

Single Point of Contact (SPOC)

Job Description

HHS Settlement Agreement – Communication #6

Our contracted and subcontracted agencies with 15 or more employees are required to have Single Point of Contacts for the deaf and hard of hearing due to the Settlement Agreement our Department entered into with the U.S. Department of Health and Human Services approximately 5 years ago. The HHS Settlement Agreement was designed to bring DCF and our contracted and subcontracted agencies in compliance with Title II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act in its provision of healthcare and social services to persons who are deaf and hard of hearing.

Communication #6 from HHS states the SPOC must be in a management level or higher position and your position description must include specific wording. Please ensure your position description includes the following wording if it does not already:

This position will serve as the official Single Point of Contact, which is designated to coordinate the provision of auxiliary aids and services to the deaf and hard of hearing. The position will be responsible for the following:

1. *Collect data on the effectiveness and appropriateness of the auxiliary aid or service provided and the performance of the interpreter provided on the Customer Feedback Form.*
2. *Keep records of the appropriate auxiliary aides and services on the Auxiliary Aide/Services Record as each service is provided.*
3. *Complete self-assessment to evaluate operational performance in providing appropriate auxiliary aids and services to deaf and hard of hearing persons and to identify methods to improve the provision of such auxiliary aids and services.*
4. *Assist designated personnel with any concerns, grievances or complaints raised by deaf and hard of hearing Customers or Companions regarding effective communication as soon as reasonably possible, with a goal of resolving all matters raised while the Customer and/or Companion is in a DCF Direct Service Facility.*
5. *Communicate with ADA/Section 504 Coordinators concerning services to deaf and hard of hearing Customers or Companions and summaries of these meetings shall be provided to the Office of Civil Rights. Manage service records and report the data and any resource and/or training needs to the designated ADA/Section 504 Coordinator or Civil Rights Officer.*