

# **The Virginia Department for the Deaf and Hard of Hearing**

## **An Overview for The Virginia Disability Commission**

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**Presented By  
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*Offering Keys to Communication*

**VDDHH**



# Our History

**The Virginia Department for the Deaf and Hard of Hearing (VDDHH) was created by the Virginia General Assembly in 1972 as the Virginia Council for the Deaf, an information and referral agency. Through the years, our services have expanded in response to changing needs of consumers and the Commonwealth.**



# Our Mission

- **VDDHH works to reduce the communication barriers between persons who are deaf or hard of hearing and those who are hearing, including family members, service providers, and the general public.**



# Our Goals

- **Increased access to assistive technology and technology services.**
- **Consumer preparation for and access to information during emergency situations.**
- **Increased availability, quality and utilization of interpreters and CART Services.**
- **Recognition of Communications Access as a core component of all state services.**
- **To be a recognized and reliable source of current information to all customers through a variety of means.**



# Services Overview

- **VDDHH offers a range of services to meet our mission to reduce communication barriers, including:**
  - **Interpreter Services Coordination**
  - **Directory of Qualified Interpreters**
  - **Virginia Quality Assurance Screening**
  - **Technology Assistance Program**
  - **Library Services**
  - **Virginia Relay Oversight**
  - **Video Relay Services Access**
  - **Training and Technical Assistance**
  - **Information and Referral**
  - **Individualized Problem Resolution**



# Our Story in Numbers\*

\*All data based on FY2005 activity

- 649,000 Virginians who are deaf or hard of hearing (estimated)
- 11 Full Time VDDHH Employees
- 2 Part-Time VDDHH Employees
- 6 Contracted Outreach Providers
- 1,590,491 Relay Calls Completed
- 12th - Virginia's Ranking for Relay Calls Handled (from NASRA)
- 141,037 Outreach Contacts Made
- 1640 Interpreter Requests Coordinated
- 1292 TAP Applicants
- 401 VQAS Candidates Screened
- 151 Nationally Certified Interpreters
- 338 Interpreters with VQAS Levels
- \$1.5 million Total Agency Budget (FY2006)



# What's Missing?

- VDDHH has joined with other Virginia agencies serving persons who are deaf or hard of hearing (the Statewide Interagency Team) in an effort to conduct a statewide Needs Assessment. No such comprehensive study of service needs of this population has been conducted in Virginia in more than twenty years. Working together, we hope to secure funding for this Needs Assessment.



## For More Information



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# VDDHH

- Call us at 1-800-552-7917 (voice/tty)
- Write to us at:
  - 1602 Rolling Hills Drive, Suite 203
  - Richmond, Virginia 23229
- Visit us in the Forest Office Park, Ratcliff Building
- Visit our web site: [www.vddhh.org](http://www.vddhh.org)

