



News from CFD 2025

CFD Consulting, Knowledge and Development



VISO – The national board of social services' department for knowledge and special counselling.

As we mentioned in last year's report, we have been in negotiations with VISO regarding our advisory tasks under their framework. We have had our basic service increased to 20 hours annually per citizen. The basic service is based on an average consumption of hours for all approximately 165 citizens we support through VISO. This means that some citizens receive fewer than 20 hours and others receive more, and we are not required to report our hourly consumption for individual citizens or the total consumption. It is a trust-based agreement, which, in this structure, avoids a significant amount of bureaucracy.

However, together with VISO, we are engaged in a process to uncover the complexity of the tasks we handle for them, as their mandate is to provide support to citizens with “complex” issues, though we have yet to reach a specific definition of what constitutes a “complex” issue.

Therefore, we do not yet know what the future holds regarding our task portfolio with VISO, but there is little doubt that it will be more narrowly defined than before when the new tender begins in April 2027. The idea is that we, together with VISO's own specialists and management, should work towards a shared understanding of the complex issues where citizens should receive counseling and guidance from CFD.

Whether this will succeed is hard to say, as the entire group of adults with acquired deafblindness is very heterogeneous, meaning that what may be a complex problem for one citizen may not be so for another – and vice versa.

It will be an exciting process that in many ways will help define the field going forward – but our greatest concern is that VISO, in the new tender, may limit the services we currently provide, so that we will no longer be able to deliver the same level of service to the citizens. This could then be perceived as a deterioration in service. The big question then becomes: who should or can deliver the “non-complex” services, which citizens largely depend on to maintain the same quality of life they enjoy today?

Elderly Area / Municipally Funded

Still a large area within CFD, and most of our target group is funded through this channel. We continue to receive referrals for elderly individuals with dual sensory loss in need of assessments, counseling, and support in applying for contact person arrangements. However, we have experienced that municipalities are withdrawing their contract with CFD entirely or partially due to budget constraints in Denmark.

Municipalities are being forced to prioritize their finances, and unfortunately, this affects the deafblindness

field. In some cases, it is also because municipalities believe they can handle the task themselves (even though they lack the necessary specialist knowledge).

Deafblind consultant Karin Moreau Andersen represents CFD in the Nordic working group on elderly people with age-related deafblindness. The group has decided to continue as a working group and has not yet applied to become a formal network under NVC. They meet once a month for the time being.

Knowledge and Development Projects

SenseWork – Exploring Factors That Support or Hinder Labor Market Participation for People with Acquired Deafblindness

CFD is participating in a research project led by Royal Kentalis in the Netherlands. The project aims to identify the factors that influence labor market participation among people with acquired deafblindness in both the Netherlands and Denmark.

The project consists of three parts:

1. **Literature Review:** A scoping review of international research on the topic was completed in 2024. An article based on this review has been submitted for publication, with the hope of it being published in 2025.
2. **Focus Group Interviews:** This phase involves interviews with key stakeholders, including 10 experts by experience, 5 deafblind conciliators, and 5 employers. This part of the project will be completed by spring 2025.
3. **Survey:** The final phase will involve a survey targeting experts by experience in both the Netherlands and Denmark. We are currently seeking funding to carry out this part of the project.

DKK 1.9 million to strengthen nursing home staff's knowledge about sensory loss in the elderly

CFD Counseling Knowledge and Development, in partnership with the Committee for Health Information and the Communication Center Hellerup, has applied for and received DKK 1.9 million for a large and exciting project. The project aims to develop e-learning programs that will enhance the skills of staff at Danish nursing homes in detecting and managing sensory loss among their residents.

This idea has been simmering for a long time within the deafblind consultant scheme, and last year we got the Communication Center in Hellerup and the Committee for Health Information on board with the idea. The result is that we have just received a total of DKK 1.9 million for the project from the Synoptik Foundation and the Helse Foundation!

The e-learning program addresses both vision loss, hearing loss, and the combination of the two sensory losses. The Committee for Health Information is responsible for project management, and the Communication Center Hellerup will be responsible for the large part of the content related to vision and

hearing. CFD Counseling Knowledge and Development will provide professional content on the combination of the two sensory losses.

The project will provide a unique opportunity for staff at the Danish nursing homes to learn about how to detect sensory loss, how to act to compensate for it, and where to find knowledge and counselling.

Our communications consultant Ole Mortensen, who has extensive knowledge in the field of deafblindness, will be responsible for the majority of CFD's contribution to and participation in the project, with the deafblind consultants' specialist group on elderly people with age-related deafblindness as the professional reference group.

MUUS – Action Research on a Meaningful Youth with Usher Syndrome

The "*Meaningful Youth with Usher Syndrome*" project is a two-year action research initiative by CFD, the Specialist Consultancy for the Deafblind, and Aalborg University. It aims to improve support and counseling for young people with Usher Syndrome, their families, and professionals by involving them directly in the process as co-researchers.

The project has completed its first phase: three future-workshops with young people with Usher syndrome, relatives, and professionals within the field of deafblindness. In the future-workshops challenges, dreams, and ideas for better support and counseling for youth and relatives were explored.

The next steps will focus on testing small-scale versions of the ideas selected by the 21 participants and on communicating the findings. These will be shared with professionals and the Usher community through conferences and articles.

The project is expected to have a broader positive impact, benefiting others with Usher Syndrome beyond the direct participants.

Revised version of report on CI and deafblindness

The report was first published in 2020 and is now published in a revised version. In this version, the research literature has been updated with publications up to November 2024. No additional interviews have been conducted in connection with the new version, but the report has been aligned with the new publications and linguistically revised.

The report is in Danish and can be downloaded [here](#).

CFD Social Services



Rehabilitation

From the perspective of the Social Agency, rehabilitation also involves working with citizens' wishes and dreams for their own lives. When CFD Social Services are visited by the Social Supervision Authority in the Capital Region, one of the assessed themes is "Education and Employment." This includes, for example, sheltered employment or activity and companionship services under the theme "Education and Employment."

In connection with supervision, emphasis is placed on whether relevant and achievable goals are set in relation to the theme, as well as whether tools are used to systematically identify the citizen's resources and challenges. All of this is viewed through a rehabilitation lens. At CFD, citizen interviews are used to uncover both the citizen's resources and challenges, as well as their own wishes and dreams regarding education and employment.

A sub-goal might be participation in meaningful activities outside the residential facility, and here a sub-goal could also be participation in activities within the facility, such as ADL training, social activities, etc. An overall goal could be maintaining the citizen's current activity and companionship service.

There is a continuous need to focus on developing goals and sub-goals for the citizen's education and employment, both in terms of internal opportunities and possibly external options.

The Deafblind House 2024–2025

Since last year's conference, much has happened in the Deafblind House (residential facility) and the Growth House (activity service).

Since spring 2024, all employees have been involved in a major merger process with the nearby residential facility Egebækhus. Everyone contributed to a shared culture and values project designed to support the organizational merger, which became official on January 1, 2025.

Residents can feel the effects of the merger through shared events, visits to the neighboring facility, and the opportunity to use other amenities.

In December 2024, we were finally able to open the newly constructed day facility, and the last two residents moved into their new homes. At the time of writing, only minor deficiencies and outdoor areas remain under development. It's wonderful! Not only to have new facilities, but also to be nearing the end of a multi-year construction process. We held a small internal inauguration in December, but will host a larger official opening of the entire construction project on May 8, 2025.

On January 1, 2025, Maja assumed the position of Executive Manager of CFD Nærum, overseeing the three services: Egebækhus, the Deafblind House, and the Growth House. Each of the three services has its own daily manager. All daily managers are experienced leaders who have been with their services for many years. They therefore have strong professional expertise and good knowledge of CFD as an organization. This is particularly important at the moment, as recent years have seen staff turnover in both the Deafblind

House and the Growth House. This presents a challenge in being able to train and qualify employees in deafblind strategies quickly enough.