

Background

The Deaf Access Program (DAP) was created by the State Legislature to ensure that State and local government programs are adapted to meet the communication needs of individuals who are deaf and hard of hearing. The DAP provides a variety of programs that help clients achieve self sufficiency and independence, and access the benefits and services to which they are entitled.

The program is administered by the California Department of Social Services' Office of Deaf Access, which contracts with regional, non-profit agencies throughout the State to provide direct services. These agencies, staffed by individuals who are deaf and hard of hearing, have an extensive knowledge and understanding of the unique communication and service needs of the clients they serve.

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*A program "of, by, and
for" deaf and hard of
hearing persons*
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Services Provided

The DAP provides a comprehensive program of services to help people who are deaf and hard of hearing access services and live independently. It also strives to raise awareness and to educate the public about the specific issues surrounding deafness and hearing loss. Specific services provided include:

Communication Services

Providers find qualified people to help clients or public agencies achieve equal communication access. This service includes finding qualified and available sign language interpreters and captioned note takers to help clients communicate in their preferred mode.

Emergency 24-hour assistance is available for medical, law enforcement, and mental health situations. In addition, document translation of written English into sign language is available.

Advocacy Services

The DAP is committed to helping clients gain communication access equal to that enjoyed by people who can hear. Advocacy helps clients protect their right to have access to education, employment, public services, and health and safety programs. Classes are available to teach clients their rights and how to protect them.

Job Development and Placement Services

In conjunction with the Employment Development Department and the Department of Rehabilitation, providers assist clients with application preparation, interview skills, job placement, and unemployment insurance issues. In addition, they also provide information to employers on how to provide reasonable accommodation to their employees who are deaf and hard of hearing.

Information and Referral

Providers maintain extensive information on deafness, hearing loss, and sign language, as well as national, state, and local resources. Some agencies provide a printed directory of local community resources that are communication accessible.

Counseling

Individual, family, and peer counseling that is communication accessible is available for a wide range of individual or family problems. Providers either offer this service directly or refer clients to local mental health agencies.

Independent Living Skills Instruction

Providers help individuals who are deaf and hard of hearing live more independently and function more effectively within their communities through support services and education on employment preparation, housing options, money management, etc.

Community Education

This service increases public awareness and fosters an understanding of the needs of people who are deaf and hard of hearing. Community education services include workshops, information booths, training, distribution of community news and information, and the provision of informative material about deafness and sign language.

DEAF ACCESS PROGRAM

Where to Get Services

Deaf Community Services of San Diego, Inc.

3930 Fourth Avenue, Suite 300
San Diego, CA 92103
(619) 398-2441 (Voice)
(866) 947-8030 (Video Phone)
(619) 398-2440 (TTY)
E-mail: info@dcsosfd.org
Website: www.deafcommunityservices.org
Serving Imperial and San Diego Counties

Center on Deafness Inland Empire

3576 Arlington Avenue, #211
Riverside, CA 92506
(951) 275-5000 (Voice)
(951) 801-5674 (Video Phone)
(951) 275-0640 (TTY)
E-mail: info@codie.org
Website: www.codie.org
Serving Inyo, Mono, Riverside and
San Bernardino Counties

Orange County Deaf Equal Access Foundation

6022 Cerritos Avenue
Cypress, CA 90630
(714) 826-9793 (Voice/TTY)
(714) 503-0669 (Video Phone)
E-mail: info@ocdeaf.org
Website: www.ocdeaf.org
Serving Orange County

Greater Los Angeles Agency on Deafness, Inc.

2222 Laverna Avenue
Los Angeles, CA 90041
(323) 478-8000 (Voice)
(866) 932-8553 (Video Phone)
(323) 550-4226 (TTY)
E-mail: info@gladinc.org
Website: www.gladinc.org
Serving Kern and Los Angeles Counties

Tri County-GLAD

702 County Square Drive, Suite 101
Ventura, CA 93003
(805) 644-6322 (Voice)
(866) 760-4682 (Video Phone)
(805) 644-6323 (TTY)
E-mail: info@tcglad.org
Website: www.tcglad.org
Serving San Luis Obispo, Santa Barbara and
Ventura Counties

Deaf and Hard of Hearing Service Center

5340 North Fresno Street
Fresno, CA 93710
(559) 225-3323 (Voice)
(559) 225-0415 (TTY)
E-mail: info@dhsc.org
Website: www.dhsc.org
Serving Kings, Fresno, Madera, Mariposa, Merced,
Monterey, San Benito and Tulare Counties

NorCal Services for Deaf and Hard of Hearing

4708 Roseville Road, Suite 112
North Highlands, CA 95660
(916) 349-7500 (Voice/TTY)
(916) 993-3048 (Video Phone)
E-mail: info@norcalcenter.org
Website: www.norcalcenter.org
Serving Alpine, Amador, Butte, Calaveras, Colusa,
El Dorado, Glenn, Lassen, Modoc, Nevada, Placer,
Plumas, Sacramento, San Joaquin, Sierra, Shasta,
Siskiyou, Stanislaus, Sutter, Tehama, Trinity, Tuolumne,
Yuba and Yolo Counties

Deaf Counseling, Advocacy and Referral Agency

14895 E. 14th Street, Suite 200
San Leandro, CA 94578
(510) 343-6670 (Voice/Video Phone)
(877) 322-7288 (Toll Free TTY)
E-mail: info@dcara.org
Website: www.dcara.org
Serving Alameda, Contra Costa, Del Norte, Humboldt,
Lake, Marin, Mendocino, Napa, San Francisco,
San Mateo, Santa Clara, Santa Cruz, Solano, and
Sonoma Counties

California Department of Social Services

Office of Deaf Access
744 P Street, M.S. 8-16-91
Sacramento, CA, 95814
(916) 653-8320 (Voice)
(916) 653-7651 (TTY)

E-mail: deaf.access@dss.ca.gov

Website: www.cdss.ca.gov/cdssweb/PG145.htm

*It is the policy of the California Department of Social Services (CDSS)
to ensure that all applicants/recipients are treated equally
without regard to race, color, religion, sex, national origin, ancestry,
age, marital status, disability, sexual orientation, or political affiliation.*



STATE OF CALIFORNIA
HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES