



Aging and Long Term Support Administration

# Office of Deaf and Hard of Hearing (ODHH)

*Serving the Deaf, DeafBlind, Deaf Plus,  
Hard of Hearing and Late Deafened Community*



*Transforming lives*

# **Presentation Outline**

## **Office of the Deaf and Hard of Hearing (ODHH)**

*Serving Deaf, DeafBlind, Hard of Hearing and DeafPlus community*

- Roles and responsibilities
- Programs and Services
- Common barriers in access for Deaf individuals and resources to address those barriers
- Washington State resources to assist in providing access to Deaf Clients

In the state of Washington, there are over **290,000** people with varying degrees of hearing loss.

Approximately **48 million** people in the United States with various degrees of hearing loss.

**1.1 billion** people around the world are at risk of hearing loss due to various different kind of environmental noise exposure

**The Office of the Deaf and Hard-of-Hearing (ODHH) serves people of**

**all ages that are Deaf, DeafBlind, DeafPlus, Hard of Hearing and Late-**

**Deafened communities in Washington state.**

**ODHH is a multifaceted program that works hard to provide accessibility, information, resources and services to community members and various agencies**

**to ensure access to effective communication.**

**ODHH works in collaboration with the Aging and Long-Term Support Administration (AL TSA) within the Department of Social and Health Services (DSHS).**

**If you are interested in receiving training or getting more information about our services, you can email at [cametrequest@dshs.wa.gov](mailto:cametrequest@dshs.wa.gov).**

**ODHH has programs that provide advocacy, education, consultation services, information and resources, outreach, communication access and contract management.**

# **PROGRAMS:**

**COMMUNITY OUTREACH**

**COMMUNICATION TECHNOLOGY**

- ASSISTIVE COMMUNICATION TECHNOLOGY
- TELECOMMUNICATIONS RELAY SERVICES
- TELECOMMUNICATION DEVICES DISTRIBUTION

**HEARING LOSS CONSULTATION AND EDUCATION**

**SIGN LANGUAGE INTERPRETER CONTRACTS AND RESOURCES**

**SOCIAL AND HUMAN SERVICES**

**TRAINING AND PRESENTATION**

# CONTRACTS

- Case Management
- Health Advocacy
- Senior Companion Service (not caregiver)
- Sign language interpreting services
- Hamilton Relay Services
- Teletex
- Prevail
- Family Mentor Service
- Support Service Providers
- Communication Facilitators
- Community Presentations
- Training series for the community

# SPONSORSHIP

- ODHH Booths at various conferences and workshops
- Communication Access (aligned with DSHS mission in transforming lives)
  - For example,
    - BizTown
    - Fiesta



# **COMMON BARRIERS IN ACCESS**

for Deaf, Hard of Hearing, DeafBlind and Late Deafened  
Individuals (children and adults)

**COMMUNICATION**

**COMMUNITY/NEIGHBORHOOD**

**CULTURAL COMPETENCY & HUMILITY**

**EMPLOYMENT**

**EDUCATION**

**HEALTH**

**LANGUAGE**

**LEGAL**

# Effective Communication Choices

- Sign Language Interpreters
- Writing back and forth
- Note takers
- Hearing Aid-Compatible Amplified Telephones, Captioned Telephone, etc.
- Assistive Listening Systems and/or Devices
- Equipment such as flashing lights/vibrating alarm clocks, doorbell, etc.
- Written Materials
- Closed Captioning – check remote control, TV menu
- Computer Access Real-Time Translation (CART)
- Typing via Laptop or iPad
- Support Service Providers (SSP) for Deaf-Blind Participants
- DeafBlind Interpreters, Tactile Sign Language
- Large Print Materials
- Braille Materials
- Print on Palm



# **STRATEGIES**

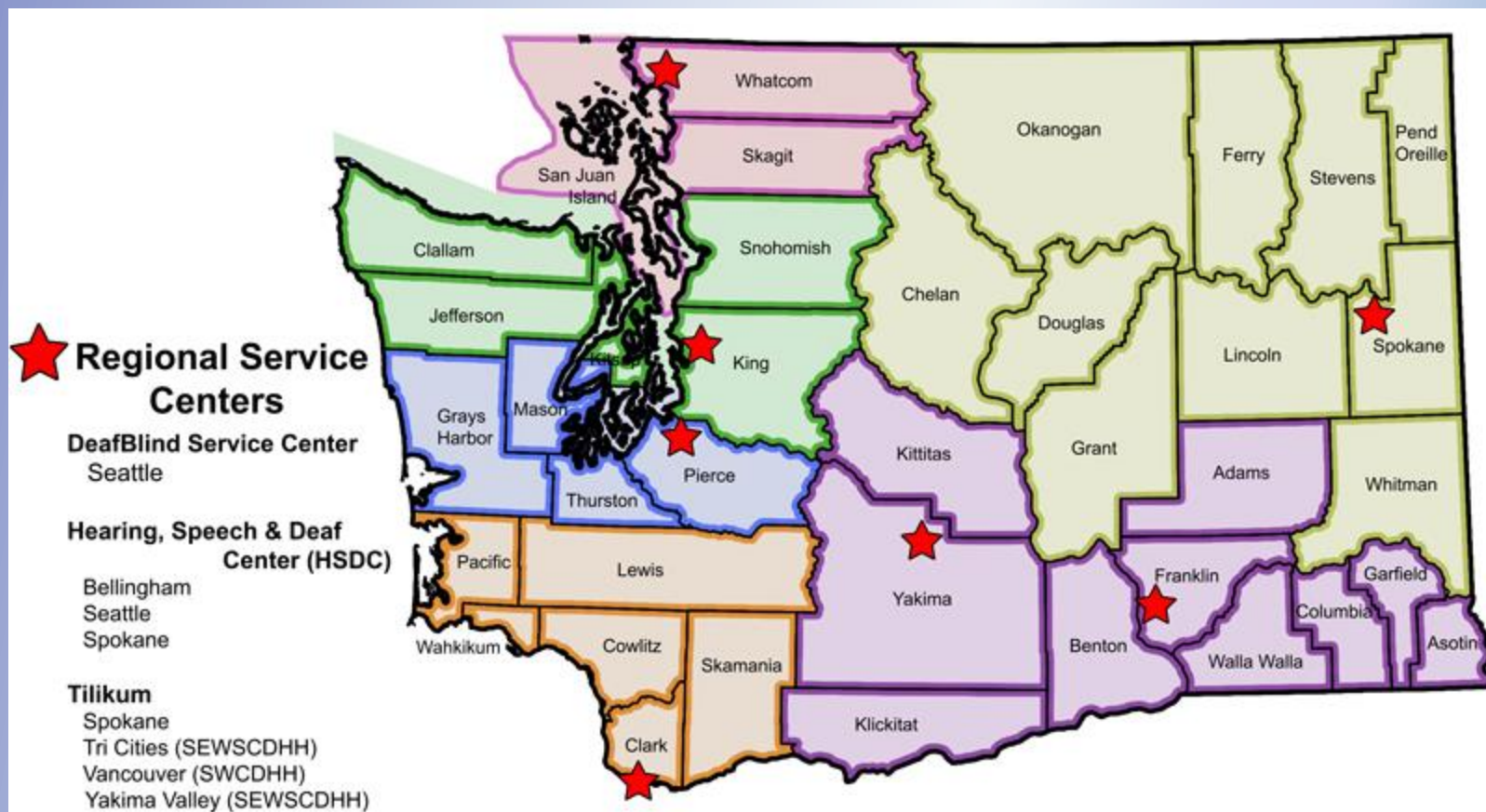
- Ask or communicate with Subject Matter Expert (SME)
- Advocate
- Educate
- Train
- Consult
- Change Policies
- Legislation

## **LEGISLATION, RCW, WAC**

- TCoil and Blue Tooth SB 5210 PASSED
- SB 5558 (RCW)
- Support Service Provider (future)

## **RESOURCES**

- Communication Technology
- Interpreters
- ODHH staff – consultants
- Community
- Legislation
- Advocates from regional service centers (see map)



# Hearing aids/ Amplifications





# Hearing aids





# Assistive Communication Technology

Digital and wireless communication technologies are available to assist listening by bringing and spanning desired and distant sounds directly to an individual's ear and eliminating unwanted background noise.

## Available assistive listening devices include:

- Portable Induction Loop
- Frequency Modulation (FM) Systems
- Pocket Talkers
- Portable Induction Loop clipboard



# Telecommunication Equipment Distribution

Distributes specialized telecommunication equipment to eligible clients who are deaf, hard of hearing, late deafened such as:

- Amplified Telephones
- Captioned Telephones
- IPads with Telecommunication Apps
- Ring Signalers
- Other devices are available for individuals with a speech disabilities.



# Telecommunication Relay Service

Washington Relay provides access to free relay services telephone communications.

- 24 hours a day, 365 days a year
- Confidential calls can be made to anywhere in the world.
- No restrictions to the number, length, or type of calls

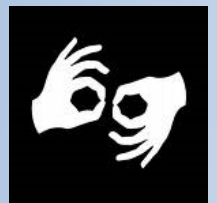


# How WA Relay Works



# Sign Language Interpreter Contracts and Resources

- Maintains a list of Certified Sign Language interpreters qualified to work in Washington Courts
- Contracts with interpreting agencies and individual/freelance certified interpreters. Interpreting services include the following:
  - Deaf/hard of hearing Interpreting
  - Legal Interpreting
  - Deafblind Interpreting
  - *Video Remote Interpreting*
  - Certified Deaf Interpreters
  - Mental Health Interpreting





# Videophone /Video Relay Service (VRS)



## In closing

These resources and strategies available for the individuals to strive independence; to gain self advocacy skills; to deserve dignity and respect; to protect their human rights to access to communication, community/neighborhood employment, education, health, language and legal