

SDHH

Services for the Deaf and Hard of Hearing

900 West 7th Street
Little Rock, AR 72201

501-686-2800

ARCareerEd.org



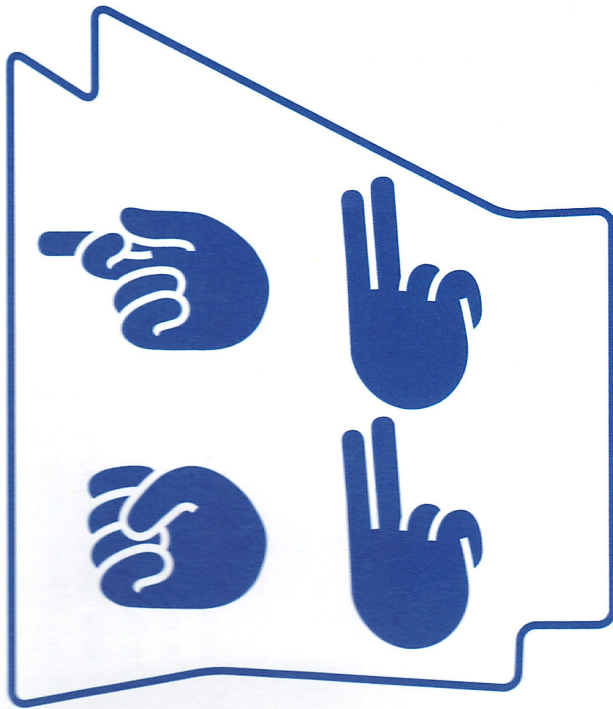
Arkansas Division of
Workforce Services
Arkansas Rehabilitation Services



ARS04/0320

SDHH

Services for the Deaf and Hard of Hearing



SDHH is a program of Arkansas Rehabilitation Services/Division
of Workforce Services, Arkansas Department of Commerce.



Services for the Deaf and Hard of Hearing

It is the mission of SDHH to provide high quality, innovative services that result in employment opportunities, improved quality of life, and full inclusion in society for Arkansans who are deaf, hard of hearing, late-deafened, and deafblind. The professional staff of SDHH is knowledgeable about the unique barriers faced by people with hearing loss and speech disabilities and are experienced in collaborating with both the person experiencing the barrier as well as the community at large to develop effective solutions.

Services/Programs

Vocational Services

Vocational Rehabilitation provides specialized employment services to individuals who are deaf or hard of hearing. ARS has several counselors in Arkansas who have specialized training and are able to provide direct communication with consumers with hearing loss by using sign language or other techniques to communicate effectively.

Independent Living Services

The purpose of independent living services is to enable people who have a hearing loss to become independent in their homes and communities. People who are deaf or hard of hearing face barriers that are often not immediately related to work. Independent Living Services are provided to assist in removing those barriers. ILS may also be provided in support of Vocational Rehabilitation Services or to prepare a person for vocational training.

Interpreter Services

Interpreter Services provides interpreters for the customers of Vocational Rehabilitation Services, the Independent Living program, students attending the Arkansas Career Development Center, employees of ARS, and several other entities related to the Arkansas Division of Workforce Services and Arkansas Rehabilitation Services.

Services/Programs

Telecommunications Access Program (TAP)

TAP provides free telephone equipment to eligible Arkansans who are deaf, hard of hearing, deafblind, or who have a speech, visual, mobility, or intellectual disability that prevents them from using a standard telephone. TAP is a program within Arkansas Rehabilitation Services that removes the barriers to telecommunication access through the provision of accessible communication technology.

Advocacy

People who are deaf, hard of hearing, and deafblind who are unsure about their rights or who need assistance in accessing services are welcome to call any of the staff of SDHH for assistance.

To learn more about ARS programs and services for people who are deaf or hard of hearing, contact:

Rehabilitation Area Manager for SDHH

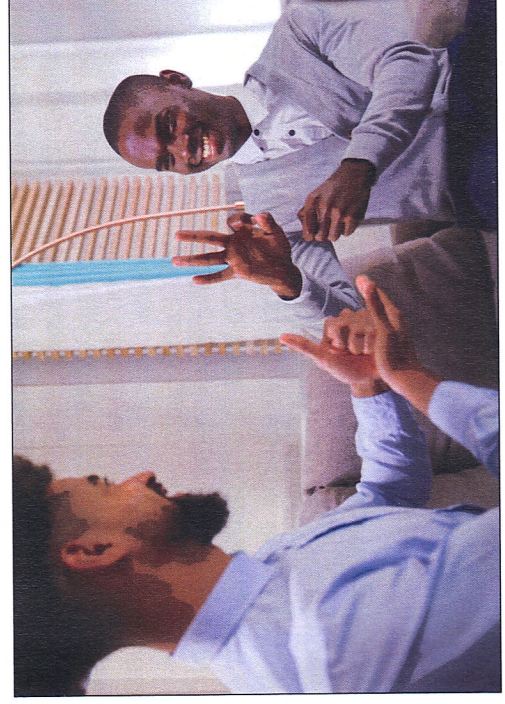
Phone: 501-686-9683

Fax: 686-9418

SDHH Program Specialist

Phone: 501-246-8259 (VP)

Fax: 501-686-9418



SDHH Contact Information

To locate an SDHH counselor in your area, contact the office nearest you:

Batesville Field Office

Serving Counties: Baxter, Cleburne, Fulton, Independence, Izaard, Sharp, Stone, Van Buren, White
111 N. 12th Street
Batesville, AR 72501
870-793-4153

Jonesboro Field Office

Serving Counties: Clay, Craighead, Green, Jackson, Lawrence, Poinsett, Randolph, Woodruff
2311 E. Nettleton Ave., Suite G
Jonesboro, AR 72401
870-972-0025

Conway Field Office

Serving Counties: Conway, Perry, Yell, Pope, Johnson, Faulkner
1150 North Museum Road
Conway, AR 72032
501-852-1006

El Dorado Field Office

Serving Counties: Calhoun, Colombia, Dallas, Lafayette, Ouachita, Union
708 West Faulkner
El Dorado, AR 71730
870-862-4002

Fayetteville Field Office

Serving Counties: Benton, Boone, Carroll, Madison, Marion, Newton, Searcy, Washington
4058 N. College Ave Ste. 150
Fayetteville, AR 72704
479-582-1286

Fort Smith Field Office

Serving Counties: Crawford, Franklin, Johnson, Logan, Scott, Sebastian, Yell
400 Rogers Avenue
Fort Smith, AR 72903
479-755-3300

Hot Springs Field Office

Serving Counties: Clark, Garland, Hot Spring, Montgomery, Pike, Saline
201 Market Street, Suite 200
Hot Springs, AR 71901
501-623-4479

Little Rock Field Office

Serving Counties: Pulaski
900 West 7th Street
Little Rock, AR 72201
501-686-2800

North Little Rock Field Office

Serving Counties: Pulaski (NLR), Lonoke, Prairie
3901 McCain Park Drive, Suite 113
North Little Rock, AR 72116
501-833-1490

Pine Bluff Field Office

Serving Counties: Grant, Jefferson, Cleveland, Bradley, Drew, Ashley, Chicot, Desha, Arkansas, Lincoln
2703 West 28th Street
Pine Bluff, AR 71613
870-534-2404

Texarkana Field Office

Serving Counties: Polk, Howard, Sevier, Little River, Miller, Nevada
2807 East Broad Street
Texarkana, AR 71854
870-773-2807

West Memphis Field Office

Serving Counties: Crittenden, Cross, Lee, Mississippi, Monroe, Phillips, St. Francis
206 Shoppingway Blvd.
West Memphis, AR 72301
870-735-4725

Independent Living Services

The purpose of independent living services is to enable people who have a hearing loss to become independent in their homes and communities.

People who are deaf or hard of hearing face barriers that are often not immediately related to work. Independent Living Services are provided to assist in removing those barriers. ILS may also be provided in support of Vocational Rehabilitation Services or to prepare a person for vocational training.

The ILS Program is carried out through IL Counselors assigned to different areas of the state. The IL Counselor works with the consumer to develop independent living skills and set attainable goals. ILS may begin early in the consumer's life, as soon as hearing loss is diagnosed or later in life as lifestyles or environments change and present barriers.

Eligibility

Services are provided to individuals who meet income and severity of hearing loss guidelines. Income eligibility maximums are based on family size.

Services

Services are based on an **individual independent living plan.** They may include counseling, audiological and medical evaluation, independent living skills training, adaptive equipment, basic sign language instruction to the individual or family members, interpreter services to support other planned services, information and referral, and advocacy.

Signaling Systems- These devices alert a person when the phone or doorbell is ringing, or a baby is crying, including audible, visual, and audible (combination) and tactile.



The ILS Program also conducts community awareness programs to enhance the understanding and integration of individuals with disabilities.

Interpreter Services

Interpreter Services provides interpreters for the customers of Vocational Rehabilitation Services, the Independent Living program, students attending the Arkansas Career Development Center, employees of ARS, and several other entities related to the Arkansas Division of Workforce Services and Arkansas Rehabilitation Services.



Staff interpreters also:

- ✓ Provide information to the public on contracting and using interpreters
- ✓ Maintain a list of private practice Interpreters
- ✓ Contract with Support Service Providers (SSP's) for people who are deafblind
- ✓ Maintain a list of SSP's
- ✓ Coordinate the statewide Quality Assurance Screening Test (QAST), a state screening mechanism conducted to evaluate the skill level of interpreters

For more information regarding our services, please contact:

SDHH - Arkansas Rehabilitation Services
900 West 7th Street
Little Rock, Arkansas,
501-686-2800

The following forms are available for downloading at dws.arkansas.gov:

- QAST Screening Application
- Interpreter Narrative Report
- SSP Narrative Report

Telcommunications Access Program (TAP)

TAP provides telecommunication equipment to eligible individuals. The program serves Arkansans who are deaf, hard of hearing, deafblind, speech impaired, or those who have a visual, mobility, or cognitive impairment and need assistance accessing the telecommunication network.

Eligibility

Anyone who meets the following criteria can apply:

- ✓ Arkansas resident
- ✓ Has personal telecommunication service
- ✓ Disability certified by a qualified professional that prohibits or makes difficult accessing the telecommunication network

Income Eligibility: Equipment is free to anyone that qualifies with an income of \$50,000 or below annually. (For applicants not meeting income eligibility, a shared cost option is available.)

Types of Equipment

The following list is some of our more commonly distributed equipment. If there is a special need for equipment that is not listed, please contact the TAP office.

Text Telephone (TTY/TDD) - The TTY helps people who are deaf or speech impaired to communicate over the phone by sending and receiving typed messages.



Amplified Telephone - A standard telephone with volume and tone adjustments in addition to large number buttons and louder than normal ring for individuals that are hard of hearing. Some of these phones have caller ID displays, speakerphones, one-touch speed dials and backlit keypads. Some of these phones are also cordless.



Telcommunications Access Program (TAP)

Types of Equipment

CapTel - A captioned telephone for persons enabling them to use their speech for outgoing calls by receive captioned messages for incoming calls.

Amplified Phones - These phones allow the user to increase volume and adjust tone. Most models have a flashing light and loud ringer to alert you of an incoming call.

Cordless and corded models are available, many with Caller ID and speaker-phone. Some models have a talking keypad and talking Caller ID.

Cell Phone Amplifier - A hand-held amplifier for cell phones with the option of Bluetooth setting.

Wireless Bluetooth Quattro 4 Loopset - Allows either T-coil equipped hearing aid users or non-T-coil/non-hearing aid users to receive amplification on a cell phone. Must have a Bluetooth option on your cell phone.



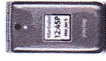
Telcommunications Access Program (TAP)

Cell Phones

Sprint Wireless - A variety of Smartphones are available for different disability needs. The service provider is Sprint.



Jitterbug Cell Phone - We offer the Jitterbug Flip and Jitterbug Smart. The service provider for the Jitterbug is Great Call.



iPad/iPhone - Each iPad/iPhone has specific built-in access features and installed apps matched to your disability.



Contact Us

Download an application from our website: dws.arkansas.gov

To receive more information about the program, please contact us at:

800-981-4463

501-686-9693

Fax: 501-683-3011

Monday-Friday: 8:00 a.m. - 4:30 p.m.

Technical Assistance and Training

We provide training and technical assistance to deaf and hard of hearing Arkansans as well as to agencies, organizations, and businesses such as law enforcement, hospitals, 911 call centers, and behavioral health clinics. We recognize that members of the Arkansas community must have access to information about how to remove barriers so that people with hearing loss may experience full access.

Examples of topics include (but are not limited to):

- ✓ Introduction to Hearing Loss
- ✓ American Sign Language and Deaf Culture
- ✓ Assistive Listening and Other Technologies
- ✓ Accommodations in the Workplace
- ✓ Use of Interpreters
- ✓ Real-time Captioning
- ✓ Smart911
- ✓ Strategies for Effective Communication
- ✓ Captioning

We also provide information about resources and programs in Arkansas that serve deaf and hard of hearing people.

Whether you want to arrange a workshop or simply have a question, feel free to contact us:

SDHH Program Specialist
Phone: 501-246-8259
Fax: 501-686-9418

American Sign Language Alphabet



Aa



Bb



Cc



Dd



Ee



Ff



Gg



Hh



Ii



Jj



Kk



Ll



Mm



Nn



Oo



Pp



Qq



Rr



Ss



Tt



Uu



Vv



Ww



Xx



Yy



Zz