



# DHoH Services Compliance - Organization

1. Org Tool 17 (Standard Contract 36.i.v.) Are the three required notices of appropriate size? (11X17) (Interpreter services for the Deaf or Hard-of-Hearing, DCF Non-discrimination, and Limited English proficient located on the DCF website under "DCF Posters") (Posters are produced at 11x17; other sizes are acceptable if the print is easily read. The approved Notices can be downloaded through the Internet at: <https://mylifamilies.com/about/additional-services-offices/office-civil-rights/individual-disability/information-dcf-service>)
2. Org Tool 23 (Standard Contract 36.i.iv & viii., CFOP 60-16) Are all employees receiving an annual refresher training in the Department's "Serving our Customers Who are Deaf or Hard of Hearing" training modules or the new "Foundations of Disability Rights" training if hired as of 2/28/25 or due for annual training? (The first three modules for employees and all four modules for the SPOC. As of 2/28/25, the providers must take the new "Foundations of Disability Rights" when it is time for them to do their annual DHoH training)
3. Deaf & Hard of Hearing Org 01 (CFOP 60-16, 3-5.a.) Has the Provider developed policies and procedures that ensure individuals with a disability with an equal opportunity to participate and are provided with equally effective communication when accessing Department programs, benefits, activities, and services?
4. Deaf & Hard of Hearing Org 02 (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?
5. Deaf & Hard of Hearing Org 03 (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?
6. Deaf & Hard of Hearing Org 06 (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?
7. Deaf & Hard of Hearing Org 07 (CFOP 60-16, 3-8.d.) Does the Provider provide necessary auxiliary aids and services to ensure equally effective communication for companions with a disability?
8. Deaf & Hard of Hearing Org 08 (CFOP 60-16, 3.10.b.) Does the Provider arrange for interpreter services, which includes identifying and scheduling qualified or certified interpreters?
9. Deaf & Hard of Hearing Org 10 (CFOP 60-16, 3-12.a.) Does the Provider provide auxiliary aids or services for communication within two (2) hours of request?
10. Deaf & Hard of Hearing Org 11 (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?
11. Deaf & Hard of Hearing Org 12 (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?



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12. Deaf & Hard of Hearing Org 13 (CFOP 60-16, 3-14.d.) Does the Provider ensure not to require or coerce a family member, advocate, school or Mental Health Treatment Facility personnel, or friend of a customer or companion to interpret or facilitate communication between staff and the customer or companion?
13. Deaf & Hard of Hearing Org 14 (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?
14. Deaf & Hard of Hearing Org 16 (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?
15. Deaf & Hard of Hearing Org 19 (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?
16. Deaf & Hard of Hearing Org 24 (CFOP 60-16, 3-15.b.) Does the Provider disclose that the customer or companion is not required to complete the Customer or Companion Feedback form (form CF 744) but may if they choose to provide feedback when given the opportunity?
17. Deaf & Hard of Hearing Org 25 (CFOP 60-16, 3-15.b.) Does the provider offer an envelope with the Customer or Companion Feedback form (form CF 744) they can seal before handing it back to the service provider?
18. Deaf & Hard of Hearing Org 26 (CFOP 60-16, 3-15.b.) Does the Provider tell the customer or companion that completion of the Customer or Companion Feedback form (form CF 744, available in DCF Forms) is voluntary and will not affect access to benefits?
19. Deaf & Hard of Hearing Org 27 (CFOP 60-16, 3-15.c.) For customers or companions with a disability 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?
20. Deaf & Hard of Hearing Org 28 (CFOP 60-16, 3-15.e.) Does the Provider show the customer or companion the Contact the Department form on myflfamilies.com under Services-Individual with a Disability in the drop-down "What can DCF do for me?" if the individual would prefer to send their feedback via email?
21. Deaf & Hard of Hearing Org 29 (CFOP 60-16, 3-16) Does the Provider provide equally effective and equally accessible services to an individual with a disability in accordance with federal and state statutes and program requirements?
22. Deaf & Hard of Hearing Org 30 (CFOP 60-16, 3-17) Does the provider comply with accessibility requirements of CFOP 60-16 by alternative means such as redesign or acquisition of equipment, reassignment of services to accessible buildings, assignment of aides to beneficiaries, home visits, delivery of services at alternative accessible sites, alteration of existing facilities and construction of new facilities, use of accessible rolling stock or other conveyances, or any other methods that result in making its services, programs or activities readily accessible to and usable by individual with a disability?
23. Deaf & Hard of Hearing Org 31 (CFOP 60-16, 3-17.a.) Prior to any new construction or alterations of a facility, does the Provider ensure that the new construction or alterations of an existing facility meet the requirements of the current Section 504 and 2010 ADA Accessibility Standards?



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24. Deaf & Hard of Hearing Org 32 (CFOP 60-16, 3-17.b.) Does the Provider provide signage at all inaccessible entrances to each of its facilities, directing users to an accessible entrance or to a location at which they can obtain information about accessible facilities?
25. Deaf & Hard of Hearing Org 33 (CFOP 60-16, 3-17.b.) Is the international symbol for accessibility used at each accessible entrance to a facility?
26. Deaf & Hard of Hearing Org 34 (CFOP 60-16, 3-18) Does the Provider ensure not to ask an individual using a wheelchair or other power-driven mobility device questions about the nature and extent of the individual's disability?
27. Deaf & Hard of Hearing Org 35 (CFOP 60-16, 3-18.a.) Does the Provider allow people with disabilities who use manual or power wheelchairs or scooters, and manually powered mobility aids such as walkers, crutches, and canes into all areas where members of the public are allowed to go?
28. Deaf & Hard of Hearing Org 36 (CFOP 60-16, 3-18.b.) Does the Provider allow the use of other types of power-driven devices by people with disabilities in public areas unless the entity can demonstrate that the device cannot be accommodated because of legitimate safety requirements based on actual risk and not just on speculation or stereotypes about a particular class of devices or how individuals will operate them?
29. Deaf & Hard of Hearing Org 37 (CFOP 60-16, 3-19.a) Does the Provider understand that an individual with a disability has the right to be accompanied by a service animal in all areas of a public entity's facility that the public or customers are normally permitted to occupy?
30. Deaf & Hard of Hearing Org 38 (CFOP 60-16, 3-20) Does the Provider make reasonable modifications in policies, practices, or procedures to permit the use of a miniature horse by an individual with a disability if the miniature horse has been individually trained to do work or perform tasks for the benefit of the individual with a disability?
31. Deaf & Hard of Hearing Org Tool 09 (LSF Standard Contract 36.i.ii.) If the provider has subcontractors with 15 or more employees, does the provider coordinate subcontractor reports and its own?
32. Deaf & Hard of Hearing Org Tool 15 (Standard Contract, 36.i.) 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? (Examples: adding to email signature, including in brochures/publications, publishing to website, ensuring front-line staff know who the Coordinator is)
33. Deaf & Hard of Hearing Org Tool 18 (Standard Contract, Paragraph 36.i.v.) Does the provider post conspicuous notices near where people enter or are admitted within the provider's location(s)? (Interpreter services for the Deaf or Hard-of-Hearing, DCF Non-discrimination, and Limited English proficient located on the DCF website under "DCF Posters")
34. Deaf & Hard of Hearing Org Tool 20 (Standard Contract 36.i.ii.) 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?
35. Deaf & Hard of Hearing Org Tool 21 Single Point of Contact - does the employee, serving in this capacity, have the expertise necessary to serve in this role and carry out the duties assigned to the SPOC?



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36. Deaf & Hard of Hearing Org Tool 22 (LSF Standard Contract 36.i.iv.) Does the provider have some method to make employees aware of the requirements of CFOP 60-16 Chapter 4?