does the Provider ask or assist the customer or companion to voluntarily complete the Free Reasonable Modification and Communication Assistance for Individuals with a Disability (form CF 763, available in DCF Forms)?
21. Deaf & Hard of Hearing Client 21 (CFOP 60-16, 3-14.j.(3)) If the customer or companion is unable or refuses to complete this form, does the Provider complete this form on their behalf by identifying their requested reasonable modification or auxiliary aid or service using an alternative method? For customers or companions with a disability who may have difficulty understanding or completing CF 763, does the Provider staff offer assistance, including interpreter services where necessary?



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(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.

22. 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?

23. Deaf & Hard of Hearing Client 23 (CFOP 60-16, 3-14.j.(5)) Does the provider understand that the waiver of free reasonable modification or auxiliary aid or service by the customer or companion does not relieve the Provider from providing effective communication or reasonable modification to ensure services are provided in the most integrated setting?

24. Deaf & Hard of Hearing Client 24 (CFOP 60-16, 3-14.k (3)) If an ongoing plan is not completed, does the Provider complete Customer or Companion Communication Assessment and Auxiliary Aid and Service Record (form CF 761), CF 761A or Free Reasonable Modification and Communication Assistance for Individuals with a Disability (CF 763) for each customer or companion contact and the reasonable modification or auxiliary aid provided documented in the customer's file or record at each contact? Is a copy of the Customer or Companion Communication Assessment and Auxiliary Aid and Service Record (form CF 761), CF 761A or Free Reasonable Modification and Communication Assistance for Individuals with a Disability (CF 763) then provided to the SPOC?

25. Deaf & Hard of Hearing Client 25 (CFOP 60-16, 3-14.k (4)) In the event that the reasonable modification or auxiliary aid or service is not effective or if the nature of the service needs or communication changes significantly after the initial assessment, does the Provider staff re-assess which appropriate auxiliary aids and services are necessary for effective delivery of services? (a. shall be accomplished, where possible, in consultation with the person seeking a reasonable modification or auxiliary aids or services. Prior to finalizing the change, the SPOC must be notified of the change and the reason for changing the customer's initial assessment)

Note: This

26. 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)

27. Deaf & Hard of Hearing Client 27 (CFOP 60-16, 3-14.k (5)(a)) Does the Provider complete the Customer or Companion Reasonable Modification Assessment and Auxiliary Aid/Service Record documenting the date and time of the denial, the name and title of the Director or Administrator who made the determination and the basis of the determination (Section 5 of CF 761)?

28. Deaf & Hard of Hearing Client 28 (CFOP 60-16, 3-14.k (5)(a)) Is the information regarding the denial recorded in the customer's file?

29. Deaf & Hard of Hearing Client 29 (CFOP 60-16, 3-14.k (5)(a)) Is a copy of the CF 761 or CF 761A provided to the SPOC?

30. Deaf & Hard of Hearing Client 30 (CFOP 60-16, 3-14.k (5)(b)) Does the Provider provide the person making the request of the denial of the requested aid and provide the individual with a copy of the Customer or Companion Reasonable Modification Assessment and Auxiliary Aid/Service Record indicating



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the denial?

31. Deaf & Hard of Hearing Client 31 (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)?
32. Deaf & Hard of Hearing Client 32 (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?
33. Deaf & Hard of Hearing Client 33 (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?
34. Deaf & Hard of Hearing Client 34 (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?
35. Deaf & Hard of Hearing Client 35 (CFOP 60-16, 3-15.a.) Does the Provider provide a Customer or Companion Feedback form (form CF 744, available in DCF Forms) to each customer or companion with a known disability, regardless if they are requesting or have been given an accommodation?
36. Deaf & Hard of Hearing Client 36 (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?
37. Deaf & Hard of Hearing Client 37 (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?
38. Deaf & Hard of Hearing Client 38 (CFOP 60-16, 3-8.b) Does the provider staff consult with the person with a disability whenever possible to discuss what aid or service is appropriate?