

# DIRECTORY OF RESOURCES FOR DEAF AND HARD OF HEARING SERVICES

Prepared By

California Department of Social Services

**OFFICE OF DEAF ACCESS**

744 P Street, M.S. 8-16-91

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(916) 653-8320 (Voice)

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[www.cdss.ca.gov/cdssweb/PG145.htm](http://www.cdss.ca.gov/cdssweb/PG145.htm)

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# DIRECTORY OF RESOURCES FOR DEAF AND HARD OF HEARING SERVICES

## INTRODUCTION

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The Office of Deaf Access (ODA) was created in 1980 to administer the state's Deaf Access Program (DAP) which ensures that state-operated public programs address the communication needs of people who are deaf, deaf-blind, hard of hearing and late-deafened. In keeping with this mission, the ODA has created this directory to provide information and referral resources which serve the deaf and hard of hearing communities.

This directory is intended to be used as a guide for individuals who are deaf, hard of hearing, deaf-blind and late deafened, as well as by parents, advocates, state agencies, educators, service providers or anyone who has an interest in hearing loss. It provides contact information for programs and services within California and the United States. Within the directory, you will find contact information and many website links to various public and private entities.

If you have any comments, additions, omissions, changes or corrections, please notify our office immediately so that we may keep our website updated and current. Any questions or comments should be directed to:

### **California Department of Social Services Office of Deaf Access**

744 P Street, MS 8-16-91

Sacramento, CA 95814

(916) 653-8320 (Voice)

(916) 653-7651 (TTY)

(916) 653-4001 (Fax)

Website: [www.cdss.ca.gov/cdssweb/PG145.htm](http://www.cdss.ca.gov/cdssweb/PG145.htm)

E-mail: [deaf.access@dss.ca.gov](mailto:deaf.access@dss.ca.gov)

A complete evaluation of the resources in this directory has not been executed and the inclusion in this directory does not necessarily imply endorsement of the agency or services by the Office of Deaf Access (ODA) or the California Department of Social Services. The exclusion of any agency or organization is not intentional. Any reproduction of this directory will acknowledge ODA as the resource.

## ADVOCACY RESOURCES

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### **ADVOCACY COUNCIL FOR ABUSED DEAF CHILDREN (ACADC) c/o Five Acres (refer to the “Counseling and Rehabilitation Services” section) Five Acres - The Boys' and Girls' Aid Society of Los Angeles County**

760 West Mountain View Street

Altadena, CA 91001

(626) 798-6793 (Voice)

(626) 204-1375 (TTY)

Website: [www.lachildabusecouncils.org/council-advabuseddeaf.html](http://www.lachildabusecouncils.org/council-advabuseddeaf.html)

E-mail: [info@fiveacres.org](mailto:info@fiveacres.org)

The ACADC was created to prevent the abuse of deaf children and to promote the development of appropriate and quality treatment resources for families with a deaf family member. Five Acres' Deaf Perinatal Services is a home visitation program free to all pregnant deaf women and deaf parents of infants and children under five in Los Angeles County. A professional visiting nurse or child development specialist provides assistance and instruction in American Sign Language for infant care, well-baby care and assessment, child development and family support and advocacy.

### **THE AMERICAN ASSOCIATION OF PEOPLE WITH DISABILITIES (AAPD)**

2013 H Street, NW, 5th Floor

Washington, DC 20006

(202) 457-0046 (Voice/TTY)

(800) 840-8844 (Voice/TTY)

(202) 457-0473 (Fax)

Website: [www.aapd.com](http://www.aapd.com)

E-mail: [aapdmemberservices@earthlink.net](mailto:aapdmemberservices@earthlink.net)

The AAPD is the largest national, nonprofit, cross-disability, member organization in the United States. This organization is dedicated to ensuring economic self-sufficiency and political empowerment for the more than 50 million Americans with disabilities. AAPD works in coalition with other disability organizations for the full implementation and enforcement of disability nondiscrimination laws, particularly the Americans with Disabilities Act (ADA) of 1990 and the Rehabilitation Act of 1973.

### **ADA INTERAGENCY TASKFORCE**

Website: <http://www.dor.ca.gov/DisabilityAccessInfo/Index.html>

In order to share and coordinate information about disability access issues among key state departments, the Americans with Disabilities Act (ADA) Interagency Taskforce (TF) was created in October of 2000. Its charge was to make recommendations on the allocation of one-time funds to increase architectural accessibility in state owned buildings and to develop a plan to identify any unmet access needs and recommend methods for meeting such needs. In addition to this website, the ADA TF has

developed a series of bulletins addressing a variety of access issues, particularly for state government in California.

### **CALIFORNIA DISABILITY ACCESS INFORMATION WEBSITE**

**Website:** <http://www.dor.ca.gov/DisabilityAccessInfo/>

The purpose of this site is to provide information and links on the major laws, regulations and areas of interest regarding disability rights and access for Californians with disabilities and other interested persons. You will find references to laws, resources for services and referrals to organizations that can help with access concerns.

### **CALIFORNIANS FOR DISABILITY RIGHTS (CDR)**

909 12th Street, Suite 200

Sacramento, CA 95814

(800) 838-9237 (Toll Free)

(916) 447-2237 (Voice)

Website: [www.disabilityrights-cdr.org](http://www.disabilityrights-cdr.org)

E-mail: [cdr4info@yahoo.com](mailto:cdr4info@yahoo.com)

CDR is an advocacy organization of persons with disabilities in California. Originally organized in 1970 as the California Association of the Physically Handicapped (CAPH) with five members, CDR has grown to become an effective and widely respected cross-disability advocacy force. CDR represents all persons with disabilities in California and is guided by this trans-disability principle. Its members fight for the independence, dignity and equality of all disabled persons.

### **DEAF HOPE**

470 27th Street

Oakland, CA 94612

(510) 267-8800 (Voice/TTY/Videophone)

(510) 740-0946 (Fax)

Website: [www.deaf-hope.org](http://www.deaf-hope.org)

E-mail: [hotline@deaf-hope.org](mailto:hotline@deaf-hope.org)

This organization's advocacy mission is to work to end domestic and sexual violence in the deaf and hard of hearing community through empowerment, education and services relying on the generosity of the Deaf community and others.

### **DISABILITY RIGHTS ADVOCATES (DRA)**

2001 Center Street, 4th Floor

Berkeley, CA 94704

(510) 665-8644 (Voice)

(510) 665-8716 (TTY)

510) 665-8511 (Fax)

Website: [www.draregal.org](http://www.draregal.org)

E-mail: [general@draregal.org](mailto:general@draregal.org)

Disability Rights Advocates (DRA) is a non-profit law firm dedicated to protecting and advancing the civil rights of people with disabilities. DRA advocates for disability rights through high-impact litigation, as well as research and education at no charge to their clients.

## **DISABILITY RIGHTS CALIFORNIA**

### **Administrative Offices**

1831 K Street

Sacramento, CA 95811

(916) 504-5800 (Voice)

(800) 776-5746 (Voice)

(800) 719-5798 (TTY)

Website: [www.disabilityrightsca.org](http://www.disabilityrightsca.org)

Disability Rights California serves Californians with a wide range of disabilities including: cognitive, mental, sensory and physical disabilities. This is achieved by guarding against abuse; advocating for basic rights; and ensuring accountability in health care, education, employment, housing, transportation and within the juvenile and criminal justice systems.

## **FEDERAL COMMUNICATIONS COMMISSION (FCC)**

### **Disability Rights Office**

445 12th Street, SW

Washington, DC 20554

(888) 225-5322 (Voice)

(888) 835-5322 (TTY)

(866) 418-0232 (Fax)

Website: [www.fcc.gov/cgb/dro](http://www.fcc.gov/cgb/dro)

E-mail: [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)

The Disability Rights Office at the FCC ensures that people with disabilities get the same opportunities as others in telecommunications issues. Information regarding: public notices and orders, telecommunication relay services, regulation of telecommunication manufacturers and service providers, closed captioning, access to emergency information on television, Section 504 of the Rehabilitation Act of 1973 (this national law protects persons with disabilities against discrimination), and other topics is available through this office. When experiencing a problem with a telephone company or other company providing telephone-related services, the FCC is the place to file a formal complaint. You can find information on filing a complaint at: [esupport.fcc.gov/complaints.htm](http://esupport.fcc.gov/complaints.htm)

## **LSNC-HEALTH: LEGAL SERVICES OF NORTHERN CALIFORNIA**

515 12th Street

Sacramento, CA 95814

(916) 551-2150 (Voice)

(888) 354-4474 (Voice)

(916) 551-2196 (Fax)

Website: <http://health.lsnr.net>

Legal Services of Northern California/LSNC-Health provides free assistance and information about your rights in health care. This information pertains to residents of El Dorado, Placer, Sacramento and Yolo counties in California. The site provides some general information about your rights as a health care consumer.

## **THE LEGAL RIGHTS OF PERSONS WITH DISABILITIES**

**California Department of Justice  
Attorney General's Public Inquiry Unit**

P.O. Box 944255

Sacramento, CA 94244

(916) 322-3360 (Voice)

(800) 952-5225 (Voice)

(800) 735-2929 (TTY/TDD)

Website: <http://ag.ca.gov/consumers/pdf/disabled.pdf>

This handbook discusses both California and federal laws that protect the rights of individuals with disabilities. California and federal law should be examined together to get a complete picture of the law on a particular topic. In some areas, California law provides more legal protection or is more comprehensive; in other areas, federal law is more helpful. At the end of the handbook, there is a Directory of Services that lists the type of complaint or lawsuit to be filed and the appropriate agency at which to file that complaint.

## **LET THEM HEAR FOUNDATION**

**Insurance Advocacy Program**

1900 University Avenue, Suite 101

East Palo Alto, CA 94303

(650) 462-3144

Website: [www.letthemhear.org](http://www.letthemhear.org)

This nationwide insurance advocacy program assists people in appealing denial of services, free of charge. Appeal support is provided for: cochlear implants (single or bilateral), bone-anchored hearing aid implantation, conventional hearing aids, balance disorders, and other hearing-related surgeries.



## **ASSISTANCE DOGS: GUIDE, SIGNAL AND SERVICE DOGS**

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Assistance animals are individually trained to perform tasks for people with disabilities, such as: guiding people who are blind (guide dogs), alerting people who are deaf (signal dogs) and alerting people who have seizures, etc. (service dogs). Under the Americans with Disabilities Act, businesses and organizations that serve the public must allow people with disabilities to bring their assistance animals into all areas of public facilities. Businesses may ask if the animal is an assistance animal or what task it performs, but cannot require special identification cards for the animal or ask about the person's disability. Listed below are a number of schools and organizations that may help in locating appropriately trained assistance dogs.

### **ASSISTANCE DOG SPECIAL ALLOWANCE PROGRAM (ADSA)**

#### **California Department of Social Services**

744 P Street, MS 8-16-94

Sacramento, CA 95814

(916) 657-2628 (Voice)

(916) 653-7651 (TTY)

Website: [www.cdss.ca.gov/cdssweb/pg82.htm](http://www.cdss.ca.gov/cdssweb/pg82.htm)

The ADSA program provides a monthly payment to eligible persons who use a guide, signal, or service dog to help with needs related to their physical disabilities. The allowance is to help pay the cost of food, grooming and health care for the dog.

### **ASSISTANCE DOGS INTERNATIONAL**

Website: [www.assistancedogsinternational.org](http://www.assistancedogsinternational.org)

Assistance Dogs International, Inc. is a coalition of not for profit organizations that trains and places assistance dogs. The types of dogs trained are service dogs.

### **BERGIN UNIVERSITY OF CANINE STUDIES**

#### **Assistance Dog Institute**

5860 Labath Avenue

Rohnert Park, CA 94928

(707) 545-3647 (545-DOGS)

Website: [www.berginu.org](http://www.berginu.org)

E-mail: [info@berginu.edu](mailto:info@berginu.edu)

Dr. Bonita Bergin invented the concept of the Service Dog to assist people with mobility impairments in 1975. The university pursues its mission of "advancing the human-canine partnership through research and education." This is the only university offering Master of Science and Associate of Science degrees in dog studies. The types of dogs trained are service dogs.

## **BOARD OF GUIDE DOGS FOR THE BLIND**

### **California Department of Consumer Affairs**

1625 North Market Boulevard, Suite N-112

Sacramento, CA 95834

(916) 574-7825 (Local and Out-of-State calls)

(866) 512-9103 (Toll Free for In-State calls)

Website: [www.guidedogboard.ca.gov](http://www.guidedogboard.ca.gov)

E-mail: [guidedogboard@dca.ca.gov](mailto:guidedogboard@dca.ca.gov)

The Board licenses and regulates schools and persons in California that train and supply guide dogs for the blind. The Board also oversees fundraising practices.

## **CANINE COMPANIONS FOR INDEPENDENCE**

P.O. Box 446

Santa Rosa, CA 95402

(800) 572-2275

(866) 224-3647 (National Headquarters)

Website: [www.cci.org](http://www.cci.org)

### **Northwest Regional Center**

2965 Dutton Avenue

Santa Rosa, CA 95407

(800) 572-2275

(707) 572-1700 (Local-Voice)

(707) 577-1756 (TTY)

### **Southwest Regional Center**

P.O. Box 4568

Oceanside, CA 92052

(800) 572-2275

(760) 901-4300 (Local-Voice)

(760) 901-4350 (TTY)

Canine Companions for Independence is a national nonprofit organization that enhances the lives of people with disabilities by providing highly-trained assistance and hearing dogs and ongoing support to ensure quality partnerships. The types of dogs trained are service and hearing dogs.

## **CANINE SUPPORT TEAMS**

Carol Roquemore

P.O. Box 891767

Temecula, CA 92859-1767

(951) 301-3625

Website: [www.caninesupportteams.org](http://www.caninesupportteams.org) /

E-mail: [HQ@CanineSupportTeams.org](mailto:HQ@CanineSupportTeams.org)

The types of dogs trained are service dogs.

**DISCOVERY DOGS**

P.O. Box 582  
Roseville, CA 95661  
(916) 295-1828  
(916) 666-7241 (Fax)  
Website: [www.discoverydogs.org](http://www.discoverydogs.org)  
E-mail: [info@DiscoveryDogs.org](mailto:info@DiscoveryDogs.org)

Discovery Dogs trains hearing and service dogs for individuals.

**DOGS FOR THE DEAF**

10175 Wheeler Road  
Central Point, OR 97502  
(541) 826-9220 (Voice/TTY)  
(800) 990-3647 (Toll Free outside Oregon)  
Website: [www.dogsforthe deaf.org](http://www.dogsforthe deaf.org)  
E-mail: [info@dogsforthe deaf.org](mailto:info@dogsforthe deaf.org)

Dogs for the Deaf provides small to medium sized animals which are chosen from adoption shelters to provide services to persons who are deaf.

**EYE DOG FOUNDATION FOR THE BLIND, INC.**

P.O. Box 519  
Claremont, CA 91711  
(800) 393-3641 (Voice-Toll Free)  
Website: [www.eyedogfoundation.org](http://www.eyedogfoundation.org)

Eye Dog Foundation for the Blind trains guide dogs for individuals.

**GUIDE DOGS FOR THE BLIND, INC.**

P.O. Box 151200  
San Rafael, CA 94915  
(415) 499-4000 (California Campus)  
(800) 295-4050 (Voice-Toll Free)  
Website: [www.guidedogs.com](http://www.guidedogs.com)  
E-mail: [information@guidedogs.com](mailto:information@guidedogs.com)

Guide Dogs for the Blind is a nonprofit, charitable organization with a mission to provide guide dogs and training in their use to visually impaired people throughout the United States and Canada.

**GUIDE DOGS OF AMERICA**

13445 Glenoaks Boulevard  
Sylmar, CA 91342  
(818) 362-5834 (Voice)  
(818) 362-6870 (Fax)  
Website: [www.guidedogsofamerica.org](http://www.guidedogsofamerica.org)

Email: [mail@guidedogsofamerica.org](mailto:mail@guidedogsofamerica.org)

The mission of Guide Dogs of America is to provide guide dogs and instruction in their use, free of charge, to blind and visually impaired men and women from the United States and Canada.

### **GUIDE DOGS OF THE DESERT**

P.O. Box 1692  
Palm Springs, CA 92263  
(760) 329-6257 (Voice)  
(888) 883-0022 (Voice-Toll Free)  
Website: [www.guidedogsofthedesert.org](http://www.guidedogsofthedesert.org)  
E-mail: [info@gddca.org](mailto:info@gddca.org)

Guide Dogs of the Desert train guide dogs for individuals.

### **INTERNATIONAL HEARING DOG, INC.**

5901 East 89th Avenue  
Henderson, CO 80640  
(303) 287-3277 (Voice/TTY)  
(303) 287-3425 (Fax)  
Website: [www.ihdi.org](http://www.ihdi.org)  
Email: [info@hearingdog.org](mailto:info@hearingdog.org)

International Hearing Dog, Inc. has trained more than 1,000 hearing dogs since 1979 for persons who are deaf or hard-of-hearing. All of the dogs selected for this special training come from local animal shelters. This organization also trains dogs to assist deaf/blind individuals (in the home only) by guiding them slowly to the source of the sound.

### **LEASHES FOR LIVING ASSISTANCE DOG SCHOOL, LLC™**

P.O. Box 146  
Tonopah, AZ 85354  
(623) 393-8481 (Voice)  
Website: [www.leashesforliving.com](http://www.leashesforliving.com)  
E-mail: [info@leashesforliving.com](mailto:info@leashesforliving.com)

Leashes for Living Assistance Dog School trains service dogs for individuals.

### **PAWS WITH A CAUSE**

4646 South Division Street  
Wayland, MI 49348  
(800) 253-7297 (Voice)  
Website: [www.pawswithacause.org](http://www.pawswithacause.org)

Paws With A Cause trains assistance dogs nationally for people with disabilities and provides lifetime support which encourages independence.

**PAWS'ITIVE TEAMS**

(Services limited to San Diego County)

7031 Carroll Road

San Diego, CA 92121

(858) 558-7297 (Voice)

(858) 558-7298 (Fax)

Website: [www.pawsteams.org](http://www.pawsteams.org)

E-mail: [paws@pawsteams.org](mailto:paws@pawsteams.org)

Paws'itive teams train service dogs for individuals in the San Diego county area.

**PRO-TRAIN**

1544 Avohill Road

Vista, CA 92084

(760) 749-7154 (Voice)

(877) 223-3647 (Toll Free)

Website: [www.protraindog.com/](http://www.protraindog.com/)

E-mail: [protraindog@gmail.com](mailto:protraindog@gmail.com)

The Pro-Train organization trains service, hearing and guide dogs for individuals.

**TENDER LOVING CANINES ASSISTANCE DOGS, INC. (TLCAD)**

**(Services limited to San Diego County)**

P.O. Box 1244

Solana Beach, CA 92075

(800) 385-1282 (Toll Free)

(858) 461-6827 (Voice)

(858) 461-6846 (Fax)

Website: [www.tenderlovingcanines.org](http://www.tenderlovingcanines.org)

Email: [info@tlcad.org](mailto:info@tlcad.org)

Tender Loving Canines Assistance Dogs trains service dogs for individuals in the San Diego county area.

**THE SAM SIMON FOUNDATION**

30765 Pacific Coast Highway #113

Malibu, CA 90265

(310) 457-5898 (Voice/TTY)

(310) 457-9312 (Fax)

Website: [www.samsimonfoundation.com](http://www.samsimonfoundation.com)

Email: [info@samsimonfoundation.org](mailto:info@samsimonfoundation.org)

The Sam Simon Foundation places Hearing Dogs throughout California.

## ASSISTIVE TECHNOLOGY

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Hearing loss may interfere with daily communication on many occasions. A hearing aid may be of benefit to certain people, but some situations may still present a problem which could require additional assistive technology. It might be difficult listening in a noisy restaurant or in a business meeting where the speaker is at a distance from the listener. The telephone can present a special problem where even a hearing aid may not be of any help. Doorbells or safety alarms with flashing lights or strobe lights are other assistive devices which can be particularly helpful. There are many assistive communication devices available for persons with hearing loss and a primary resource for assistive technology information is ATNetwork. The contact information for this organization and others are listed below.

### **ATNETWORK**

#### **The Alliance for Technology Access (ATNetwork Affiliate)**

1234 H Street, Suite 100

Sacramento, CA 95814

Website: [www.atnet.org](http://www.atnet.org)

E-mail: [info@atnet.org](mailto:info@atnet.org)

#### ***For information and referral on Assistive Technology***

(800) 390-2699 (Voice)

(800) 900-0706 (TTY)

#### ***For other questions, contact***

(916) 325-1690 (Voice)

(916) 325-1695 (TTY)

(916) 325-1699 (Fax)

This is a statewide project which promotes: access to assistive technologies, related services, technology resource centers, community based organizations and assistive technology information to enable children and adults with disabilities. This organization, founded by the Foundation for Independent Living Centers, works in conjunction with the California Department of Rehabilitation to make assistive technology accessible to people with disabilities. Their on-line service directory has a comprehensive listing of assistive technology resources. Other services provided include: information and referral, funding for assistive technology, advocacy and training.

### **ASSISTIVE TECHNOLOGY NEWS**

Website: [www.atechnews.com](http://www.atechnews.com)

E-mail: [jwilliams@atechnews.com](mailto:jwilliams@atechnews.com)

This is an online publication which has numerous assistive technology resources regarding products, informative articles, legislation and many other areas involving assistive technology.

## **CALIFORNIA TELEPHONE ACCESS PROGRAM (CTAP)**

### **CTAP Call Center**

P.O. Box 30310

Stockton, CA 95213

(800) 806-1191 (Voice)

(800) 806-4474 (TTY)

Website: <http://ddtp.cpuc.ca.gov/>

This program provides free assistive telephone devices to persons that live in California, have phone service at their residence and are certified as blind or low vision, deaf, hard of hearing, speech disabled, have cognitive impairments or restricted mobility by a certified professional. You can find the application form to apply for services at:

[http://ddtp.cpuc.ca.gov/Applications/Apply\\_for\\_a\\_phone.aspx](http://ddtp.cpuc.ca.gov/Applications/Apply_for_a_phone.aspx)

## **DISABILITY RESOURCE DIRECTORY, ASSISTIVE AND ADAPTIVE TECHNOLOGY**

Website: [www.disability-resource.com/assistive-technology.html](http://www.disability-resource.com/assistive-technology.html)

This online assistive technology resource directory includes communications, educational, rehabilitation and research institutions and organizations as well as manufacturers and vendors of both hardware and software products.

***The following companies provide assistive devices for deaf and hard of hearing individuals:***

### **Deafpagers.com**

Website: [www.deafpagers.com](http://www.deafpagers.com)

E-mail: [sales@deafpagers.com](mailto:sales@deafpagers.com)

### **Global Assistive Devices, Inc.**

1121 East Commercial Boulevard #39

Oakland Park, FL 33334

(954) 776-1373 (Voice/TTY-TDD)

(888) 778-4237 (Toll Free)

(954) 776-8136 (Fax)

Website: [www.globalassistive.com](http://www.globalassistive.com)

E-mail: [Sales@GlobalAssistive.com](mailto:Sales@GlobalAssistive.com)

### **Harris Communications**

15155 Technology Drive

Eden Prairie, MN 55344

(800) 825-6758 (Voice-Toll Free)

(800) 825-9187 (TTY)

(952) 388-2152 (Videophone)

Website: [www.harriscomm.com](http://www.harriscomm.com)

E-mail: <http://www.harriscomm.com/index.php/contacts/> (Fill-and-send e-mail)

**Interpretype**

3301 Brighton-Henrietta Townline Road, Suite 200

Rochester, NY 14623

(877) 345-3182 (Voice-Toll Free)

(585) 272-1155 (Voice)

(585) 272-1434 (Fax/TTY)

Website: [www.interpretype.com](http://www.interpretype.com)

E-mail: [info@Interpretype.com](mailto:info@Interpretype.com)

This company carries one product called Interpretype which is a dual keyboard typing communication device.

**Krown Manufacturing, Inc.**

3408 Indale Road

Fort Worth, TX 76116

(800) 366-9950 (Voice-Toll Free)

(817) 738-2485 (Voice/TTY)

(682) 200-1331 (Videophone)

Website: [www.krownmfg.com](http://www.krownmfg.com)

E-mail: <http://krownmfg.com/support/contact-us> (Fill-and-send e-mail)

**sComm**

6238 Hadley Street

Raytown, MO 64113

(866) 505-7008 (Voice-Toll Free)

(866) 505-7001 (TTY)

(816) 527-8339 (Videophone/Sorenson)

Website: [www.scommonline.com](http://www.scommonline.com)

E-mail: [support@scomm.com](mailto:support@scomm.com)

This company carries one product called UbiDuo which is a wireless, portable, dual keyboard typing communication device.

**United TTY Sales and Service (UTSS)**

21004 Brooke Knolls Road

Laytonsville, MD 20882

(866) 889-4872 (Voice/TTY-Toll Free)

(240) 449-3407 (Videophone)

(301) 963-0785 (Fax)

Website: [www.unitedtty.com](http://www.unitedtty.com)

E-mail: [sales@unitedtty.com](mailto:sales@unitedtty.com)

**Weitbrecht Communications**

1500 Olympic Boulevard

Santa Monica, CA 90404

(800) 233-9130 (Voice/TTY-Toll Free)

310-626-4924 (Voice)

(310) 450-9918 (Fax)

Website: [www.weitbrecht.com](http://www.weitbrecht.com)



## AUDIOLOGICAL SERVICES

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### **SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD (SLPAHADB)**

2005 Evergreen Street, Suite 2100

Sacramento, CA 95815

(916) 263-2666 (Voice)

(916) 263-2668 (Fax)

Website: [www.speechandhearing.ca.gov](http://www.speechandhearing.ca.gov)

E-mail: [speechandhearing@dca.ca.gov](mailto:speechandhearing@dca.ca.gov)

The Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board (SLPAHADB) which was previously called the California Hearing Aid Dispensers Bureau, effective January 1, 2010, reflects a merger of boards related to the professions of speech-language pathology, audiology, and hearing aid dispensing. This bureau protects the interests of consumers in the purchase of hearing instruments by ensuring the competency of hearing aid dispensers, enforcing relevant laws and regulations and providing educational information to consumers regarding the purchase of appropriate hearing aids.

### **HEAR CENTER**

301 East Del Mar Boulevard

Pasadena, CA 91101

(626) 796-2016 (Voice)

(626) 796-2320 (Fax)

Website: [www.hearcenter.org](http://www.hearcenter.org)

E-mail: [info@hearcenter.org](mailto:info@hearcenter.org)

The HEAR Center was founded in 1954 to reduce the effects of deafness by early identification. They provide comprehensive audiological services (diagnostic hearing testing, comprehensive evaluations for hearing aid amplification, guidance in aural rehabilitation and the conservation of hearing) to children and adults and speech/language pathology services to children between ages 1 to 10 years.

### **HEARING AND SPEECH CENTER OF NORTHERN CALIFORNIA**

1234 Divisadero Street

San Francisco, CA 94115

(415) 921 7658 (Voice)

(415) 921 8990 (TTY)

(415) 921-2243 (Fax)

Website: [www.hearingspeech.org](http://www.hearingspeech.org)

E-mail: [info@hearingspeech.org](mailto:info@hearingspeech.org)

The staff at the Hearing and Speech Center of Northern California offers hearing testing and hearing aid services to children and adults of all ages. Services include, but are not

limited to, adult hearing testing, pediatric audiologic testing, tinnitus assessment and hearing aid assessments.

**HOUSE RESEARCH INSTITUTE (HRI)**

2100 West 3rd Street  
Los Angeles, CA 90057  
(800) 388-8612 (Voice-Toll Free)  
(213) 483-4431 (Voice)  
(213) 484-2642 (TTY/TDD)  
(213) 483-8789 (Fax)  
Website: [www.hei.org](http://www.hei.org)  
E-mail: [info@hei.org](mailto:info@hei.org)

The HRI is an organization dedicated to advancing hearing science through research and education to improve quality of life. They are also working to improve hearing aids and auditory implants, diagnostics, clinical treatments and intervention methods. Children's services are conducted through the Care Center Clinical Services Department. Services provided include: outpatient infant screening, diagnostic audiology, auditory rehabilitation, developmental psychological exams which determine eligibility for cochlear implants, speech and language evaluation and therapy and cochlear implant services.

**LIONS SIGHT AND HEARING FOUNDATION OF SOUTHERN CALIFORNIA AND HEARING AID BANK**

Website: [www.lionsclubs.org/EN/our-work/health-programs/hearing-programs/index.php](http://www.lionsclubs.org/EN/our-work/health-programs/hearing-programs/index.php)

**Lions Sight and Hearing Foundation of Southern California**

5150 East Pacific Coast Hwy Suite 605  
Long Beach, CA 90804  
(800) 647-6638 (Toll Free)  
(888) 958-7554 (Fax)  
Website: [www.lshfsc.org/lshfsc/index.shtml](http://www.lshfsc.org/lshfsc/index.shtml)

The Lions Sight and Hearing Foundation provides vision related surgery and medical devices and accessory equipment, training and services to the visually impaired, blind, deaf and hard of hearing legal residents of Southern California referred to it by local Lion Clubs.

**District 4-L4 Hearing Aid Bank**

**c/o Lion Keith Campbell**  
8121 Ridgefield Drive  
Huntington Beach, CA 92646  
(714) 536-9813

## CAPTIONING SERVICES

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Communication Access Realtime Translation (CART) converts the spoken word into instant text. This service is generally for hard of hearing persons, not familiar with American Sign Language (ASL), that need to translate spoken words into printed English in a realtime format. In classrooms, at performances, for seminars or corporate presentations, this simultaneous text can be shown on any of four state-of-the-art display devices: laptop screen, television screen, light emitting device (LCD) projection screen or liquid crystal display (LED) message display signs. These display options offer the ultimate in flexibility, from a laptop for a single student to a large LED display sign for thousands at a live performance. Some service providers also have the capability to provide services from an off-site location. A qualified captioner should possess either a:

- State of California Certified Shorthand Reporter (CSR) certificate, or
- National Court Reporters Association Professional Reporter Certificate, or
- Certificate of Merit

### STATEWIDE SERVICE PROVIDERS

#### **ABERDEEN CAPTIONING**

22362 Gilberto, Suite 120  
Rancho Santa Margarita, CA 92688  
(800) 688-6621 (Toll Free)  
(949) 858-4463 (Voice-Local)  
(949) 420-2431 (Fax)  
Website: [www.abercap.com](http://www.abercap.com)  
E-mail: [info@abercap.com](mailto:info@abercap.com)

#### **BREWER AND DARRENOUGUE CAPTIONING**

33 Lyell Street  
Los Altos, CA 94022  
(650) 949-1900 (Voice)  
(650) 949-1900 (Fax)  
Website: [www.quicktext.com](http://www.quicktext.com)  
E-mail: [laura@gmail.com](mailto:laura@gmail.com)

#### **CAPTIONING AGENCY PROFESSIONALS**

Owner: Jane E. James  
6031 Girvin Drive  
Oakland, CA 94611  
(510) 530-3989 (Voice)  
E-mail: [captioning@earthlink.net](mailto:captioning@earthlink.net)

**THE CAPTIONING GROUP**

4480 Mint Way  
Dallas, TX 75236  
(800) 717-9707 (Toll free)  
Website: [www.captioning.com](http://www.captioning.com)  
E-mail: [info@captioning.com](mailto:info@captioning.com)

**eCAPTIONS**

1286 University Ave., #214  
San Diego, CA 92103  
(858) 794-6811 (Voice)  
(760) 645-6286 (Fax)  
Website: [www.ecaptions.com](http://www.ecaptions.com)  
E-mail: [info@ecaptions.com](mailto:info@ecaptions.com)

**MONARCH COURT REPORTING**

P.O. Box 51416  
Pacific Grove, CA 93950  
(831) 373-2160  
(888) 763-0565 (Toll Free)  
(831) 373-5247 (Fax)  
Website: [www.monarchreporting.com](http://www.monarchreporting.com)  
E-mail: [mail@monarchreporting.com](mailto:mail@monarchreporting.com)

**QUICK CAPTION**

4927 Arlington Avenue  
Riverside, CA 92504  
(951) 779-0787 (Voice)  
(951) 779-0980 (Fax)  
Website: [www.quickcaption.com](http://www.quickcaption.com)  
E-mail: [contactus@quickcaption.com](mailto:contactus@quickcaption.com)

**RAPIDTEXT**

1801 Dove Street, Suite 101  
Newport Beach, CA 92660  
(949) 399-9200

**STAR REPORTING SERVICE, INC.**

505 Montgomery Street, Suite 1000  
San Francisco, CA 94103  
(415) 348-5920 (Voice)  
(415) 326-5903 (Fax)  
Website: [www.starreporting.com](http://www.starreporting.com)  
E-mail: [info@starreporting.com](mailto:info@starreporting.com)

## **WALNUT CREEK STENO-CAPTIONING**

1630 N. Main Street, #270

Walnut Creek, CA 94596

(925) 295-0331 (Voice)

(925) 940-9652 (Fax)

Website: [www.wcstenocaptioning.com](http://www.wcstenocaptioning.com)

E-mail: [wcstenocap@aol.com](mailto:wcstenocap@aol.com)

## **SACRAMENTO SERVICE PROVIDERS**

### **CLASS ACT ALLIANCE, INC.**

P.O. Box 1408

Roseville, CA 95678

(916) 759-4594 (Voice)

Website: <http://classactinterpreting.com>

E-mail: [classactinterpreting@ymail.com](mailto:classactinterpreting@ymail.com)

### **DAHL, KAREN E.**

(916) 421-2313 (Voice-Home)

(916) 698-4754 (Cell)

E-mail: [theked1234@yahoo.com](mailto:theked1234@yahoo.com)

### **HARLAN, DENESE**

E-mail: [dkharlan@ucdavis.edu](mailto:dkharlan@ucdavis.edu)

### **NORCAL SERVICES FOR DEAF AND HARD OF HEARING, INC.**

#### **Interpreting and Captioning Department**

4708 Roseville Road, Suite 111

North Highlands, CA 95660

(916) 349-7500 (Voice/TTY)

(800) 468-4796 (Toll Free Videophone)

(916) 349-7580 (Fax)

(916) 349-7525 (Voice-Interpreting and Captioning Department)

Website: [www.norcalcenter.org](http://www.norcalcenter.org)

E-mail: [info@norcalcenter.org](mailto:info@norcalcenter.org)

### **SIGN LANGUAGE INTERPRETING SERVICES AGENCY**

3942 Terra Vista Way

Sacramento, CA 95821

(916) 483-4751 (Voice)

(800) 468-4796 (Fax)

Website: [www.signinterpreting.com](http://www.signinterpreting.com)

E-mail: [info@signinterpreting.com](mailto:info@signinterpreting.com)

### **WEST COAST CAPTIONERS**

Owner: Rhett Simmons

(209) 200-2236 (Voice)

E-mail: [captioner@aol.com](mailto:captioner@aol.com)

## CHILDREN AND FAMILY SERVICES

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### **ASSOCIATION OF REGIONAL CENTER AGENCIES**

915 L Street, Suite 1440

Sacramento, CA 95814

(916) 446-7961 (Voice)

Website: [www.arcenet.org](http://www.arcenet.org)

E-mail: <http://arcenet.org/about-arca/contact-us.html> (Fill-and-Send E-mail)

The Association of Regional Center Agencies (ARCA) represents 21 regional centers in California that provide services to more than 200,000 Californians with developmental disabilities. Regional centers are non-profit organizations that contract with the state Department of Developmental Services for provision of services such as information and referral, assessment and diagnosis, placement and monitoring of out of home care, training of individuals and families and many other services. The term developmental disability refers to a severe and chronic disability that is attributable to a mental or physical impairment. The disability must begin before the 18th birthday and be expected to continue indefinitely and present a substantial disability. If a child with hearing loss also has an accompanying developmental disability, this child would qualify for these services.

### **CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES**

1600 Ninth Street

P. O. Box 944202

Sacramento, CA 94244

(916) 654-1690 (Voice)

(916) 654-2054 (TTY)

Website: [www.dds.ca.gov](http://www.dds.ca.gov)

The California Department of Developmental Services is the agency through which the State of California provides services and supports to individuals with developmental disabilities. Services are provided through state-operated developmental centers and community facilities, and contracts with 21 nonprofit regional centers. Regional centers provide diagnosis and assessment of eligibility and help plan, access, coordinate and monitor the services and supports that are needed because of a developmental disability. There is no charge for the diagnosis and eligibility assessment.

### **INDEPENDENTLY MERGING PARENTS ASSOCIATIONS OF CALIFORNIA (IMPACT)**

34130 Gannon Terrace

Fremont, CA 94555

(877) 322-7299 (Toll Free)

Website: [www.impactfamilies.org](http://www.impactfamilies.org)

E-mail: [info@impactfamilies.org](mailto:info@impactfamilies.org)

IMPACT is a California statewide, all-volunteer, non-profit organization of parents, teachers and professionals serving deaf and hard of hearing children. This organization was established in 1986 by 12 parents. IMPACT has a current membership of over 400 and is supported and encouraged by a host of organizations that serve the deaf community.

### **BRIDGMAN GROUP HOME**

**An affiliate of:**

#### **San Diego Youth Services**

3255 Wing Street

San Diego, CA 92110

(619) 754-9551 Staff phone for deaf/hearing callers

(866) 810-3048 (VP/Voice)

(619) 651-8467 (Fax)

Website: [www.sdyouthservices.org/site/PageService?pagename=Bridgman\\_Home](http://www.sdyouthservices.org/site/PageService?pagename=Bridgman_Home)

San Diego Youth Services' Bridgman Group Home is a level 12 specialized group home for at-risk deaf and hard of hearing youth. The 24-hour residential program provides a culturally affirmative environment in a beautiful home-like setting for youth ages 12 to 18. A team of highly trained professionals, fluent in American Sign Language, provide care and supervision to youth, in addition to mental health services. Care is provided to empower deaf and hard of hearing youth to develop communication skills and healthy coping methods that can reduce linguistic barriers and enhance emotional/psychological growth. The mission of the Bridgman Group Home is to provide youth with a stable and nurturing living environment that will prepare them for successful transition back to their family or another appropriate setting.

### **SUPPORT FOR FAMILIES OF CHILDREN WITH DISABILITIES**

1663 Mission Street, 7th Floor

San Francisco, CA 94103

(415) 282-7494 (Voice)

(415) 282-1226 (Fax)

Website: [www.supportforfamilies.org](http://www.supportforfamilies.org)

E-mail: [info@supportforfamilies.org](mailto:info@supportforfamilies.org)

Support for Families of Children with Disabilities (SFCD) is a parent-run, San Francisco-based, nonprofit organization founded in 1982 that supports families of children with any type of disability or special health care need to ensure that these families have the knowledge and assistance they need to make informed choices that support their child's health, education and development. This organization provides peer support to families, as well as, information and education to families, professionals and the community at large. The deaf and hard of hearing support group, which meets once per month, is a collaborative effort between SFCD and the University of California at San Francisco's (UCSF) Center on Deafness.

## COMMUNICATION ACCESS

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Generally speaking, one-on-one communication between persons who are deaf and hearing is facilitated by a sign language interpreter who translates English into American Sign Language (ASL) for the person who is deaf and ASL into English for the person who is hearing. For a listing of ASL interpreting service vendors in California, refer to the section entitled "Sign Language Interpreting" in this directory.

A person who is hard of hearing and not familiar with ASL, may need to use a captioning service which translates spoken words into printed English in a realtime format. This is known as Communication Access Realtime Translation (CART) and a listing of vendors can be found in the "Captioning Services" portion of this directory.

There are also dual typewriter devices which allow a person that is hearing and a person with a hearing loss the ability to communicate by typing back and forth. Two of the vendors for these typing devices (sComm and Interprettype) are listed in the "Assistive Technology" section of this directory.

When none of these services are available, writing back and forth with the individual is an option. Lipreading is probably the least effective manner of communication because many of the sounds in English are hidden and may also resemble other sounds. This increases the possibility of miscommunication.

### *COMMUNICATION OPTIONS FOR A CHILD WHO IS DEAF OR HARD OF HEARING*

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There are a variety of communication options available for a child who is deaf or hard of hearing, since every child is unique and different in their response to these techniques. Below is a brief description of these various communication modalities, as well as some resource listings.

#### **Oral Method**

The Oral Method of communication utilizes speech-reading (lip-reading) and the maximal use of a child's residual hearing for the development and production of speech. The premise behind this method is that a child who is deaf or hard of hearing will then be able to communicate more effectively with hearing individuals.

#### ***Cued Speech Method***

Cued Speech facilitates lip-reading by having the speaker simultaneously use hand gestures while speaking to help the listener visually distinguish between similar looking sounds on the speaker's lips.



## **Manual Communication Methods**

Manual methods of communication utilize a child's ability to communicate through visual stimuli such as fingerspelling and sign languages.

- **American Sign Language (ASL)** is composed of positions and gestures made with the hands, body and facial expressions to convey abstract concepts as with any spoken language. Being its own language, ASL has a distinct grammatical structure which is quite dissimilar to English.
- **Manual English** uses many of the traditional ASL signs, while maintaining the English word order and grammar so as to develop a child's ability to read and write English. Examples of this system are: Seeing Essential English (SEE I), Signing Exact English (SEE II) and Signed English.
- **Fingerspelling** augments most sign language systems by using handshapes to code the letters of the alphabet as well as numbers. Words (i.e., proper names, places, etc.) are then spelled out by using these individual letter codes.

## **Total Communication (TC) Method**

The philosophical basis for Total Communication (TC) is for a child who is deaf or hard of hearing to use any and all communication methods necessary to facilitate language acquisition. This system, which typically uses signs in English word order, may include: speech, fingerspelling, manual signs, gestures, speechreading, cued speech and augmentation of residual hearing. Basically, this mode of communication may utilize any combination of the communication options listed above.

## **RESOURCE LISTINGS**

### **ORAL METHOD**

#### **Listen Up**

Website: [www.listen-up.org](http://www.listen-up.org)

#### **Auditory/Oral Schools for the Deaf in the U.S.**

Website: [www.oraldeafed.org](http://www.oraldeafed.org)

### **CUED SPEECH METHOD**

#### **National Cued Speech Association**

Website: [www.cuedspeech.org](http://www.cuedspeech.org)

- **Cued Speech Discovery**  
Website: [www.cuedspeech.com](http://www.cuedspeech.com)

- **Harris Communications-Cued Speech**  
Website: [www.harriscomm.com/catalog/default.php?cPath=35\\_1022&osCsid=650d5111c4a29fd0616ae7ceda9bc73d](http://www.harriscomm.com/catalog/default.php?cPath=35_1022&osCsid=650d5111c4a29fd0616ae7ceda9bc73d)
- **Alternatives In Education For The Hearing Impaired**  
Website: [www.aehi.org](http://www.aehi.org)
- **TECUnit, Inc.**  
Website: [www.tecunit.org](http://www.tecunit.org)

### **MANUAL ENGLISH METHOD**

- **Center for Early Intervention on Deafness (C.E.I.D.)**  
Website: [www.ceid.org](http://www.ceid.org)
- **Harris Communications-Signed English Dictionaries**  
Website: [www.harriscomm.com/catalog/default.php?cPath=35\\_173](http://www.harriscomm.com/catalog/default.php?cPath=35_173)
- **Learn American Sign Language (ASL) and Signed English (SE)**  
Website: [www.lesstutor.com/ASLgenhome.html](http://www.lesstutor.com/ASLgenhome.html)
- **Modern Signs Press, Inc.**  
Website: [www.modernsignspress.com](http://www.modernsignspress.com)

### **San Francisco Public Library**

Books and tapes available. Also extensive resource list of S.E.E. books and tapes.  
Website: <http://sfpl.org/index.php?pg=0200002001>

- **S.E.E. Center of the Advancement of Deaf Children**  
Central resource center for S.E.E. sign information  
Website: [www.seecenter.org](http://www.seecenter.org)

### **FINGERSPELLING**

All sign language books, whether ASL or manual English, will have a section showing the symbols for the letters. Fingerspelling is the same regardless of which manual communication method used.

### **Fingerspelling (website practice)**

Website: [asl.ms](http://asl.ms)

## **TOTAL COMMUNICATION METHOD**

- **Center for Early Intervention on Deafness (C.E.I.D.)**  
Website: [www.ceid.org](http://www.ceid.org)
- **Beginnings, For Parents of Children Who are Deaf and Hard of Hearing, Inc.**  
Website: [www.ncbegin.org](http://www.ncbegin.org)
- **Educating Children Who Are Deaf or Hard of Hearing: Total Communication**  
Website: [www.ericdigests.org/1998-2/total.htm](http://www.ericdigests.org/1998-2/total.htm)

## **AMERICAN SIGN LANGUAGE (ASL)**

American Sign Language (ASL) is a manual language capable of conveying abstract concepts as with any spoken language. The grammatical structure of ASL is distinct and very different from that of English. Since some hearing parents of deaf or hard of hearing children decide to introduce sign language to their children, these parents may choose to learn sign language along with their children. As with any language, repetition and practice is essential for mastery of that language. Listed below are a number of free websites which include ASL dictionaries and fingerspelling practice.

### **Online Dictionaries**

- **Dictionary**  
Website: [www.lifeprint.com](http://www.lifeprint.com)
- **Dictionary with movement on video**  
Website: [www.signingsavvy.com/index.php](http://www.signingsavvy.com/index.php)
- **Dictionary with movement on video**  
Website: [commtechlab.msu.edu/sites/aslweb/browser.htm](http://commtechlab.msu.edu/sites/aslweb/browser.htm)
- **Dictionary**  
Website: [www.masterstech-home.com/The\\_Library/ASL\\_Dictionary\\_Project/ASL\\_Tables/A.html](http://www.masterstech-home.com/The_Library/ASL_Dictionary_Project/ASL_Tables/A.html)
- **Dictionary**  
Website: [library.thinkquest.org/10202](http://library.thinkquest.org/10202)
- **ASL Dictionary**  
Website: [www.asl-dictionary.com](http://www.asl-dictionary.com)
- **ASL Dictionary of Religious Signs**  
Website: [www.deafmissions.com/?PageID=18](http://www.deafmissions.com/?PageID=18)

- **ASL Dictionary, Religious Signs, Conversational Signs, ASL for Babies with movement on video**  
Website: [www.aslpro.com/cgi-bin/aslpro/aslpro](http://www.aslpro.com/cgi-bin/aslpro/aslpro)

### ***Fingerspelling***

- **Fingerspelling (website practice)**  
Website: [asl.ms](http://asl.ms)

### ***Sign Language Resources***

- **American Sign Language Teachers Association (ASLTA)**  
Website: [www.aslta.org](http://www.aslta.org)
- **ASL University**  
Website: [www.lifeprint.com/asl101](http://www.lifeprint.com/asl101)
- **ASLPAH.com**  
An e-zine (website magazine) for students and teachers of American Sign Language  
Website: [www.aslpah.com](http://www.aslpah.com)
- **Buy ASL.com**  
Website: [www.buyasl.com](http://www.buyasl.com)
- **Dawn Sign Press**  
Website: [www.dawnsign.com](http://www.dawnsign.com)
- **Harris Communications-Sign Language Books, Tapes, and Dictionaries**  
Website: [www.harriscomm.com/catalog/default.php?cPath=35\\_105](http://www.harriscomm.com/catalog/default.php?cPath=35_105)
- **Learn American Sign Language (ASL) and Signed English (SE)**  
Website: [www.lesstutor.com/ASLgenhome.html](http://www.lesstutor.com/ASLgenhome.html)
- **San Francisco Public Library**  
Books and tapes available. Also, extensive resource list of ASL books and tapes.  
Website: <http://sfpl.org/index.php?pg=0200002001>
- **Sign Language – CAL Resources Guides Online**  
Website: [www.cal.org/resources/archive/rgos/asl.html](http://www.cal.org/resources/archive/rgos/asl.html)
- **Sign Media, Inc.**  
Website: [www.signmedia.com](http://www.signmedia.com)

## **THE DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)**

The technological advances of today have allowed the deaf and hard of hearing populations the ability to communicate via the telephone and internet in ways that were unavailable in the past. The Deaf and Disabled Telecommunications Program (DDTP), a part of the California Public Utilities Commission, administers two programs: the California Relay Service (CRS) and the California Telephone Access Program (CTAP). The purpose of these programs is to provide access to basic telephone service for Californians who have difficulty using the telephone.

### **California Relay Service (CRS)**

CRS provides specially-trained operators that relay telephone conversations back and forth between people who are deaf, hard of hearing or speech-disabled and all those they wish to communicate with by telephone. There are numerous types of relay services provided for people with differing kinds of communication difficulties.

One of the biggest challenges for a person making a relay call is that the party that they are calling may hang up because he/she is unfamiliar with this service. Should a caller state, "Hello, this is Mr. X. speaking to you through a Sign Language Interpreter" or "This is Mr. X. talking to you through a video relay service" be aware that this person will be using the CRS and the operator will guide you through the appropriate protocol for these conversations. If a business has been contacted and the conversation takes longer than anticipated and the call must be ended, it is courteous to provide the caller with a direct number, so he/she may conclude the call at a later time.

A step by step guide for making various types of relay calls can be found at: [http://ddtp.cpuc.ca.gov/Relay/How\\_to\\_Make\\_a\\_Relay\\_Call.asp](http://ddtp.cpuc.ca.gov/Relay/How_to_Make_a_Relay_Call.asp). An explanation of each type of service provided by the CRS is listed below.

**Video Relay Service (VRS)** makes use of a web cam and the Internet, or a videophone and high speed Internet access. A Relay Operator/Interpreter, fluent in sign language, can see and be seen by the calling party. VRS is often preferred by people who wish to use sign language and/or lipread the relay operator.

**Teletypewriter (TTY) Relay Service** utilizes a TTY which is a small telecommunications device with a keyboard for typing and a screen for reading conversations. A TTY is often used by people who are deaf, hard of hearing, or speech-disabled.

**Voice Carry Over (VCO) Relay Service** is for people who are deaf or hard of hearing but who wish to speak through the telephone receiver directly to and be heard by the other party. The relay operator types what is said by the other party and the VCO user reads it on his or her TTY.

**Hearing Carry Over (HCO) Relay Service** is for people who can hear but who have difficulty speaking clearly but wish to hear the other party directly. The HCO user types on a TTY what he or she wishes to say and this is spoken by the relay operator to the other party.

**Speech To Speech (STS) Relay Service** makes it possible for people who can hear but who have a speech disability to carry on a telephone conversation with anyone they might wish to communicate. Some STS users communicate with a voice synthesizer or voice enhancer device. As needed, a specially trained STS Relay Operator re-voices what is being said by the STS user. The STS user hears the other party's voice directly.

**Internet (IP) Relay Service** is a web-based relay service. Text-users who are deaf, hard of hearing, or speech disabled can initiate a relay call by connecting with an Internet Relay Operator who, in turn, dials the phone number of the other party to be called.

**There are three ways to dial a CRS operator. Should you be kept on hold for a lengthy period of time when dialing using the first option, try using the second or third option to connect with a CRS operator.**

**1. Dial the DDTP dedicated toll-free numbers**

• **TTY:**

English: (800) 735-2929

Spanish: (800) 855-3000

• **Voice- including Voice Carryover (VCO) and Hearing Carryover (HCO):**

English: (800) 735-2922

Spanish: (800) 855-3000

• **Speech to Speech: (800) 854-7784**

OR

**2. Dial 711 from any telephone**

OR

**3. Dial the CRS providers' number**

There are two CRS providers (AT&T Relay and Hamilton Relay) - the websites with all of the numbers are listed below:

<http://ddtp.cpuc.ca.gov/relay.aspx> and click on the quick link on the right side "California Relay Service CRS) Providers"

**California Telephone Access Program (CTAP)**

**CTAP Call Center**

P.O. Box 30310

Stockton, CA 95213

(800) 806-1191 (Voice)

(800) 806-4474 (TTY)

Website: <http://ddtp.cpuc.ca.gov/homepage.aspx>

Californians who are deaf, hard of hearing, speech disabled, blind, or who have low vision, cognitive impairments, or restricted mobility, are eligible to receive free, assistive, telephone equipment with certification by a medical doctor, a licensed audiologist, a qualified state agency, or a hearing aid dispenser. A CTAP application form can be downloaded at: <http://www.californiaphones.org/apply.html> .

## COUNSELING AND REHABILITATION SERVICES

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### **ADULT AND CHILD GUIDANCE CENTER**

950 West Julian Street  
San Jose, CA 95126  
(408) 292-5708 (Voice)

This program provides counseling for: individuals and families; teenage crises; seniors, drug/alcohol problems; and, domestic violence assistance for the deaf and hard of hearing community. All services are rendered on a sliding scale basis.

### **ALCOHOLICS ANONYMOUS (AA)**

#### **Deaf and Hard Of Hearing - AA 12 Steps Recovery Resources**

Website: [www.rit.edu/ntid/saisd](http://www.rit.edu/ntid/saisd)

### **AWAKENINGS PROGRAM-DEAF AND HARD OF HEARING PERSONS**

12322 Clearglen Avenue  
Whittier, CA 90604  
(562) 947-3835 (Voice)  
(562) 947-4833 (TTY)

The program provides recovery services for deaf and hard of hearing adults. Residential, as well as outpatient care, is available.

### **CHILD AND FAMILY DEVELOPMENT CENTER-SAINT JOHN'S HEALTH CENTER**

1339 20th Street  
Santa Monica, CA 90404  
(310) 829-8921 (Voice)  
(310) 829-8536 (VP/Deaf Program)  
(310) 829-8528 (TTY)  
(310) 829-8455 (Fax)  
E-mail: [susan.hajjani@stjohns.org](mailto:susan.hajjani@stjohns.org)

Saint John's Child and Family Development Center's Mental Health Services for Deaf and Hard of Hearing people is a Los Angeles county-wide program which has been providing outpatient treatment for deaf and hard of hearing communities since 1976. Their clinical staff is comprised of mental health professionals fluent in American Sign Language (ASL) and sensitive to the cultural and communication needs concerning the deaf/hard of hearing and their families. The services available include: family psycho-education, psychotherapy services for children, adolescents, adults and families, brief treatment, crisis intervention, case management, psychiatric services, medical evaluation, and more.



## **DESERT HILLS OF NEW MEXICO**

5310 Sequoia Road NW  
Albuquerque, NM 87120  
(505) 836-7330  
(800) 765-7330  
Website: [www.deserthills-nm.com/](http://www.deserthills-nm.com/)  
E-mail: [info.deserthillsnm@yfcs.com](mailto:info.deserthillsnm@yfcs.com)

The deaf program provides services to deaf, deaf/blind and hearing impaired adolescents who have severe emotional, behavioral or substance abuse problems. Therapy is provided in an environment free of communication barriers. Children and adolescents from California are accepted into this program.

## **FIVE ACRES**

### **The Boys' And Girls' Aid Society Of Los Angeles County**

760 West Mountain View Street  
Altadena, CA 91001  
(626) 798-6793, ext. 3165 (Voice)  
(626) 204-1375 (TTY)  
Website: <http://www.5acres.org/>  
E-mail: [info@5acres.org](mailto:info@5acres.org)

Five Acres' Deaf Services Program provides in-home counseling, outpatient therapy, parent education and perinatal services in American Sign Language (ASL) in the areas of child abuse treatment, prevention and child mental health services to families in the greater Los Angeles' deaf community. Five Acres' Deaf Perinatal Services is a home visitation program free to all pregnant deaf women and deaf parents of infants and children under the age of five in Los Angeles County. A professional visiting nurse or child development specialist will provide assistance and instruction in ASL for infant care, well-baby care and assessment, child development and family support and advocacy.

## **THE NATIONAL DIRECTORY OF ALCOHOL AND OTHER DRUGS PREVENTION AND TREATMENT PROGRAMS - ACCESSIBLE TO THE DEAF**

National Website Listings: [www.rit.edu/ntid/saisd/info/nationaldirectory](http://www.rit.edu/ntid/saisd/info/nationaldirectory)

This directory is produced by the National Technical Institute for the Deaf (NTID) at the Rochester Institute of Technology. Please search the directory sorting through the link by state, province, or territory alphabetically.

## **NEW BRIDGE FOUNDATION**

### **Deaf Support for Alcohol and Drug Addiction**

2323 Hearst Avenue  
Berkeley, CA 94709  
(510) 548-7270 (Voice-Admissions)  
(510) 526-6200 (Voice-Business Office)

(800) 785-2400 (Toll Free, Adult Programs)

(510) 526-1507 (Fax)

E-mail: [jpottermft@gmail.com](mailto:jpottermft@gmail.com)

New Bridge is a program for deaf and hard of hearing individuals dealing with drug and alcohol dependency issues. They have been working with their clients for more than 20 years. They provide short- and long-term residential programs and a free weekly deaf support group and communication is in American Sign Language (ASL). To join the group, please contact Jessica Potter at the above-noted e-mail or text her at (415) 794-9065.

### **SIGNS OF LIFE (SOL)**

**Located at Deaf Community Services Of San Diego, Inc.**

1545 Hotel Circle South, Suite 300

San Diego, CA 92108

(619) 398-2441, Ext. 100 (Voice)

(866) 947-8030 (Videophone)

Website: [www.solsandiego.org/](http://www.solsandiego.org/)

E-mail: [info@solsandiego.org](mailto:info@solsandiego.org)

This treatment center focuses on serving the deaf, hard of hearing, and late-deafened community of San Diego County who have substance abuse problems. SOL approaches substance abuse issues with cultural sensitivity and uses American Sign Language (ASL) in training and education.

## DEAF ACCESS PROGRAM

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The Deaf Access Program (DAP) was created in 1980 to ensure that California's public programs are adapted to meet the communication needs of deaf and hard of hearing children, adults, and families so they may receive the public benefits and services to which they are entitled and achieve economic independence to fully participate in mainstream society.

### SERVICES PROVIDED

**Communication Services:** Help in obtaining qualified sign language interpreters, including 24-hour, seven-days-a-week interpreting for emergency medical, civil or legal situations; translation of documents for deaf clients with low language skills; information about assistive technology, signaling devices, hearing and signal dogs; access to public videophones.

**Counseling:** Individual and family counseling that is responsive to the communication needs of deaf and hard of hearing clients; peer counseling, which includes crisis intervention and referral, teaching coping skills, and mentoring.

**Advocacy Services:** Help in gaining equal access to employment, education and services, both public and private; workshops and training about civil, employment and consumer rights.

**Independent Living Skills Instruction:** Help in acquiring the skills that clients need to live more independently in their daily lives, and to be less dependent on government programs; help understanding and accessing resources and services available.

**Job Development and Placement:** Employment related services such as career counseling, referral to job training programs, and workshops on obtaining and retaining employment; Technical assistance to employers on accommodating deaf and hard of hearing employees.

**Information and Referral:** Respond to inquiries regarding deafness, hearing loss and related topics; direct clients to appropriate private and public agencies that can help them with their specific needs.

**Community Education:** Increase public awareness and understanding of the needs of deaf and hard of hearing individuals; alert potential clients to the myriad of services available; conduct outreach to draw clients out of isolation.

### PROGRAM OVERSIGHT

The California Department of Social Services' Office of Deaf Access is responsible for administering and monitoring the DAP Program.

## Highlights of the DAP PROGRAM

- Services are available statewide via eight regional non-profit organizations.
- \$5.2 million in services are paid annually.
- The DAP has no eligibility requirements other than a demonstrated need for services.
- The DAP is a program “of, by and for” deaf and hard of hearing people.

## DAP Headquarters Contact List

<p><b>REGION I</b>  <b>Deaf Community Services of San Diego, Inc. (DCS)</b>          3930 Fourth Avenue, Suite 300          San Diego, CA 92103          (619) 398-2441, ext. 100 (Voice)          (866) 947-8030 (Videophone)          (619) 398-2440 (TTY)          (619) 398-2444 (Fax)          Email: <a href="mailto:info@dcsosd.org">info@dcsosd.org</a>          Website: <a href="http://deafcommunityservices.org/">http://deafcommunityservices.org/</a></p> <p><b>Counties served: Imperial and San Diego</b>          Contact agency for locations of nearest branch offices.</p>	<p><b>REGION III</b>  <b>Orange County Deaf Equal Access Foundation (OC-DEAF)</b>          6022 Cerritos Avenue          Cypress, CA 90630          (714) 826-9793 (Voice/TTY)          (714) 503-0669 (Videophone)          (714) 826-9813 (Fax)          Website: <a href="http://www.ocdeaf.org">www.ocdeaf.org</a>          Email: <a href="mailto:info@ocdeaf.org">info@ocdeaf.org</a></p> <p><b>County served: Orange</b></p>
<p><b>REGION II</b>  <b>Center on Deafness-Inland Empire (CODIE)</b>          3576 Arlington Avenue, Suite 211          Riverside, CA 92506          (951) 275-5000 (Voice)          (951) 275-0640 (TTY)</p> <p>(951) 801-5674 (Videophone)          (951) 275-0055 (Fax)          Email: <a href="mailto:info@codie.org">info@codie.org</a>          Website: <a href="http://codie.org">codie.org</a></p> <p><b>Counties served: Inyo, Mono, Riverside and San Bernardino</b></p>	<p><b>REGION IV</b>  <b>Greater Los Angeles Agency on Deafness, Inc. (GLAD)</b>          2222 Laverna Avenue          Los Angeles, CA 90041          (323) 478-8000 (Voice)          (323) 550-4226 (TTY)          (866) 932-8553 (Videophone)          (323) 550-4205 (Fax)          Email: <a href="mailto:info@gladinc.org">info@gladinc.org</a>          Website: <a href="http://www.gladinc.org">www.gladinc.org</a></p> <p>Counties served: Kern and Los Angeles</p> <p>Contact agency for locations of nearest branch offices.</p>

<p><b>REGION V</b>  <b>Tri-County GLAD</b>  702 County Square Drive, Suite 101  Ventura, CA 93003  (805) 644-6322 (Voice)  (805) 644-6323 (TTY)  (805) 256-1053 (Videophone)  (805) 644-6324 (Fax)  Email: <a href="mailto:jcasey@tcglad.org">jcasey@tcglad.org</a>  Website: <a href="http://www.tcglad.org">www.tcglad.org</a></p> <p><b>Counties served: San Luis Obispo, Santa Barbara and Ventura</b></p> <p>Contact agency for locations of nearest branch offices.</p>	<p><b>REGION VII</b>  <b>NorCal Services for Deaf and Hard of Hearing (NorCal)</b>  4708 Roseville Road, Suite 112  North Highlands, CA 95660  (916) 349-7500 (Voice/TTY)  (916) 349-7611 (TTY Answering Machine)  (916) 993-3048 (Videophone)  (916) 349-7580 (Fax)  Email: <a href="mailto:info@norcalcenter.org">info@norcalcenter.org</a>  Website: <a href="http://www.norcalcenter.org">www.norcalcenter.org</a></p> <p><b>Counties served: Alpine, Amador, Butte, Calaveras, Colusa, El Dorado, Glenn, Lassen, Modoc, Nevada, Placer, Plumas, Sacramento, San Joaquin, Shasta, Sierra, Siskiyou, Stanislaus, Sutter, Tehama, Trinity, Tuolumne, Yolo and Yuba</b></p> <p>Contact agency for locations of nearest branch offices.</p>
<p><b>REGION VI</b>  <b>Deaf and Hard of Hearing Service Center, Inc. (DHHSC)</b>  5340 North Fresno Street  Fresno, CA 93710  (559) 225-3323 (Voice)  (559) 225-0415 (TTY)  (559) 225-0116 (Fax)  Email: <a href="mailto:info@dhhsc.org">info@dhhsc.org</a>  Website: <a href="http://www.dhhsc.org">www.dhhsc.org</a></p> <p><b>Counties served: Fresno, Kings, Madera, Mariposa, Merced, Monterey, San Benito and Tulare</b></p> <p>Contact agency for locations of nearest branch offices.</p>	<p><b>REGION VIII</b>  <b>Deaf Counseling, Advocacy and Referral Agency (DCARA)</b>  14895 East 14th Street, Suite 200  San Leandro, CA 94578  (510) 343-6670 (Voice/Videophone)  (877) 322-7288 (TTY)  (510) 483-1790 (Fax)  Email: <a href="mailto:info@dcara.org">info@dcara.org</a>  Website: <a href="http://www.dcara.org">www.dcara.org</a></p> <p><b>Counties served: Alameda, Contra Costa, Del Norte, Humboldt, Lake, Marin, Mendocino, Napa, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano and Sonoma</b></p> <p>Contact agency for locations of nearest branch offices.</p>

## DEAF-BLIND RESOURCES

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The term deaf-blindness refers to any combination of vision and hearing loss, not necessarily complete deafness and complete blindness. Most individuals who are deaf-blind have some useful vision and/or hearing, while others may have no residual sight or hearing. There is a wide range of cognitive and developmental ability among individuals who are deaf-blind. Because deaf-blindness is a combination of vision and hearing losses, no two individuals who are deaf-blind have the same needs.

Children who are deaf-blind need early intervention to increase their interest and understanding of the world around them. The information that most children acquire naturally must be introduced deliberately and systematically to children who are deaf-blind.

Many individuals who are deaf-blind need to utilize the services of a Support Service Provider (SSP). A SSP is a sighted person (deaf, hard of hearing or hearing) that works with a person who is deaf-blind. SSPs provide: sighted guiding, environmental, visual and auditory descriptions, facilitate communications with others, transportation and other assistive services.

### **AMERICAN ACTION FUND FOR BLIND CHILDREN AND ADULTS**

1800 Johnson Street  
Baltimore, MD 21230  
(410) 659-9315 (Voice)  
Website: [www.actionfund.org](http://www.actionfund.org)  
E-mail: [actionfund@actionfund.org](mailto:actionfund@actionfund.org)

#### ***Kenneth Jernigan Library for Blind Children***

18440 Oxnard Street  
Tarzana, CA 91356  
(818) 343-3219 (Voice)  
Website: [www.actionfund.org/Contact-KJ-Library](http://www.actionfund.org/Contact-KJ-Library)  
E-mail: [JerniganLibrary@actionfund.org](mailto:JerniganLibrary@actionfund.org)

The American Action Fund for Blind Children and Adults is a service agency which specializes in providing help to people who are blind which is not readily available from government programs or other existing service systems. The services are planned especially to meet the needs of children and the elderly who are blind and individuals who are deaf-blind. The Tarzana office houses the Kenneth Jernigan Library for Blind Children, a free lending library of over 40,000 Braille and Twin Vision® books for children who are blind. Books are sent postage free to borrowers in the U.S. and Canada. They also publish and distribute to persons who are deaf-blind a free weekly newspaper entitled, "Hotline to Deaf-Blind." This publication includes summaries of current news items written especially for deaf-blind persons.

## **AMERICAN ASSOCIATION OF THE DEAF-BLIND (AADB)**

PO Box 2831

Kensington, MD 20891

(301) 495-4403 (Voice)

(301) 563-9107 (Videophone)

(301) 495-4404 (Fax)

Website: [www.aadb.org](http://www.aadb.org)

E-mail: [aadb-info@aadb.org](mailto:aadb-info@aadb.org)

The AADB is a national consumer organization of, by, and for people with both vision and hearing losses. They provides technical assistance; information and referral; advocacy and support and publications and informational materials on deaf-blindness and related issues. The Mentoring Pilot Project trains adults who are deaf-blind to be mentors to youth who are deaf-blind and strives to develop new leaders in the deaf-blind community.

## **ASSOCIATION FOR EDUCATION AND REHABILITATION OF THE BLIND AND VISUALLY IMPAIRED (AER)**

1703 North Beauregard Street, Suite 440

Alexandria, VA 22311

(703) 671-4500 (Voice)

(703) 671-6391 (Fax)

Website: [www.aerbvi.org](http://www.aerbvi.org)

The AER is an international membership organization dedicated to rendering all possible support and assistance to the professionals who work in all phases of education and rehabilitation of children and adults who are blind and visually impaired.

## **BLIND CHILDREN'S LEARNING CENTER**

18542-B Vanderlip Avenue

Santa Ana, CA 92705

(714) 573-8888 (Voice)

(714) 573-4944 (Fax)

Website: [www.blindkids.org](http://www.blindkids.org)

E-mail: [carolyn.baker@blindkids.org](mailto:carolyn.baker@blindkids.org)

The mission of the Blind Children's Learning Center is to develop the full potential of children and young adults who are blind, visually impaired and deaf-blind (birth to age 21) to lead independent lives through technology and teaching. The core programs are Infant Family Focus, Early Childhood Center and Youth Outreach and Counseling. Comprehensive services, starting as early as possible and continuing through high school, include: speech and language, occupational therapy, orientation and mobility, Braille instruction, specialized vision services, social opportunities and assistive and adaptive technology training.

## **BRILLE INSTITUTE LIBRARY SERVICES**

741 North Vermont Avenue  
Los Angeles, CA 90029  
(800) 808-2555 (Voice-Toll Free)  
(323) 660-3880 (Voice-Library Support)  
(323) 663-1111, ext. 1500 (Voice-Local)  
Website: [www.brailleinstitute.org/library](http://www.brailleinstitute.org/library)  
E-mail: [bils@braillelibrary.org](mailto:bils@braillelibrary.org)

The Braille Institute's Library Services has provided free books, periodicals and other texts in Braille and recorded formats for more than six decades. The main branch in Los Angeles links to four branch libraries at Braille Institute Regional Centers in Orange County, Rancho Mirage, San Diego and Santa Barbara. Patrons may select from more than 900,000 volumes accessible from the Library's own collection or that of the National Library Service.

## **CALIFORNIA DEAF-BLIND SERVICES**

San Francisco State University  
1600 Holloway Avenue/Pacific Plaza  
San Francisco, CA 94132  
(415) 405-7560 (Voice/TTY)  
(415) 405-7558 (Voice-Maurice Belote, Project Coordinator/Manager)  
(415) 338-2845 (Fax)  
Website: [www.cadbs.org/](http://www.cadbs.org/)  
E-mail: [mbelote@sfsu.edu](mailto:mbelote@sfsu.edu)

California Deaf-Blind Services promotes positive quality of life for individuals from birth through age 21 who have both hearing and vision loss. Services are also provided to family members, care providers, personnel from public and private schools, as well as public and private agencies who serve persons who are deaf-blind. The goal of the project is to facilitate maximum participation in preferred life activities. California Deaf-Blind Services collaborates with individuals who are deaf-blind to celebrate strengths, recognize unique needs and develop personalized supports and services.

## **CALIFORNIA SCHOOL FOR THE BLIND**

500 Walnut Avenue  
Fremont, CA 94536  
(510) 794-3800 (Voice)  
(510) 794-3813 (Fax)  
Website: [www.csb-cde.ca.gov](http://www.csb-cde.ca.gov)  
E-mail: [jrudder@csb-cde.ca.gov](mailto:jrudder@csb-cde.ca.gov)

This educational program, through the California Department of Education, provides special day classes for children between the ages of 3-22 years who are blind, visually impaired and deaf-blind. Students must be referred jointly by parents and school districts of residence. There is a residential component for those living too far to travel



home daily. A separate comprehensive Assessment Center for students not enrolled in the school program is available for eligible individuals.

### **THE CENTER FOR THE PARTIALLY SIGHTED (CPS)**

Website: [www.low-vision.org](http://www.low-vision.org)

E-mail: [info@low-vision.org](mailto:info@low-vision.org)

#### ***CPS Los Angeles Office***

6101 W. Centinela Avenue., Suite 150  
Culver City, CA 90230  
(310) 988-1970 (Voice)  
(310) 988-1980 (Fax)

#### ***CPS Valley Office***

18425 Burbank Boulevard, Suite 706  
Tarzana, CA 91356  
(818) 705-5954 (Voice)  
(818) 705-6315 (Fax)

The mission of The Center for the Partially Sighted is to promote independent living for people of all ages with impaired sight. Service fees are determined on a sliding scale basis and CPS is affiliated with the California Department of Rehabilitation. Optometric, counseling, rehabilitation, and children's services are offered to persons with low vision with accompanying deafness or hearing impairment.

### **COALITION OF PARENTS AND EDUCATORS DEAF-BLIND (COPE D-B)**

***c/o California Deaf-Blind Services San Francisco State University***

1600 Holloway Avenue/Pacific Plaza

San Francisco, CA 94132

Website – National Consortium on Deaf-Blindness, State Resource Fact Sheet for California: [www.nationaldb.org/ppStateFactSheets.php](http://www.nationaldb.org/ppStateFactSheets.php)

(415) 405-7558 (Voice-Maurice Belote, Project Coordinator/Manager)

(800) 822-7884, ext. 1 (TTY)

(415) 405-7562 (Fax)

COPE DB is a statewide organization committed to providing support, advocacy, recreation, and information to parents and educators of individuals with dual sensory impairments. These services are provided to family members, extended family members, caregivers, friends, educators and anybody wishing to be involved in the life of a person with deaf-blindness.

### **DEAF AND HARD OF HEARING SERVICE CENTER (DHHSC)**

5340 North Fresno Street

Fresno, CA 93710

(559) 225-3323 (Voice)

(559) 408-5249 (Videophone)

(559) 225-0116 (Fax)

Website DHHSC: [www.dhhsc.org](http://www.dhhsc.org)

E-mail: [kathyy@dhhsc.org](mailto:kathyy@dhhsc.org) or [info@dhhsc.org](mailto:info@dhhsc.org)

The program serves children and adults in an eight-county region in Central California. SSPs are recruited from several sources: the Interpreter Training Program at Fresno State University where they work as interns for DHHSC; certified deaf interpreters and via other interested people. Training is provided for seasoned interpreters and people new to the deaf-blind field. Training opportunities occur in workshop format and topics include causes of deaf-blindness, safe guiding, etiquette, communication techniques and protocol.

### **THE DEAFBLIND CHILDREN'S FUND (DBCF)**

(877) 332-3254 (Voice-Toll Free)

Website: [www.deafblindchildren.org](http://www.deafblindchildren.org)

E-mail: [deafblindchildren@yahoo.com](mailto:deafblindchildren@yahoo.com)

The DBCF was founded on the principle that deaf-blindness is a unique disability and helping the family of a deaf-blind child is a unique responsibility. The DBCF program serves the families of children who are deaf-blind through intervention; the teaching method that models itself after the education of Helen Keller. Interveners are not federally or state funded, therefore, DBCF provides funding and places them with qualified families throughout the nation.

### **DEAF-BLIND PROGRAM**

Braille Institute of America, Inc.

741 North Vermont Avenue

Los Angeles, CA 90029

(323) 663-1111 (Voice/TTY)

(323) 663-0867 (Fax)

Website Braille Institute: [www.brailleinstitute.org](http://www.brailleinstitute.org)

Website – National Consortium on Deaf-Blindness, State Resource Fact Sheet for California: [www.nationaldb.org/ppStateFactSheets.php](http://www.nationaldb.org/ppStateFactSheets.php)

E-mail: [jlutz@brailleinstitute.org](mailto:jlutz@brailleinstitute.org)

This program is designed to help adults who are deaf-blind (ages 18 and older) adjust to life. This program offers classes in Braille, computers, orientation and mobility, typing and instruction in daily living activities. Other services include: counseling, career/job placement, library usage and referrals as needed. Students may take classes with other students who are deaf-blind or may opt to be included with the Braille Institute's population who hearing-blind. All classes and services are provided at no charge.

### **EXCEPTIONAL FAMILY RESOURCE CENTER (EFRC)**

#### **Central Office**

9245 Sky Park Court, Suite 130

San Diego, CA 92123

(800) 281-8252 (Voice-Toll Free)

(858) 268-4275 (Fax)

Website: [www.efrconline.org](http://www.efrconline.org)

E-mail: [efrc@projects.sdsu.edu](mailto:efrc@projects.sdsu.edu)

The EFRC is a community-based collaborative agency, staffed by parents and professionals. It is designed to serve families of individuals with special needs by providing a broad continuum of information, education, and support. Services and supports are offered in English and Spanish.

### **FRANCES BLEND SCHOOL**

#### **Special Education, Los Angeles Unified School District**

5210 Clinton Street  
Los Angeles, CA 90004  
(323) 464-5052 (Voice)  
Website: [www.francesblend.com](http://www.francesblend.com)

This special education school for children who are blind and visually impaired has classes for pre-school through elementary school, serving children with multiple disabilities, including deaf-blindness. The school has a specially designed play yard to suit the special needs of its students.

### **HELEN KELLER NATIONAL CENTER SOUTHWESTERN REGIONAL OFFICE (HKNC)**

#### **(Region 9 HKNC Southwestern Regional Office)**

9939 Hibert Street, #108  
San Diego, CA 92131  
(858) 578-1600 (Voice/TTY)  
(858) 578-3800 (Fax)  
Website: [www.hknc.org](http://www.hknc.org)  
E-mail: [cathy.kirscher@hknc.org](mailto:cathy.kirscher@hknc.org) or [ilona.mulvey@hknc.org](mailto:ilona.mulvey@hknc.org)

HKNC regional representatives provide consultation and technical assistance to persons with deaf-blindness, their families and to public and private education and adult service agencies in their region. They locate, assist and refer individuals to the most appropriate programs for services, as needed. States covered by this regional office are: Arizona, California, Hawaii, Nevada, Guam, Samoa, and certain Trust Territories.

### **INTERNATIONAL HEARING DOG, INC.**

5901 East 89<sup>th</sup> Avenue  
Henderson, CO 80640  
(303) 287-3277 (Voice/TTY)  
(303) 287-3425 (Fax)  
Website: [www.ihdi.org](http://www.ihdi.org)  
E-mail: [info@hearingdog.org](mailto:info@hearingdog.org)

International Hearing Dogs, Inc. has trained more than 1,000 hearing dogs since 1979 for persons within the United States and Canada, who are deaf or hard-of-hearing. All of the dogs selected for this special training come from local animal shelters. This

organization also trains dogs to assist individuals who are deaf-blind (in the home only) by training dogs to guide their owners slowly to the source of the sound.

### **LIGHTHOUSE FOR THE BLIND AND VISUALLY IMPAIRED**

214 Van Ness Avenue

San Francisco, CA 94102

(415) 431-1481 (Voice)

(415) 255-5906 (Videophone)

(415) 863-7568 (Fax)

Website: [www.lighthouse-sf.org](http://www.lighthouse-sf.org)

E-mail: [info@lighthouse-sf.org](mailto:info@lighthouse-sf.org)

For general information on Deaf-Blind training services go to: [www.lighthouse-sf.org/programs/deaf-blind/](http://www.lighthouse-sf.org/programs/deaf-blind/)

The LightHouse promotes the independence, equality and self-reliance of people in the Northern California area who are blind, deaf-blind or visually impaired through rehabilitation training and relevant services, such as access to employment, education, government, information, recreation, transportation and the environment. This organization has provided services to the deaf-blind community since the early 1950's with the establishment of Enchanted Hills Camp and the formation of a Deaf-Blind Social and Recreational Club in the early 1970's.

### **NATIONAL COALITION ON DEAF-BLINDNESS**

(617) 972-7768 (Voice)

Website: [www.dbcoalition.org](http://www.dbcoalition.org)

The National Coalition on Deaf-blindness was formed to provide feedback to legislators and policy makers regarding the ongoing needs of children who are deaf-blind and the reauthorization of Individuals with Disabilities Education Act (IDEA). Advocacy efforts on the part of the coalition have focused on legislation in education and rehabilitation, helping legislators to understand deaf-blindness as a unique and complex disability and to appreciate the important role the federal government plays through its discretionary programs with regard to this low incidence disability.

### **NATIONAL CONSORTIUM ON DEAF-BLINDNESS (NCDB)**

The Teaching Research Institute: Western Oregon University

345 North Monmouth Avenue

Monmouth, OR 97361

(800) 438-9376 (Voice)

(800) 854-7013 (TTY)

(503) 838-8150 (Fax)

Website: [www.nationaldb.org](http://www.nationaldb.org)

E-mail: [info@nationaldb.org](mailto:info@nationaldb.org)

The National Consortium on Deaf-blindness is a federally funded information clearinghouse that identifies, coordinates, and disseminates information related to

children (ages birth to 21 years) who are deaf-blind. NCDB is home to DB-LINK, the largest collection of information related to deaf-blindness worldwide. They provide free individualized information and referral services across many topics including effective early intervention, special education and general education practices, medical, health, social, recreational services, legal issues, employment, independent living, postsecondary educational services and information on the nature of deaf-blindness. Fact sheets are available at no charge.

### **NATIONAL FAMILY ASSOCIATION FOR DEAF-BLIND**

***(REGION 9) See Service Areas Below***

141 Middle Neck Road  
Sands Point, NY 11050  
(800) 255-0411 (Voice)  
(516) 883-9060 (Fax)

Website: <http://www.nfadb.org/>

E-mail: [NFADB@aol.com](mailto:NFADB@aol.com)

The NFADB is a national organization that advocates for all persons who are deaf-blind, supports national policy to benefit people who are deaf-blind, encourages the founding and strengthening of family organizations in each state and collaborates with professionals who work with persons who are deaf-blind. NFADB regional representatives can be contacted to share information and provide resources and referrals. The states served in NFADB Region 9 include: Arizona, California, Nevada, Hawaii, and the Trust Territories.

### **NATIONAL FEDERATION OF THE BLIND - DEAF-BLIND DIVISION**

3400 CJ Barney Drive, N.E.  
Apartment 301W  
Washington, D.C. 20018  
(202) 832-0697 (Voice)

Website: [www.nfb.org/Divisions-and-Committees](http://www.nfb.org/Divisions-and-Committees)

Mailing List: [www.nfbnet.org/mailman/listinfo/nfb-db\\_nfbnet.org](http://www.nfbnet.org/mailman/listinfo/nfb-db_nfbnet.org)

E-mail: [browburnell@aol.com](mailto:browburnell@aol.com)

The Deaf Blind division of the National Federation of the blind is comprised of persons who are deaf-blind working nationally to improve services, training, and independence for the deaf-blind. This network of individuals offers personal contact with other individuals who are deaf-blind that are knowledgeable in advocacy, education, employment, technology, discrimination and other issues surrounding deaf-blindness.

### **NORTHERN CALIFORNIA ASSOCIATION OF DEAF-BLIND (NCADB)**

(925) 246-5927 (Videophone)

Website: [www.ncadb.org](http://www.ncadb.org)

Email: [president@ncadb.org](mailto:president@ncadb.org)

The mission of NCADB is to help persons who are deaf-blind achieve their maximum potential through increased independence, productivity, and integration into the

community. Members participate in monthly networking events which involve community education workshops, fundraising events and discussions pertaining to special equipment awareness. NCADB is a member of the American Association of the Deaf-Blind (AADB) and they provide scholarships to members who wish to travel to the national conference.

## **VISTA CENTER FOR THE BLIND AND VISUALLY IMPAIRED**

### ***Palo Alto Office***

2470 El Camino Real, Suite 107

Palo Alto, CA 94306

(650) 858-0202 (Voice)

(650) 858-0214 (Fax)

Website: [www.vistacenter.org](http://www.vistacenter.org)

E-mail: [info@vistacenter.org](mailto:info@vistacenter.org)

### ***Santa Cruz Office***

413 Laurel Street

Santa Cruz, CA 95060

(831) 458-9766 (Voice)

(831) 426-6233 (Fax)

Website: [www.vistacenter.org](http://www.vistacenter.org)

E-mail: [information@vistacenter.org](mailto:information@vistacenter.org)

The facility is open to all persons who are visually impaired and blind. Medi-Cal is accepted and assistance is provided to those without Medi-Cal. Services provided include: transportation; a low-vision optometry clinic with two optometrists available; rehabilitation services; daily living skills training; social services and counseling; and support groups.

## EDUCATION

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### *EDUCATION FOR CHILDREN WITH HEARING LOSS*

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When parents first learn that their child has a disability, they are often faced with the challenge of finding the appropriate educational setting which is best suited for the growth and development of their child. It is important to become familiar with the basic rules (set forth through the U.S. Department of Education) which provide educational guidelines for children with disabilities.

The Individuals with Disabilities Education Act (IDEA) is a federal legislation that requires eligible students with disabilities to have equal access to a free and appropriate education. A parent, teacher, administrator, doctor, or a community agency may refer a child who is suspected of having a disability for assessment. Once it is determined (via proper assessment tools) that a child has a disability, an Individualized Education Program (IEP) is set up and tailored for that child. The IEP mandates that a team of knowledgeable persons (teacher(s), parent(s), child if appropriate, local education agency (LEA), and other individuals at the parent's or LEA's discretion) create a specific and comprehensive special educational program unique to that child. IEPs are designed to monitor the student's strengths via measurable goals with specified assessment tools, to delineate supplemental supports and services, to define the parent's and student's level of involvement, and to create transition plans (grade to grade, school to school, school to adult life). Special education services in California are provided for all children with disabilities birth to twenty-two years of age.

To find further information on deaf, hard of hearing, deaf-blind and additional special education programs in your local area, you may contact your local county office of education. The county offices can direct you to the programs in your area, as well as provide you with information and guidance on the IEP process listed above. A list of these county offices can be found in the "Educational Resources for Children" section of this directory.

## *EARLY CHILDHOOD INTERVENTION AND EDUCATION*

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A successful early childhood intervention program for a child who is deaf or hard of hearing involves a team of professionals with the parents acting as the “team managers.” It is imperative for the parents to be actively involved in the process as soon as their child’s hearing loss is diagnosed, as they need to incorporate all learning and language strategies into the home environment. The team may include a health professional (e.g., a family doctor, a pediatrician, an audiologist or an ear, nose and throat doctor), a service coordinator, a speech and language pathologist, and a teacher of the deaf or hard of hearing. A good starting point is to contact the California Department of Developmental Services. They have a statewide program called Early Start, which, in conjunction with local education agencies, will develop a complete plan for the child and the family.

Some programs utilize the manual communication method which may include the teaching of American Sign Language (ASL) or manual English (a method which uses many of the ASL signs while maintaining English word order) as a means of developing both fluency in sign language and English. Other programs (referred to as the oral method) prefer not to use manual communication, but to concentrate more on speech, language and auditory building skills to facilitate communication with hearing individuals. Two programs in California, the Blind Children’s Learning Center and the California School for the Blind, provide early childhood education for children who are deaf-blind, blind or visually impaired.

### **EARLY START PROGRAM**

#### **California Department of Developmental Services (DDS)**

P.O. Box 944202

Sacramento, CA 94244

Early Start: (800) 515-2229 (Voice-Toll Free)

(916) 654-1690 (Voice)

(916) 654-2054 (TTY)

Website: [www.dds.ca.gov/earlystart](http://www.dds.ca.gov/earlystart)

E-mail: [earlystart@dds.ca.gov](mailto:earlystart@dds.ca.gov)

Infants and toddlers from birth to 36 months may be eligible for early intervention services if it is determined that they have a hearing loss. Evaluation services are available to all children who are eligible and anyone may make a referral. A parent may contact a local regional center or school district for evaluation and early intervention services and a service coordinator will be assigned to the family to develop an Individualized Family Service Plan which will include a team of support staff. Local education agencies are primarily responsible for provision of services and all services are at no charge to the families.



## **SCHOOLS THAT USE THE MANUAL COMMUNICATION METHOD**

### **CALIFORNIA SCHOOL FOR THE DEAF, FREMONT- Early Childhood Education (ECE)**

39350 Gallaudet Drive

Fremont, CA 94538

(510) 794-3666 (Voice)

(510) 794-3672 (TTY)

(510) 794-2409 (Fax)

Website: [www.csd.f.k12.ca.us/academics/ece\\_school.php](http://www.csd.f.k12.ca.us/academics/ece_school.php)

E-mail: [rdaniels@csdf-cde.ca.gov](mailto:rdaniels@csdf-cde.ca.gov)

This program serves children in the Fremont, Union City and Newark areas. Both California Schools for the Deaf at Fremont and Riverside provide residential living facilities for children in grades 1-12; however, these early intervention programs are provided on a daily basis. Services provided include: audiological assessment; auditory training; loaner hearing aids; parent education classes and workshops; family sign language classes; home visitation and training; speech and language training and a Shared Reading Project. The Parent-Infant Services program, the Toddler Program, and the Preschool and Kindergarten Programs serve children from birth to six years of age.

### **CALIFORNIA SCHOOL FOR THE DEAF, RIVERSIDE Early Childhood Education (ECE)**

3044 Horace Street

Riverside, CA 92506

(951) 248-7700 (Voice)

This program provides services for children that reside in the Riverside Unified School District. The services provided include: speech and language training; audiological services; literacy training; ASL instruction as a tool for later speech and language acquisition; parent and family participation; home visits with parents and children and family sign language classes. The Parent-Infant Program, the Preschool Program, Pre-Kindergarten and Kindergarten Programs are designed for children 18 months to six years of age.

### **CENTER FOR EARLY INTERVENTION ON DEAFNESS (C.E.I.D.)**

1035 Grayson Street

Berkeley, CA 94710

(510) 848-4800 (Voice)

(510) 356-0004 (Videophone)

Website: [www.ceid.org](http://www.ceid.org)

E-mail: [info@ceid.org](mailto:info@ceid.org)

The CEID is an early intervention program, serving families who reside throughout the San Francisco Bay Area. The program is designed for babies and young children who

have hearing loss and severe speech and language delays. This organization utilizes a simultaneous use of spoken English, audition, and a literal representation of sign language (S.E.E. signing), in a play based curriculum incorporating thematic "active learning" strategies and total family involvement. The program is designed for children aged 12 months to 5 years.

### **SCHOOLS THAT USE THE ORAL COMMUNICATION METHOD**

#### **CCHAT CENTER-SACRAMENTO Children's Choice for Hearing And Talking**

11100 Coloma Road  
Rancho Cordova, CA 95670  
(916) 361-7290 (Voice)  
(916) 361-8613 (Fax)  
Website: <http://www.cchatsacramento.org/>  
E-mail: [info@cchatsacramento.org](mailto:info@cchatsacramento.org)

CCHAT-Sacramento, an auditory/oral school, teaches children who are deaf and hard of hearing to listen, think and talk. The CCHAT Center promotes active parent involvement including participation in class, therapy and school wide activities. Services provided include: individual speech; language and auditory therapy; cochlear implant education and parent education and support groups. This program serves children from ages eight weeks to five years of age.

#### **HEARING AND SPEECH CENTER OF NORTHERN CALIFORNIA**

1234 Divisadero Street  
San Francisco, CA 94115  
(415) 921-7658 (Voice)  
(415) 921-8990 (TTY)  
(415) 921-2243 (Fax)  
Website: [www.hearingspeech.org](http://www.hearingspeech.org)  
E-mail: [info@hearingspeech.org](mailto:info@hearingspeech.org)

The Deaf and Hard of Hearing School Program at this facility works with children from birth to 18 years of age. The preschool program works with children as young as 18 months of age at their on-site campus. The staff works closely with the families during home visits, parent group meetings, and other yearly activities. Individual programs are designed for children to utilize all modes of amplification and to develop their speech, language, and listening skills. The goal is to prepare children to be successfully mainstreamed in regular classrooms as soon as they are deemed ready.

#### **JEAN WEINGARTEN PENINSULA ORAL SCHOOL FOR THE DEAF**

3518 Jefferson Avenue  
Redwood City, CA 94062  
(650) 365-7500 (Voice)  
(650) 365-7557 (Fax)

Website: [www.deafkidstalk.org](http://www.deafkidstalk.org)

The program at the Jean Weingarten Peninsula School Oral School for the Deaf focuses on the development of auditory, language, speech, and cognitive skills in children with hearing aids and cochlear implants. Services provided include: auditory training; speech and language training and family support groups and training. The program accepts children birth to seven years of age.

### **JOHN TRACY CLINIC**

806 West Adams Boulevard  
Los Angeles, CA 90007  
(213) 748-5481 (Voice)  
Website: [www.johntracyclinic.org](http://www.johntracyclinic.org)

The John Tracy Clinic provides parent-centered education programs for newborns, toddlers and preschool children who are deaf and hard of hearing and reside in the Southern California area. All services are free of charge and include: comprehensive pediatric audiological testing; speech and language training; parent classes and support groups, counseling, and evaluation that emphasize early diagnosis and intervention. Children served in this program range from birth to five years of age.

### **ORALINGUA SCHOOL FOR THE HEARING IMPAIRED**

#### ***Whittier - North Campus***

7056 South Washington Avenue  
Whittier, CA 90602  
(562) 945-8391 (Voice)  
(562) 945-0361 (Fax)

#### ***Escondido - South Campus***

1305 Deodar Road  
Escondido, CA 92026  
(760) 294-0525 (Voice)  
(562) 945-0301 (Fax)

Website: <http://oralingua.org/>  
E-mail: [info@oralingua.org](mailto:info@oralingua.org)

This program serves students ranging in age from infancy to 11 years old residing in cities throughout Southern California. There is an early intervention program that provides parent-infant therapy where families work with therapists two to three times a week. The elementary program, K-5, uses state-approved curriculum in accordance with the content standards adopted by the California Department of Education.

## **SCHOOLS WITH SERVICES FOR THE DEAF/BLIND**

### **BLIND CHILDREN'S LEARNING CENTER**

18542-B Vanderlip Avenue

Santa Ana, CA 92705

(714) 573-8888 (Voice)

(714) 573-4944 (Fax)

Website: [www.blindkids.org](http://www.blindkids.org)

E-mail: [carolyn.baker@blindkids.org](mailto:carolyn.baker@blindkids.org)

The mission of the Blind Children's Learning Center is to develop the full potential of children and young adults who are blind, visually impaired and deaf-blind (birth to 21 years of age) to lead independent lives through technology and teaching. The core programs are Infant Family Focus, Early Childhood Center and Youth Outreach and Counseling. Comprehensive services, starting as early as possible and continuing through high school, include: speech and language, occupational therapy, orientation and mobility, Braille instruction, specialized vision services, social opportunities, and assistive and adaptive technology training.

### **CALIFORNIA SCHOOL FOR THE BLIND**

500 Walnut Avenue

Fremont, CA 94536

(510) 794-3800 (Voice)

(510) 794-3813 (Fax)

Website: [www.csb-cde.ca.gov](http://www.csb-cde.ca.gov)

E-mail: [jrudder@csb-cde.ca.gov](mailto:jrudder@csb-cde.ca.gov)

This educational program, through the California Department of Education, provides special day classes for children between 3 to 22 years of age who are blind, visually impaired, and deaf-blind. Students must be referred jointly by parents and school districts of residence. There is a residential component for those living too far to travel home daily. A separate comprehensive Assessment Center for students not enrolled in the school program is available for eligible individuals.

## **ADDITIONAL EARLY CHILDHOOD INTERVENTION RESOURCES**

### **AMERICAN ACADEMY OF PEDIATRICS**

***Newborn and Infant Hearing Loss: Detection and Intervention Website:***

<http://pediatrics.aappublications.org/content/103/2/527.abstract?sid=68fa0c4d-3978-4394-9b2a-ad58febe43d9>

This abstract outlines and endorses the primary objectives, important components, and recommended screening parameters that characterize an effective universal newborn hearing screening program.

## **BEGINNINGS FOR PARENTS OF CHILDREN WHO ARE DEAF OR HARD OF HEARING**

302 Jefferson Street, Suite 110  
Raleigh, NC 27605  
(919) 715-4092 (Voice/TTY)  
(919) 715-4093 (Fax)  
Website: [www.ncbegin.org](http://www.ncbegin.org)  
E-mail: [raleigh@ncbegin.org](mailto:raleigh@ncbegin.org)

This non-profit organization provides emotional support and access to information for families with children ages birth through 21 who are deaf or hard of hearing. In addition to providing information to parents of children who are deaf, Beginnings gives technical assistance to the professionals who work with these children.

## **BOYS TOWN NATIONAL RESEARCH HOSPITAL**

555 North 30th Street  
Omaha, NE 68131  
(402) 498-6511 (Voice)  
Website: <http://www.boystownhospital.org/hearingloss/Pages/default.aspx>

This hospital provides leading edge research in the identification of hearing loss, fitting of hearing aids, and educational materials for children with hearing loss and their parents.

## **INNOVATIONS WORKING WITH INFANTS WHO HAVE MULTIPLE DISABILITIES**

Website: [www.csun.edu/~hfedu009/innovations](http://www.csun.edu/~hfedu009/innovations)

This website, supported by the U.S. Department of Education and produced by the California State University at Northridge, is for early intervention service providers, however, numerous resources are provided which would benefit the parents of a child with a hearing loss.

## **NATIONAL CENTER FOR HEARING ASSESSMENT AND MANAGEMENT**

### **Utah State University**

2615 Old Main Hill  
Logan, UT 84322  
(435) 797-3584 (Voice)  
Website: [www.infanthearing.org](http://www.infanthearing.org)  
E-mail: [http://www.infanthearing.org/emailer/WebEmailer.aspx?sendto=NCHAM\\_Help\\_Desk&frmName=helpdesk](http://www.infanthearing.org/emailer/WebEmailer.aspx?sendto=NCHAM_Help_Desk&frmName=helpdesk)

The goal of the National Center for Hearing Assessment and Management at Utah State University is to ensure that all infants and toddlers with hearing loss are identified as early as possible and provided with timely and appropriate audiological, educational, and medical intervention.

## **NEWBORN HEARING SCREENING PROGRAM (NHSP)**

**California Department of Health Care Services**

**Children's Medical Services**

P.O. Box 997413, MS 8102

Sacramento, CA 95899-7413

(916) 322-5794 (Voice)

(877) 388-5301 (Voice-Toll Free)

(916) 440-5305 (Fax)

Website: <http://www.dhcs.ca.gov/services/nhsp/Pages/default.aspx>

E-mail: [nhsp3@dhcs.ca.gov](mailto:nhsp3@dhcs.ca.gov)

The California Department of Health Services' (DHS) Children's Medical Services (CMS) Branch has implemented a statewide comprehensive Newborn Hearing Screening Program (NHSP). The incidence of permanent significant hearing loss is approximately two to four per every 1000 infants. It is the most common congenital condition for which there is a screening program. It is estimated that the NHSP will identify 1,200 infants with hearing loss each year. Families of infants delivered in DHS approved hospitals will be offered the opportunity to have their baby's' hearing screened. Infants who do not pass the screening in the hospital will be referred to DHS approved Hearing Coordination Centers for follow up for additional services.

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### *EDUCATIONAL RESOURCES FOR CHILDREN*

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## **CALIFORNIA DEPARTMENT OF EDUCATION (CDE)**

**California Department of Education**

1430 N Street

Sacramento, CA 95814

(916) 319-0800 (Voice)

(916) 445-4556 (TTY)

(916) 445-4550 (Fax)

Website: [www.cde.ca.gov](http://www.cde.ca.gov)

E-mail: [www.cde.ca.gov/re/di/cd/ap/mainpage.aspx](http://www.cde.ca.gov/re/di/cd/ap/mainpage.aspx)

### ***State Special Schools Division***

### ***Deaf and Hard of Hearing Programs***

1430 N Street

Sacramento, CA 95814

(916) 327-3868 (Voice)

Website: [www.cde.ca.gov/sp/ss/dh](http://www.cde.ca.gov/sp/ss/dh)

E-mail: [nsager@cde.ca.gov](mailto:nsager@cde.ca.gov)

This state government agency provides technical assistance to and monitoring of local educational agency programs serving deaf and hard of hearing students.

For more information, contact Nancy Sager at the phone number or email address listed above.

## **County Offices of Education in California**

Website: [www.cde.ca.gov/re/sd/co/index.asp](http://www.cde.ca.gov/re/sd/co/index.asp)

The CDE's County Offices of Education can direct you to the programs in your area which specialize in curriculum for children with hearing loss, as well as, provide you with information and guidance on the Individualized Educational Program (IEP) process.

## **Programs for Deaf and Hard of Hearing Students Guidelines for Quality Standards**

Website: [www.cde.ca.gov/sp/ss/dh/documents/proguidlns.pdf](http://www.cde.ca.gov/sp/ss/dh/documents/proguidlns.pdf)

This CDE document contains recommended guidelines for parents, teachers, administrators, governing boards, support personnel, other interagency personnel and interested community representatives to use in identifying, assessing, planning, and providing appropriate educational services to all children who are deaf or hard of hearing. It is also intended to assist in monitoring programs for these students.

## **California Department of Education – Diagnostic Centers (Three Regional Centers)**

Website: [www.dc-cde.ca.gov](http://www.dc-cde.ca.gov)

### **Diagnostic Center North**

39100 Gallaudet Drive  
Fremont, CA 94538  
Robin L. Zane, Director  
(510) 794-2500 (Voice)  
E-mail: [rlzane@dcn-cde.ca.gov](mailto:rlzane@dcn-cde.ca.gov)

### **Diagnostic Center Central**

1818 West Ashlan Avenue  
Fresno, CA 93705  
Carol Bence, Director  
(559) 243-4047 (Voice)  
E-mail: [cbence@dcc-cde.ca.gov](mailto:cbence@dcc-cde.ca.gov)

### **Diagnostic Center South**

4339 State University Drive  
Los Angeles, CA 90032  
Valerie Johnson, Director  
(323) 222-8090 (Voice)  
E-mail: [vjohnson@dcs-cde.ca.gov](mailto:vjohnson@dcs-cde.ca.gov)

The California Department of Education's three regional Diagnostic Centers provide state of the art assessment and educational planning services to assist local educational agencies (LEAs) and families in addressing the needs of their most complex special education students. Criteria for referral to a Diagnostic Center is:

enrollment in special education; not progressing despite LEA efforts; presentation of a complex learning or behavioral profile; and/or a LEA requiring additional diagnostic information to define appropriate educational goals and teaching strategies. In addition, the Diagnostic Centers provide technical assistance, consultation services in program design and delivery and professional development opportunities for teachers, administrators, special education staff, families and service agency personnel.

***The Deaf Children's Bill Of Rights***  
***Assembly Bill 1836 - Education Code 56000.5***

Website: [www.cde.ca.gov/sp/ss/dh/ab1836.asp](http://www.cde.ca.gov/sp/ss/dh/ab1836.asp)

This historic legislation acknowledges the essential need for children who are deaf and hard of hearing to be educated in an environment that respects and uses their preferred mode of communication. Six years of arduous work preceded the passage of this historic legislation when approximately 25 organizations coalesced to become the Deaf Education Coalition. Their common goal was to significantly change the way education and related services were delivered to children who are deaf and hard of hearing.

**LAURENT CLERC NATIONAL DEAF EDUCATION CENTER**

**Gallaudet University**

800 Florida Avenue, NE

Washington, DC 20002

Website: [clerccenter.gallaudet.edu](http://clerccenter.gallaudet.edu)

E-mail: [clerc.center@gallaudet.edu](mailto:clerc.center@gallaudet.edu)

Gallaudet University's Laurent Clerc National Deaf Education Center shares the concerns of parents and professionals about the achievement of students who are of deaf and hard of hearing in different learning environments across the country. The Clerc Center has been mandated by Congress to develop, evaluate, and disseminate innovative curricula, instructional techniques, strategies and materials. The aim of the Clerc Center is to improve the quality of education for children and youth from birth 21 years of age who are deaf and hard of hearing. Listed below are the two demonstration schools and other Clerc Center Offices:

- Kendall Demonstration Elementary School (KDES)  
(202) 250-2761 (Videophone)  
(202) 651-5206 (Voice)  
(202) 651-5646 (Fax)
  
- Model Secondary School for the Deaf (MSSD)  
(866) 954-4138 (Videophone)  
(202) 651-5031 (Voice)  
(202) 651-5109 (Fax)



- Training And Technical Assistance  
(202) 651-5855 (Voice/TTY)  
(866) 204-0504 (Videophone)  
(202) 651-5859 (Fax)  
E-mail: [training.clerccenter@gallaudet.edu](mailto:training.clerccenter@gallaudet.edu)
- Clerc Center Publications And Products  
(202) 651-5855 (Voice/ TTY)  
E-mail: [infotogo@gallaudet.edu](mailto:infotogo@gallaudet.edu)
- Cochlear Implants And Audiology  
(202) 651-5638 (Voice)  
E-mail: [Debra\\_Nussbaum@gallaudet.edu](mailto:Debra_Nussbaum@gallaudet.edu)
- General Questions Related To Deafness In Children Ages Birth Through Twenty-one  
(202) 651-5051 (Voice)  
E-mail: [infotogo@gallaudet.edu](mailto:infotogo@gallaudet.edu)

### **GALLAUDET UNIVERSITY REGIONAL CENTER (GURC)**

#### **Ohlone College, Deaf Studies Division**

43600 Mission Boulevard

Fremont, CA 94539

(510) 659-6269 (Voice/TTY)

(510) 344-5700 (Videophone)

(510) 659-6032 (Fax)

Website: [www.ohlone.edu/org/gurc](http://www.ohlone.edu/org/gurc)

E-mail: [deafcenter@ohlone.edu](mailto:deafcenter@ohlone.edu)

The Gallaudet University Regional Center offers extension courses, training workshops, and technical assistance to address the educational, transitional and professional development needs of people from birth through adulthood who are deaf and hard of hearing, their families and the professionals who work with them. GURC at Ohlone College serves the 12 western states of Alaska, Arizona, California, Colorado, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington and Wyoming.

### **HEARING AND SPEECH CENTER OF NORTHERN CALIFORNIA**

1234 Divisadero Street

San Francisco, CA 94115

(415) 921-7658 (Voice)

(415) 921-8990 (TTY)

(415) 921-2243 (Fax)

Website: [www.hearingspeech.org](http://www.hearingspeech.org)

E-mail: [info@hearingspeech.org](mailto:info@hearingspeech.org)

This organization has an accredited auditory-oral special day classes for children 18 months to age seven. Services provided include: itinerant teaching services for

students in the mainstream, IEP/IFSP planning, transitional planning, classroom observations, family education and support services and consultation to educators working with students with hearing loss. Individual programs are designed for children to utilize all modes of amplification and to develop their speech, language and listening skills.

### **INDEPENDENTLY MERGING PARENTS ASSOCIATION OF CALIFORNIA (IMPACT)**

#### ***Together for Deaf and Hard of Hearing Children***

(877) 322-7299 (Voice-Toll Free)

Website: [www.deafkids.org/intro.htm](http://www.deafkids.org/intro.htm)

IMPACT is a California statewide all-volunteer, non-profit organization of parents, teachers and professionals serving deaf and hard-of-hearing children. Established in 1986 by 12 parents, IMPACT has a current membership of over 400 and is supported and encouraged by a host of organizations that serve the deaf community.

### **K12 ACADEMICS**

Owner: Chris Glavin

Website: [www.k12academics.com/deaf.htm](http://www.k12academics.com/deaf.htm)

E-mail: [www.k12academics.com/contact](http://www.k12academics.com/contact) (Fill-and-send)

This website offers information and resources to parents, teachers and children who are deaf regarding education modalities grades K-12.

### **NO LIMITS**

9801 Washington Boulevard, 2<sup>nd</sup> Floor

Culver City, CA 90232

(310) 280-0878 (Voice)

(310) 280-0872 (Fax)

Website: [www.nolimitsfordeafchildren.org](http://www.nolimitsfordeafchildren.org)

E-mail: [liz@nolimitsfordeafchildren.org](mailto:liz@nolimitsfordeafchildren.org) (Liz Martinez, Office Manager)

The No Limits Speech and Language Center works with the students from public schools and gives each child four hours per week after school, allowing them to improve their oral language and academics. Additionally, the Center offers biweekly reading classes, parent education workshops and a book club for older students.

### **SHARED READING PROJECT**

**Gallaudet University Regional Center**

**Ohlone College**

43600 Mission Boulevard

Fremont, CA 94539

(510) 659-6269 (Voice/TTY)

(510) 344-5700 (Videophone)

(510) 659-6032 (Fax)

Website:

[http://clerccenter.gallaudet.edu/Clerc\\_Center/Information\\_and\\_Resources/Info\\_to\\_Go/Language\\_and\\_Literacy/Literacy\\_at\\_the\\_Clerc\\_Center/Welcome\\_to\\_Shared\\_Reading\\_Project.html](http://clerccenter.gallaudet.edu/Clerc_Center/Information_and_Resources/Info_to_Go/Language_and_Literacy/Literacy_at_the_Clerc_Center/Welcome_to_Shared_Reading_Project.html)

The Shared Reading Project is designed to teach parents and caregivers how to read to their children who are deaf and hard of hearing using American Sign Language (ASL) in a manner that makes book sharing most effective. The Laurent Clerc National Deaf Education Center, which is housed at Gallaudet University in Washington, D.C., designed this specialized reading program. The regional center for California is located at Ohlone College in Fremont. To locate educational programs in California that utilize the Shared Reading Project protocol, contact Gallaudet University Regional Center at Ohlone College.

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### *SCHOOLS FOR CHILDREN WITH HEARING LOSS (GRADES K-12)*

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There are a variety of communication options available in school settings for a child with a hearing loss and every child is unique and different in their response to these techniques. Regardless of the type of communication method that is used, it is essential that intervention begin at an early age and that an appropriate Individualized Education Program be in place to facilitate optimal learning. To locate a school that has educational programs for children who are deaf and hard of hearing, contact the California Department of Education's County Office of Education in which the child resides. A list of these county offices can be found in the "Educational Resources for Children" section of this directory. Below is a brief description of communication modalities used in the classroom, as well as, a listing of some of the schools that use these various communication methods.

#### ***Oral Method***

The Oral Method of communication utilizes speechreading (lipreading) and the maximal use of a child's residual hearing for the development and production of speech. The premise behind this method is that a child with a hearing loss will then be able to communicate more effectively with hearing individuals.

#### ***Cued Speech Method***

Cued Speech facilitates lip-reading by having the speaker simultaneously use hand gestures while speaking to help the listener visually distinguish between similar looking sounds on the speaker's lips.

#### ***Manual Communication Methods***

Manual methods of communication utilize a child's ability to communicate through visual stimuli such as fingerspelling and sign languages.

#### ***Total Communication (TC) Method***

The philosophical basis for Total Communication (TC) is for a child with a hearing loss to use any and all communication methods necessary to facilitate language acquisition.

This system, which typically uses signs in English word order, may include: speech, fingerspelling, manual signs, gestures, speech-reading, cued speech, and augmentation of residual hearing. Basically, this mode of communication may utilize any combination of the communication options listed above.

### **SCHOOLS THAT USE TOTAL COMMUNICATION (GRADES K-12)**

**Refer to the County Offices of Education where the student resides for a listing of schools at [www.cde.ca.gov/re/sd/co/index.asp](http://www.cde.ca.gov/re/sd/co/index.asp)**

#### **CALIFORNIA SCHOOL FOR THE DEAF, FREMONT**

39350 Gallaudet Drive

Fremont, CA 94538

(510) 794-3666 (Voice)

(510) 794-3672 (TTY)

Website: [www.csdf.k12.ca.us](http://www.csdf.k12.ca.us)

E-mail: [rdaniels@csdf-cde.ca.gov](mailto:rdaniels@csdf-cde.ca.gov)

The school hosts a birth-to-age three parent infant program for families enrolled in the local Early Start program (Fremont, Union City, Newark and Tri-Valley areas). They open their playgroups on select Fridays to all parents with Deaf and Hard of Hearing children under the age of 3 in Northern California.

The California School for the Deaf is a free state-funded, Common Core standards based, fully accredited and internationally acclaimed public school that provides a comprehensive academic education to over 400 students from ages 3-21. Their ASL—English Bilingual approach uses both English and American Sign Language through the ready use of children’s eyes and hands. This allows children to immediately receive language and express themselves naturally through signing and writing.

Communication services such as spoken English/articulation, auditory training, speech reading and communication strategies are also available. The State credentialed teachers who specialize in working with Deaf and Hard of Hearing children follow all the state standards and assessments to foster student mastery in both English and American Sign Language and prepare them for college. The school’s mission for over 150 years is to have Deaf and Hard of Hearing children be socially confident and self-actualized participants in contemporary society. Students in grades K-12 living more than an hour away can stay at the school during the week. Parent education classes and workshops including family sign language classes are also provided to all families, including those not enrolled at CSD.

#### **CALIFORNIA SCHOOL FOR THE DEAF, RIVERSIDE**

3044 Horace Street

Riverside, CA 92506

(951) 248-7700 (Voice/TTY)

This is the California Department of Education’s, Division of State Special Schools, residential program for the deaf located in southern California. The services provided include: speech and language training; audiological services; literacy training; ASL

instruction as a tool for later speech and language acquisition; parent and family participation; home visits with parents and children and family sign language classes. The student body ranges from 18 months to 22 years of age and reflects the diverse population of the region.

### ***SCHOOLS THAT USE THE ORAL METHOD (GRADES K-12)***

***Refer to the County Offices of Education where the student resides for a listing of schools.***

#### **AUDITORY ORAL SCHOOL OF SAN FRANCISCO**

1234 Divisadero Street  
San Francisco, CA 94115  
(415) 921-7658 (Voice)  
(415) 921-8990 (TTY)  
(415) 921-2243 (Fax)  
Website: <http://auditoryoralsf.org/>  
E-mail: [shannon@hearingspeech.org](mailto:shannon@hearingspeech.org)

The mission of the Auditory Oral School Program is to teach children with a hearing loss to be able to communicate effectively by developing spoken language and listening skills. Children with mild to profound hearing losses using appropriate amplification are given access to spoken language through strong speech, language, and auditory training focusing on individual needs, family concerns, and involvement.

#### **CCHAT CENTER-SACRAMENTO Children's Choice for Hearing and Talking**

11100 Coloma Road  
Rancho Cordova, CA 95670  
(916) 361-7290 (Voice)  
(916) 361-8613 (Fax)  
Website: <http://www.cchatsacramento.org/>  
E-mail: [info@cchatsacramento.org](mailto:info@cchatsacramento.org)

CCHAT-Sacramento, an auditory/oral school, teaches children who are deaf and hard of hearing to listen and talk. The CCHAT Center promotes active parent involvement including participation in class, therapy, and school wide activities. CCHAT has an early childhood education program and an elementary school program.

#### **ECHO HORIZON SCHOOL**

3430 McManus Avenue  
Culver City, CA 90232  
(310) 838-2442 (Voice)  
(310) 838-0479 (Fax)  
Website: [www.echohorizon.org](http://www.echohorizon.org)  
E-mail: [info@echohorizon.org](mailto:info@echohorizon.org)

Echo Horizon School is a private, independent elementary school designed to include children who are hearing and those with hearing loss in an all inclusive environment for grades Pre-Kindergarten through 6<sup>th</sup> grade.

### **JEAN WEINGARTEN PENINSULA ORAL SCHOOL FOR THE DEAF**

3518 Jefferson Avenue  
Redwood City, CA 94062  
(650) 365-7500 (Voice)  
(650) 365-7557 (Fax)

Website: [www.deafkidstalk.org](http://www.deafkidstalk.org)

The program at the Jean Weingarten Peninsula School Oral School for the Deaf focuses on the development of auditory, language, speech, and cognitive skills in children with hearing aids and cochlear implants. Services provided include: auditory training; speech and language training; and family support groups and training. The program accepts children birth to seven years of age.

### **JOHN TRACY CLINIC**

806 West Adams Boulevard  
Los Angeles, CA 90007  
(213) 748-5481 (Voice)

Website: [www.johntracyclinic.org](http://www.johntracyclinic.org)

The John Tracy Clinic provides parent-centered education programs for newborns, toddlers, and preschool children who are deaf and hard of hearing and reside in the Southern California area. All services are free of charge and include: comprehensive pediatric audiological testing; speech and language training; parent classes and support groups, and counseling and evaluation that emphasizes early diagnosis and intervention.

### **HEAR CENTER**

301 East Del Mar Boulevard  
Pasadena, CA 91101  
(626) 796-2016 (Voice)  
(626) 796-2320 (Fax)

Website: [www.hearcenter.org](http://www.hearcenter.org)

E-mail: [Info@hearcenter.org](mailto:Info@hearcenter.org)

This program that utilizes the auditory approach helps children, aged 1-10, learn to speak through early identification of hearing loss, amplification with hearing aids and training in learning to listen and speak.

### **NO LIMITS**

9801 Washington Boulevard, 2nd Floor  
Culver City, CA 90232  
(310) 280-0878 (Voice)  
(310) 280-0872 (Fax)

Website: [www.nolimitsfordeafchildren.org](http://www.nolimitsfordeafchildren.org)

E-mail: [liz@nolimitsfordeafchildren.org](mailto:liz@nolimitsfordeafchildren.org) (Liz Martinez, Office Manager)

The No Limits Speech and Language Center works with the students from public schools and gives each child four hours per week after school, allowing them to improve their oral language and academics. Additionally, the Center offers biweekly reading classes, parent education workshops and a book club for older students.

## **ORALINGUA SCHOOL FOR THE HEARING IMPAIRED**

### ***Whittier - North Campus***

7056 South Washington Avenue

Whittier, CA 90602

(562) 945-8391

(562) 945-0361 (Fax)

### ***Escondido - South Campus***

1305 Deodar Road

Escondido, CA 92026

(760) 294-0525

(562) 945-0361 (Fax)

Website: <http://oralingua.org/>

E-mail: [info@oralingua.org](mailto:info@oralingua.org)

This program serves students ranging in age from infancy to 11 years old residing in cities throughout Southern California. There is an early intervention program that provides parent-infant therapy where families work with therapists 2 to 3 times a week. Our elementary program, K-5, uses state-approved curriculum in accordance with the content standards adopted by the California Department of Education.

## ***SCHOOLS WITH SERVICES FOR THE DEAF/BLIND (GRADES K-12)***

***Refer to the County Offices of Education where the student resides for a listing of schools.***

## **BLIND CHILDREN'S LEARNING CENTER**

18542-B Vanderlip Avenue

Santa Ana, CA 92705

(714) 573-8888 (Voice)

(714) 573-4944 (Fax)

Website: [www.blindkids.org](http://www.blindkids.org)

E-mail: [carolyn.baker@blindkids.org](mailto:carolyn.baker@blindkids.org)

The mission of the Blind Children's Learning Center is to develop the full potential of children and young adults who are blind, visually impaired, and deaf-blind (birth to 21 years of age) to lead independent lives through technology and teaching. The core programs are Infant Family Focus, Early Childhood Center, and Youth Outreach and

Counseling. Comprehensive services, starting as early as possible and continuing through high school, include: speech and language, occupational therapy, orientation and mobility, Braille instruction, specialized vision services, social opportunities, and assistive and adaptive technology training.

### **CALIFORNIA SCHOOL FOR THE BLIND**

500 Walnut Avenue  
Fremont, CA 94536  
(510) 794-3800 (Voice)  
(510) 794-3813 (Fax)  
Website: [www.csb-cde.ca.gov](http://www.csb-cde.ca.gov)  
E-mail: [jrudder@csb-cde.ca.gov](mailto:jrudder@csb-cde.ca.gov)

This educational program, through the California Department of Education, provides special day classes for children between 3 to 22 years of age who are blind, visually impaired, and deaf-blind. Students must be referred jointly by parents and school districts of residence. There is a residential component for those living too far to travel home daily. A separate comprehensive Assessment Center for students not enrolled in the school program is available for eligible individuals.

### **FRANCES BLEND SCHOOL**

#### **Special Education, Los Angeles Unified School District**

5210 Clinton Street  
Los Angeles, CA 90004  
(323) 464-5052 (Voice)  
Website: <http://www.francesblend.com/>

This special education school for blind and visually impaired children has classes for pre-school through elementary school, serving children with multiple disabilities, including deaf-blindness. The school has a specially designed play yard to suit the special needs of its students.

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## *EDUCATIONAL RESOURCES FOR ADULTS*

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### **COMPUTER TECHNOLOGIES PROGRAM, INC. (CTP)**

3075 Adeline Street, Suite 240  
Berkeley, CA 94703  
(510) 849-2911 (Voice)  
(510) 848-2968 (Fax)  
Website: [www.ctpberk.org](http://www.ctpberk.org)  
E-mail: [info@ctpberk.org](mailto:info@ctpberk.org)

This facility provides an adaptive computer education program, self-marketing strategies, and advocacy in partnership with the business and rehabilitation communities for individuals who are deaf and disabled. The program is designed to



broaden employment opportunities for people with significant disabilities by providing training in information technologies.

### **GALLAUDET UNIVERSITY REGIONAL CENTER (GURC)**

Ohlone College  
43600 Mission Boulevard  
Room 20-203, Building 20  
Fremont, CA 94539  
(510) 659-6268 (Voice/TTY)  
(510) 344-5594 (Videophone)  
(510) 659-6033 (Fax)  
Website: [www.ohlone.edu/org/gurc](http://www.ohlone.edu/org/gurc)  
E-mail: [gurc.ohlone@gallaudet.edu](mailto:gurc.ohlone@gallaudet.edu)

The Gallaudet University Regional Center offers extension courses, training workshops, and technical assistance to address the educational, transitional, and professional development needs of people who are deaf and hard of hearing from birth through adulthood, their families, and the professionals who work with them. GURC at Ohlone College serves the 12 western states of Alaska, Arizona, California, Colorado, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, and Wyoming.

### **LAURENT CLERC NATIONAL DEAF EDUCATION CENTER**

#### **Gallaudet University**

800 Florida Avenue, NE  
Washington, DC 20002  
Website: [clerccenter.gallaudet.edu](http://clerccenter.gallaudet.edu)  
E-mail: [clerc.center@gallaudet.edu](mailto:clerc.center@gallaudet.edu)

Gallaudet University's Laurent Clerc National Deaf Education Center shares the concerns of parents and professionals about the achievement of students who are deaf and hard of hearing in different learning environments across the country. The Clerc Center has been mandated by Congress to develop, evaluate, and disseminate innovative curricula, instructional techniques, strategies, and materials. The aim of the Clerc Center is to improve the quality of education for children and youth from birth through 21 years of age who are deaf and hard of hearing. Listed below are the two demonstration schools and other Clerc Center Offices:

- Kendall Demonstration Elementary School (KDES)  
(202) 250-2761 (Videophone)  
(202) 651-5206 (Voice)
- Model Secondary School for the Deaf (MSSD)  
(866) 954-4138 (Videophone)

(202) 651-5031 (Voice)  
(202) 651-5109 (Fax)

- Training And Technical Assistance  
(202) 651-5855 (Voice/TTY)  
(202) 657-5857 (Fax)  
E-mail: [training.clerccenter@gallaudet.edu](mailto:training.clerccenter@gallaudet.edu)
- Clerc Center Publications And Products  
(202) 651-5855 (Voice/ TTY)  
E-mail: [infotogo@gallaudet.edu](mailto:infotogo@gallaudet.edu)
- Cochlear Implants And Audiology  
(202) 651-5638 (Voice)  
E-mail: [Debra\\_Nussbaum@gallaudet.edu](mailto:Debra_Nussbaum@gallaudet.edu)
- General Questions Related To Deafness In Children Ages Birth Through Twenty-one  
(202) 651-5051 (Voice)  
E-mail: [infotogo@gallaudet.edu](mailto:infotogo@gallaudet.edu)

## **THE POSTSECONDARY EDUCATION PROGRAMS NETWORK (PEPNet)**

### ***National Center on Deafness***

### ***California State University, Northridge***

18111 Nordhoff Street

Northridge, CA 91330

(503) 838-8642 (Voice)

(414) 892-7044 (Videophone)

Website: [www.pepnet.org](http://www.pepnet.org)

E-mail: [help@pepnet.org](mailto:help@pepnet.org)

This one of four Regional Postsecondary Education Centers for Individuals who are deaf and hard of hearing was created to ensure that every postsecondary institution in the United States could easily access the technical assistance and outreach services that the Centers provide. Services and training are provided for coordination of support services, postsecondary legal obligations, working with students who are hard of hearing, interpreting, captioning, and note-taking, print-to-text technology, assistive listening devices, orientation to deafness, vocational education, and additional topics.

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### ***CALIFORNIA POSTSECONDARY STUDIES FOR DEAF EDUCATION***

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Please refer to the degree abbreviations that are listed below while referencing the degree programs offered at postsecondary institutions in this section.

## **Degree Acronyms**

A.A. – Associate of Arts  
B.A. – Bachelor of Arts  
B.S. – Bachelor of Science  
M.A. – Master of Arts  
M.S. – Master of Science

## **THE POSTSECONDARY EDUCATION PROGRAMS NETWORK (PEPNet)**

### ***National Center on Deafness***

### ***California State University, Northridge***

18111 Nordhoff Street  
Northridge, CA 91330  
(503) 838-8642 (Voice)  
(414) 892-7044 (Videophone)  
Website: [www.pepnet.org](http://www.pepnet.org)  
E-mail: [help@pepnet.org](mailto:help@pepnet.org)

This one of four Regional Postsecondary Education Centers for Individuals who are deaf and hard of hearing was created to ensure that every postsecondary institution in the United States could easily access the technical assistance and outreach services that the Centers provide. Services and training are provided for coordination of support services, postsecondary legal obligations, working with students who are hard of hearing, interpreting, captioning and notetaking, print to text technology, assistive listening devices, orientation to deafness, vocational education, and additional topics.

## ***California Community Colleges***

### **AMERICAN RIVER COLLEGE**

4700 College Oak Drive  
Sacramento, CA 95841  
(916) 484-8011 (Voice)  
Website: [www.arc.losrios.edu](http://www.arc.losrios.edu)  
E-mail: [info@arc.losrios.edu](mailto:info@arc.losrios.edu)

Program Degree(s): A.A. in Sign Language Studies: Business  
A.A. in Sign Language Studies: Human Services  
A.A. in Interpreter Preparation Program  
Certificate in Sign Language Studies: Business  
Certificate in Sign Language Studies: Human Services  
Certificate in Sign Language Studies: Interpreter Training

### **SIERRA COLLEGE**

5000 Rocklin Road  
Rocklin, CA 95677  
(916) 624-3333 (Voice) (Rocklin Campus)  
(916) 781-6200 (Voice) (Roseville Gateway Campus)

(530) 274-5300 (Voice) (Nevada County Campus)

(530) 550-2225 (Voice) (Tahoe/Truckee Center)

Website: [www.sierracollege.edu](http://www.sierracollege.edu)

Program Degree(s): A.A. in Deaf Studies, American Sign Language  
Certificate in Deaf Studies, American Sign Language

### **OHLONE COLLEGE**

43600 Mission Boulevard

Fremont, CA 94539-5847

(510) 659-6000 (Voice)

(510) 659-6269 (Voice/TTY)

Website: [www.ohlone.edu/instr/deafstudies/asl](http://www.ohlone.edu/instr/deafstudies/asl)

Program Degree(s): A.A. in American Sign Language and Deaf Studies  
Certificate in American Sign Language and Deaf Studies

### ***California Colleges and Universities***

#### **CALIFORNIA LUTHERAN UNIVERSITY**

60 West Olsen Road, #4150

Thousand Oaks, CA 91360

(805) 493-3335 (Voice)

(805) 493-3608 (Fax)

Website:

[www.callutheran.edu/education/programs/special\\_education/deaf\\_hard\\_hearing.php](http://www.callutheran.edu/education/programs/special_education/deaf_hard_hearing.php)

E-mail: [clugrad@callutheran.edu](mailto:clugrad@callutheran.edu)

Program Degree(s): M.S. in Education of the Deaf  
Credential in Education Specialist of the Deaf and Hard of  
Hearing

#### **CALIFORNIA STATE UNIVERSITY – FRESNO**

**College of Health and Human Services**

**Department of Communicative Disorders and Deaf Studies**

5310 North Campus Drive, MS PH 80

Fresno, CA 93740

(559) 278-2423 (Voice)

(559) 278-5187 (Fax)

Website: <http://www.fresnostate.edu/chhs/cdds/>

Program Degree(s): B.A. in Communicative Disorders with emphasis in Deaf  
Education or Sign Language interpreting  
M.A. in Communicative Disorders with emphasis in Deaf  
Education

#### **CALIFORNIA STATE UNIVERSITY- NORTHRIDGE**

**Department of Special Education**

18111 Nordhoff Street

Northridge, CA 91330

(818) 677-1200 (Voice)

(818) 677-5116 (Voice-Department Office)

(818) 677-5717 (Fax)

Website: [www.csun.edu/education/dfst/](http://www.csun.edu/education/dfst/)

Program Degree(s):

B.A. in Deaf Studies with four different areas of emphasis:

1. Communication Sciences and Services which focuses on sign language interpreting.
2. Language and Culture is designed for those who wish to teach American Sign Language (ASL) or do studies in linguistics or anthropology.
3. Human Services is for individuals who are interested in pursuing careers in the fields of counseling, social work, vocational rehabilitation, independent living centers, or other human service vocations.
4. Deaf Education and Special Option differs from the four concentrations in that there is no specific electives required. The person can develop an individualized program with their career goal in mind.

M.A. in Special Education in Deaf and Hard of Hearing Studies

### **JOHN TRACY CLINIC/UNIVERSITY OF CALIFORNIA, SAN DIEGO**

806 West Adams Boulevard

Los Angeles, CA 90007

(213) 748-5481, ext. 225 (Voice)

(213) 747-2924 (TTY)

Website: [www.jtc.org/professional-education/masters-and-credential-program](http://www.jtc.org/professional-education/masters-and-credential-program)

and [www.jtc.org/graduatestudies/online-masters-degree-program](http://www.jtc.org/graduatestudies/online-masters-degree-program)

E-mail: [mmcginnis@jtc.org](mailto:mmcginnis@jtc.org)

Program Degree(s): M.A. in Listening and Spoken Language in Early Childhood Deaf Education  
Credential in Listening and Spoken Language in Early Childhood Deaf Education

### **UNIVERSITY OF CALIFORNIA, SAN DIEGO**

Office of Graduate Studies

Student Services Center (SSC)-402 Uctr, Mail Code 0003

9500 Gilman Drive

La Jolla, CA 92093

(858) 534-2230 (Voice)

Website: <http://ogs.ucsd.edu/default.aspx>

E-mail: [gradconnecto@ucsd.edu](mailto:gradconnecto@ucsd.edu)

Program Degree(s): M.A. in ASL-English Bilingual Education

### ***National Colleges and Universities***

#### **GALLAUDET UNIVERSITY**

800 Florida Avenue, NE

Washington, DC 20002

(202) 651-5000 (Voice/TTY)

Website: [www.gallaudet.edu](http://www.gallaudet.edu)

E-mail: [clerccenter@gallaudet.edu](mailto:clerccenter@gallaudet.edu)

Program Degree(s): B.A. or B.S. in 40 different major courses of study  
M.A. or M.S. in various courses of study  
Specialist Degree in various courses of study  
Credential in various courses of study  
Doctorate in various courses of study

Gallaudet University provides liberal education and career development for undergraduate students who are deaf and hard of hearing. The University enjoys an international reputation for the graduate programs it provides students who are deaf, hard of hearing and hearing, as well as for the quality of the research it conducts on the history, language, culture, and other topics related to people who are deaf. In addition, the University's Laurent Clerc National Deaf Education Center serves children who are deaf and hard of hearing at its two demonstration schools and throughout the nation by developing, implementing, and disseminating innovative educational strategies.

**ROCHESTER INSTITUTE OF TECHNOLOGY (RIT)  
NATIONAL TECHNICAL INSTITUTE FOR THE DEAF (NTID)**

1Lomb Memorial Drive

Rochester, NY 14623

(585) 475-2411 (Voice/TTY)

(585) 475-2696 (Fax)

Website: <http://www.rit.edu/>

Email: [admissions@rit.edu](mailto:admissions@rit.edu)

Program Degree(s): Additional information about majors, degrees and RIT's Colleges is listed at: <http://www.rit.edu/overview/programs-study>

RIT offers accessible higher education for students with hearing loss. Faculty tutors, advisors, captionists, assistive listening systems, and the largest staff of sign language interpreters of any college program in the world are available at RIT.

## EMPLOYMENT

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### EMPLOYMENT RESOURCES

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In addition to the resources listed in this section, a primary source for employment placement and training for persons with hearing loss is the California Department of Rehabilitation (DOR). For more in-depth information on the services provided by DOR, refer to the section entitled "Department of Rehabilitation" in this directory

#### **ABILITYJOBS**

##### **Ability Mail Center**

P.O. Box 10878

Costa Mesa, CA 92627

Website: [www.jobaccess.org](http://www.jobaccess.org)

E-mail: [custserv@jobtarget.com](mailto:custserv@jobtarget.com)

The goal of ABILITYJobs is to enable people with disabilities to enhance their professional lives by providing a dedicated system for finding employment. JobAccess provides a place where people with disabilities can seek employment and be evaluated solely on their skills and experience. The ABILITY resume builder helps users to build and post a professional looking resume that companies across the United States will be able to browse.

#### **CALIFORNIA COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES**

721 Capitol Mall

Sacramento, CA 94814

1-(855)-894-3436 (Voice)

Website: <http://www.dor.ca.gov/CCEPD/index.html>

E-mail: [CCEPD@dor.ca.gov](mailto:CCEPD@dor.ca.gov)

The California Committee on Employment of People with Disabilities is established to advance the employment of people with disabilities in the state. The primary function of the committee is to consult with and advise the Secretary of the Labor and Workforce Development Agency and the Secretary of the California Health and Human Services Agency on all issues related to full inclusion in the workforce of persons with disabilities.

#### **DEAF AND HARD OF HEARING IN GOVERNMENT (DHHIG)**

Website: [www.dhhig.org](http://www.dhhig.org)

E-mail: [info@dhhig.org](mailto:info@dhhig.org)

DHHIG is a national non-profit organization whose purpose is two-fold. It serves as an employee support group for Federal employees who are either deaf or hard of hearing and as a nationwide resource organization for the Federal government. DHHIG coordinates and collaborates with external forces such as U.S. Office of Personnel

Management, U.S. Employment Equal Opportunity Commission, the U.S. Congress, the White House, President's Task Force on Employment of Adults with Disabilities, Hearing Loss Association of America, National Association of the Deaf, Alexander Graham Bell Association for the Deaf, and other entities.

### **DISABILITY BENEFITS 101**

Website: <http://ca.db101.org>

Disability Benefits 101 (DB101) is a benefit planning website designed to help workers, job seekers, and service providers understand the connections between work and benefits for persons with disabilities. The site presents rules for health coverage, benefits, and employment programs in an easy-to-use format that assists persons with disabilities.

### **EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)**

P.O. Box 826880, MIC 83

Sacramento, CA 94280-0001

EDD Phone Directory: [www.edd.ca.gov/About\\_EDD/Department\\_Directory.htm](http://www.edd.ca.gov/About_EDD/Department_Directory.htm)

EDD Website: [www.edd.ca.gov](http://www.edd.ca.gov)

- One Stop Career Center System: [www.edd.ca.gov/Office\\_Locator/](http://www.edd.ca.gov/Office_Locator/)
- Workforce Services Offices by City: [www.edd.ca.gov/Office\\_Locator/](http://www.edd.ca.gov/Office_Locator/)
- Disability Insurance Offices by City: [www.edd.ca.gov/Office\\_Locator/](http://www.edd.ca.gov/Office_Locator/)

EDD provides a comprehensive range of employment and training services in partnership with state and local agencies and organizations. These services, provided statewide through a One-Stop Career Center system or Service Offices, benefit job seekers, laid off workers, youth, individuals currently working, veterans, people with disabilities, and employers.

### **GOODWILL INDUSTRIES OF SAN FRANCISCO, SAN MATEO AND MARIN COUNTIES**

#### **Goodwill Corporate Offices**

1500 Mission Street

San Francisco, CA 94103

(415) 575-2101 (Voice)

711 (TTY)

(415) 575-2170 (Fax)

Website: [www.sfgoodwill.org](http://www.sfgoodwill.org)

E-mail: [info@sfgoodwill.org](mailto:info@sfgoodwill.org)

If referred by the San Francisco Department of Rehabilitation, there is a grant-funded program that provides job preparation, job placement, and employment retention services to individuals with disabilities. They also provide a six-month welfare-to-work program providing paid work experience, classroom training, case management and job



coaching to enable unemployed or underemployed recipients of public assistance for transition to viable employment.

**GOODWILL INDUSTRIES OF SOUTHERN CALIFORNIA  
Deaf Training and Employment Center**

342 San Fernando Road  
Los Angeles, CA 90031  
(888) 446-6394 (Voice)  
(323) 223-1211 (Voice)  
(323) 539-2097 (TTY)  
Website: [www.goodwillsocal.org](http://www.goodwillsocal.org)  
E-mail: [info@goodwillsocal.org](mailto:info@goodwillsocal.org)

The Deaf Training Employment Center offers a range of services to the deaf community, focusing on employment services including job development, job readiness, and placement. This organization also offers personal vocational social adjustment classes readying persons for the working world and its corporate culture.

**JOB ACCOMMODATION NETWORK (JAN)**

P.O. Box 6080  
Morgantown, WV 26506-6080  
(800) 526-7234 (Voice)  
(877) 781-9403 (TTY)  
Website: <http://askjan.org/>  
E-mail Listings: [askjan.org/links/contact.htm#email](http://askjan.org/links/contact.htm#email)  
On-line Accommodation Resource: [askjan.org/soar/](http://askjan.org/soar/)

JAN is a free consulting service designed to increase the employability of people with disabilities by: 1) providing individualized worksite accommodations solutions, 2) providing technical assistance regarding the ADA and other disability related legislation and, 3) educating callers about self-employment options.

**LIMITED EXAMINATION AND APPOINTMENT PROGRAM (LEAP)**

**Employment into State Service for Persons with Disabilities**

***California Department of Human Resources (CalHR):***

**LEAP Program Coordinator:**

(916) 651-9017 (Voice)

711 (TTY)

Website: <http://www.calhr.ca.gov/state-hr-professionals/Pages/limited-examination-appointment-program.aspx>

E-mail: [LEAP@calhr.ca.gov](mailto:LEAP@calhr.ca.gov).

**Department of Rehabilitation Contact Information:**

(916) 324-1313 (Voice)

(916) 558-5807 (TTY)

Website: [www.dor.ca.gov](http://www.dor.ca.gov)

E-mail: [WDSinfo@dor.ca.gov](mailto:WDSinfo@dor.ca.gov)

Listing of DOR County Offices Website: [www.dor.ca.gov/DOR-Locations/index.aspx](http://www.dor.ca.gov/DOR-Locations/index.aspx)

The Limited Examination and Appointment Program (LEAP) is an alternative examination and appointment process for the recruiting and hiring of people with disabilities into state service. The CalHR has some LEAP examinations listed on their website. In addition to these listings, each state department also has their own LEAP examination listings, so it is best to look up this information at the department in which you seek employment. The DOR certifies eligibility on a LEAP referral list by verifying that requirements of a person with disability are met. The person can then begin to apply for LEAP class examinations during open testing periods. LEAP examinations are given on-line via the internet or by mail.

The LEAP examination is a two-part process. In part I, the Readiness Evaluation, education, experience, and personal qualifications are evaluated in regards to readiness for work. If successful on the application to the Readiness Evaluation, an individual will remain on a list for 24 months and may begin applying to and interviewing with state departments that offer eligible LEAP classification. Once hired, the Job Examination Period or part II of the LEAP process begins. Upon successful completion of a temporary two to four month on-the-job performance evaluation period, the person is hired and the standard probationary period for that position will then commence. As a LEAP candidate, an individual receives the same salary as any employee in that regular civil service class.

### **PRIDE INDUSTRIES**

10030 Foothills Boulevard  
Roseville, CA 95747-7102  
(800) 550-6005 (Voice-Toll Free)  
(916) 788-2100 (Voice)  
(800) 888-0447 (Fax)  
Website: [www.prideindustries.com](http://www.prideindustries.com)

PRIDE Industries is a job placement organization that assists in the creation of jobs for people with disabilities. PRIDE operates vocational rehabilitation services and acts as a liaison between hiring entities and job seekers. Rehabilitation services are available through PRIDE's headquarters in Roseville, as well as offices throughout California in Fairfield, South Sacramento, Sacramento, North Sacramento, Auburn, Grass Valley and Thousand Oaks (Ventura/Los Angeles).

### **TOOLWORKS**

25 Kearny Street, Suite 400  
San Francisco, CA 94108  
(415) 733-0990 (Voice)  
(415) 255-5857 (Videophone)  
(415) 733-0991 (Fax)  
Website: [www.toolworks.org](http://www.toolworks.org)  
E-mail: [info@toolworks.org](mailto:info@toolworks.org)

Toolwork's Deaf Services provides extensive support and training in the areas of training, employment services and client support for deaf and hard of hearing adults in the Bay area.

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## CALIFORNIA DEPARTMENT OF REHABILITATION

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### CALIFORNIA DEPARTMENT OF REHABILITATION

*Mailing Address*

P.O. Box 944222  
Sacramento, CA 94244

*Physical Address*

721 Capitol Mall  
Sacramento, CA 95814

Website: [www.dor.ca.gov](http://www.dor.ca.gov)

(916) 324-1313 (VOICE)

(916) 558-5807 (TTY)

**DOR offices listings by county:** <http://www.dor.ca.gov/DOR-Locations/index.asp>

#### **Deaf and Hard of Hearing Services:**

E-mail: [dhhs@dor.ca.gov](mailto:dhhs@dor.ca.gov)

(916) 558-5670 (Voice)

(916) 558-5673 (TTY)

The Department of Rehabilitation (DOR) assists Californians with hearing loss in obtaining and retaining employment. In addition to this employment service, the DOR assists people so that they can maximize their ability to live independently in their communities. They also provide Americans with Disabilities Act technical assistance and training in addition to funding Independent Living Centers, which offer information and referral services to assist individuals with disabilities so they may live active, independent lives.

Although all DOR offices assist all consumers, some of the offices have counselors for the deaf and hard of hearing. A "(D/H)" included in an address designates it as a "home" office of rehabilitation counselors for the deaf and hard of hearing (RCDs). RCDs provide a wide range of vocational rehabilitation services to persons who are deaf, hard of hearing, or late deafened. The RCDs are qualified as being proficient in American Sign Language (ASL) so as to ensure direct communication access with consumers who use ASL as their primary mode of communication. For persons that have a visual impairment in addition to a hearing loss, there are rehabilitation counselors for the blind at some of these offices and these will be denoted with a **(B)**.

## FINANCIAL ASSISTANCE PROGRAMS

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### **SOCIAL SECURITY**

Eligibility for Social Security is authorized by Title II of the Social Security Act. The official name is Old Age, Survivors and Disability Insurance (OASDI). The amount of monthly income you may obtain from Social Security is determined by how much you have contributed to Social Security. It is not based on your financial need, so if you have worked for a certain number of quarters and paid into the Social Security fund, you will be able to collect payments based on your contributions. The Social Security Administration (SSA) has a toll-free number that operates from 7:00 a.m. to 7:00 p.m., Monday through Friday. Please have your social security number ready when you call. The contact information for SSA is listed below.

(800) 772-1213 (Voice)

(800) 325-0778 (TTY)

Website: [www.ssa.gov](http://www.ssa.gov)

There is a SSA website for frequently asked questions which is located at:  
[ssa-custhelp.ssa.gov/app/answers/list](http://ssa-custhelp.ssa.gov/app/answers/list)

If you still need additional help, you may write to the Office of Public Inquiries:

#### **Social Security Administration**

#### **Office of Public Inquiries**

Windsor Park Building  
6401 Security Boulevard  
Baltimore, MD 21235

Contact the Social Security office nearest your residence to get more information about the various Social Security programs. To locate the office nearest your residence, you can access the online Social Security Office Locator at:  
[secure.ssa.gov/apps6z/FOLO/fo001.jsp](http://secure.ssa.gov/apps6z/FOLO/fo001.jsp).

### **SOCIAL SECURITY DISABILITY INSURANCE**

Eligibility for Social Security Disability Insurance (SSDI) is also based on your earnings, those of your spouse or your parents. If you have worked for a certain length of time and have a hearing loss, you may be eligible for SSDI. The SSA provides several pamphlets and brochures about its programs, so you may want to contact the Social Security office nearest you to request these materials. A general overview of SSDI, as well as Supplemental Security Income (SSI) can be found at:  
[www.socialsecurity.gov/redbook/](http://www.socialsecurity.gov/redbook/).

## **SUPPLEMENTAL SECURITY INCOME**

Eligibility for Supplemental Security Income (SSI), authorized by Title XVI of the Social Security Act, is based on financial need. The SSI program makes cash assistance payments to aged, blind, and disabled individuals (including children under age 18) who have limited income and resources. The amount that you may receive will depend on your income and resources. You may apply in person or over the telephone and you should inquire at the Social Security office nearest you. Telephone numbers for Social Security offices are listed under United States Government, Department of Health and Human Services, in your telephone directory. A general overview of SSI qualifications can be found at: [www.socialsecurity.gov/pubs/11000.html#part1](http://www.socialsecurity.gov/pubs/11000.html#part1)

SSI and SSDI programs share many similar concepts and terms, but there are also several, very important differences in the rules affecting eligibility and benefit payments. Individuals may apply to both programs and some people are eligible for benefits under both SSI and SSDI. The term “concurrent” is used when individuals are eligible for benefits under both programs. Examples of concurrent benefits can be found at: [www.socialsecurity.gov/redbook/eng/supportsexample.htm](http://www.socialsecurity.gov/redbook/eng/supportsexample.htm).

## **ASSISTANCE DOG SPECIAL ALLOWANCE PROGRAM**

### **California Department of Social Services**

#### **Office of Services to the Blind**

744 P Street, MS 8-16-94

Sacramento, CA 95814

(916) 657-2628 (Voice)

(916) 653-7651 (TTY)

Website: [www.dss.cahwnet.gov/CDSSWEB/PG82.htm](http://www.dss.cahwnet.gov/CDSSWEB/PG82.htm)

E-mail: [ADSAUser@dss.ca.gov](mailto:ADSAUser@dss.ca.gov)

The Assistance Dog Special Allowance (ADSA) program provides a monthly payment to eligible persons who use a guide, signal or service dog to help them with needs related to their physical disabilities. The allowance is to help pay the cost of food, grooming and health care for the dog.

To be eligible for the ADSA program, an individual must meet all four of the following criteria:

1. Live in California.
2. Be blind, deaf, hard of hearing or disabled.
3. Use the services of a guide, signal or service dog.
4. Receive benefits from one or more of the following programs:

- Supplemental Security Income (SSI)
- State Supplementary Payment (SSP)
- In-Home Supportive Services (IHSS)
- Social Security Disability Insurance (SSDI) **(SSDI recipients must also meet federal poverty guidelines)**
- Cash Assistance Program for Immigrants (CAPI)

## **DISABILITY BENEFITS 101**

Website: <http://ca.db101.org/>

Disability Benefits 101 (DB101) is a benefit planning website designed to help workers, job seekers, and service providers understand the connections between work and benefits for persons with disabilities. The site presents rules for health coverage, benefits and employment programs in an easy-to-use format that assists persons with disabilities.

Since the disability experience is unique for each person, the three Benefit Planner Calculators (explained below) and the PASS program were created to assess the connection and interaction between programs and changing life situations.

- [Benefits and Work Calculator](#): If a person is currently on disability benefits, this illustrates the benefit changes should he or she take a job.
- [School and Work Calculator](#): Many benefits program rules change upon a person's 18<sup>th</sup> birthday; this will help an individual navigate these changes.
- [Medi-Cal for the Working Disabled Calculator](#): Determines an employed individual's eligibility for the Medi-Cal 250% California Working Disabled Program. This is a benefit in addition to those that a person may already be receiving.
- [PASS Program](#): Should someone wish to set aside money to subsidize a career goal, the Supplemental Security Income's (SSI's) Plan for Achieving Self Support (PASS) can assist in saving money toward this goal while the SSI benefits help pay for basics such as food and shelter.

## **DISABLED PARKING PLACARD**

The Department of Motor Vehicles (DMV) will issue a disabled parking placard to a deaf-blind person. This placard is transferable from vehicle to vehicle whenever the person with sight loss is a passenger. It is usable in specially marked disabled parking spaces and will enable the driver to park free at parking meters. Permanent parking placards for permanent disabilities are valid for two years and there is a substantial penalty for misuse. There is no fee for a permanent parking placard, its replacement, or for a travel placard.

- **Information About Placards For Disabled Persons:**  
[www.dmv.ca.gov/pubs/brochures/fast\\_facts/ffvr07.htm](http://www.dmv.ca.gov/pubs/brochures/fast_facts/ffvr07.htm)
- **Application for Disabled Person Placard or Plates (Form REG 195):**  
[www.dmv.ca.gov/forms/reg/reg195.htm](http://www.dmv.ca.gov/forms/reg/reg195.htm)

**Scheduling DMV Appointments:** (800) 777-0133 (Voice)

## ***DISCOUNTS AT STATE PARKS AND OTHER RECREATIONAL FACILITIES***

### **CALIFORNIA STATE PARKS**

Attn: Disabled Discount Pass Program

1416 9<sup>th</sup> Street, Room 144

Sacramento, CA 95814

(800) 777-0369, ext. 2 (Voice-Toll Free)

(916) 653-8280 (Voice)

Website: [www.parks.ca.gov/?page\\_id=1049](http://www.parks.ca.gov/?page_id=1049)

Application Website: [www.parks.ca.gov/?page\\_id=1049](http://www.parks.ca.gov/?page_id=1049)

California State Parks offer a Disabled Discount Pass. For a small fee, a *lifetime pass* is issued to applicants who are eligible. The pass entitles you to a 50 percent discount on basic facility use fees including day parking, camping and boat/day parking. The pass may be used at all parks and recreation sites operated by the State of California except Hearst Castle at San Simeon.

## ***DISCOUNTS AT U.S. GOVERNMENT NATIONAL PARKS AND OTHER RECREATIONAL FACILITIES***

### **AMERICA THE BEAUTIFUL – NATIONAL PARKS AND FEDERAL RECREATIONAL LANDS PASS– ACCESS**

Website: [www.nps.gov/fees\\_passes.htm](http://www.nps.gov/fees_passes.htm)

Similar to the State of California, the U.S. Government also offers a discount pass. This is known as the Pass. This lifetime pass, for persons with permanent disabilities, allows access to use of national parks, campgrounds and other federally operated recreational facilities either free or at reduced rates. Documentation of disability is required to obtain the pass. The Access Pass must be obtained in person at a participating Federal recreation site or office. Many local tourist attractions such as museums, amusement parks and reserves also offer discounts to persons with disabilities. Always remember to ask if the attraction you are visiting has a special rate for persons with disabilities.

## ***FREE POSTAGE***

### **CONSUMER ADVOCATE**

### **UNITED STATES POSTAL SERVICE**

(800) 275-8777 (Voice-Toll Free-Customer Service)

(800) 222-1811 (Voice-Track and Confirm Information)

(202) 268-2284 (Voice-Local DC Area)

(877) 889-2457 (TTY-Toll Free) Website: <http://about.usps.com/publications/pub347.pdf>

The U.S. Postal Service allows visually impaired persons (this applies to deaf-blind individuals) to send and receive books, recorded material, certain types of equipment and other mail free-of-charge if they are registered at the local post office. In the right top corner of the envelope, you will need to place the words "FREE MATTER FOR THE BLIND OR HANDICAPPED". You may send for a copy of the pamphlet, "Mailing Free Matter for Blind and Visually Handicapped Persons" from the Office of the Consumer Advocate.

### ***TAX BENEFITS***

People who have both visual and hearing impairments, who are certified as legally blind are eligible for a special deduction on their income taxes in addition to the standard deductions they may be entitled to. They will need a statement from their doctor affirming visual impairment and it must be attached to their tax returns. Persons with a hearing loss may be able to deduct cost and repair of special telephone equipment and/or the persons with hearing loss. The amount of these fixed deductions depends on filing status and the amount may vary from year to year. There may also be additional deductions based on a visual impairment. To view possible deductions, consult the Internal Revenue Service's "Tax Highlights for Persons with Disabilities" (Publication 907) at: [www.irs.gov/pub/irs-pdf/p907.pdf](http://www.irs.gov/pub/irs-pdf/p907.pdf).



## GUIDELINES WHEN COMMUNICATING WITH A PERSON WHO IS DEAF OR HARD OF HEARING

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- It is appropriate to use the terms deaf or hard of hearing person when referring to a person with a hearing loss.
- Hard of hearing, and deaf individuals do not communicate in the same ways. Deaf people tend to utilize their visual skills, hard of hearing people tend to utilize their listening and speaking skills.
- To get the attention of a person with a hearing loss, call his/her name. If there is no response, you can lightly touch him/her on the arm or shoulder, or wave your hand in his/her field of vision an appropriate distance from his/her face.
- Always look directly at a person who has a hearing loss. Use eye to eye contact. Watch the individual's eyes to ensure understanding - do not depend on affirmative head nodding only.
- Make sure that your mouth can be seen.
- Use facial expressions and body language to communicate the emotion of a message, such as displeasure or approval.
- If you are asked to repeat yourself several times, try rephrasing your sentence.
- Speak directly to the deaf or hard of hearing person at a moderate pace while using sign language.
- Be aware of the environment. Large, crowded rooms and hallways can be very difficult for persons with hearing loss. Bright sunlight and shadows also present barriers.
- When using an interpreter:
  - Always address your comments directly to the deaf person, never to the interpreter.
  - Always face the individual, and not the interpreter.

## HEARING AIDS AND COCHLEAR IMPLANTS

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Hearing aids and cochlear implants work in slightly different manners to facilitate sound transmission for individuals with hearing loss. Generally speaking, hearing aids work much like "public address" systems. Each hearing aid, which is run by batteries, contains a microphone (picks up sound around you), an amplifier (makes the sound louder), and a receiver (delivers the sound to your ear). There are three basic types of hearing aids. Custom In-the-Ear Hearing Aids (ITE) have small components that fit in the bowl of the ear which are intended for mild to moderate hearing loss. Behind-the-Ear Hearing Aids (BTE) sit behind the ear and are coupled to an ear mold which fits into the ear. These aids have the flexibility to fit every type of hearing loss. Pocket (Body) Hearing Aids are carried in a pocket or worn on the body. This type of aid is intended for severe to profound hearing losses.

Cochlear implants are surgically implanted devices that send sound information via electrical stimulation directly to the auditory nerve, bypassing the damaged, missing or non-functioning sensory receptors (hair cells) located within the inner ear. These are unlike hearing aids which simply amplify sounds and send the signals to these sensory receptors. In order to have access to environmental sounds and speech information, a person with a cochlear implant must wear an external sound processor (either a body-worn, pager-sized model or a behind-the-ear model) and a microphone. Sound is picked up at the level of the microphone and sent to the sound processor where the sound signals are converted into digital signals. These digitized signals are then delivered to an internal electrode array that was surgically placed in the inner ear. Contacts on this electrode array electrically stimulate hearing nerve fibers which, in turn, carry the signals to the brain where they are "heard."

Cochlear implants have received Food and Drug Administration approval for use in adults with severe or profound hearing loss in both ears who receive little or no benefit from the use of hearing aids. They are also approved for children 12 months of age or older who have profound hearing loss in both ears, and who receive little or no benefit from hearing aids. The type of amplification device that is best for an individual must be determined by a thorough examination by an audiologist.

## HEARING AIDS IN PUBLIC SCHOOLS

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Public schools are a possible source for the provision of hearing aids for children. Many times it is difficult to get schools to provide hearing aids for use during school hours. It is even more difficult to acquire these hearing aids for use at home in conjunction with a child's academic Individualized Education Program (IEP). The following information may be helpful regarding hearing aids: website listings for documents and legislation listed below will follow at the end of this section.

The Office of Special Education Programs (OSEP) has written guidance letters clarifying for schools that “Hearing Aids are Assistive Technology” and that “Presumptively Denying Assistive Technology” is unacceptable. The Individuals with Disabilities Education Act (IDEA) strengthens academic expectations and accountability for the nation's 5.8 million children with disabilities and bridges the gap that has existed between what children with disabilities learn and what is acquired in regular curriculum. The final regulations of IDEA read, "On a case-by-case basis, the use of school-purchased assistive technology devices in a child's home or in other settings is required if the child's IEP team determines that the child needs access to those devices in order to receive FAPE..." (FAPE is an acronym for “Free and Appropriate Public Education”).

Section 504 of the Rehabilitation Act of 1973 protects the rights of individuals with disabilities in programs and activities that receive federal funds. The U.S. Department of Education (ED) enforces Section 504 in programs and activities that receive funds from ED and these include public school districts. This regulation requires a school district to provide a FAPE to each qualified person with a disability who is in the school district's jurisdiction, regardless of the nature or severity of the person's disability.

## **OSEP GUIDANCE LETTERS**

**“Hearing Aids are Assistive Technology”:** [www.listen-up.org/rights2/osep1.htm](http://www.listen-up.org/rights2/osep1.htm)

**“Presumptively Denying Assistive Technology”:** [www.listen-up.org/rights2/osep4.htm](http://www.listen-up.org/rights2/osep4.htm)

## **LEGISLATION REGARDING HEARING AIDS IN SCHOOLS**

***The Individuals with Disabilities Education Act (IDEA):***

[www.ed.gov/offices/OSERS/Policy/IDEA](http://www.ed.gov/offices/OSERS/Policy/IDEA)

***Section 504 of the Rehabilitation Act of 1973 - FAPE:***

[www.ed.gov/about/offices/list/ocr/docs/edlite-FAPE504.html](http://www.ed.gov/about/offices/list/ocr/docs/edlite-FAPE504.html)

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## ***HEARING AID AND COCHLEAR IMPLANT ASSISTANCE PROGRAMS***

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### **HEARING AID ASSISTANCE PROGRAMS**

The organizations listed below may offer financial assistance towards the purchase of hearing aids to people with limited incomes.

#### **AUDIENT PROGRAM**

EPIC Hearing Healthcare

3191 W. Temple Ave. Ste. 200

Pomona, CA 91768

(866) 956-5400 x 2 (Voice)

Website: [www.audientalliance.org](http://www.audientalliance.org)

E-mail: [hear@epichearing.com](mailto:hear@epichearing.com)

This program offers reduced cost hearing aids for qualifying low income applicants.

## **CALIFORNIA DEPARTMENT OF REHABILITATION**

### **Deaf and Hard of Hearing Services**

(916) 558-5670 (Voice)

(916) 558-5673 (TTY)

Website: <http://www.dor.ca.gov/SSD/Deaf-Hard-of-Hearing-Services.html>

E-mail: [dhhs@dor.ca.gov](mailto:dhhs@dor.ca.gov)

The Department of Rehabilitation (DOR) purchases hearing aids for clients if needed for the successful completion of their Individual Plans for Employment. If the client has Medi-Cal, then DOR will ask them to use that service as a similar benefit to obtain one hearing aid while DOR purchases the other one.

## **CALIFORNIA STATE EMPLOYEES**

(888) 225-7377 (Voice-Toll Free)

(877) 249-7442 (Toll Free)

(800) 959-6545 (Fax)

Website: [www.calpers.ca.gov/index.jsp?bc=/member/health/home.xml](http://www.calpers.ca.gov/index.jsp?bc=/member/health/home.xml)

Basic healthcare plans for California state employees provide a \$1,000 allowance for hearing aids every 36 months.

## **DISABLED CHILDREN'S RELIEF FUND**

(516) 377-1605

(516) 377-3978 (Fax)

Website: [dcrf.com](http://dcrf.com)

This charitable organization grants applications that may be used for modest awards for assistive devices such as hearing aids. Applications are available between April and September.

## **HEAR NOW**

6700 Washington Avenue South

Eden Prairie, MN 55344

(866) 354-3754 (Voice)

(952) 828-6009 (Fax)

Website: [www.starkeyhearingfoundation.org/hear-now.php](http://www.starkeyhearingfoundation.org/hear-now.php)

This is a national non-profit program committed to assisting deaf and hard of hearing persons with limited financial resources

## **THE HEARING FOUNDATION**

### **(Hearing Bank/Up-State Hearing)**

1640 Tehama, Suite B

Redding, CA 96001

(530) 243-7307 (Voice)

Website: [www.4c1lions.org/hearing.htm](http://www.4c1lions.org/hearing.htm)

E-mail: [smrobesson@sisgtel.net](mailto:smrobesson@sisgtel.net)

This hearing foundation offers assistance to low income individuals for hearing aids, medical/surgical and audiological services.

### **THE HIKE FUND (Children)**

**c/o: H.I.K.E. Board Secretary**

530 Elliott Street

Council Bluffs, IA 51503-0202

(712) 325-0812 (Voice)

Website: [www.thehikefund.org](http://www.thehikefund.org)

E-mail: [johnhauser11@gmail.com](mailto:johnhauser11@gmail.com)

The Hearing Impaired Kids Endowment (HIKE) Fund collects funds to award to children who are in need of hearing aids or other assistive listening devices with limited financial resources.

### **MEDI-CAL**

(800) 541-5555 (Voice-Toll Free)

Website: [www.medi-cal.ca.gov](http://www.medi-cal.ca.gov)

If you currently are a recipient of Medi-Cal benefits, you may obtain hearing aids through the program.

### **MIRACLE-EAR® CHILDREN'S FOUNDATION (Children)**

(800) 464-8002 (Voice-Toll Free)

Website: [www.miracleear.com/childrenrequest.aspx](http://www.miracleear.com/childrenrequest.aspx)

Miracle-Ear® Children's Foundation provides free hearing aids and services to children from low-income families.

### **SERTOMA**

(816) 333-8300 (Voice)

Website: [www.sertoma.org](http://www.sertoma.org)

This service organization is dedicated to helping people with speech, language and hearing disorders. Individuals clubs within the state may help with hearing aid funding.

### **TPA SCHOLARSHIP FOR THE DEAF AND NEAR DEAF**

**The Travelers Protective Association of America**

3755 Lindell Boulevard

St. Louis, MO 63108

(314) 371-0533 (Voice)

(314) 371-0537 (Fax)

Website: [www.tpahq.org/scholarshiptrust.html](http://www.tpahq.org/scholarshiptrust.html)

E-mail: [support@tpahq.org](mailto:support@tpahq.org)

The Travelers Protective Association of America Scholarship Trust for the Deaf and Near Deaf provides financial assistance to individuals of all ages who suffer deafness or hearing impairment.

NOTE: Completed application must be returned by March 1<sup>st</sup> of each year. TPA Trustees review all applications on file in April, notifies recipients in May, and checks are mailed after August 1<sup>st</sup>. Recipients may receive additional aid and must complete a new application each time they seek additional help.

**VETERAN'S ADMINISTRATION (VA)  
California Department of Veterans Affairs**

(800) 952-5626 (Voice-Toll Free)

(800) 324-5966 (TTY)

(800) 221-8998 (Voice-Toll Free Outside California)

Website: [www.cdva.ca.gov](http://www.cdva.ca.gov)

If you are a veteran of the armed services and you think your hearing loss may be service-connected, you may be eligible for assistive technology devices and services through the Veteran's Administration (VA). Your local VA office will be able to refer you to the appropriate VA medical facility for assistance.

***COCHLEAR IMPLANT ASSISTANCE PROGRAMS***

The organizations listed below may offer financial assistance to people with limited incomes towards the purchase of cochlear implants.

**GIFT OF HEARING FOUNDATION**

95 Old Boston Neck Road

Narragansett, RI 02882

(617) 661-4327 (Voice)

Website: [www.giftofhearingfoundation.org](http://www.giftofhearingfoundation.org)

E-mail: [info@giftofhearingfoundation.org](mailto:info@giftofhearingfoundation.org)

The Foundation will provide support to a select number of economically disadvantaged cochlear implant candidates.

**HEARING FOR CHILDREN**

Website: [www.h4c.org](http://www.h4c.org)

E-mail: [webmaster@h4.org](mailto:webmaster@h4.org)

Hearing for Children is a charitable organization dedicated to making cochlear implants available worldwide to as many needy and deserving deaf children and adults as possible.

**MEDI-CAL**

(800) 541-5555 (Voice)

Website: [www.medi-cal.ca.gov](http://www.medi-cal.ca.gov)

If you currently are a recipient of Medi-Cal benefits, you may obtain cochlear implants through the program.

**MEDICARE**

(800) 633-4227 (Voice-Toll Free)

(877) 486-2048 (TTY)

Website: [www.medicare.gov](http://www.medicare.gov)

Medicare is authorized to cover cochlear implants, but will not cover payments for hearing aids.

## HOUSING RESOURCES

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### **CALIFORNIA HOME FOR THE ADULT DEAF (CHAD)**

529 Las Tunas Drive  
Arcadia, CA 91007  
(626) 445-2259 (Voice)  
(626) 461-7053 (Videophone)  
Website: <http://chadhome.org/>

The California Home for the Adult Deaf (CHAD), a facility owned by the California Association of the Deaf, is a licensed 24-bed residential facility exclusively for individuals who are deaf and hard of hearing. Residents come from all over the United States to take advantage of Southern California's weather and abundance of recreational opportunities for seniors who are deaf.

### **FREMONT OAK GARDENS (FOG)**

2681 Driscoll Road  
Fremont, CA 94539  
(510) 490-4013 (Voice)

Satellite Senior Homes, Inc. (SH) and the Bay Area Coalition of Deaf Senior Citizens (BACDSC) as co-sponsors have developed Fremont Oak Gardens, the first affordable housing facility for seniors who are deaf in Northern California. The design, amenities and supportive service plan of this 51-unit building are designed to meet the special needs of senior citizens who are deaf in the city of Fremont as well as the greater Bay Area and Northern California.



## MEDICAL RESOURCES

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### ***MEDI-CAL AND MEDICARE***

Many California residents who have a hearing loss may be eligible for two medical, public assistance programs. One is Medi-Cal, which is California's name for the federal Medicaid program. The other is Medicare, a federal program designed to help with the cost of medical and hospital care for elderly and disabled persons.

#### **MEDI-CAL**

The Medi-Cal program is a state and federally funded program for low income people that is administered by each county in California. To learn more about the Medi-Cal program and to find out about eligibility requirements for these services, contact your local county welfare or social services office. A listing of these offices may also be found at the following website: [www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices2.aspx](http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices2.aspx).

Medi-Cal pays for medically necessary treatment services, medicines, medical supplies, and durable medical equipment, such as hearing aids, canes, crutches, walkers, and wheelchairs, etc. A person is automatically eligible for Medi-Cal if he/she is receiving Supplemental Security Income (SSI) or In-Home Supportive Services (IHSS). Even if someone is not receiving benefits from these programs, he/she may still be eligible if he/she has low income and limited resources.

Medi-Cal provides a number of services to people with limited resources including, but not limited to:

- Physician services
- Inpatient hospital care
- Outpatient hospital care
- Laboratory and X-ray services
- Skilled nursing facility services
- Home health services
- Rural health clinic services
- Pharmacy services (Medications)
- Medical transportation
- Equipment such as wheelchairs, hearing aids, and cochlear implants
- Vision services
- Long term care
- Physical therapy
- Occupational therapy
- Speech therapy
- Audiology

## **MEDICARE**

Medicare is a federal health insurance program for aged and disabled persons. If you have questions about Medicare or want to apply for benefits, call Social Security at the numbers listed below and make sure to have your social security number ready when you call:

(800) 633-4227 (Voice)

(877) 486-2048 (TTY)

Website for Social Security: [www.ssa.gov](http://www.ssa.gov)

Website for Medicare: [www.medicare.gov](http://www.medicare.gov)

Website for Medicare Benefits: [www.ssa.gov/pgm/links\\_medicare.htm](http://www.ssa.gov/pgm/links_medicare.htm)

Website for Social Security Office Locator: [secure.ssa.gov/apps6z/FOLO/fo001.jsp](http://secure.ssa.gov/apps6z/FOLO/fo001.jsp)

For general Medicare information, ordering Medicare booklets, and information about health plans, Medicare may be contacted 24 hours a day, 7 days a week at:

(800) 633-4227 (Voice)

(877) 486-2048 (TTY)

Entitlement to Medicare services, unlike Medi-Cal, is not based on an individual's financial status. Rather, it is a health insurance program funded through employer and employee payroll taxes. To qualify for Medicare, an individual must be:

- Receiving Social Security benefits;
- A retired employee of the federal government; or
- Receiving Railroad Retirement benefits.

For people who are not disabled, eligibility for Medicare begins at age 65, even if they opted to begin receiving Social Security Retirement benefits at age 62. Persons under the age of 65, who are disabled, may be eligible for Medicare if they have received Social Security or Railroad Retirement Disability benefits for at least 24 months. The disabled adult child of a Medicare recipient, or deceased Medicare recipient, is also eligible to receive Medicare benefits.

### **Medicare Administration**

The Medicare program is administered locally by private insurance companies who are called "carriers." The Health Care Financing Administration (HCFA), a federal agency within the U.S. Department of Health and Human Services, contracts with private insurance companies in each area of the country to process claims for benefits from people who are enrolled in Medicare. You apply for Medicare at your local Social Security office and questions concerning benefits should be directed there as well.

Locate the Social Security office nearest your residence at

[secure.ssa.gov/apps6z/FOLO/fo001.jsp](http://secure.ssa.gov/apps6z/FOLO/fo001.jsp).

## **ADDITIONAL MEDICAL RESOURCES**

### **CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES (DHCS)**

(916) 445-4171 (Voice)

Website: [www.dhcs.ca.gov](http://www.dhcs.ca.gov)

The DHCS is a department within the California Health and Human Services Agency. DHCS' mission is to preserve and improve the health status of all Californians. DHCS works closely with health care professionals, county governments and health plans to provide a health care safety net for California's low-income population and persons with disabilities. Programs within the DHCS include California Children's Services, the Hearing Conservation Program and the Newborn Hearing Screening Program.

### **California Children's Services (CCS)**

- CCS General Website: [www.dhcs.ca.gov/services/ccs](http://www.dhcs.ca.gov/services/ccs)
- CCS Offices Website:  
[www.dhcs.ca.gov/services/ccs/Pages/CountyOffices.aspx](http://www.dhcs.ca.gov/services/ccs/Pages/CountyOffices.aspx)

California Children's Services (CCS) is a state program for children with certain diseases or health problems. Services are provided through the CCS offices at county office locations. Through this program, children up to 21 years old can get the health care and services they need. CCS will connect you with doctors and trained health care people who know how to care for your child with special health care needs.

### **Hearing Conservation Program (HCP)**

Website: [www.dhcs.ca.gov/services/hcp](http://www.dhcs.ca.gov/services/hcp)

The DHCS' Children's Medical Services (CMS) Branch has implemented a statewide comprehensive Hearing Conservation Program (HCP). The HCP helps to identify hearing loss in preschoolers to 21 years of age in public schools, through the Child Health and Disability Prevention programs, as well as, other state supported programs.

### **Newborn Hearing Screening Program (NHSP)**

Website: [www.dhcs.ca.gov/services/nhsp](http://www.dhcs.ca.gov/services/nhsp)

The DHCS' Children's Medical Services (CMS) Branch has implemented a statewide comprehensive Newborn Hearing Screening Program (NHSP). The NHSP helps identify hearing loss in infants and guide families to the appropriate services needed to develop communication skills.

## **COMMUNICATING WITH PEOPLE WHO ARE DEAF OR HARD OF HEARING IN HOSPITAL SETTINGS**

### **American with Disabilities Act (ADA) Business Brief**

#### **Department of Justice ADA Information Lines:**

(800) 514-0301 (Voice)

(800) 514-0383 (TTY)

ADA Website: [www.ada.gov](http://www.ada.gov)

Business Brief Website: [www.ada.gov/hospcombr.htm](http://www.ada.gov/hospcombr.htm)

Under the ADA, hospitals must provide effective means of communication for patients, family members, and hospital visitors who are deaf or hard of hearing. Effective communication is particularly critical in health care settings where miscommunication may lead to misdiagnosis and improper or delayed medical treatment. This publication discusses critical aspects of the provision of communication service to persons with hearing loss in hospital settings.

### **DEAFDOC**

3255 Brighton – Henrietta Town Line Road, Suite 100

Rochester, NY 14623

(585) 271-7004 X 2 (Voice and Relay)

(585) 643-1232 (Videophone)

(585) 271-3826 (Fax)

Website: [www.deafdoc.org](http://www.deafdoc.org)

DeafDOC.org is a website with free, healthcare information for the deaf and hard of hearing community. Medical questions and answers as well as dictionary terms are presented in video format. DeafDOC has separate areas for the deaf and hard of hearing communities; interpreters; and healthcare and educational providers, etc.

### **DEAFMD.ORG**

P.O. Box 2141

Westminster, MD 21158

Website: [www.deafmd.org](http://www.deafmd.org)

This website, created using resources from the Centers for Disease Control and the National Institutes of Health, translates complex medical information into American Sign Language (ASL) format for the Deaf and hard of hearing community. The site is divided into four sections, Diseases & Illnesses, Understanding Tests, News, and Find a Deaf Friendly Doctor and all informational material is presented via video in ASL and in printed format.

## ORGANIZATIONS AND ASSOCIATIONS

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### **NATIONAL ORGANIZATIONS**

#### **ADARA National Office**

P.O. Box 480

Myersville, MD 21773

Website: [www.adara.org/](http://www.adara.org/)

E-mail: [timsteinmf1@yahoo.com](mailto:timsteinmf1@yahoo.com) (California Chapter)

ADARA is designed to expand networking opportunities, to enhance professional competencies and to support public policies for the facilitation of human service delivery to individuals who are deaf or hard of hearing. Membership includes, but is not limited to: rehabilitation personnel; program administrators and coordinators; mental health workers; educators; social workers; interpreters; students; hearing aid personnel; secretaries; lawyers; audiologists; speech therapists; physicians; psychologists; medical personnel; organizations and other specialists in the field. ADARA is also of interest to many parents and laypersons who work with persons who are deaf or hard of hearing.

#### **AMERICAN SOCIETY FOR DEAF CHILDREN (ASDC)**

800 Florida Avenue NE, # 2047

Washington, DC 20002

(800) 942-2732 (Voice)

Website: [www.deafchildren.org](http://www.deafchildren.org)

E-mail: [asdc@deafchildren.org](mailto:asdc@deafchildren.org)

This parent-helping-parent organization advocates that deaf children should have intervention by qualified providers, total family involvement and educational opportunities similar to those afforded to hearing children. ASDC believes that parents need education, access to information and support so that their children have every resource available which enables these children to become self-supporting and fulfilled adults.

#### **AMERICAN TINNITUS ASSOCIATION**

(800) 634-8978 (Voice-Toll Free)

(503) 248-9985 (Voice)

(503) 248-0024 (Fax)

Website: [www.ata.org](http://www.ata.org)

E-mail: [tinnitus@ata.org](mailto:tinnitus@ata.org)

#### **Physical Address**

522 S.W. Fifth Avenue, Suite 825

Portland, OR 97204

**Mailing Address**

P.O. Box 5  
Portland, OR 97207

This organization provides information about tinnitus, referrals to local hearing professionals and support groups (nationwide), funds scientific research related to tinnitus, and conducts workshops for professionals.

**ASSOCIATION OF LATE-DEAFENED ADULTS (ALDA), INC.**

8038 Macintosh Lane, Suite 2  
Rockford, IL 61107  
(815) 332-1515 (Voice/TTY)  
(866) 402-2532 (Voice-Toll Free)  
Website: [www.alda.org](http://www.alda.org)

Chapter Listings: [www.alda.org/resources/chapter-and-group](http://www.alda.org/resources/chapter-and-group)

E-mail: [info@alda.org](mailto:info@alda.org)

International resource and information center for adults who are late-deafened. This organization focuses on increasing public awareness of the special needs of adults who are late-deafened.

**CHILDREN OF DEAF ADULTS (CODA)**

Website: [www.coda-international.org/blog/](http://www.coda-international.org/blog/)

E-mails: [codamembers@coda-international.org](mailto:codamembers@coda-international.org)  
[memberatlarge@coda-international.org](mailto:memberatlarge@coda-international.org)  
[region2@coda-international.org](mailto:region2@coda-international.org)  
[region4@coda-international.org](mailto:region4@coda-international.org)

CODA is an international organization that focuses on hearing children of deaf adults. Membership is primarily, but not exclusively, composed of hearing children of deaf parents. CODA addresses bicultural identity through conferences, support groups and resource development.

**DEAF QUEER RESOURCE CENTER (DQRC)**

P.O. Box 14431  
San Francisco, CA 94114  
Website: [www.deafqueer.org](http://www.deafqueer.org)

DQRC is a national nonprofit resource and information center for, by and about the Deaf Lesbian, Gay, Bisexual, Transgender, Transsexual, Intersex and Questioning communities.

**DEAF WOMEN UNITED, INC. (DWU)**

P.O. Box 91346  
Austin, TX 78709  
Website: [www.dwu.org](http://www.dwu.org)  
E-mail: [dwupresident@gmail.com](mailto:dwupresident@gmail.com)

The mission of DWU, an organization that is of, for and by Deaf women, is to promote the interests of deaf and hard of hearing women in North America through education, advocacy, empowerment and a support network.

### **HEARING LOSS ASSOCIATION OF AMERICA (HLAA)**

7910 Woodmont Avenue, Suite 1200

Bethesda, MD 20814

(301) 657-2248 (Voice)

(301) 913-9413 (Fax)

Website: [www.hearingloss.org](http://www.hearingloss.org)

Chapter Listings: [www.hearingloss.org/content/hlaa-chapters-and-state-organizations](http://www.hearingloss.org/content/hlaa-chapters-and-state-organizations)

HLAA is the nation's largest organization for people with hearing loss. The philosophy of HLAA is to open the world of communication for people with hearing loss through information, education, advocacy and support. National conferences generate revenue for the twelve state organizations, raise awareness of HLAA in each state and bring in new members. State organizations run these conferences, build coalitions with other state agencies, promote advocacy and legislation to get hearing aid insurance coverage as well as participate in state advisory boards.

### **LISTENING AND SPOKEN LANGUAGE KNOWLEDGE CENTER**

**Formerly: ALEXANDER GRAHAM BELL ASSOCIATION**

**FOR THE DEAF AND HARD OF HEARING**

3417 Volta Place, NW

Washington, DC 20007

(202) 337-5220 (Voice)

(202) 337-8314 (Fax)

Website: <http://listeningandspokenlanguage.org>

E-mail: [info@agbell.org](mailto:info@agbell.org)

The purpose of the Alexander Graham Bell Association is to advocate independence through listening and talking. The membership consists of parents and families of children who are deaf or hard of hearing, professionals in the field of hearing health care and deaf education, as well as oral deaf adults.

### **NATIONAL ASSOCIATION OF THE DEAF (NAD)**

8630 Fenton Street, Suite 820

Silver Spring, MD 20910

(301) 587-1788 (Voice/VP)

(301) 587-1789 (TTY)

(301) 587-1791 (Fax)

Website: [www.nad.org](http://www.nad.org)

California Chapter Affiliate: [www.cad1906.org/](http://www.cad1906.org/)

This consumer organization advocates equal access for deaf and hard of hearing individuals in the areas of education, employment, telecommunication, human services

and rehabilitation. Through the NAD Interpreter Assessment and Certification Program, NAD provides evaluation and certification of qualified candidates to serve as sign language interpreters.

### **NATIONAL BLACK DEAF ADVOCATES (NBDA)**

c/o Sharon White, Secretary  
P.O. Box 32  
Frankfort, KY 40602  
Website: [www.nbda.org/](http://www.nbda.org/)  
E-mail: [secretary@nbda.org](mailto:secretary@nbda.org)

The Mission of the NBDA is to promote the leadership development, economic and educational opportunities, social equality, and to safeguard the general health and welfare of Black deaf and hard of hearing people.

## ***REGIONAL ORGANIZATIONS***

### **BAY AREA ASIAN DEAF ASSOCIATION (BAADA)**

PO Box 210451  
San Francisco, CA 94121  
Website: [www.baada.us/](http://www.baada.us/)  
E-mail: <http://www.baada.us/contact.html>

BAADA's mission is to promote personal and community development, network, cultural awareness, education, advocacy and the interests of the Asian Deaf and Hard of Hearing Community of San Francisco Bay Area. BAADA also enhances the celebration of cultural diversity in our community.

### **CALIFORNIA ASSOCIATION OF THE DEAF (CAD)**

Website: [www.cad1906.org/](http://www.cad1906.org/)  
Chapter Listings: [www.cad1906.org/chapters/statewide](http://www.cad1906.org/chapters/statewide)

CAD is a consumer organization, which is a part of the National Organization for the Deaf (NAD), has local, regional offices that advocate equal access for deaf and hard of hearing individuals in the areas of education, employment, telecommunication and rehabilitation. Through the NAD Interpreter Assessment and Certification Program, these chapters provide evaluation and certification of qualified candidates to serve as sign language interpreters.

### **HEARING LOSS ASSOCIATION OF CALIFORNIA (HLA-CA)**

Website: [www.hearinglossca.org/](http://www.hearinglossca.org/)  
Chapter Listings: [www.hearinglossca.org/chapters](http://www.hearinglossca.org/chapters)  
National E-mail Listing: [info@hearingloss.org](mailto:info@hearingloss.org)

The national organization, Hearing Loss Association of America, is the nation's largest organization for people with hearing loss. The philosophy of HLAA is to open the world



of communication for people with hearing loss through information, education, advocacy and support. The California region for the HLAA assists the national organization with their mission. The HLA-CA has Northern and Southern state coordinators which help administer the individual chapters.

**SOUTHERN CALIFORNIA ASIAN DEAF ASSOCIATION (SCADA)**

P.O. BOX 5336

Torrance, CA 90510

Website: [scadausa.org/about.html](http://scadausa.org/about.html)

E-Mail: [scada@scadausa.org](mailto:scada@scadausa.org)

The mission of SCADA is to promote Asian American cultural diversity and awareness for Deaf and Hard of Hearing individuals in Southern California. SCADA encourages Asian Deaf and Hard of Hearing individuals to explore and address cultural, educational, and social issues and to become empowered and develop their leadership potential in our community.

**SOUTHERN CALIFORNIA ASSOCIATION OF THE DEAF AND HARD OF HEARING (SCADHH)**

P.O. Box 1892

Tustin, CA 92781

(714) 564-1670 (Fax)

(603) 754-8320 (Fax)

Website: [www.angelfire.com/ca3/SCADHH/](http://www.angelfire.com/ca3/SCADHH/)

E-mail: [deaf@activist.com](mailto:deaf@activist.com)

This organization is run by people with different ranges of hearing disabilities and who also use differing modes of communication. This is primarily an advocacy organization which focuses on improving employment and education for deaf and hard of hearing persons.

## SIGN LANGUAGE INTERPRETING

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Qualified interpreters are skilled professionals who adhere to a strict code of ethics and facilitate communication between two parties that do not share the same language. American Sign Language (ASL) has a linguistic structure quite different from English, so a skilled interpreter must be able to interpret effectively, accurately, and impartially both expressively (voice-to-sign) and receptively (sign-to-voice) in any given communication situation.

Section 504 of the Rehabilitation Act of 1973 and Title II and Title III of the Americans with Disabilities Act (ADA), as well as other state and federal laws require the provision of auxiliary aids and services (i.e., interpreting services) necessary to ensure effective communication with deaf, hard of hearing or deaf-blind individuals. An interpreter should be certified by either the Registry of the Interpreters for the Deaf (RID), the National Association of the Deaf (NAD) or the American Consortium of Certified Interpreters (ACCI).

Each individual that requires interpreting services is unique with differing communication needs. Interpreters are matched to clients based on these needs, certification level, experience and other factors. Specialized credentials are available for educational and legal settings. There are numerous types of interpreting situations such as.

- **ASL/English Interpreter** (translation between ASL and spoken English)
- **Transliterater** (translation between English-based sign language and spoken English)
- **Oral Interpreter** (words are silently mouthed and gestures are used to convey spoken English)
- **Tactile Interpreter** (translation for deaf-blind individuals where the client places his/her hands on the interpreter's so as to feel the formation of signs)
- **Low Vision Interpreter** (for individuals with vision impairments that can only read signs at close range)
- **Deaf Interpreter** (using a deaf person as an intermediary between a hearing person and another deaf, deaf-blind or hard of hearing person)
- **Trilingual Interpreter** (translating from English to ASL to Spanish - or some other language)
- **Video Interpreter** (providing services from a remote location, through video conferencing technology)

## *ETIQUETTE WHEN USING A SIGN LANGUAGE INTERPRETER*

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- Look at the person when signing/speaking to them, not at the interpreter.
- Look at the person who is signing/speaking to you, even though this may feel awkward since the message is coming through an interpreter.
- Address the person directly:  
Appropriate communication: "Where were you born?"  
Inappropriate communication: "Ask him where he was born."
- When possible, please share any notes, outlines, or handouts with the interpreter in advance, or at the very least, provide a copy of these items to the interpreter during the assignment.
- If, during the assignment, you plan to turn down the lights, remember to leave enough lighting on the interpreter.
- The interpreter may ask for specific seating/positioning to facilitate the best viewing angles for himself/herself and for the client.
- Sign/speak in your normal tone of voice at a moderate pace. The interpreter will tell you if you need to pause, slow down or repeat the information.
- People sometimes read aloud in a different manner than they typically sign or speak. When reading extensively from written materials, consider supplying a copy to the audience and the interpreter. Be aware of the pace of your speech, especially when reading aloud.
- Be aware that the interpreter should interpret everything said, so avoid discussing subjects you don't wish the deaf/hard of hearing person to know.
- When separated from the person you are communicating with, avoid giving messages to the interpreter to relay at a later time to the individual.
- Relax. If you are unsure of the appropriate way to proceed in a particular situation, just ask.

*SIGN LANGUAGE INTERPRETER SERVICE INFORMATION IN  
CALIFORNIA*

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One source for finding a referral for a qualified interpreter is to contact one of the eight regional Deaf Access Program (DAP) service providers. For the nearest office please access the DAP Service Provider listing at: [www.cdss.ca.gov/cdssweb/PG131.htm](http://www.cdss.ca.gov/cdssweb/PG131.htm).

## **INTERPRETING SERVICE AGENCIES**

### **SOUTHERN CALIFORNIA**

#### ***Los Angeles County***

##### **Accommodating Ideas**

3807 West Sierra Highway, # 6-4535

Acton, CA 93510

(800) 257-1783 (Voice-Toll Free)

(661) 269-1612 (Voice)

(616) 269-0678 (Fax)

Website: [www.ai-ada.com](http://www.ai-ada.com)

E-mail: [aiterps@ai-ada.com](mailto:aiterps@ai-ada.com)

##### **DAYLE MCINTOSH CENTER**

(Serving Los Angeles, Orange, Riverside, San Bernardino Counties, the Inland Empire and parts of San Diego County)

13272 Garden Grove Boulevard

Garden Grove, CA 92843

(714) 621-3300 (Voice)

(714) 663-2087 (TTY)

(714) 663-2094 (Fax)

Website: [www.daylemc.org/signLanguageInterpreting.html](http://www.daylemc.org/signLanguageInterpreting.html)

##### **LIFESIGNS, INC.**

(Serving Los Angeles, Orange, Riverside, Kern and Tri-Counties)

2222 Laverna Avenue

Los Angeles, CA 90041

(888) 930-7776 (Los Angeles, Orange, Riverside and Tri-Counties)

(888) 942-7776 (Kern County)

(800) 633-8883 (After Hours Emergency)

(323) 550-4210 (Voice) (Headquarters)

(323) 550-4210 (TTY) (Headquarters)

(323) 550-4215 (Fax) (Headquarters)

Website: [www.lifesignsinc.org](http://www.lifesignsinc.org)

E-mail: [lifesigns@lifesignsinc.org](mailto:lifesigns@lifesignsinc.org)

### **LINKS SIGN LANGUAGE & INTERPRETING SERVICES**

(Serving Los Angeles, Long Beach, Anaheim, San Bernardino, Riverside and surrounding counties.)

800 West Pacific Coast Highway

Long Beach, CA 90806

(888) 742-0070 (Voice-Toll Free)

(562) 331-0927 (Voice)

(562) 436-5559 (Fax)

Website: [www.linksinterpreting.com](http://www.linksinterpreting.com)

E-mail: [links@linksinterpreting.com](mailto:links@linksinterpreting.com)

### **NETWORK INTERPRETING SERVICE**

(Servicing San Diego, Orange, Los Angeles, Riverside Counties and Temecula)

4201 Mount Voss Drive

San Diego, CA 92117

(800) 284-1043 (Voice-Toll Free)

(815) 425-9244 (Fax)

Website: [aslnis.com](http://aslnis.com)

Email: [support@networkinterpreting.com](mailto:support@networkinterpreting.com)

### **THE SIGN LANGUAGE COMPANY**

13351-D Riverside Dr. #410

Sherman Oaks, CA 91423

(818) 728-4241 (Voice/TTY)

(818) 290-3153 (Fax)

(888) 684-8884 (Voice-Toll Free)

Website: [www.signlanguageco.com](http://www.signlanguageco.com)

E-mail: [contact@signlanguageco.com](mailto:contact@signlanguageco.com)

### **SIGN LANGUAGE INTERPRETING SERVICES**

(Serves greater Sacramento area, the Bay Area, Southern California and Nevada)

3942 Terra Vista Way

Sacramento, CA 95821

(916) 483-4751 (Voice)

711 (TTY or VRS)

(800) 468-4796 (Fax)

Website: [www.signinterpreting.com](http://www.signinterpreting.com)

E-mail: [info@signinterpreting.com](mailto:info@signinterpreting.com)

### ***Orange County***

#### **DAYLE MCINTOSH CENTER**

(Serving Los Angeles, Orange, Riverside, San Bernardino Counties, the Inland Empire and parts of San Diego County)

13272 Garden Grove Boulevard

Garden Grove, CA 92843  
(714) 621-3300 (Voice)  
(714) 663-2087 (TTY)  
(714) 663-2094 (Fax)  
Website: [www.daylemc.org/signLanguageInterpreting.html](http://www.daylemc.org/signLanguageInterpreting.html)

### **DEAFINITELY PROFESSIONAL INTERPRETING SERVICES**

Goodwill Industries of Orange County  
410 North Fairview Street  
Santa Ana, CA 92703  
(714) 547 6308 ext. 357 (Voice)  
(714) 543-1875 (TTY)  
(714) 480-7832 (Fax)  
Website: [www.ocgoodwill.org/business-services/interpreting-services](http://www.ocgoodwill.org/business-services/interpreting-services)  
E-mail: [deafservices@ocgoodwill.org](mailto:deafservices@ocgoodwill.org)

### **NETWORK INTERPRETING SERVICE**

(Servicing San Diego, Orange, Los Angeles, Riverside Counties and Temecula)  
4201 Mount Voss Drive  
San Diego, CA 92117  
(800) 284-1043 (Voice-Toll Free)  
(815) 425-9244 (Fax)  
Website: [aslnis.com](http://aslnis.com)  
E-mail: [support@networkinterpretingservice.com](mailto:support@networkinterpretingservice.com)

### ***San Diego County***

#### **DAYLE MCINTOSH CENTER**

(Serving Los Angeles, Orange, Riverside, San Bernardino Counties, the Inland Empire and parts of San Diego County)  
13272 Garden Grove Boulevard  
Garden Grove, CA 92843  
(714) 621-3300 (Voice)  
(714) 663-2087 (TTY)  
(714) 663-2094 (Fax)  
Website: [www.daylemc.org/signLanguageInterpreting.html](http://www.daylemc.org/signLanguageInterpreting.html)

#### **DEAF COMMUNITY SERVICES OF SAN DIEGO, INC.**

(Serving Imperial and San Diego counties)  
1545 Hotel Circle South, Suite 300  
San Diego, CA 92108  
(619) 398-2441 (Voice)  
(619) 550-3436 (Videophone)  
(619) 398-2444 (Fax)  
Website: [www.dcsosfd.org/interpreting.php](http://www.dcsosfd.org/interpreting.php)  
E-mail: [info@dcsosfd.org](mailto:info@dcsosfd.org)

## **NETWORK INTERPRETING SERVICE**

(Servicing San Diego, Orange, Los Angeles, Riverside Counties and Temecula)

4201 Mount Voss Drive

San Diego, CA 92117

(800) 284-1043 (Voice-Toll Free)

(815) 425-9244 (Fax)

Website: [aslnis.com](http://aslnis.com)

E-mail: [support@networkinterpretingservice.com](mailto:support@networkinterpretingservice.com)

## **WESTERN INTERPRETING NETWORK**

31805 Temecula Parkway, # 201

Temecula, CA 92592

(888) 417-5231 (Voice-Toll Free)

(951) 526-2646 (Voice/TTY)

(951) 541-0406 (Fax)

Videophone: dial Win.tv from your videophone

AIM Screen Name: WINterpreting

Website: [westerninterpreting.net](http://westerninterpreting.net)

E-mail: see fill-in form at: [westerninterpreting.net/win\\_contact.cfm](http://westerninterpreting.net/win_contact.cfm)

## **CENTRAL CALIFORNIA**

### ***Fresno and Surrounding Counties***

#### **DEAF AND HARD OF HEARING SERVICE CENTER, INC.**

(Serving Fresno, Kings, Tulare, Madera, Merced, Monterey, Mariposa and San Benito Counties)

5340 North Fresno Street

Fresno, CA 93710

(559) 225-3323 (Voice)

(559) 408-5249 (Videophone)

(559) 225-0116 (Fax)

Website: [www.dhhsc.org](http://www.dhhsc.org)

E-mail: [info@dhhsc.org](mailto:info@dhhsc.org)

## **NORTHERN CALIFORNIA**

### ***Bay Area***

#### **BAY AREA COMMUNICATION ACCESS (BACA)**

443 Tehama Street

San Francisco, CA 94103

(415) 356-0405 (Voice)

(415) 356-0376 (TTY)

(415) 356-0495 (Fax)

Website: [www.bacainterp.com](http://www.bacainterp.com)

E-mail: [baca@bacainterp.com](mailto:baca@bacainterp.com)

## **BAY AREA TRANSLATIONS**

(Serving statewide)

P.O. Box 9566

Santa Rosa, CA 95405

(800) 894-2345 (Voice-Toll Free)

(707) 538-8900 (Voice)

(707) 538-8999 (Fax)

Website: [www.bayareatranslations.com](http://www.bayareatranslations.com)

E-mail: [inquiry@bayareatranslations.com/contact.php](mailto:inquiry@bayareatranslations.com/contact.php)

## **BEYOND THE WORDS**

43 Quail Court, Suite 105

Walnut Creek, CA 94596

(925) 979-1968 (Voice)

(925) 979-1669 (Fax)

(925) 323-6958 (24-Hour Contact Line)

Website: [www.beyondthewordsinc.com](http://www.beyondthewordsinc.com)

E-mail: [emailbtw@yahoo.com](mailto:emailbtw@yahoo.com)

## **COMMUNIQUE INTERPRETING**

(Serving all of Northern California from Monterey to the Oregon Border)

330 College Avenue

Santa Rosa, CA 95401

(707) 546-6869 (Voice/TTY)

(707) 623-1638 (Videophone)

(707) 546-1770 (Fax)

Website: [www.communiqueinterpreting.com](http://www.communiqueinterpreting.com)

E-mail: [info@communiqueinterpreting.com](mailto:info@communiqueinterpreting.com) (e-mail for information)

[scheduling@communiqueinterpreting.com](mailto:scheduling@communiqueinterpreting.com) (interpreter scheduling by e-mail)

## **DEAF SERVICES OF PALO ALTO**

P.O. Box 60651

Palo Alto, CA 94306

(650) 856-9262 (Voice)

(650) 856-3646 (Cell and Text)

(650) 856-1114 (Fax)

Email: [page@dspa.org](mailto:page@dspa.org)

## **HIRED HANDS, LLC**

P.O. Box 2722

Fremont, CA 94536

(510) 659-1882 (Voice/TTY)

(510) 739-1993 (Fax)

Website: [www.hiredhandsasl.com](http://www.hiredhandsasl.com)

E-mail: [handshired@aol.com](mailto:handshired@aol.com)



### **INTERPRETING AND CONSULTING SERVICES**

836 B Southampton Road, #353  
Benecia, CA 94510  
(707) 747-8200 (Voice)  
(800) 549-2600 (Voice-Toll Free 24 Hour Hotline))  
(707) 747-8205 (Fax)  
Website: [www.sign4life.net](http://www.sign4life.net)  
E-mail: [sign4life@aol.com](mailto:sign4life@aol.com)

### **PURPLE COMMUNICATIONS**

595 Menlo Drive  
Rocklin, CA 95765  
(866) 669-7707 (Request an Interpreter))  
(877) 467-4877 (Request VRS)  
(800) 900-9478 (Headquarters Office)  
Website: [www.purple.us](http://www.purple.us)  
E-mail: [interpreting@purple.us](mailto:interpreting@purple.us)

### **SIGN LANGUAGE INTERPRETING SERVICES**

(Serves greater Sacramento area, the Bay Area, Southern California and Nevada)  
3942 Terra Vista Way  
Sacramento, CA 95821  
(916) 483-4751 (Voice)  
711 (TTY and VRS)  
(800) 468-4790 (Fax)  
Website: [www.signinterpreting.com](http://www.signinterpreting.com)  
E-mail: [info@signinterpreting.com](mailto:info@signinterpreting.com)

### ***Sacramento and Surrounding Counties***

#### **CLASS ACT ALLIANCE, INC.**

P.O. Box 1408  
Roseville, CA 95678  
(916) 759-4594 (Voice)  
Website: <http://classactinterpreting.com/>  
E-mail: [classactinterpreting@ymail.com](mailto:classactinterpreting@ymail.com)

#### **EATON INTERPRETING SERVICES, INC.**

P.O. Box 41361  
Sacramento, CA 95841  
(916) 721-3636 (Voice)  
(916) 200-3989 (Fax)  
(916) 742-7979 (Videophone)  
Website: [www.eatoninterpreting.com](http://www.eatoninterpreting.com)  
E-mail: [info@eatoninterpreting.com](mailto:info@eatoninterpreting.com)

## **NORCAL SERVICES FOR DEAF AND HARD OF HEARING**

4708 Roseville Road, Suite 111  
North Highlands, CA 95660  
(916) 349-7500 (Voice/TTY)  
(916) 349-7611 (TTY Answering Machine)  
(916) 349-7525 (Interpreting/Captioning Services)  
(916) 993-3048 (Videophone)  
(916) 349-7578 (Fax)  
Website: [www.norcalcenter.org](http://www.norcalcenter.org)  
E-mail: [info@norcalcenter.org](mailto:info@norcalcenter.org)

## **PURPLE COMMUNICATIONS (formerly known as “Hands On”)**

595 Menlo Drive  
Rocklin, CA 95765  
(866) 669-7707 (Request an Interpreter)  
(877) 467-4877 (Request VRS)  
(800) 900-9478 (Headquarters Office)  
Website: [www.purple.us](http://www.purple.us)  
E-mail: [interpreting@purple.us](mailto:interpreting@purple.us)

## **SIGN LANGUAGE INTERPRETING SERVICES**

(Serves greater Sacramento area, the Bay Area, Southern California and Nevada)  
3942 Terra Vista Way  
Sacramento, CA 95821  
(916) 483-4751 (Voice)  
711 (TTY and VRS)  
(800) 468-4790 (Fax)  
Website: [www.signinterpreting.com](http://www.signinterpreting.com)  
E-mail: [info@signinterpreting.com](mailto:info@signinterpreting.com)

## ***Entire Northern California***

## **BAY AREA TRANSLATIONS**

(Serving statewide)  
P.O. Box 9566  
Santa Rosa, CA 95405  
(800) 894-2345 (Voice-Toll Free)  
(707) 538-8900 (Voice)  
(707) 538-8999 (Fax)  
Website: [www.bayareatranslations.com](http://www.bayareatranslations.com)  
E-mail: [inquiry@bayareatranslations.com/contact.php](mailto:inquiry@bayareatranslations.com/contact.php)

## **COMMUNIQUE INTERPRETING**

(Serving all of Northern California from Monterey to the Oregon Border)

330 College Avenue

Santa Rosa, CA 95401

(707) 546-6869 (Voice/TTY)

(707) 623-1638 (Videophone)

(707) 546-1770 (Fax)

Website: [www.communiqueinterpreting.com](http://www.communiqueinterpreting.com)

E-mail: [info@communiqueinterpreting.com](mailto:info@communiqueinterpreting.com) (e-mail for information)  
[scheduling@communiqueinterpreting.com](mailto:scheduling@communiqueinterpreting.com) (interpreter scheduling by e-mail)

## **EATON INTERPRETING SERVICES, INC.**

P.O. Box 41361

Sacramento, CA 95841

(916) 721-3636 (Voice)

(916) 200-3989 (Fax)

(916) 742-7979 (Videophone)

Website: [www.eatoninterpreting.com](http://www.eatoninterpreting.com)

E-mail: [info@eatoninterpreting.com](mailto:info@eatoninterpreting.com)

## **PURPLE COMMUNICATIONS**

595 Menlo Drive

Rocklin, CA 95765

(866) 669-7707 (Request an Interpreter))

(877) 467-4877 (Request VRS)

(800) 900-9478 (Headquarters Office)

Website: [www.purple.us](http://www.purple.us)

E-mail: [interpreting@purple.us](mailto:interpreting@purple.us)

## **NORCAL SERVICES FOR DEAF AND HARD OF HEARING**

4708 Roseville Road, Suite 111

North Highlands, CA 95660

(916) 349-7500 (Voice/TTY)

(916) 349-7611 (TTY Answering Machine)

(916) 349-7525 (Interpreting/Captioning Services)

(916) 349-3048 (Videophone)

(916) 349-7578 or (916) 349-7580 (Fax)

Website: [www.norcalcenter.org](http://www.norcalcenter.org)

E-mail: [info@norcalcenter.org](mailto:info@norcalcenter.org)

## **Statewide Service**

### **BAY AREA TRANSLATIONS**

(Serving statewide)

P.O. Box 9566

Santa Rosa, CA 95405

(800) 894-2345 (Voice-Toll Free)

(707) 538-8900 (Voice)

(707) 538-8999 (Fax)

Website: [www.bayareatranslations.com](http://www.bayareatranslations.com)

E-mail: [inquiry@bayareatranslations.com/contact.php](mailto:inquiry@bayareatranslations.com/contact.php)

### **EATON INTERPRETING SERVICES, INC.**

#### **Eaton Interpreting Services-Video Remote Interpreting**

(Serving statewide)

P.O. Box 41361

Sacramento, CA 95841

(916) 721-3636 (Voice)

(916) 200-3989 (Fax)

(916) 742-7979 (Videophone)

Website: [www.eatoninterpreting.com](http://www.eatoninterpreting.com)

E-mail: [info@eatoninterpreting.com](mailto:info@eatoninterpreting.com)

### **GLOBAL LANGUAGE SOLUTIONS**

19800 MacArthur Blvd., Suit 750

Irvine, CA 92612

(888) 900-9920 (Voice-Toll Free)

(949) 798-1400 (Voice)

(949) 798-1410 (Fax)

Website: [www.globallanguages.com](http://www.globallanguages.com)

E-mail: [www.globallanguages.com/en/contactus/contactus\\_info\\_request.php](http://www.globallanguages.com/en/contactus/contactus_info_request.php)

### **INTERPRETERS UNLIMITED**

11199 Sorrento Valley Rd., Suite 203

San Diego, CA 92121

(800) 726-9891 (Voice-Toll Free)

(800) 726-9822 (Fax)

Website: [www.interpretersunlimited.com](http://www.interpretersunlimited.com)

E-mail: [info@iugroup.com](mailto:info@iugroup.com)

## *REGISTRY OF INTERPRETERS FOR THE DEAF (RID)*

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### **REGISTRY OF INTERPRETERS FOR THE DEAF (RID)**

333 Commerce Street  
Alexandria, VA 22314  
(703) 838-0030 (Voice)  
(703) 838-0454 (Fax)  
(703) 838-0459 (TTY)  
Website: [www.rid.org](http://www.rid.org)

The State of California is located in RID Region V (Pacific Region). The contact information for the California chapters is listed below.

#### **Central California Registry of Interpreters for the Deaf (CCRID)**

P.O. Box 588  
Clovis, CA 93613  
Website: [www.ccrid.org](http://www.ccrid.org)  
E-mail: [CCRID@ccrid.org](mailto:CCRID@ccrid.org)

#### **Sacramento Valley Registry of Interpreters for the Deaf (SaVRID)**

P.O. Box 255084  
Sacramento, CA 95865  
Website: [www.savrid.org/index.php](http://www.savrid.org/index.php)  
E-mail: [webmaster@SaVRID.org](mailto:webmaster@SaVRID.org)

#### **San Diego County Registry of Interpreters for the Deaf (SDCRID)**

P.O. Box 600004  
San Diego, CA 92160  
Website: [www.sdcrid.org](http://www.sdcrid.org)  
E-mail: [membership@sdcrid.org](mailto:membership@sdcrid.org)

#### **Southern California Registry of Interpreters for the Deaf (SCRID)**

2648 E. Workman Ave. #3001-290  
West Covina, CA 91791  
(323) 379-4541 (Google Voicemail)  
Website: [www.scrid.org](http://www.scrid.org)

RID is a national membership organization representing the professionals who facilitate communication between people who are deaf or hard of hearing and people who can hear. Interpreters serve as professional communicators in a vast array of settings such as: churches, schools, courtrooms, hospitals and theaters, as well as on political grandstands and television. RID has a tri-fold approach to the standards it maintains for membership: First RID strives to maintain strict adherence to a nationally recognized industry standard for testing. They also have a certified maintenance program for

interpreters so that they may continue their skill development. Thirdly, RID has an ethical practices system in conjunction with the National Association of the Deaf (NAD).

Listed below are links on the RID website for various topics:

- Code of Professional Conduct: [www.rid.org/ethics/code/index.cfm](http://www.rid.org/ethics/code/index.cfm)
- Ethics Overview: [www.rid.org/ethics/index.cfm](http://www.rid.org/ethics/index.cfm)
- Education and Certification Overview: [www.rid.org/education/index.cfm](http://www.rid.org/education/index.cfm)
- Find Interpreter Education Programs: [www.rid.org/acct-app/index.cfm?action=search.ITP](http://www.rid.org/acct-app/index.cfm?action=search.ITP)
- Filing a Complaint Against Interpreter: [www.rid.org/ethics/file\\_complaint/index.cfm](http://www.rid.org/ethics/file_complaint/index.cfm)
- Find Interpreter Agency/Referral Service: [www.rid.org/acct-app/index.cfm?action=search.ISA](http://www.rid.org/acct-app/index.cfm?action=search.ISA)
- Hiring an Interpreter: [www.rid.org/interpreting/hiring/index.cfm](http://www.rid.org/interpreting/hiring/index.cfm)
- Testing and Testing Process: [www.rid.org/education/testing/index.cfm](http://www.rid.org/education/testing/index.cfm)