

DEAF AND HARD OF HEARING

ACCESS SPECIALISTS

Serving people who are deaf or hard of hearing

KEY SERVICES

1

Effective Communication:

Promoting accessibility in employment, community and home settings for safety and independence

2

Equal Access, Equal Opportunity:

Instilling self-confidence so people can ask for services or accommodations needed for equality and effective communication

3

Strategies:

Teaching people the steps to take for effective communication, the right people to ask and how to negotiate

4

Self-Advocacy and Soft Skills:

Teaching people how to speak up about their needs and make requests

5

Civil Rights Laws:

Providing education about laws that prohibit discrimination and promote equality and accessibility, such as the Americans with Disabilities Act

6

Responsibilities:

Explaining the importance of taking steps to ensure effective communication such as making requests and following through

7

Resources:

Connecting people with local, statewide, or nationwide organizations and agencies to assist them with their needs

8

Group Training:

Providing opportunities for people who are deaf and hard of hearing to learn from each other's self-advocacy successes

FOR BUSINESSES AND EMPLOYERS:

9

Training:

Covering topics such as sensitivity, accessibility, cultural competency and appropriate provision of services

10

Solutions and Support:

Consulting on accessibility issues and referrals to community resources including sign language interpreters and captioning

We welcome your feedback about the specialist services in your community.



TEXAS
Health and Human
Services

Deaf and Hard of Hearing Services

Contact us:

Deaf and Hard of Hearing Services

hhs.texas.gov/deaf-hard-hearing

512-438-4880

512-410-1387 (video phone)

Contact the Ombudsman at 877-787-8999 for grievances regarding HHSC programs.