



## 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.

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

## 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 of communication. 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.



## Where to Get Services

### Deaf Community Services of San Diego, Inc.

1545 Hotel Circle South, Suite 300  
San Diego, CA 92108  
(619) 398-2441 (Voice)  
(619) 550-3436 (Videophone)  
E-mail: [info@dcsofsd.org](mailto:info@dcsofsd.org)  
Website: [www.deafcommunityservices.org](http://www.deafcommunityservices.org)  
Serves Imperial and San Diego Counties

### Center on Deafness Inland Empire

3576 Arlington Avenue, #211  
Riverside, CA 92506  
(951) 275-5000 (Voice/TTY)  
(951) 801-5674 (Videophone)  
E-mail: [info@codie.org](mailto:info@codie.org)  
Website: [www.codie.org](http://www.codie.org)  
Serves 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 (Videophone)  
E-mail: [info@ocdeaf.org](mailto:info@ocdeaf.org)  
Website: [www.ocdeaf.org](http://www.ocdeaf.org)  
Serves Orange County

### Greater Los Angeles Agency on Deafness, Inc.

2222 Laverna Avenue  
Los Angeles, CA 90041  
(323) 478-8000 (Voice/TTY)  
(323) 892-2225 (Videophone)  
(323) 550-4226 (TTY)  
E-mail: [info@gladinc.org](mailto:info@gladinc.org)  
Website: [www.gladinc.org](http://www.gladinc.org)  
Serves Kern and Los Angeles Counties

### Tri County-GLAD

702 County Square Drive, Suite 101  
Ventura, CA 93003  
(805) 644-6322 (Voice)  
(805) 256-1053 (Videophone)  
(805) 644-6323 (TTY)  
E-mail: [info@tcglad.org](mailto:info@tcglad.org)  
Website: [www.tcglad.org](http://www.tcglad.org)  
Serves 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) 408-5249 (Videophone)  
E-mail: [info@dhhsc.org](mailto:info@dhhsc.org)  
Website: [www.dhhsc.org](http://www.dhhsc.org)  
Serves Kings, Fresno, Madera, Mariposa, Merced, Monterey, San Benito and Tulare Counties

### NorCal Services for Deaf and Hard of Hearing

4708 Roseville Road, Suite 111  
North Highlands, CA 95660  
(916) 349-7500 (Voice/TTY)  
(916) 993-3048 (Videophone)  
(916) 550-9355 (Videophone P3)  
E-mail: [info@norcalcenter.org](mailto:info@norcalcenter.org)  
Website: [www.norcalcenter.org](http://www.norcalcenter.org)  
Serves 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 East 14th Street, Suite 200  
San Leandro, CA 94578  
(510) 343-6670 (Voice/Videophone)  
E-mail: [dcara.hq@dcara.org](mailto:dcara.hq@dcara.org)  
Website: [www.dcara.org](http://www.dcara.org)  
Serves 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, MS 8-16-91  
Sacramento, CA 95814  
(916) 653-8320 (Voice)  
(916) 653-7651 (TTY)

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

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