

# SDHH



## Services for the Deaf and Hard of Hearing

a division of

**Arkansas Department of Career Education's  
Arkansas Rehabilitation Services Division**

### **Our Mission:**

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 and hard of hearing.



## Services for the Deaf and Hard of Hearing

### Arkansas Rehabilitation Services Programs for People who are 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 are 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 often face barriers that are 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 Technical Institute (ACTI), employees of ARS and several other entities related to the Arkansas Career Education Department 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.

### Technical Assistance and Training

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

### 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.

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

**Holly Ketchum**

**SDHH Program Specialist**

**Phone: 501-246-8259**

**Fax: 501 686-9418**

**Email: [Holly.ketchum@arkansas.gov](mailto:Holly.ketchum@arkansas.gov)**

## 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 often face barriers that are 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** and 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, visual and audible (combination) and tactile.



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

## SDHH Contact Information

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

### Jonesboro Field Office

Serving Counties: Clay, Craighead, Green, Jackson, Lawrence, Poinsett, Randolph, Woodruff  
2920 Longview Drive  
Jonesboro, AR 72401  
870-972-0025

### Fort Smith Field Office

Serving Counties: Crawford, Franklin, Johnson, Logan, Pope, Scott, Sebastian, Yell  
1115 S. Waldron  
Fort Smith, AR 72903  
479-452-7131

### West Memphis Field Office

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

### El Dorado Field Office

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

### Little Rock Field Office

Serving Counties: Pulaski  
601 West Capitol Avenue  
Little Rock, AR 72201  
501-686-2800

### 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

### Batesville Field Office

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

### Hot Springs Field Office

Serving Counties: Clark, Garland, Hot Spring, Montgomery, Saline  
105 Reserve  
Hot Springs, AR 71901  
501-623-4479

### Texarkana Field Office

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

### Pine Bluff Field Office

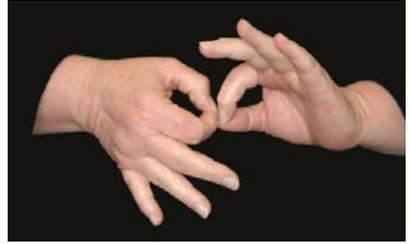
Serving Counties: Grant, Jefferson, Cleveland, Bradley, Drew, Ashley, Chicot, Desha, Arkansas, Lincoln  
2703 West 28th Street  
Pine Bluff, AR  
870-534-2404





## Interpreter Services

Interpreter Services provides interpreters for the customers of Vocational Rehabilitation Services, the Independent Living program, students attending the Arkansas Career Technical Institute (ACTI), employees of ARS and several other entities related to the Arkansas Career Education Department 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

If you'd like more information regarding our services, please contact

**Cheryl Sugg, Interpreter Coordinator**  
**SDHH - Arkansas Rehabilitation Services**  
**601 West Capitol Avenue**  
**Little Rock, Arkansas, 72201, or**  
**call 501.686.9680.**

The following forms are available for downloading at [www.ace.arkansas.gov](http://www.ace.arkansas.gov):

- ✓ QAST Screening Application
- ✓ Contracting Invoice Narrative Report
- ✓ QAST CEU Approval Participation Form

# Telecommunications Access Program (TAP)

## What Is 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.

## Eligibility

Anyone who meets the following criteria can apply:

- ✓ Is an Arkansas resident.
- ✓ Has a personal telecommunication service.
- ✓ Has a disability that prohibits use of a standard telephone (and can provide documentation from a qualified professional).

**Income Eligibility:** If your income is \$50,000 a year or below, the equipment is free. If you make more than \$50,000 a year, 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.



## TAP: Types of Equipment

**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.



**CapTel** - A captioned telephone for hard of hearing persons enabling them to use their speech for outgoing calls but receive captioned messages for incoming calls.



**Talking Phone** - A telephone that speaks each number as it is pressed and has jumbo-sized buttons with Braille. Some of these phones also have a talking caller ID.



**Hearing Carry-Over Phone** - Combination text telephone and standard phone allowing for regular calls, voice or hearing carry-over calls.

**Artificial Larynx** - A handheld, portable voice aid for people who have lost the use of their larynx.



**Photo Phone** - A telephone with nine large photo, auto-dial, memory buttons on which you can put a picture of the person you want to call.

## TAP: Types of Equipment

**Speech Amplifying Telephone** - This phone amplifies the outgoing voice and has nine photo memory buttons.



**Hands Free Phone** -- This phone offers one-touch access to dialing, answering and memory scanning from up to 40 feet away. Optional accessories are available.

### Wireless Program

**The Jitterbug J** has big buttons and a large bright screen, so it's easy to see for those with low vision. It is also easier to hear for those who have mild to moderate hearing loss with a powerful speaker.



Download an application from our website: [www.ace.arkansas.gov](http://www.ace.arkansas.gov)

### Contact Us

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

**Voice/TTY: 1-800-981-4463**

**Voice/TTY: 501-686-9693**

**VP: 501-246-8219**

**Fax: 501-683-3011**

**Monday - Friday: 8:00 - 4:30**

## Technical Assistance & 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 calls centers, and behavioral health clinics.** We recognize that it is critical that members of the Arkansas community 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:

**Holly Ketchum**  
**SDHH program Specialist**  
**Phone: 501-246-8259**  
**Fax: 501 686-9418**



# **SDHH**

## **Services for the Deaf and Hard of Hearing**

601 Capitol Avenue  
Little Rock, Arkansas 72201  
501-324-9510  
TDD 501-324-5920

Arkansas Department

**ACE**

of Career Education

Three Capitol Mall  
Little Rock, Arkansas 72201  
501-682-1500  
[www.ace.arkansas.gov](http://www.ace.arkansas.gov)