

Our Mission

There are an estimated 170,000 persons living in Western NC who are deaf, Hard of Hearing or Deaf Blind. Our mission to provide access to quality mental health, substance abuse and developmental disability services that are culturally sensitive and provided in the preferred communication method of the consumer (ASL, PSE, etc).

Location of Services

Currently centralized in Lenoir, DHHS serves all 27 counties of Western NC. When necessary, staff will travel to consumer's home area for appointments. Due to the large area served, services are prioritized and based on need.

Referrals

Requests for services come from numerous sources including professional service agencies such as Vocational Rehabilitation offices, Department of Social Services, North Carolina School for the Deaf, various provider agencies, deaf and hard of hearing individuals, and family members.



Smoky Mountain Center

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Smoky Mountain Center

Deaf and Hard of Hearing Services



- Outpatient Therapy/Counseling
- Crisis Services
- Case Management
- Consultation
- Education
- Substance Abuse Services

DEAF SERVICES

Goals of Service

The goals of Smoky Mountain Center Deaf/Hard of Hearing Services (DHHS) are to provide access to quality mental health, substance abuse, and developmental disability services to Deaf, Hard of Hearing and Deaf Blind individuals and families in Western NC. The following services are provided to help consumers live independent and healthy lives to the best of their abilities, assist other providers with providing appropriate and accessible services and education regarding Deaf, Hard of Hearing and DeafBlind issues.

Services Provided

- Outpatient Therapy/Counseling
- Case Management Services
- Education
- Consultation
- Crisis Intervention
- Outreach

Outpatient Therapy/Counseling

The main Component of DHHS is providing individual and/or group

mental health and substance abuse interventions. Clinicians and staff are fluent in American Sign Language. Therapists are licensed or license eligible.

Case Management

Collaborate, link, assist, and monitor mental health symptoms, advocate to help make community resources accessible, assist with problem solving, provide supportive counseling, and schedule interpreters when needed.

Consultation/Education

Consultation and education is available to the professional service community and others throughout the 27 county catchment areas in Western NC and includes education on deafness, deaf culture, sign language, identifying needs, and empowerment and support.

Crisis Intervention

After hours procedures will normally follow protocol including referring consumer to contact their local 911 or Emergency Department. SMCDHHS will follow up with contacts from consumers' local emergency entity. Broughton Hospital houses a psychiatric Deaf Services ward and in-patient

Substance Abuse treatment and is in close contact with SMCDHHS.

Outreach

SMCDHHS strives to build relationships with various leaders of deaf communities, agencies providing related deaf services, and community organizations to ensure that appropriate referrals are made to SMCDHHS.

Program Staff

Program staff consists of therapists and a case manager. Program clinicians are fluent in American Sign Language. Additionally, the program's therapists are Licensed Professional Counselors and/or National Certified Counselors and have received extensive training specializing in counseling Deaf, Hard of Hearing, and Deaf Blind individuals and their families.

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