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 resource specialist service in your community.

**Contact us:**
Office of Deaf and Hard of Hearing Services
hhs.texas.gov/deaf-hard-hearing
512-438-4880
512-410-1387 (video phone)