

St. Benedict Center

For the Deaf and Hard of Hearing

Archdiocese of San Francisco

Deaf AIDS Information Center

DSN-N Deaf AIDS Task Force Meeting December 6, 1989

Minutes:

The meeting was called to order at 6:10 by Igor Kolombatovic

Members present: James Ledford, Darol Nance, Angelo Rosado-Marquez, Marjie Iler Thomas Smith, Igor Kolombatovic, Davira Shain, and Carole Beichle interpreting.

Previous Minutes: The previous minutes were approved with no corrections.

Old Business: a.) The Emotional Support workshop at Shanti was attended by eight people. Darol thanked James and Angelo for all their great feedback. Darol met with Millie Stansfield, Jana Rickerson, and Don Rosenjkar to develop the plan for the March 2-4 Practical Support Training for the Deaf Community. Darol and Millie had a confidential meeting with two Deaf PWA'S for more information and she will have one more meeting in the evening to have more information sharing at a time more people can come. The workshop will be held for three days Friday thru Sunday. The Training will be for emotional and physical support of Deaf PWA'S. All interested Deaf and signing persons involved with the Deaf will be asked to attend, and also any Deaf PWA'S who wish to help us with information will be welcome. Darol, Jana, and Millie will coordinate the volunteers from the training. We are very happy to get so much support from Shanti.

b.) The Bake Sale schedule was set from 10 A.M. till 4:00. We were all reminded to bake goodies and bring them down to the Castro. There was some discussion about how to use the money from Margies Parents Groups HIV awareness party/bake sale. She will keep all the money for the group and bring down any leftovers to the Castro.

c.) The Asilomar Conference was discussed. James had a phone conversation with Diane Morton to suggest that more people from The S.F. Bay area that have been involved with HIV be asked to volunteer. She agreed to to this. Gareth wrote a letter to the conference planners about his concerns that there need to be certified interpreters. We agreed to read it after the meeting and give our individual feedback to him.

d.) The Open House is postponed until March 30th. The planning committee will be formed at the next meeting. Please come to this important meeting. We need many people to make this a success! We will invite important people from AIDS organizations and big businesses to attend the open house. We hope to really impress them so come on down and make sure to save some space on your January calendar we will begin plans right a way!

New Business: The schedule for next year was discussed and set for the first three months, when Darol knows about the DSN-N meeting schedule we will set the dates for rest of the year. The dates are:

January 10, Wed. 6 P.M.

February 7, Wed. 6 P.M.

March 14, Wed. 6 P.M.

Angelo asked that members of the Task Force attend Deaf CAP meetings. Marjie and Davira agreed to go and possibly Darol. We will receive minutes at the Information Center.

Elections: The election was postponed so that more people can attend next months meeting. All the people agreed to hold their jobs for one more month.

The meeting was adjourned at 7:45

THE EARTHQUAKE SURVIVORS

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LELAND: Continues to be busy with outdoor/environmental activities in the mountains. Had a great "family tree" reunion in Alabama last June.



SUSAN: Has a masters degree in transpersonal counseling psychology. Works both in San Francisco and Oakland as a drug counselor and is working toward her marriage and family counseling license. Also, is in charge of The Friends of the River committee to save the South Yuba River from being destroyed by several dam projects.



ANDREW: Back from Paris via Santa Fe, New Mexico and is currently working on a degree in ornamental horticulture at City College of San Francisco. Works at the Banana Republic clothing store downtown and occasionally models in the city.



DAROL: Volunteer/Coordinator, St. Benedict Deaf AIDS Information Center and Co-Chair, Deaf Services Network AIDS Task Force. Has a rewarding and inspiring experience in this field. Her highlight time was on the rafting trip she took on Colorado River in Grand Canyon in June.

KARIN MEN
MODELS
45 63 64 80 / 61 09
3 avenue Froide
75006 Paris France 01 42 12 1 1

FASHION
MODEL MANAGEMENT
UOMO

CLICK
MODEL MANAGEMENT INC.

Grimme

Hellol

St. Benedict Center

2891 Bush Street, San Francisco, California 94115
December, 1989

As you know the AIDS epidemic continues to spread throughout the country and beyond, but what you might not be aware of is how severely AIDS has impacted the deaf community.

You must realize that deaf individuals are all from different cultural backgrounds. Many of them feel distanced from hearing people by language and culture. I was a personnel counselor at the Deaf Self-Help, Inc., a former job placement agency for the deaf in San Francisco. This agency tested the reading levels of its San Francisco clients and found that 80% could not read English text above a sixth grade level and that 70% could not read above a fourth grade level. American sign language is the main communication mode. Therefore, they are isolated and misinformed as to health and social issues. Prevention, education and information about AIDS to the deaf community in their own language are vital.

I would like to share some of my experiences with you. Within this year, I have given my support to several deaf clients with AIDS (PWAs). Through these friends, I have gained much knowledge and empathy about their condition. They taught me a lot about their illnesses, medications, home care and feelings. Tragically, three men have died in one month. They are missed by the deaf community, their families and friends. I personally learned so much from them in such a short time. I feel confident with myself, because of their trust in me, and because of my inspiring and meaningful experience with them. I am thankful that they were a part of my life and that they continue to be a part of my memory.

Now, let me explain about the Deaf AIDS Information Center. It was formed by the AIDS Task Force of the Deaf Services Network-North (DSN), a coalition of agencies which provide health, advocacy, social and mental health services to deaf and hearing impaired in the San Francisco Bay Area. The Information Center is located at the St. Benedict Center. I am the volunteer/coordinator of this office.

The purpose of my office is to provide visitors/clients ACCURATE visual, educational and prevention information, support counseling and referrals to appropriate resources. Although my office is not officially open to the public, word of mouth has already spread. Visitors have come to borrow video tapes and gather brochures (some written for the deaf, and also in Spanish and Chinese!). I have made HIV testing appointments for some clients. Videos with captions or sign language were shown. When I see a client, I try to explain the facts of AIDS to fit his/her language level and needs. I try to "tailor" services to fit this client, i.e. by selecting specific visually oriented materials such as American Sign Language, Spanish, or Chinese and review these with him/her.

Besides this, I continue acting in a leadership position, providing education, outreach, and support to the deaf community. I am also a Co-chair of DSN AIDS Task Force, have attended several conferences, training workshops and gave presentations about AIDS education.

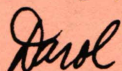
I am writing to you for your support. Donations of the following items are urgently needed:

TDD (telecommunication for the deaf) ANSWERING MACHINE with printer
Television
VCR for video tapes
Decoder for closed captions
Captioned films
Carpet (15'x10') in "purple" color (!)
Educational slides/materials
Office supplies
COMPUTER
\$\$\$ for business cards, brochures to be designed and produced,
conference displays/registration....
Miscellaneous expenses such as phone bills, photocopies, postage...
SALARIES for positions of coordinator, outreach/administration
assistant, secretary/interpreter....

I am trying to get financial support from a grant or foundation. If you can be of assistance or give me referrals, I will be more than appreciative. A special OPEN HOUSE fund-raiser will be on Friday, March 30...mark this date on your 1990 calendar!

All these reasons are why I need your help and will be very grateful for your thoughtful gift. Please make a donation to ST. BENEDICT DEAF AIDS INFORMATION CENTER. This will enable my office to be fully equipped and continue the AIDS awareness and support for the deaf community. Their access to media is limited...every deaf person has the right to have a safer and more productive life. It goes for everyone, too. THANK YOU FOR CARING!

"Love safely"
Gratefully yours,



Mrs. Darol F. Nance
Coordinator, Deaf AIDS Info Center
Co-Chair, DSN AIDS Task Force
TDD: 415 346-8327
CRS: 1-800-342-5833 (voice) to contact me
via TDD

CC: DSN Board
Father Ken Canedo

NAME:

ADDRESS:

CITY:

STATE:

ZIP:

DONATION:

PHONE NBR:

ANY SUGGESTIONS:

Payable to St. Benedict Deaf AIDS Information Center
(2891 Bush Street, San Francisco, CA 94115)

St. Benedict Center

For the Deaf and Hard of Hearing

Archdiocese of San Francisco

DEAF AIDS INFORMATION CENTER

DSN-N AIDS Task Force Meeting Jan. 10, 1990

Minutes:

The meeting was called to order by Igor. He wished us all a very Happy New Year.

Members present: James Ledford, Davira Shain, Carolyn Beichle, Ellen Hughes, Frank Lester, Igor Kolombatovic, Michael Lee, Garett Stark, Thomas Smith, Darol Nance, Angelo R. Marquez, and Susan Gonzalez.

Old Minutes Corrections: We will drop the word Deaf from the Task Force name because the word deaf is also in the name Deaf Services Network North. In the Old Business part a) is not clear. It should explain that several different meetings have already happened as part of the planning for the Shanti Support Training. Darol and Millie will be involved in a few more meetings so that all PWA and other members of the Task Force and the Deaf community can share their needs. Part c) should read; Garett's letter was written to the conference planners as an inquiry regarding Certified Interpreters.

Support Training Update: The training will be moved up to April 20 thru 22. This will hopefully get more people involved after the Asilomar Conference. There was some discussion about the best way to get more feedback to Millie and Darol. If You are interested in helping with this information sharing contact Millie at 567-0540 tty, or 4515 v.

Bake Sale: The Bake Sale was a great success, we raised \$186.20. Thanks to all the wonderful bakers and sellers; Peggy Mrozla, Carolyn Beichle, Marilyn Gustas, Frances Gage, James Ledford, Olani Lee-Thomas, Eve Cragen, Michael Lee, Joe Bloom, Christopher Clephas, Dan Veltri, Garett Stark, Davira Shain, Darol Nance, Reiko Yamamoto, Tanya Ruys, and all others who contributed!!!!!!

Open House: After a lot of discussion a committee was formed. Members are; Frank, Michael, Garett, James, Davira, Darol, and Susan. The first meeting will be at Darol's house on Thursday Jan. 26, at Six p.m..

Business Card: Darol showed us the prototype of her card for the AIDS Information Center. It is a very nice design.

Elections: We held elections. The new officers are: Darol and Frank, Co-Chair; Garett, Treasurer; Davira, Secretary.

Announcements: Darol was invited to attend the Federal meeting on AIDS funding on Jan.16. There will be an AIDS 101 workshop for the Deaf at Ohlone College in April. Some members of the Task Force will be paid consultants. Darol has been collecting for a football pool for the Superbowl. \$200.00 goes to the AIDS Information Center.

The meeting was adjourned at 7:30.

Next meeting: February 7, 1990 at 6 p.m..

R4 DEAF/PHYS.IMP.

PARTIAL RESOURCES OF SERVICES FOR THE DEAF

ST. BENEDICT'S AIDS INFORMATION CENTER
2891 BUSH STREET
SAN FRANCISCO, CA 94115
TDD ONLY 346-8327

SAN FRANCISCO LIBRARY (CIVIC CENTER)
HAS DEAFNESS AND AIDS RESOURCE LIST: 558-5634

NATIONAL AIDS INFORMATION CLEARINGHOUSE
DEPARTMENT AD
POB 6003
ROCKVILLE, MD 20850

NATIONAL AIDS HOTLINE TDD SERVICE
800-243-7889

RAINBOW DEAF SOCIETY (BAY AREA SOCIAL GROUP FOR DEAF GAYS AND LESBIANS)
POB 1606
SAN FRANCISCO, CA 94101

SAN JOSE GAY AND LESBIAN DEAF CLUB
THE DEFRANK CENTER
1040 PARK AVENUE
SAN JOSE, CA 95126
408-293-8327

UCSF CENTER ON DEAFNESS
OUTPATIENT COMMUNITY MENTAL HEALTH CENTER
3333 CALIFORNIA STREET, SUITE 10
SAN FRANCISCO, CA 94143-1208
476-7600/TDD 476-4980/VOICE

MAY 27 1989



March 3, 1989

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Virginia K. Peacock

Andrew P. Small

Philip S. Tsui

Jeffrey Zimman

Darol Nance
c/o AIDS Task Force
2891 Bush Street
San Francisco, CA 94115

Dear Darol Nance:

I was delighted to have met with you and Garrett the other evening. I am 100% in support of your project and will help in every way possible.

I am grateful that you will enlist DSN's help in expanding our AIDS Hotline Referral list of deaf services. I am willing to word process the document, duplicate it and give you as many copies as you need. I will also use the document to advocate for deaf services with other AIDS agencies and the health department.

I hope you have called Jonny Simon to receive the Monthly Listing of AIDS Education Events. When you are planning an event (such as your open house or any trainings) I hope you will call or write Jonny to have it included in the listing.

Ruth Schwartz is happy to provide another accessible AIDS Educator Training in May. Please call her to make specific arrangements. If she or I can help you recruit people to attend this training (making a presentation at DSN), please let us know.

We have received our TDD's and all staff will be receiving training on TDD's, interpreters and deaf culture in March or early April.

Ruth has also agreed to work with you to plan your volunteer training. She will look forward to hearing from you in late April to schedule a time in May.

I hope you will consider making a presentation to the AIDS Educator Network in May about deaf AIDS services. I will be happy to make sure you are on the agenda if you let me know when you want to come. The meetings are always the last Thursday of the month from 12 to 1:30 p.m. I will put your name on the mailing list so that you can receive information about this group.

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Also, you may want to consider joining the Women's AIDS Network. This is a large network of women doing AIDS work. The minutes alone are well worth the membership fee and many people join just to receive them. If you are interested in joining the AIDS Educator Network or the Women's AIDS Network, I can ask if our pool of volunteer signers would be willing to interpret the meetings.

Unfortunately, I have to change our March 14th appointment. I have been called out of town. Can we make it March 15 or 22? Some time, some place. Please leave me a message to confirm what date is possible.

Please let me know if I can help in any way. Your work is inspiring me to do even more in my agency.

Fondly,



Lyn Paleo
Education Director

LP:cls

bcc: Tim Wolfred
Tom White
Ruth Schwartz
Chuck Frutchey
Ernesto Hinojos
Hank Tavera

Chuck
from
Lyn



THE SAN FRANCISCO AIDS FOUNDATION

333 VALENCIA STREET, 4TH FLOOR
SAN FRANCISCO, CA 94103
(415) 864-4376

PURCHASE ORDER 5684

THIS NUMBER MUST APPEAR ON ALL PACKAGES, INVOICES, ETC.

PLEASE NOTIFY US IMMEDIATELY IF YOU ARE UNABLE TO SHIP COMPLETE ORDER BY THE DATE REQUIRED.

DO NOT DEVIATE FROM THIS ORDER IN ANY WAY WITHOUT OUR PERMISSION.

TO: AT & T Special Needs VENDOR NO.:

SHIP TO
333 VALENCIA ST
SF, CA 94103
ORDERED FROM: CIENN

DATE OF ORDER <u>2-6-89</u>	DATE REQUIRED <u>2-17-89</u>	SHIP VIA <u>UPS</u>	F.O.B. <u>---</u>	TERMS <u>30 days</u>	THIS ORDER IS: ☐ A CONFIRMATION ☒ NOT FOR RESALE	RESALE CERTIFICATE NO.
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QUANTITY ORDERED	UNIT	PLEASE SUPPLY THE FOLLOWING ITEMS	UNIT PRICE	AMOUNT
		TDD MACHINE		
		MEMORY PRINTER 20		
2	ea		99-01 455.25	910.50
1	ea			
		5721-58-61		395.00
		5621-10-64		60.25
		RECEIVED FEB 21 1989		
		<u>Upco</u>		

SPECIAL INSTRUCTIONS

REQUESTED BY:

APPROVED BY:

BANK ACCOUNT _____ CHECK NO. _____ CHECK DATE _____

INVOICE NUMBER

INVOICE DATE

AMOUNT

EXPENSE DISTRIBUTION

EXPENSE ACCOUNT

COST CENTER

FUND

AMOUNT

ACKNOWLEDGMENT



ACCOUNT NUMBER 415-864-4376

TDD equipment from Tim's Budget
FEB 10, 1989

PAGE 02

CUSTOMER SERVICE CALL 1-800-222-0300

FEB 07 EQUIPMENT PURCHASED -	ORD#260736498	INSTALLMENT 1 OF 1	1,259.85
419.95	TDD MODEL MP20		
419.95	TDD MODEL MP20		
419.95	TDD MODEL MP20		

1,259.85 AMOUNT TO BE INSTALLMENT BILLED

FEB 09 89 CHARGE FOR DIRECT DELIVERY SERVICE HANDLING
STATE AND LOCAL TAXES

26.85
81.89

TOTAL CURRENT CHARGES

1,368.59

TOTAL AMOUNT DUE UPON RECEIPT

1,368.59

TOTAL ACCOUNT BALANCE INCLUDING CURRENT CHARGES

1,368.59

*** FINAL BILL ***

RECEIVED FEB 21 1989

MEMORANDUM

DATE: February 3, 1989

TO: Penni

FROM: Chuck

SUBJ: TDD MACHINES

Please order 3 TDD machines, 2 for the reception desks and one for the NHSS Hotline. The receptionist machines will be billed to Tim's cost center and the NHSS machine will be billed against 5721-58-61 (\$395.00) and 5621-10-64 (\$60.25). Ordering information is attached.

CC: Lyn
Tim

PRODUCT NAME: KROWN MEMORY PRINTER 20

IMPAIRMENT: DEAF

PRODUCT DESCRIPTION: INCLUDES 4 ROW KEYBOARD, PRINTER, 2 HOUR BATTERY ,
UPPER AND LOWER CASE PRINTING. 2K MEMORY

*****LIST OF COMPANIES*****

CMPT	BADS
\$425 (+ \$10 SHIPPING)	\$425 (+ \$10 SHIPPING)
DCAR	NFSS
\$425 W/ASCII ADD \$75	\$425 (+ \$10 SHIPPING)
KRNR	DHIT
\$425 W/ASCII \$499 (+ SHIPPING)	\$425 W/ASCII \$499 (+ SHIPPING)

TYPE: TDD

PRODUCT NAME: KROWN MEMORY PRINTER 20 (CONTINUED)

IMPAIRMENT: DEAF

PRODUCT DESCRIPTION: INCLUDES 4 ROW KEYBOARD, PRINTER, 2 HOUR BATTERY,
UPPER AND LOWER CASE PRINTING, 2K MEMORY.

*we recently called
total price including tax
& shipping is 455.25*

*****LIST OF COMPANIES*****

TTST	NSNC
\$425 (+ \$10 SHIPPING)	\$419.95 (INCLUDES SHIPPING)
COST	GLAD
\$425	\$425 (+ \$10 SHIPPING)
HMEI	HSDC
\$425 (+ \$10 SHIPPING)	\$425

TYPE: TDD

PRODUCT NAME: KROWN MEMORY PRINTER 20D

IMPAIRMENT: DEAF

PRODUCT DESCRIPTION: INCLUDES 4 ROW KEYBOARD, PRINTER, 2 HOUR BATTERY ,
UPPER AND LOWER CASE PRINTING. 2K MEMORY

*****LIST OF COMPANIES*****

DCAR	KRNR
CONTACT DCAR FOR INFO.	\$475/ W/ASCII \$549(+ SHIPPING)
NFSS	DHIT
\$475 (+ \$10 SHIPPING)	\$475/ W/ASCII \$549(+SHIPPING)
CMPT	BADS
\$475 (+ \$10 SHIPPING)	\$475 (+ \$10 SHIPPING)

COMPANY CODE MHAC	KEY A:3	MARYLAND HEARING AID CENTER 8 CHARLES PLAZA SUITE 302 BALTIMORE MD 21202	STATE MD
VOICE: (301) 685-4334 TDD:			
COMPANY CODE MODN	KEY A	MODERN HEARING AID CENTER 1900 11TH AVENUE, SOUTH BIRMINGHAM AL 32555	STATE AL
VOICE: (205) 322-4277 TDD:			
COMPANY CODE NCHD	KEY A:1	NATIONAL CATALOGUE HOUSE OF DEAF 4300 NORTH KILPATRICK AVENUE CHICAGO IL 60641	STATE IL
VOICE: (312) 283-2907 TDD: (312) 736-6243			
COMPANY CODE NECM	KEY A	NORTHEAST COMMUNICATIONS 647 EAST NORTHAMPTON STREET WILKESBARRE PA 18702	STATE PA
VOICE: (717) 823-4400 TDD:			
COMPANY CODE NFSS	KEY A:1,3 B:5,7	NATIONWIDE FLASHING SIGNAL SYSTEMS 8120 FENTON ST. SILVER SPRING MD 20910	STATE MD
VOICE: (301) 589-6671 TDD: (301) 589-6670			
COMPANY CODE NMHS	KEY A	NORTHWESTERN MICHIGAN HRNG & SPCH CTR. 802A SOUTH GARFIELD TRAVERSE CITY MI 49684	STATE MI
VOICE: (616) 947-2324 TDD:			
COMPANY CODE NSNC	KEY A:1	AT&T'S NATIONAL SPECIAL NEEDS CENTER 2001 RTE. 46 PARSIPPANY NJ 07054	STATE NJ
VOICE: (800) 233-1222 TDD: (800) 833-3232			
COMPANY CODE NSUP	KEY A	NORTH SUPPLY COMPANY 600 INDUSTRIAL PARKWAY INDUSTRIAL AIRPO KS 66031	STATE KS
VOICE: (913) 791-7000 TDD:			

MEMO

TO: Chuck
FROM: Scott
DATE: 12 Jan 89
RE: TDD

I have called various places to check on TDD's, and the best price (and fastest available machine) is from ATT's National Special Needs Center. The "MemPrinter 20" model (the least expensive one with a printer) is available for \$455.25, including shipping and sales tax. It would take 3-5 days for delivery if we pay with a credit card. The models without printers run for around \$220, plus tax and shipping.

We need to take of this immediately. I am eagerly awaiting your instructions on the next step.

cc: Lyn

Budgeted

200

Salary Savings on Luis
(.25 x 780 hours)

195

395

Total
Cost of TDD

455.25

SPAF

60.25

TO: TIM WOLFRED
FROM: PENNI PAVIS (OFFICE SERVICES)
DATE: OCTOBER 14, 1988
RE: TTD MACHINE

For the past three weeks I have phoned numerous distributors of TTD machines only to be informed that there best machine which includes a display to read while your writing and a printer to print out the senders communication. This type of TTD cost \$499.98 plus shipping and handling. The cheapest one I found which is comparable to our TTD was from Far West Associates located in downtown San Francisco and it cost \$399.98. None of the distributors carry the model we have now it is considered old and obsolete. Lyn Paleo told me to send this memo to you to inform you of the cost of the TTD and to ask for any solutions to this matter.

Weitbrecht / ~~Alt~~ Altratedch
in Mountain View
Judy Tinsley

Lyn-

FXI.

I don't feel like dealing with this.
I thought you might find it all amusing, if
nothing else. Note the date of our original
letter...

~Cheryl

MAILING REQUEST

NEW COST CENTER CODE

CHECK HERE IF FOREIGN:

PRINT
INITIALS:

MAIL RECEIVED AFTER 2:30 P.M. WILL NOT BE POSTED UNTIL THE NEXT BUSINESS DAY!!!

DATE:

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



File No. 597

January 20, 1989

Mr. Lou Vala, Coordinator, Food Bank
San Francisco Aids Foundation
25 Van Ness Avenue, Suite 660
San Francisco, CA 94102

Dear Mr. Vala:

First of all, let me offer my apologies for the delay in responding to your organization's request for TDDs. We are experiencing personnel changes and were only recently able to process your request. However, we need additional information to determine if you are eligible for free TDDs.

Please provide us with the following information:

1. The exact nature of your organization.
2. Source of funding.
3. Services provided to the deaf community.
4. Services provided to disabled/handicapped other than deaf or hearing impaired. Number of clients served.
5. Services provided to persons not handicapped/disabled.
6. Number of telephone lines now in service with which a TDD would be used.
7. Number of staff who would use TDD equipment. If staff works in shifts, please explain.
8. Number of staff who are deaf or severely hearing-impaired.
9. Telephone company (or companies) providing service to your location(s).

Guidelines for issuance of TDDs have been established by the Commission, and at the present time, TDDs are authorized for organizations meeting at least one of the following criteria:

1. Organizations serving the deaf, which are not tax-supported, which are non-profit, and whose services to the deaf are more than incidental.
2. Schools for the deaf.

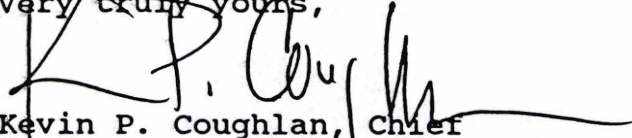
3. Schools that have significant programs for the deaf.
4. State agencies having public contact.
5. Certain agencies under contract with the Department of Social Services.

A service you may be unaware of is the California Relay Service for the Deaf, which provides communication between TDD users and non-TDD users. Calls may be initiated in either direction via toll free 800 numbers. There is no charge for the service beyond that which would be billed for a direct call. The service is available for all points within California. Enclosed is a copy of their brochure. For more information on this service, call 1+ 800 342-5833.

Enclosed are the copies of the previous requests submitted by San Francisco Aids Foundation as you requested.

Please direct your reply to Richard Fish, Telecommunications Branch, California PUC, 505 Van Ness, San Francisco, CA 94102.

Very truly yours,


Kevin P. Coughlan, Chief
Telecommunications Branch
Commission Advisory and Compliance Division



SAN FRANCISCO AIDS FOUNDATION P.O. BOX 6182, SAN FRANCISCO, CALIFORNIA 94101-6182

Due Date:
8/5/88

7 July 1988

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Richard Fish
CPUC E&C Division
505 Van Ness Avenue
3rd Floor
San Francisco, Ca. 94102

Dear Mr. Fish:

I am writing to you at this time to request assistance in obtaining four (4) TDD machines for use here at the Food Bank and at the AIDS Foundation switchboards and Client Service Departments. At this time, the Food Bank serves over 500 clients a month and has a registry of over 1600 PWA's and PWARC. We have identified seven(7) hearing impaired and deaf clients who would benefit enormously from our having this equipment in this office.

As you know, AIDS and ARC are very debilitating conditions and for all clients, illness will severely weaken and interfere with their ability to leave their homes. By having this equipment we can insure that deaf and hearing impaired clients can let us know of their food needs and insure that they do not go hungry.

The AIDS Foundation may already have submitted paper work with you as the Hotline has a TDD system. Whatever our status, we really need to add this equipment to our operation in order to meet the needs of these clients. Please provide me with whatever forms we need to complete this process, at your earliest convenience. We would very much like to provide this service to our clients as soon as is possible.

Thank you for your time and assistance in this matter.

Sincerely,

Cary Norsworthy
Coordinator
Food Bank Services



SAN FRANCISCO AIDS FOUNDATION P.O. BOX 6182, SAN FRANCISCO, CALIFORNIA 94101-6182

February 24, 1988

Public Utilities Commission
Attn: Richard Fish
CPUC E and C Division
505 Van Ness Avenue
San Francisco, CA 94102

Dear Mr. Fish:

On behalf of the Client Services Department of the SFAF I am writing to inquire about obtaining a TDD for use with our deaf clients. By contract with the SF Department of Public Health, we provide direct social services to men and women with AIDS and ARC here in the city.

Increasingly, we have been seeing more and more deaf persons with AIDS and ARC. Our estimates show that we have at least 5 deaf people with AIDS using our services, and I understand that there are at least 10 other deaf people with AIDS, alone, living in San Francisco.

Currently, our modes of communication are very restricted when it comes to working with our deaf clients who have no hearing roommates.

The AIDS/ARC deaf community is currently organizing a support system so that they may better network and resource develop. It is my hope that by easing our communication difficulties, we can work closely with their people to help facilitate smoother access to social services in San Francisco.

I don't know what an appropriate number of TDD's to request is. We have a staff of about 20 in our department (the agency has close to 85 employees and over 200 volunteers). Each of the 6 Social Workers has their own phones, but I'm sure we could arrange to put the TDD(s) in a centralized location. Our hotline has a TDD, but they are located in another building. Also, I'd be interested in knowing if there are any mechanisms for communicating with deaf persons while they're here in our offices.

Your help and assistance on this would be greatly appreciated. I hope to hear from you soon.

Christopher J. Alexander
Christopher Alexander
Social Worker

California Relay Service

- ▶ The California Relay Service (CRS) began operating January 1, 1987. The CRS was established by Legislative act in 1983. The "Telecommunication Devices for the Deaf (TDD) Relay System Act" (Chapter 741), adding Section 2881(b) to the Public Utilities Code requires that the California Public Utilities Commission (CPUC) implement a dual party relay system using third party intervention to connect deaf or severely hearing-impaired persons with persons of normal hearing using the telephone systems within the State of California. Any additional Legislative or Public Utilities information can be obtained by writing CPUC, 505 Van Ness Ave, Room 2002, San Francisco, CA 94102.
- ▶ The CRS is open 24 hours a day, 7 days a week. There are 60 positions, 1 Manager, 8 Group Managers, 2 clerks and there will be 160 Communications Assistants. Call volumes are in excess of 3500 calls per day with 8 - 10 minutes average talk time per call. All calls placed by the CRS must originate, terminate and be billed within the State of California.
- ▶ Toll free 800 (California originated only) numbers are available to connect to the service. Calls are billed at AT&T and/or Local Telephone Company direct dial, or operator handled rates, as appropriate. For example, a call from San Francisco to Sacramento will be billed at the direct dial rate. There are no charges to the calling customer for the connection to the CRS, or for the connection from the CRS to the called party.
- ▶ In addition to the technical training, the CRS personnel receive training in the following areas: cultural and linguistic differences between the deaf community and the hearing community; an understanding of how ASL (American Sign Language) and English vary in written form; interpreting and transliterating ASL; coping with difficult situations; and code of conduct, ethics and confidentiality.
- ▶ An essential part of telephone service is privacy. CRS personnel must keep all conversations confidential and never give a customer reason to believe that conversations, or the nature of any message, will become known to anyone else through any fault of the CRS or its personnel. The CRS is committed to this policy.
- ▶ In order to protect the confidentiality of the users and the specialized nature of CRS communications, there are no public tours permitted.
- ▶ CRS does not try to judge whether a call is either obscene or illegal. Enforcement of such a practice is contrary to an individual caller's right to free speech. However, if obscenities or abusive remarks are directed to the CRS Assistant, the Assistant will request the caller to stop, if the caller continues, the Assistant will notify a Manager prior to terminating the call.
- ▶ CRS has a public office available to deaf or severely hearing-impaired customers. The hours are 8:00 am - 5:00 pm, 7 days a week. The public office has 2 booths, equipped with TDD's, so that the public can place calls to other TDD's or the CRS. All calls placed from the public office require alternate billing: Collect, Calling Card, or Bill to Third number (billing is verified prior to placing the call and must be a California billing number).
- ▶ In instances where the CRS receives an emergency call, the CRS Assistant directs the caller to hang up and dial 9-1-1. 9-1-1 is a statewide emergency number for all agencies. The 9-1-1 emergency number has TDD capability and should be called in the event of an emergency. This instruction is given for the users' benefit because dialing 9-1-1 is faster and safer.
- ▶ CRS does not replace the TDD/TTY operator used today. (The TDD/TTY operator assists on calls from TDD to TDD only.) A customer should continue to call the TDD operator for: calls placed from a TDD to a TDD that require operator assistance or alternate billing; assistance reaching a number if there are problems with a call; credit in the event of problems on a direct-dial call; telephone numbers not found in the telephone book; and reporting any other telephone service problems.
- ▶ The service is funded in part by the surcharge (Communications Devices Funds for Deaf and Disabled) that appears on all California subscribers telephone statements.

California Relay Service

"Signs" of Television Access

The only
Audience Participation Talk Show
in American Sign Language
is
Now Available to You |

Hey
Listen
INC

HEY LISTEN! Inc. is an audience participation talk show much like the OPRAH WINFREY SHOW. The only difference is that the HEY LISTEN! host is deaf; so are many of the guests and so are the audience members. The programs offer a real "slice of deaf life" in America.

The 60 minute programs, cover a variety of topics, give viewers a glimpse of deaf culture while providing entertaining discussions of contemporary issues.

HEY LISTEN! appeals to deaf and hearing viewers. The official communication used on the show is American Sign Language. All shows are voice interpreted for the "sign language impaired" (ie. hearing people).

P.S. Be sure to read the description for AIDS: Sam Edwards. Your Community Service & Medical Organization will want this tape as a necessary resource for AIDS Education.

HEY
Listen
INC

36 St. Paul Street
Suite 104-108
Rochester, NY 14604-1308

NOV 13 1989

Northern California AIDS Hotline
P.O. Box 6182
San Francisco, CA 94101-6182



___ Individual Tape: \$ 49.95
___ Package of 7: \$ 275.00, Save \$74.65
___ Package of 13: \$ 500.00, Save \$149.39
___ Package of 39: \$ 1,350.00, Special Rate
Add \$4.00 per tape for ship + hdlg.

___ Check Enclosed,
Payable to Hey Listen I Inc.
___ Purchase Order

___ Yes, I want to receive update lists.
If so, when ?
___ Monthly (four shows)
___ 3 months (thirteen shows)
___ Biannually (thirty shows)

Ship to: _____

Attention: _____

name

position

Mail to: Hey Listen / Inc

36 St. Paul Street

Suite 104-108

Rochester, NY 14607-1308

005-00-0-05



Producer's 13 Best Pick

<u>DEAF WOMEN - DOUBLE CHALLENGE</u> Deaf women face a double challenge due to their dual minority status. Three deaf women chat with HEY LISTEN! host Jackie Schertz about their experiences with discrimination, work, family, and social life.	S8801
<u>MAINSTREAMING VS. RESIDENTIAL EDUCATION</u> Educational options are the focus on this controversial program. Deaf students, parents, and deaf adults present their opinions while audience members share their comments with the panel.	S8802
<u>DEAF RIGHTS AND THE LAW</u> The Honorable William H. Bristol joins the HEY LISTEN! Audience and answers questions about the rights of deaf people in court.	S8803
<u>DEAF IDENTITY/CULTURAL ISSUES</u> Patrick Graybill and Keith Cagle provide interesting information regarding the differences between deaf and hearing cultures.	S8804
<u>AIDS IN THE DEAF COMMUNITY</u> A person with AIDS is joined by two professionals in the field to talk about the myths, the facts, and the everyday impact that AIDS imposes on all of us.	S8805
<u>DEAF PARENTS/HEARING CHILDREN</u>  Deaf parents are entertained, enlightened, and inspired by Bonnie Kraft, a hearing child of deaf adults. Bonnie's stories are sad, funny, heartwarming, and educational.	S8806
<u>DEAF CHILDREN/HEARING PARENTS</u> Hearing parents offer advice and guidance to other parents with deaf children on issues like communication, education, and parenting techniques.	S8807
<u>POLITICS OF DEAF AND HEARING IMPAIRED ORGANIZATIONS</u> Political leaders in the deaf community offer advice and guidance to those who want to become more active. Several examples (including the Gallaudet protest) are offered as proof of political action.	S8808
<u>MENTAL HEALTH AND THE DEAF PATIENT</u> Professionals in the mental health field share their unique experiences; working with deaf people, the impact of deafness on emotional problems is discussed.	S8809
<u>DEAFNESS, DRIVING, AND DWI</u> A driving while intoxicated (DWI) case involving a deaf driver put the spotlight on the deaf community. A discussion about signing while driving inspired the audience to share their varied opinions.	S8810
<u>ASL IN EDUCATION</u> Linguists in the field of American Sign Language (ASL) research offers insights to the language of the deaf.	S8811
<u>INTERPRETERS: A LOVE/HATE RELATIONSHIP</u> Interpreters talk about power, techniques, and the code of ethics.	S8812
<u>SIGNING VS. CLOSED CAPTIONING ON TV</u> Options for hearing impaired television viewers are discussed. Deaf audience members express their desire to see more programs with ASL.	S8813
<u>DEAF EMPOWERMENT</u>  Jamie Tucker and Jeff Rosen talk with audience about their involvement with the 1988 Gallaudet protest. Both guests were part of six deaf people responsible for organizing the protest. Inspiring!	F8801
<u>PRESERVATION OF AMERICAN SIGN LANGUAGE (ASL)</u> Dr. Ted Suppala, profoundly deaf linguist at the University of Rochester, talks about the language of the deaf; ASL. Provides insight to the subtleties of the language.	F8802
<u>DEAF/HEARING: MIXED MARRIAGES</u> Deaf/hearing couples talk about their experiences coexisting with two cultures. While sometimes sad often funny, the discussion is always warm and honest.	F8803

<u>DEAF WORKERS IN A HEARING WORLD</u> Two very different workers talk about their experiences in a hearing world. A spirited discussion between guests proves entertaining.	F8804
<u>DISCRIMINATION?</u> The regional director of the New York State Department of Human Rights chats with the audience about their experiences with discrimination. "Knowledgeable, articulate, and expressive" describe our guest. Very informative!	F8805
<u>DEAF KIDS: OUR FUTURE LEADERS</u> A high school student, junior high school student, and elementary student all from the Rochester School for the Deaf talk about sex, drugs, AIDS, and politics! Students are very poised and provide a good role model.	F8806
<u>THAT'S DEAF ENTERTAINMENT</u> Captivating! Did anyone ever deny the beauty of sign? Performances range from current events, avant garde, pure theatre, and a little slapstick! "THE KITE" by Dennis Webster is not to be missed. A real belly laugh!	F8807
<u>DEAF ADULTS: A MESSAGE TO HEARING PARENTS</u>  Deaf adults share their perceptions growing up surrounded by hearing people, touching memoirs stir our senses. Questions from high school (hearing) students give us hope that the world is changing.	F8808
<u>DEAF LEADERS</u> Audience members chat with some of our finest deaf leaders in Rochester, NY. Rochester has a large deaf community and these leaders provide the guidance and motivation necessary to coordinate community efforts. Good discussion!	F8809
<u>HOLIDAY SPECIAL</u> Classical "GIFT OF THE MAGI" endearing "THE NIGHT BEFORE CHRISTMAS" Patrick Graybill oozes neverending charm in his rendition of our favorites. Brenda Schertz shares yiddish stories and Simon Carmel shares folklore.	F8810
<u>MEET THE COUNTY EXECUTIVE</u> Everyone should be so lucky to have a county executive like this guy! County government becomes more clear. Charming man!	F8811
<u>CODA: CHILDREN OF DEAF ADULTS</u> Three hearing adults of deaf parents share their stories about growing up. Amusing at times and touching as well. Three very different experiences.	F8812
<u>POSITIVE PARENTING</u> Two mothers and one father casually talk about their parenting approaches. Techniques differ but communication and love seem to be overriding themes.	F8813
<u>THE "NEW" NEW YORK STATE RELAY SERVICE</u>  Host Jackie Schertz demonstrates how to make a relay call. excellent training tool for those who haven't used a relay system.	W8901
<u>AIDS: SAM EDWARDS</u>  Straight talk about AIDS from a profoundly deaf man who has it. You might think this is a show about death! It isn't! It's a show about life, love, and the human spirit!!!	W8902
<u>A DAY IN THE LIFE OF A HOMICIDE INVESTIGATOR</u> A demonstration of how police lift fingerprints. Homicide detectives talk about violence, drugs, and job satisfaction.	W8903
<u>ON BEING BLACK AND DEAF</u>  Enlightening discussion with two black deaf men. Carl Moore is quite a conversationalist while John Haynes provide a direct honest response. Enjoyable!	W8904
<u>SUBSTANCE ABUSE</u>  Wow!!! Testimony from two deaf substance abusers tug at your heartstrings. Audience members are supportive in their questions. Alcoholics anonymous (AA) meetings could use this tape!	W8905
<u>HEARING DOGS</u>  Meet two dogs and their owners. Audience members question the dogs' right to enter a work place. The dogs are beautiful!	W8906

<u>HEALTH & FITNESS</u> Informative program. Jeannie McGinn offers advice on nutrition, exercise, and motivation. A 27 minute exercise routine that "sizzles"!	W8907
<u>DEAF EDUCATION: A CRISIS IN AMERICA</u> This video tape was sent to the governor of New York and President of the United States. Deaf people and parents of deaf children share their views on deaf education. The best advice comes from the deaf students themselves.	W8908
<u>DEAF PEOPLE IN THE SPOTLIGHT</u>  Beth Ann Bull, actress (McDonalds commercial) and Brandi Sculthorpe (Miss Deaf America) talk about friendship, privacy and the price you pay for fame.	W8909
<u>BICULTURALISM: CULTURE & CONFLICT</u> What is deaf culture? What's it like to grow up bicultural? An insight for deaf and hearing viewers!	W8910
<u>DEAF ELDERS</u> These deaf people talk about life in the golden years. Their insights are so valuable and their stories are fascinating.	W8911
<u>THE GALLAUDET PROTEST: ONE YEAR LATER</u>  Look at how far we've come! An interesting look back at the Gallaudet protest. Is "hindsight" 20/20?	W8912
<u>ASL BY CHOICE</u>  Deaf people frequently are exposed to oral methods of communication before they learn sign. On this videotape deaf people talk about their decisions to stop using oral methods of communication and why they chose American Sign Language (ASL) instead.	W8913
<u>DEAF HOLOCAUST SURVIVORS</u> Guests: David Bloch, Stanley Teger. David was a prisoner of Auschwitz in the early 1930s; 98 members of Stanley's family were killed at Treblinka. Their stories and love for life...truly inspiring.	S8901
<u>DEAF STUDIES</u> Host Patrick Graybill chats with guest Dr. Robert Panara about the need to offer Deaf Studies courses in college programs and school programs throughout the United States. Dr. Panara provides wonderful examples of famous deaf Americans that deaf children everywhere can be proud of and identify with. A <u>must</u> for every library that serves deaf children!	S8902
<u>BASES LOADED</u> Host, Bob Panara, in a delightful interview with a professional baseball pitching coach and the general manager of Rochester's own Red Wings baseball team Baseball anecdotes abound!!! Bob tells the story of "Dummy" Hoy, a deaf baseball player who is credited with inventing many of the signals used in the game today.	S8903
<u>DATING IN THE 90'S</u>  Leslie Greer, host, interviews a deaf couple who went out on a blind date arranged by the Hey, Listen! staff. Four additional guests share their dating experiences and their concerns about dating in the 90's. Leslie is hilarious with the couple who won the date! Guests provide insights from their own experiences and talk candidly with the studio audience.	S8904
<u>LEAVING HOME FOR COLLEGE</u> Host Mark J. Myers interviews Dr. Alan Hurwitz from the National Technical Institute for the Deaf about the process of students leaving home for college. Mark also interviews a charming deaf couple whose son is attending NTID for the first time. Two new students are interviewed and questions from the studio audience provide interesting conversation for this sensitive topic.	F8901
<u>TOP FREE TEN</u>  Host Leslie Greer interviews women from the Coalition For Topfree Equality about how the law discriminates against women. Don't be fooled by the title of this program! This is an exciting show that has deaf people talking about gender discrimination. An exciting debate between a deaf feminist and a rather traditional deaf man adds an entertaining aspect to the program. We got alot of mail when this aired on TV!!!!	F8902

<u>SSI/SSDI USE or ABUSE</u> Host Leslie Greer interviews a claims representative from the local Social Security Office and even has a mock interview to apply for Social Security Income (SSI) herself! Leslie asks very direct questions about the abuse of the system. Two deaf people debate on the air the pros and cons of a system that seemingly tends to prohibit deaf people from seeking gainful employment	F8903
<u>DEATH EXPERIENCE AND SUICIDE</u> Host Jackie Schertz interviews Dr. Brian Barry about the increase in suicides and specifically the increase in teenage suicides. Guest Nancy Price recounts her "near death experience" when her heart stopped beating twice in one evening. A fascinating show with interesting topics	F8904
<u>ASTROLOGY</u> Host Leslie Greer interviews an Astrologer who gives her an "on air" characteranalysis. A psychologist joins Leslie to talk about paranormal experiences and what they mean they mean. Interesting show!	F8905

Circle the videotape code numbers below
that you want to order today!

S8801	S8813	F8812	W8911
S8802	F8801	F8813	W8912
S8803	F8802	W8901	W8913
S8804	F8803	W8902	S8901
S8805	F8804	W8903	S8902
S8806	F8805	W8904	S8903
S8807	F8806	W8905	S8904
S8808	F8807	W8906	F8901
S8809	F8808	W8907	F8902
S8810	F8809	W8908	F8903
S8811	F8810	W8909	F8904
S8812	F8811	W8910	F8905

Total # of tapes: _____

Please Allow 4-6 Weeks For Delivery

Center on Deafness

Research, Training and
Mental Health Services
Laurel Heights
3333 California Street
Suite 10
San Francisco,
CA 94143-1208
Voice: 415/476-4980
TDD: 415/476-7600

University of California, San Francisco... A Health Sciences Campus



December 15, 1989

DEC 20 1989

Dear Director:

The University of California Center on Deafness (UCCD), recently completed the results of the 1989 San Francisco Bay Area Survey of Agencies Serving Deaf and Hearing-Impaired Populations. The primary purpose of the survey study was to identify areas of strength and weakness in the services provided to the deaf and hearing-impaired individuals in our community.

The results were derived from written responses and interviews with professionals from different backgrounds. The summarized content presented in the packet does not necessarily represent the viewpoint of individual(s) involved in the study, or of UCCD.

The packet enclosed is divided up into five main areas:

1. Introduction.....Pages 1 - 3
2. Summary of Responses, Remediations and
Possible Strategies.....Pages 4 - 14
3. Basic Principles for Effective Leadership in
Organizations.....Page 15
4. Possible Ideas for the Future.....Pages 16 - 17
5. References - A Guide for Future Planning.....Appendix

Please take some time to review the packet. It would be greatly appreciated if we could get feedback from you. You may contact us at:

University of California, San Francisco
Center on Deafness
3333 California Street, Suite 10
San Francisco, CA. 94143-1208
ATTENTION: Charles H. Lane, MSW Intern
Telephone: 1 (415) 476-7600 (TDD)
1 (415) 476-4980 (Voice)

Thank you for taking the time and effort to participate in the survey study. Your input in the study is greatly appreciated.

Sincerely,

A handwritten signature in cursive script that reads 'Charles H. Lane'.

Charles H. Lane

San Francisco Bay Area
Services for the Deaf: Current
Status and Gaps...Ideas for
Future Plans

Deaf Services Network-North
Meeting

The California School for the Deaf
39350 Gallaudet Drive
Fremont, California

November 10, 1989

Presenter: Charles H. Lane

UC-Berkeley Social Work Student,
and intern at UCSF Center on Deafness

1989 S.F. BAY AREA SURVEY OF AGENCIES SERVING DEAF AND HEARING-IMPAIRED POPULATIONS

INTRODUCTION

The University of California Center on Deafness (UCCD), affiliated with University of California, San Francisco, conducted a survey study on evaluating the availability of services for the deaf and hearing-impaired population in the San Francisco Bay Area. This project took place between the months of July and October of 1989. The range of services provided to the deaf and hearing-impaired communities were examined in relation to the needs for services as identified by service providers and professionals in the field of hearing-impairment and deafness. The purpose of this overview was to identify areas of strength and weakness in the services provided to deaf and hearing-impaired individuals in our community. In the study, UCCD used two formats: 1) a written survey format, and 2) an interview format. From a total of 101 participants in the survey, UCCD identified numerous gaps. UCCD also took some efforts to identify possible solutions for filling these gaps.

Principal Investigator: Charles H. Lane; MSW Student at UC-Berkeley, and intern at UCCD

S.F. Bay Area Survey of Agencies Serving Deaf and Hearing-Impaired Populations

Written Format:

- 1) Please indicate statistical data (or estimates) of the number of times or corresponding percentage that deaf or hearing-impaired persons have requested a particular service/program, as well as data indicating whether or not the requests have been covered (for the six-month period between January 1, 1989 and June 30, 1989).
- 2) Please briefly describe your agency's perception of the strengths and weaknesses in the field of deafness and hearing-impairment service provision. In addition, what gaps do you see in these services? What services seems to be over-emphasized to the deaf and hearing-impaired communities?
- 3) Please briefly describe your agency's philosophy and approach to meeting the various needs/requests from the deaf and hearing-impaired communities.
- 4) Please indicate any future goals of your agency with respect to the quality and quantity of services you provide to the deaf and hearing-impaired communities.

Interview Format:

- 1) What gaps do you see in the services to the hearing-impaired and deaf communities?
- 2) If you had a million dollars to spend to improve services, where would you spend the money?
- 3) What services do you think need most attention in the S.F. Bay Area?
- 4) How would you help your fellow colleagues prioritize spending to get the kind of services the hearing-impaired deaf community wants?
- 5) Suppose you were given the opportunity to coordinate the agencies in the S.F. Bay Area, what kind of system would you set up to encourage cooperation, interests, and teamwork among professionals in the field of deafness to improve the quality and quantity of services in the S.F. Bay Area?

Results of Survey: An Outline

A total of 101 "participants" responded in the survey study.

Written Format:

* 163 surveys mailed out: (based on 1986 DSN-N Directory)

- 65 successfully completed surveys returned
- 16 surveys catagorized as incomplete for reasons of:
 - 'non-existing' agencies (8)
 - hotline or info. line numbers (5)
- + _____ - survey not applicable to some agencies (3)
- 81 total surveys returned (49 % return rate)
- 82 surveys not returned due to: (in ranking order)
 - lack of time, energy, or/and personnel
 - timing of survey (summer-time)
 - lack of interest for various reasons

Interview Format:

* 20 interviews:

- site visits (9)
- use of telephone/TDD (5)
- some interview questions mailed in lieu of survey (6)

**SUMMARY WORKSHEET TO ASSESS STATUS OF SYSTEM OF CARE FOR
HEARING-IMPAIRED/DEAF POPULATION IN S.F. BAY AREA**
(FORMAT SIMILIAR TO S.E.D. STUDY BY B. STROUL, ET AL)

TYPE OF SERVICES	CURRENT GAP	DESIRED REMEDIATION	SUGGESTED IMPROVEMENT STRATEGIES
I. MENTAL HEALTH SERVICES	<u>Biggest Needs - Nonresidential Treatment of Deaf In Mental Health Field</u> - Training of more professionals in working w/ deaf in a * of situations (ie., foreign, postlingual) - Diversion of resources in collecting funding & support from state level & private resources in maintaining & expanding programs - Need to streamline services for cost-effective purposes (supply & demand)		
<u>Nonresidential Services:</u>			
PREVENTION	Lack of outreach & support to families; low early intervention	Work with families & key support systems early	Follow-up case management; creation & req. of 'family' intervention plan (FIP); more training of professionals & exp. of services
EARLY IDENTIFICATION & INTERVENTION	Low early intervention rates; non-crisis	Work with families & key support systems early	Follow-up case management; creation & req. of 'family' intervention plan (FIP); more training of professionals & exp. of services
ASSESSMENT	Low * of professionals specializing in this area	Expand training & more coordination between experts & non-experts	Work w/ universities in developing programs & in regular contact w/ 'non-deaf' agencies; recruitment of trained professionals
OUTPATIENT TREATMENT	Low * of professionals serving deaf & hearing-impaired	Expand training & more coordination between 'deaf' experts & non-experts & agencies	Work w/ universities in developing programs & in regular contact w/ 'non-deaf' agencies; recruitment of trained professionals
HOME-BASED SERVICES	Low * of professionals making home visits	Expand training & coordination between experts & agencies	Use of 'family' intervention plan (FIP); more training of professionals & exp. of services
DAY TREATMENT	Low * of professionals working w/ sub. abuse, deafened, mhl, grps	Expand training among professionals & coordination between experts & agencies	Improve coordination among treatment centers among deaf & hearing-impaired
CRISIS INTERVENTION	Low * of professionals working w/ violent, suicidal patients immed.	Expand training & more coordination between experts & agencies	Revision of 'system' to be more responsive to clients in crisis situations

TYPE OF SERVICES	CURRENT GAP	DESIRED REMEDIATION	POSSIBLE IMPROVEMENT STRATEGIES
<u>Residential Services:</u>	<u>Biggest Needs - Residential Services</u> - Need of Residential Centers/Facilities/Homes to meet various needs of the deaf - Need Regional & State Support to coordinate residential programs in SF Bay Area		
FOSTER CARE	Virtually Non-existent (few interested)	More organization; networking among agencies; recruitment	'Homebuilders' Approach; Public Educ. to interested parties (on reg. basis)
GROUP CARE	Virtually Non-existent (no facilities for deaf)	More organization; networking among agencies; recruitment of appropriate guardians	'Homebuilders' Approach, Public Educ. to interested parties (on reg. basis); Innovative plan with real estate groups
INDEPENDENT LIVING SERVICES	Low * of staff & facilities	More staff & facilities; more coordination to improve service	Expand from CIL to allow more room for growth, flexibility; SAID-type program
RESIDENTIAL TREATMENT SERVICES	No substance abuse center for the deaf; poor psychiatric networking	Development of both day & residential substance abuse center; expand on network and coordination; establish psychiatric units special for deaf needs	Develop positions at Regional & State levels (as in all above) to coordinate necessities for proper developments of residential treatment facilities
CRISIS RESIDENTIAL SERVICES	Need for coordination among hospitals, agencies, facilities	More organization; networking among hospitals, etc.	Develop positions at Regional & State levels to coordinate development
INPATIENT SERVICES	poor communication skills among staff to deaf clients	More training among staff to learn sign language & deaf culture	Require workshops & seminars in staff training

TYPE OF SERVICES	CURRENT GAP	DESIRED REMEDIATION	POSSIBLE IMPROVEMENT STRATEGIES	
II. SOCIAL SERVICES	Biggest Needs - Social Services - Expansion of protective/preventive services; case management - Sensitivity & awareness training among personnel in social services regarding deafness - Need for growth in group/shelter homes for the deaf (or train personnel in existing facilities)			
	PROTECTIVE SERVICES	Poor coordination among CPS/PS & agencies/schools specializing in deafness	Increased sensitivity & awareness among professionals working w/ deaf children, battered mothers	Recruitment of consultant(s) assisting protective services in their work w/ deaf community (on reg. basis)
	FINANCIAL ASSISTANCE	Lack of s.l. training among personnel in helping deaf	Sensitivity & s.l. training among F.A. employees	Tri-monthly workshops/seminars; consulting basis
	ASSISTIVE DEVICES SERVICES	Devices too expensive to afford	Reduction in prices	Discount card for deaf; Ask for companies to subsidize the costs in exchange for volunteer work from deaf (public relations)
	SHELTER SERVICES	No homes for neglected/abused/battered children & women	Need of homes serving these populations	Work w/ Real Estate & Business Leaders
	ADOPTION	Low # of families knowledgeable @ deafness	More training and contact w/ those who (will) have deaf children	Consultant to work closely with adoption agencies
	ATTENDANT REFERRAL	Deaf Community not fully aware of these services	Spread awareness among deaf comm.; make these services more efficient	Work more closely with these agencies to meet needs of deaf community most efficiently
	CHILD CARE	No exclusive child care center for deaf	Sensitivity & awareness training among child care staff	Offer workshops/seminars & in regular contact with Child Care Centers if need arises
	PEER COUNSELING	Low # of qualified peer counselors	Expand training & recruitment	Regular training sessions

TYPE OF SERVICES	CURRENT GAP	DESIRED REMEDIATION	POSSIBLE IMPROVEMENT STRATEGIES
III. EDUCATIONAL SERVICES <u>Children Programs:</u>			
Biggest Needs - Educational Services - Weak communication/networking among school staff, administration, within & outside school districts - Expand training, in-service training among those in the deaf studies (educ., psych., interp., etc.) - Outreach/Parent Ed./Family Services (i.e., sign language, counseling) to be expanded to all parties - Increase school role in planning & coordinating after-school/non-academic activities for students - Need to diversify resources of funding; support from local, regional, & state levels - Recruitment of personnel who can communicate with non-English speaking families & students			
ASSESSMENT & PLANNING	Low # of trained personnel; weak coordination	Increase of specialized positions; Coordination in planning process	In-service training; recruitment of qualified personnel; centralize services (broad range) within & between school districts (comm.)
RESOURCE ROOM	Need improved coordination among specialist & teachers	Training among teachers & administrators to maximize use of resource rooms/resources	In-service training; set formal procedures to maintain quality of resource rooms; rec. of qualified personnel; expand communication
SELF-CONTAINED SPECIAL EDUC.	Low interaction level among deaf & hearing peers	Increase interaction among deaf & hearing peers & communication among teachers needs to increase	Changes in curriculum planning; recruitment of qualified personnel; expand training programs
SPECIAL SCHOOLS	Low communication level within/between school districts/staff & community	Improve communication on all levels; add'l training; expand outreach services	In-service training; expand outreach services; need for networking among personnel/ schools/districts
RESIDENTIAL SCHOOLS	Low communication level within/between school districts/staff/ students/community	Improve communication on all levels; add'l training; expand outreach services	In-service training; expand outreach services; need for networking among personnel/ schools/districts
<u>Adult Programs:</u>			
POST-SECONDARY PROGRAMS	Counseling for deaf college students	Counseling for deaf college students	Contracting w/ independent agencies; subsidizing w/ counseling centers on campus
ADULT ED. PROGRAMS	Need for consistent curriculum	More organization; more qualified instructors	Network w/ agencies to work closely on needs of deaf adults

TYPE OF SERVICES	CURRENT GAP	DESIRED REMEDIATION	POSSIBLE IMPROVEMENT STRATEGIES	
IV. HEALTH/ MEDICAL SERVICES	<u>Biggest Needs - Health/Medical Services</u> - Training among medical personnel/staff to understand deafness & to communicate with deaf community more effectively, coordination between medical staff and interpreters needs to be improved - Networking among medical & health care staff & agencies to streamline quality & quantity of services to deaf community			
	HEALTH EDUC. & PREVENTION	Weak coordination among medical personnel to educ. hearing-impaired	Improve coordination & training among medical personnel to understand deafness	In-service training; internship program established; workshops for deaf adults on regular basis (esp. after high school level)
	SCREENING & ASSESSMENT	Low # of personnel trained to diagnose deafness/+ disabilities	Expand training among medical personnel to help them assess & communicate w/ deaf better	In-service training; consultation with medical schools/ internship program
	HOSPITAL CARE (PRIMARY, ACUTE, EMG. , LONG-TERM)	Inability of hospital staff to communicate effectively with deaf	Expand training among medical personnel to help them commun. better w/ deaf patients	In-service training; internship program
	ALCOHOL/DRUG PROGRAMS	Low # of 12-step programs in S.F. Bay Area for deaf	Increase # of 12-step programs	Expansion of 12-step programs; consultation & training among personnel; recruitment of qualified personnel
	AIDS TREATMENT PROGRAMS	Low # of programs treating deaf patients in S.F. Bay Area	Expand programs & provide training for personnel; recruitment of staff & volunteers	Meetings w/ other AIDS agencies to facilitate development of program; training of staff via assistance from other agencies
	SPEECH & HEARING SERVICES	Lack of networking among staff to improve quality of services to deaf consumer	Improve networking to provide support & training among staff in order to streamline quality of services to consumers	In-service training; workshops; meetings among agencies & staff to centralize services

TYPE OF SERVICES	CURRENT GAP	DESIRED REMEDIATION	POSSIBLE IMPROVEMENT STRATEGIES	
V. VOCATIONAL SERVICES	Biggest Needs - Vocational Services - Need for more counselors (i.e., RCD's) who can work in a wide variety of settings; gain knowledge of business/education/mental health sector (recruitment, networking, program development) - expansion of work settings for deaf people to get work & job experience			
	CAREER EDUCATION	Low # of Career Counselor positions; weak outreach to deaf community	Expand # of C.C. positions; expand outreach to deaf community	Network w/ other career ed. centers
	VOCATIONAL SKILLS ASSESSMENT & TRAINING	Need to create consistent transitional vocational assessment planning (long-term)	Combine ed., career, rehab. & vocational planning, so needs of deaf client match the market needs	Networking w/ voc., tech., & career planning centers to create appropriate individual plans
	JOB SURVIVAL SKILLS TRAINING	Low # of counselors to help deaf employees develop job survival skills	Expand # of counselors in this area	Recruitment; in-service training, networking w/ employees on a regular basis
	WORK EXPERIENCES	Low # of places available for deaf to get work experience	Expand # of places for deaf to get work experience	Network with employees, businesses, companies, & volunteer organizations
	JOB FINDING, PLACEMENT & RETENTION SERVICES	Low # of counselors/ few places for deaf employees to get help	Expand # of places & counselors to help deaf employees	Network with employees & educational/ training settings to help deaf employees
	SHELTERED EMPLOYMENT	Low # of places available for deaf to get work experience	Expand # of places for deaf to get work experience	Network with appropriate facilities

TYPE OF SERVICES	CURRENT GAP	DESIRED REMEDIATION	POSSIBLE IMPROVEMENT STRATEGIES
VI. RECREATIONAL SERVICES <u>Children/Adolescents:</u> AFTER-SCHOOL PROGRAMS SUMMER CAMPS RECREATION PROGRAMS SPECIAL REC. PROJECTS CREATIVE ARTS PROGRAMS <u>Adult:</u> RECREATION PROGRAMS SPECIAL REC. PROJECTS CREATIVE ARTS PROGRAMS	Biggest Needs - Recreational Services - Expansion of recreational programs of all kinds for deaf children/adolescents - Encourage more involvement from deaf community in recreational activities (all age groups); more leadership to promote organization(s), activities, & planning - Increased communication and planning among recreational facilities, agencies, and the community to meet recreational needs of the deaf community		
	Very few appropriate programs available	Expansion of programs; increased roles by schools (mainstream) & community & families	Affiliations w/ park districts; volunteer programs
	Very few appropriate programs available	Expansion of programs; increased roles by schools & community & families	Affiliations w/ park districts; volunteer programs
	Very few appropriate programs available	Expansion of programs; increased roles by schools & community & families	Affiliations w/ park districts; volunteer programs
	Very few appropriate programs available	Expansion of programs; increased roles by schools & community & families	Affiliations w/ park districts; volunteer programs
	Very few appropriate programs available	Expansion of programs; increased roles by schools & community & families	Affiliations w/ park districts; volunteer programs
	Low level of participation	Coordinate w/ deaf community to plan more effectively	Meetings addressing rec. needs; recruitment
	Low level of participation	Coordinate w/ deaf community to plan more effectively	Meetings addressing rec. needs; recruitment
	Low level of participation	Coordinate w/ deaf community to plan more effectively	Meetings addressing rec. needs; recruitment
	Low level of participation	Coordinate w/ deaf community to plan more effectively	Meetings addressing rec. needs; recruitment

TYPE OF SERVICES	CURRENT GAP	DESIRED REMEDIATION	POSSIBLE IMPROVEMENT STRATEGIES
VII. COMMUNITY SERVICES	Biggest Needs - Community Services - Diversion of media resources to educate public (deaf & hearing) - Need to network with comm. service agencies to train employees about deafness; in-service training - Need to increase professional training in areas of leadership, advocacy, use of applicable materials		
	CASE MANAGEMENT	No follow-up after release from any kind of facility Expansion of non-mental health case worker positions	In-service training; recruitment of personnel; networking with agencies to coordinate these services
	SELF-HELP & SUPPORT GRPS.	Few groups: family, children, newly diag. deaf persons, etc. Formation of self-help groups & support groups according to most pressing needs	Interagency clinical meetings; network with non-mental health agencies (i.e., in field of audiology, deaf education, etc.)
	ADVOCACY	Few leaders; more organization Increased advocacy in all areas; leadership	Leadership training workshops; how-do-advocacy workshops; management teams
	TRANSPORTATION	No TDD's at public transportation facilities Need of TDD's; Increased training among pub. trans. staff in understanding deafness	Meetings w/ BART/MUNI/AC (disability group coalition); educational workshops
	LEGAL SERVICES/ LEG. ADVOC./ COURT	Lack of resources to comply w/ Court decisions; expansion in leadership in all legal aspects of law; increase media exposure to deaf community Expand resources; increase leadership and visibility	Law Newsletter in deaf community; network w/ law firms; sensitivity training/workshops to lawyers & judges; recruitment of competent deaf leaders in these positions
	VOLUNTEER PROGRAMS	Low number of volunteers/ volunteer organizations serving deaf community Increase number of volunteer & volunteer organizations	Network w/ deafness-interest groups from universities; network w/ communicative disorders depts. & deaf education; recruit from sign language class participants
PROBATION SERVICES	Few Probation Officers trained to work w/ deaf More Probation Officers needed to work w/ deaf and work effectively w/ agencies (deafness)	Inservice training; recruitment; workshops; joint sessions between agencies & probation depts.	

TYPE OF SERVICES	CURRENT GAP	DESIRED REMEDIATION	POSSIBLE IMPROVEMENT STRATEGIES
MULTIHANDICAPPED HEARING-IMPAIRED (MHHI) PROGRAMS	Poor outreach to this population in all service areas	Expand outreach; network w/ other disability group & services	Meetings w/ leaders from all disability groups to coordinate better services for MHHI; search for support from state support
HEARING DOG PROGRAMS	Few training sites	Increase training sites; Increase staff & demonstration workshops	Increase advocacy groups; recruitment of volunteers from Vet. centers to train dogs for blind & deaf
LIBRARIES & BOOKSTORES	Little publicity on availability of numerous materials	Increase & centralize efforts in teaching the public about deafness	Increase use of guest speakers; increase exposure of deafness issues in general public publications
MEDIA & PUBLICITY/ COMMUNITY EDUCATION	Few media & publicity resources	Increase resources; increase exposure of different deaf community groups; increase exposure of resources available to deaf community & general public	Creation or expansion of (existing) newspaper/magazine (ie. Open Exchange/Bay Guardian-type pub.) for professionals in deafness, deaf community, & general public; local exclusive "clearing-house" for professionals & interested consumers (all fields of deafness)
MUSEUMS/ ENTERTAINMENT	Low use of interpreters	Strengthen communication with interpreter referral agencies; better information exchange between deaf community, entertainment facilities, & interp. ref. agencies	Increase exposure of entertainment events in newspaper for deaf; materials encouraging deaf community to demand need for interpreters in cultural/entertainment events
ORGANIZATIONS/ CLUBS	Few organized deaf social clubs	Expand # of deaf social clubs	Leadership training workshops; combine special interests to form clubs
RELIGIOUS ORGANIZATIONS	Few organized deaf churches; few interpreters trained for church setting; few deaf pastors/priests	Expand deaf churches if necessary; Train interpreters for church setting; recruitment of deaf pastors/priests	Expand church activities for the deaf; encourage deaf community to be active in getting what they want in the church

TYPE OF SERVICES

CURRENT GAP

DESIRED REMEDIATION

POSSIBLE IMPROVEMENT STRATEGIES

SENIOR CITIZEN
PROGRAMS

Weak networking
among hearing
-impaired/deaf
senior citizen groups

Expand networking; increase
outreach to senior citizens
who are losing hearing

Meetings between senior citizen groups

SIGN LANGUAGE
INSTR. CLASSES

Few number of
highly qualified
ASL Instructors

Recruitment & training of ASL
Instructors; Increase number of
ASL classes in community

Meetings & networking among colleges

TYPE OF SERVICES	CURRENT GAP	DESIRED REMEDIATION	POSSIBLE IMPROVEMENT STRATEGIES
VIII. INTERPRETER SERVICES <u>Education:</u>			
ELEMENTARY & SECONDARY SCHOOLS	Interpreter Services - Biggest Needs - Limited number of qualified interpreters (oral & sign language); attractiveness of field is low in every setting - Limited staff (or agencies) specializing in interpreter referral, especially in emergency situations - Low number of appropriate training programs for interpreters with changes in requirements		
	Limited number of qualified interpreters (oral & sign language)	Increase number of qualified interpreters; improve referral & networking among elementary schools/districts	Recruitment of qualified interpreters; increase attractiveness of interpreting field; workshops for school districts to organize networking to meet needs of deaf students
POST-SECONDARY (Colleges & Universities)	Limited number of qualified interpreters	Increase number of qualified interpreters; improve referral & networking among colleges & universities	Recruitment of qualified interpreters; increase attractiveness of this interpreting field
<u>Mental Health:</u>			
AGENCY-BASED	Limited number of qualified interpreters	Increase number of qualified interpreters	Recruitment of qualified interpreters; increase attractiveness of this interpreting field
PRIVATE PRACTICE	Limited number of qualified interpreters	Increase number of qualified interpreters; educate mental health practitioners how to appropriately use sign language interpreters	Recruitment & training of interpreters; increase attractiveness of this interpreting field; workshops for mental health practitioners
<u>Community:</u>			
COMMUNITY	Poor coordination of interpreter services responding to any kind of emergency	Revise system of emergency interpreting; educate professionals & public how to use interpreter in an emergency situation	An agency specializing in stationing interpreters for emergency situations; use of satellites around the S.F. Bay area

Basic Principles with which leadership must work to make an organization effective:

- * An organization must have power (the ability to act on what is important to the organization), people, and money.
- * It must start with the world as it is.
- * It must take into account the self-interest of members.
- * It must have good issues that members can rally around (but also start small - not bite off more than it can chew).
- * It must look for action that can be taken on issues.
- * It must have accountability, from both leaders and members.
- * It must form alliances with other organizations.
- * It is important to systematically develop plans:
 - set an objective
 - develop a timeline
 - anticipate obstacles
 - find solutions
 - make sure progress and benefits are reported and appreciated by the members

Note: Mark Linder, a leadership consultant who works for the Santa Cruz transit system, presented these principles at a local OHIS meeting (4/2/89).

Deaf Services in the San Francisco Bay Area: Agenda for Action ???

THIS IS A LAND OF MANY OPPORTUNITIES. LET'S TAKE ADVANTAGE OF IT.
-- ??????????????????

HOW LOVELY TO THINK THAT NO ONE NEED WAIT A MOMENT: WE CAN START
NOW, START SLOWLY CHANGING THE WORLD !
--ANNE FRANK

Think About:

Discussion ? Breaking Barriers ? Possibility Thinking ?
Shaping the Future ? Importance of Goals ? Making Lasting Changes ?

Strategies for Interagency Collaboration ???:

- Wide array of interagency task forces and committees
- Right Level of Representativeness
- Focus = to address "system" and plan; also to induce agencies to be more collectively responsible for their type of services
- Strategies to mobilize resources

Short-Range Planning ??? (Begin from Local to State Level ???)

Informal Survey of Agencies and Organizations ??? (Local, Regional,
& State Levels)

Demographic Studies ???

Establishment of Advocacy Groups ??? Visibility ???

Costs Studies ???

Development of Time Frame ???

Multi-agency site visits ???

Conference Presentations ???

Statewide Forum (Planning) ???

Creative Interagency Financing Approaches ???

THE TRAGEDY OF LIFE DOESN'T LIE IN NOT REACHING YOUR GOAL ; THE TRAGEDY
LIES IN HAVING NO GOAL TO REACH.
--BENJAMIN MAYS

WHEN ONE DOOR CLOSES, ANOTHER OPENS, BUT WE OFTEN LOOK SO LONG AND
REGRETFULLY UPON THE CLOSED DOOR, WE DO NOT SEE THE ONES WHICH OPEN FOR US.
--ALEXANDER GRAHAM BELL

Mid-Range Planning ???

Development of Statewide Coalition(s) ???

Creation of Position Called "Coordinator of Services for Persons with
Hearing Impairment" ??? Sub-coordinators (type of service & region) ???

Staff Development, Evaluation, & Training Centers ??? Regional
Equipment-Dispensing Centers ???

Development of Functional & Consistent Coding System to Track Hearing-
Impaired Persons With All Facilities (in all service areas) ???

Outreach Teams ???

LIFE IS EITHER A DARING ADVENTURE, OR NOTHING.
-- HELEN KELLER

Long-Range Planning ???

Establish Primary Statewide Centers ??? Regional Subcenters ???

Site Visits (Review) ???

Monthly Review Meetings (Local, Regional, & State) ???

IF YOU HAVE BUILT CASTLES IN THE AIR, YOUR WORK NEED NOT
BE LOST; THERE IS WHERE THEY SHOULD BE. NOW PUT FOUNDATIONS UNDER THEM.
-- HENRY DAVID THOREAU

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Note: The references listed here have not been corrected to proper APA style, but I hope you can still follow this format. These references can be used as a guide for future planning

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NEWS

serving the deaf & hearing-impaired community: "of, by and for the deaf"

Circulation: 20,000

December 1989 - January 1990

Bay Area TV Stations Ignore Deaf During Crisis

by Lisa Allphin

We Bay Area Californians were not exactly surprised to feel the earth move on October 17; we have been warned that "the big one" was coming - some time. We grabbed our kids, ducked for doorways and tables, pulled off highways, and waited for what seemed like an hour for the shaking to stop.

When it did, we waited for our legs and hands to stop shaking too, made sure everybody was O.K., picked the goldfish off the floor, tried the phone (with no luck usually), then turned on our TVs (if we had power) to find out what was going on. That's when deaf Bay Area residents were in for some frightening surprises.

We saw pictures of the Bay Bridge with a huge hole in it. (People dead, hurt?) We saw pictures of a collapsed freeway. (Where? Same road friends drive home?) We saw worried-looking men and women talking endlessly. (Warning us to evacuate? Telling us not to drink the water?) There were no captions. There was no interpreter. We tried other channels, but none of the major television stations was any different.

So we waited, the TV people jabbering away, showing us how to turn off the

thing dangerous on the freeway. She did not even know about the quake until her child's teacher told her. The family of another deaf woman who was working in San Francisco when the quake hit, worried for hours. She had no way of calling them to say she was safe and trying to get home, until a hearing man helped her make a call at a gas station.

What did we all learn? We learned that while everyone is essentially "on his own" during an emergency like this, the deaf have to be even more self-sufficient.

The staff of DCARA took on the responsibility of getting interpreters on TV as a first step in self sufficiency. We called stations when we could get through. They told us, "Oh, we are captioning!" When no captions appeared, we sent interpreters to the stations.

"You'll just be in the way," they were told. Or, "Please wait."

In the days and weeks that have followed the quake, DCARA has done some serious thinking and planning for the next disaster. Our goal is that deaf people and their families will be prepared to take care of themselves, and will be able to find the services they

Community Leaders Honored at Deaf Community Night

by Lisa Allphin



Bert Lependorf added another award to his growing collection. Jack Levesque said "He'll work anytime, as long as it's after 10 a.m.!"

DCARA's annual Deaf Community Night was held on December 1, at the Elk's Lodge in San Leandro. This popular community event offers us a chance to say "Thank you!" to some very special staff members, volunteers, and community members.

After a generous buffet of Chinese food, the engraved awards were presented.

The President's Award was given by Ron Rhodes, President of DCARA's Board of Directors to Bill Ash. Rhodes said that Ash has served for many years on the board, never missing a meeting, and has saved DCARA thousands of dollars in printing costs.

Next, Rhodes presented the Distinguished Service Award to Judy Tingley, calling her "our David and Goliath" in her "strong advocacy for human rights in business and state agencies, and her strong, intelligent stance on communication and human rights." In accepting the award, Tingley said, "Deaf people have been my

best teachers, and so many teachers sit right here in this room."

The Harold Ramger Award, named for one of the founders of DCARA, went to Julian Singleton. Rhodes asked the audience, "Have you ever heard of someone who is overwhelmed with work, but is still willing to take on more? Well, that is Julian Singleton. The word "no" is missing from his vocabulary." (Singleton's had opened a fortune cookie earlier in the evening. The message read, "You will receive high praise this evening.")

Edna Shipley-Conner gave the next award for the Volunteer of the Year, Deafened Adult Program, to Judy Segol, who has worked two days a week since September. Edna complimented her ability to work hard and never lose her patience.

Jack Levesque presented the Volunteer of the Year Award, Headquarters to Kerry Wyrick and Marta Ordaz presented the Volunteer of the Year Award, San Jose

- see "Awards," page 10

EARTHQUAKE

gas. (Me, now?). Showing us collapsed, fiery buildings (Where?). We guessed at locations, hoped our loved ones were safe, asked neighbors and family members to tell us what was going on.

How long did this "void" in news-casting go on? Maybe a few minutes, maybe an hour? No, it lasted 19 hours, until noon the next day, when one station, Channel 7 finally put a sign language interpreter on the set with the newscasters.

In the meantime, deaf people had dealt with the situation the best they could. One woman got under her desk when the quake started, and didn't know if it was safe to come out. Since no one thought to tell her, she stayed there for three hours. By the time she came out, it was dark and she had to face three flights of stairs in a pitch-black stairwell. Another woman, who was driving during the quake, saw other cars pull over and wondered if there was some-

need.

We have already begun working on a long-range disaster plan. The plan includes preparedness, both personal and office, so that staff members will be able to remain on duty, or to come to the offices to provide services. It provides for emergency interpreters, for communication with other sister agencies if telephones are not available. It includes making TV stations aware of their responsibility to provide open captions in case of emergencies, and making sure they have adequate back-up plans for captioning when electric power is limited.

The first step is to make sure you are ready for another disaster.

- ✓ Have food and water to last three days, including pet supplies, medicines, diapers, personal supplies.

- ✓ Consider buying a battery-operated TV.

- see "Earthquake," page 7



Wishing you
holidays filled with warmth and joy, and a new
year filled with peace and health.

The DCARA Staff

JACK'S CORNER

Introducing: The TRADES Program

by Jack Levesque

If I had a magic lantern, I could make life easier for all deaf people with one wish: "Money."

I'd fund our program so that it could grow and serve more and more people. The deaf community would flourish because money means independence. And for us, independence is a very elusive goal.

As a community, we mirror individual lives. We each need independence and the ability and freedom to compete in this very competitive world. In spite of our many abilities and our great privilege of being Americans, we find ourselves at the bottom of the money-making ladder.

Well, we don't need a magic lantern. DCARA may have found a better solution: the TRADES PROGRAM.

The Trades Program's goal is to train deaf workers, provide jobs, and earn money for workers and for the agency. The focus of the program is on working trades such as painting, carpentry, deck building, remodeling, wallpapering, simple plumbing, and so on. Our program will bid on these types of jobs in the general community. Work will be done by deaf people who need training in skills or in adjusting to the work environment, under the supervision of trained and experienced leaders.

Mr. Gordon W. Bergan has been hired as Superintendent of the Trades Program. Bergan comes to us with a wealth of experience. He has been a teacher of the deaf for over 15 years and has been a contractor for over five years.

Based on the model set by Delancy Street, which serves ex-cons who are trying to merge back into society, the Trades Program will benefit the workers and the deaf community by providing funds for DCARA programs.

I am very enthused about this program. It fits well with our philosophy, "Of, By, and For the Deaf." What better way to ensure DCARA's independence than by helping deaf people become financially independent?

So look around the old homestead. Wouldn't the living room look better with a fresh coat of paint? And imagine sipping your morning coffee on a new back deck.

Best of all, imagine getting top-notch work while helping to make the dreams of deaf independence come true.

**What better way
to ensure DCARA's
independence
than by helping
deaf people be-
come financially
independent?**

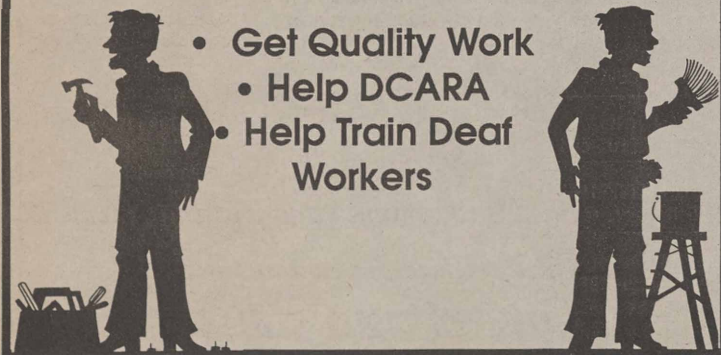
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- Help DCARA
- Help Train Deaf Workers



BOOK REVIEW

Deaf Voices: A New Deaf Genius?

by Lisa Allphin

When *Deaf Voices*, a new book by Oliver Sachs, arrived at the DCARA Bookstore, clerks barely had time to put copies on the shelves before they sold. The book was greeted with joy by the deaf community because it said, in essence, that ASL is a real language, and that users of ASL have apparently learned to use a new part of their brain; that they have created a new sort of genius.

Mr. Sachs is obviously a brilliant man, who saw in ASL a chance to look at language and culture, and to warn educators, again, that a child without language, is a child without culture, and maybe a child without thought.

"Deaf Voices," though, contains no real surprises to anyone, deaf or hearing, who has ever come face to face with the power and beauty of Deaf Culture.

Essentially, Sachs' book is a summary of research that points to what many of us already know to be true: ASL is the natural language of deaf people, it is the best means for communicating with deaf children, and it is the heart of deaf culture. The research shows that children, hearing and deaf, are genetically programmed to be brilliant language-learners from birth on, with a time of incredible ability from the age of 18 to 36 months. The ability tapers off until puberty. Research also shows that most deaf children go through this prime learning time in silence, with only spoken English with or without hearing aids, and enter school with a vocabulary seriously behind that of their hearing peers. They often have other language-related problems in the areas of thought, questioning, reading, and even mathematics.

Sachs reports that children who have ASL from birth do not show the language and reading problems that deaf children who do not have ASL in the early years have. They, in fact, show better English skills, usually at or even above grade level.

Sachs reports on the fascinating work of Ursula Belugi with deaf, stroke victims. Strokes are usually caused by a lesion on some part of the brain. Doctors can identify which side of the brain is injured by looking at which skills are

impaired. The left side of the brain, in hearing people, is used for analysis and language. The right is used for the visual and spatial world. So where, in the brain, does Sign reside? Belugi has found that ASL resides on the left side, just as the languages of hearing people. Deaf ASL users who had strokes on the left side could shrug and wave (motions common to all people), but could not sign. Deaf people who had right-hemisphere strokes could still sign. This means, Belugi and Sachs suggest, that deaf people learn to use their brains in a new way. Thus, the "new genius" of deafness. It may explain why

ASL is difficult to learn after childhood for both deaf and hearing, because the younger the child, the easier the brain adapts.

Sachs' book is filled with fascinating research like this, though some of it reminded me of the scientists who applied for and got grants to prove that babies need love in order to thrive. They could have saved a lot of money by just asking mothers. I found no surprises, but was gratified to

see a hearing person who could see the truth of ASL without feeling threatened by it.

Deaf Voices is not easy reading. Sachs' rambling approach with many, many long footnotes along with his very high, even scientific English makes reading his worthwhile book a chore. It may be impossible for the average deaf person to read. But then, the average deaf person doesn't need to read it. Hearing people, especially parents and educators of deaf children, need to read it.

Sachs tells us that ASL is what deaf kids need. Not speech, not English, not SEE signs, all of which can come later. ASL is a pure language with universal grammar that deaf children can learn naturally and easily. And language is the greatest gift a parent gives a child.

So, why Dr. Sachs, do even the best schools for the deaf fail to teach ASL? Figure that one out.

**"If communication
goes awry, it will
affect intellectual
growth, social
intercourse,
language develop-
ment, and emotional
attitudes, all at once,
simultaneously and
inseparably."**

Check Your Phone List

Check your number for University of California Center on Deafness! It seems that many people have the wrong number, and are having a hard time getting the center on the phone.

The right numbers for UCCD are

(415) 476-7600 TDD
(415) 476-4980 voice.

The address is UCSF Center on Deafness, Laurel Heights; 3333 California Street, Suite 10; San Francisco, CA 94143-1208.

OOPS!

The GE Answer Center®, which helps people with information about GE appliances, now has a toll-free TDD number. Unfortunately, we printed the wrong number in the last issue. The correct number is

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For Information, Call Kay Vincent at DCARA
(415) 895-2432 TDD, 895-2430 Voice

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Address: _____ City: _____ Zip: _____

Names of attendees: _____

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- ☐ Yes, I need interpreting:
- ☐ Oral
 - ☐ Deaf/Blind
 - ☐ Other

Mail registration and check or money order (\$15.00 per person) made payable to DCARA, to Women's Conference, DCARA 125 Parrott St., San Leandro, CA 94577

Dealing with Earthquake Stress

Even Though You And Yours Are All OK, It's Still Traumatic

by Nancy Moser, Clinical Social Worker,
and Florrie Burke, Clinical Director, UCSF Center on Deafness

The recent earthquake affected all of us in many ways. The experience was traumatic because: 1) We had no warning; 2) We had no control over the event; 3) It happened at a time of the day when many of us were not together with our families; and 4) It was difficult for many of us to get information about what happened.

It is normal to feel symptoms of stress after an earthquake or other disaster.

Adults: Some stress symptoms adults may experience are:
Psychological and emotional:

- Increased anxiety
- Irritability, restlessness
- Anger, blaming
- Feelings of guilt
- Recurrent dreams of the event or other traumas; other sleep problems

Physical:

- Increased sensitivity to movement or vibration
- Nausea, upset stomach
- Easily startled
- Fatigue
- Increase in allergies, colds, flu

Thought:

- Constant thoughts of earthquake experience
- Poor concentration
- Forgetfulness
- Increased inability to make decisions and choices

Behavioral:

- Outbursts of anger or frequent arguments
- Withdrawal, social isolation, "distancing"
- Increased use of alcohol, tobacco, other drugs
- Avoidance of activities or places that arouse recollection of traumatic event
- Increase in family problems

Ideas to help you reduce your anxiety and stress are:

- 1) Talk about your feelings about the experience as often as needed with friends, family, and co-workers.
- 2) Get as much information about the event as you need.
- 3) Develop a plan in case this happens again (batteries, flashlights, etc.).
- 4) Take care of yourself physically — eat well, rest, exercise, and keep up with your daily activities.

Children:

Children may be especially upset and show feelings about the disaster. These reactions are normal and usually will not last long. Listed below are some problems you may see in your children:

Problems:

- Excessive fear of darkness, separation, or being alone
- Clinging to parents, fear of strangers
- Worry
- Increase in immature behaviors
- Not wanting to go to school
- Changes in eating/sleeping behaviors
- Increase in either aggressive behavior or shyness
- Bedwetting or thumbsucking
- Persistent nightmares
- Headaches or other physical complaints

Some things that will help your child are:

- Talk with your child about his/her feelings about the disaster. Share your own feelings, too.
- Talk about what happened. Give your child information he/she can understand.
- Reassure your child that you are safe and together. You may need to repeat this reassurance often.
- Hold and touch your child often.
- Spend extra time with your child at bedtime.
- Allow your child to feel sad or grieve over a lost toy, a lost blanket, a lost home.
- If you feel your child is having problems at school, talk to his/her teacher so you can work together to help your child.
- Talk to children about how your family will prepare for future earthquakes, other disasters, etc. (ie., where you keep flashlight and batteries, water, food, etc.; where you will go for safety).
- Reaffirm the future by talking in "hopeful" terms about future events. This can help a child rebuild trust and faith in his/her future and in the world.

Please reread this from time to time for the next few months. Usually a child's emotional response to disaster will not last long, but some problems may continue for many months.

If you continue to feel upset or stressed and need more information or professional help, please call UC Center on Deafness. We have special funds to help people with earthquake-related problems. Call us at: (415) 476-7600 TDD (415) 476-4980 Voice.

CALIFORNIA CENTER FOR LAW THE DEAF

Advocacy Update

by Ken Kresse

Telephone Service

Last year we ran a series of columns on the D.E.A.F. Trust telephone services programs. (See DCARA News October, November and December, 1988).

Much has happened since then.

First, in May the California Public Utilities Commission (PUC) issued its long awaited decision regarding the financial crisis that the Trust faced in 1988. The decision adopted most of what the CAD, the telephone companies, and the other organizations had agreed upon. For example, repair and maintenance costs of TDDs, amplifiers, and other equipment will continue to be paid for by the Trust and there will be no income test to be eligible to receive free TDDs or other equipment or to use the relay service (CRS).

The PUC also ordered the telephone companies to use competitive bidding for all equipment purchases and ordered that a contract be negotiated between the Trust and AT&T to run CRS for up to three years on a fixed-cost basis. The CAD had urged that this contract also be opened up for competitive bid, but the PUC said it would only consider doing that at the end of the first contract with AT&T. The PUC also decided that there would need to be a formal hearing on whether and to what extent there should be CRS usage limits.

Finally, the PUC adopted the parties' proposals to restructure the D.E.A.F. Trust administration. These changes were reported to you in the last issue of the DCARA News (October-November, 1989). A new administrative committee with more deaf and disabled consumer members has been set up. Two advisory committees, one for TDDs and other equipment and one for CRS, also have been set up with majorities of deaf and disabled representatives. The new administrative committee is now trying to negotiate a new contract with AT&T to continue running CRS. The contract, once it is finalized, may include detailed specifications and requirements, not now in effect, for relay operators (called "communication assistants") and the conduct of CRS relay services. In addition, since the PUC ordered AT&T to study the feasibility of offering deaf relay users the choice of voicing their relayed conversations, this service enhancement may become a reality as it has for some other state relay services.

The State Legislature also took some action this year with respect to the D.E.A.F. Trust. The Legislature allowed the PUC to continue until July 1, 1992, its new percentage surcharge on all telephone bills. This is the money that goes to the D.E.A.F. Trust. This new surcharge started last year. It increased the revenues flowing into the Trust, which had run out of money. The Legislature also made permanent the requirement that TDDs owned by the Trust be distributed to state agencies that can show need.

Repair and maintenance costs of TDDs, amplifiers, and other equipment will continue to be paid for by the Trust and there will be no income test to be eligible to receive free TDDs or other equipment or to use the relay service.

The Federal Communications Commission (FCC) is considering establishing a nationwide interstate relay system. The Law Center has provided information to the FCC investigation and deaf consumer groups and their allies have recommended setting up an administrative system based closely on the California model. If the U.S. Congress passes the Americans with Disabilities Act (ADA) (see DCARA News, October-November, 1989), interstate relay services will be required by law. Meanwhile, CAD continues to urge the PUC to get AT&T to provide interstate relay service to California customers. AT&T continues to drag its feet in providing this important service to deaf Californians.

Courtroom Access

Last year, the Law Center initiated state legislation on behalf of DCARA to improve courtroom conditions for hard-of-hearing people. The bill, SB 1632, was authored by Senator Milton Marks. It passed the Legislature and was signed by the Governor in September. It requires that, after January 1, 1991, any hard-of-hearing person participating in a state court proceeding will be provided an assistive listening device (or computer-aided

transcription with a video presentation) upon request. This includes court staff, lawyers, witnesses, and even judges. Although not requested to do so, we would hope that many courts would also provide these devices to hard-of-hearing spectators. As you may recall the Law Center was involved last year in the adoption of new state regulations requiring the availability of assistive listening systems in all newly-built conference rooms with a seating capacity of 100 or more. We plan to seek legislation in the future that would require these systems to be available in existing legislative chambers, including those of the Legislature, all county boards of supervisors and city councils of larger cities.

Visual Alarm Requirements

The Law Center has been advocating a long time for better state visual fire alarm regulations. Visual alarms are now required in new construction any time audible fire alarms are required. Recently, the State Fire Marshal proposed new minimum brightness levels for the warning lights used in these alarms. The regulations also would make the requirement retroactive. This means that old buildings that are required to have audible alarms would now need to install visual alarms as well. The Law Center supported these important proposed changes on behalf of DCARA. The State Fire Marshal also proposes to repeal, at least temporarily, recently adopted requirements that a percentage of all new hotel, motel, and boarding house sleeping rooms have visual alarms installed. The Law Center worked hard for these requirements and urged the State Fire Marshal not only to continue the requirements, but to require the same minimum light intensity level as now being proposed for other rooms and to make the requirements retroactive to cover all existing hotels, motels, and lodging places.

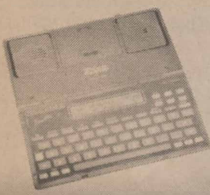
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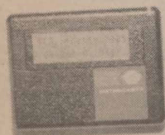
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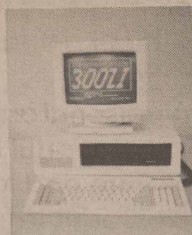
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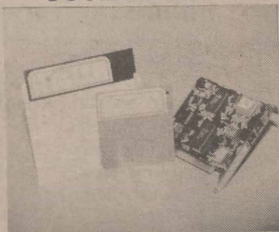
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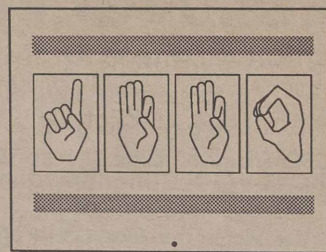
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Saturday, December 16

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Come and browse!*

There has been a growing need for special devices and products for people who have lost their hearing as adults. In answer to that need, the Bookstore is stocked up on assistive listening devices and special products for deafened adults, under the direction of our new Special Needs Coordinator, Cathyrne Allan.

Included in the selection are Pocketalker personal FM system and accessories, lipreading tapes, books, and gifts.

Assistive listening devices are particularly helpful in noisy places, such as restaurants, interviews, bridge games, automobile rides, and when watching TV. In these situations, hearing aids may be more bothersome than helpful! The personal assistive listening device can be carried in a purse or pocket or clamped on to a belt. It can be used with or without a hearing aid as a transmitter and receiver.

A personal assistive listening device would be a wonderful holiday gift! Come into the Bookstore and look over our new deafened adult products for other gift ideas.

Cathyrne will be happy to demonstrate assistive listening products and tell your group about coping skills, and DCARA's deafened adult services. Call her at 351-3938 Voice, or 351-3937 TDD, or write to DCARA Bookstore, 157 Parrott St., San Leandro, CA 94577.

SPECIAL HOLIDAY SALE!

December and January

DCARA Cookbooks:

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~~\$10.75~~ Activity Picture Dictionary \$8.00

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~~\$19.60~~ Student Study Guide \$15.00

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(while supplies last)

POCKETALKER with Telelink
~~\$165.00~~ now \$150.00

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~~\$149.00~~ now \$139.00

ON THE LOOSE... with Bertt

by Bertt Lependorf

WE WROTE LAST TIME about the extravagant waste of money for the Beauty Pageants in various state and national conventions, then added: "And while they're at it, why not ban the use of music - live or recorded. That immediately would give the really deaf girls a better shot at the crown."

We received a letter from a former judge at the 1988 national pageant applauding the comment about outlawing music.

"I was struck dumb," he wrote, "when the parade of young women came through the interview sessions and it was painfully obvious that the majority of these people had almost no awareness of deafness - except as it affected their lives. They were 'hearing-impaired' people living in a hearing world. The majority could not respond to questions related to the needs of the deaf community because they had no idea what that is."

"Most could sign no better than a first semester ASL student... all but two or three were from mainstream programs."

"In the talent portion of our contest, only two did anything which didn't involve insipid-pop-torch songs or rock music from hell!"

"I asked myself, 'What the hell does this nonsense have to do with deafness, deaf culture or the entire deaf experience?'"

"Talent displays should be those which reflect positively on the Deaf Experience and show how that skill will stand the new Miss Deaf America well during her reign. But, most importantly, why can't young men serve as well to represent the NAD around the U.S.?"

The writer has requested anonymity, but believe me, he has more years involved with the deaf community than most of us... he knows whereof he speaks and signs better than most.

ONE DISADVANTAGE TO PUBLISHING this newspaper on a bi-monthly schedule is the improbability of anything written about the October 17 earthquake being of interest in mid-December when it is finally delivered by the U.S. Postal Service. So...

Remember the bared-teeth, no-holds-barred melee about moving the School for the Blind to Fremont? Wonder how those parents feel now about all the personal and state money spent? Not only is the school still standing... it was probably one of the sturdiest buildings in Fremont.

Remember the statements that the old School for the Deaf in Berkeley was a death-trap for anyone in it during an earthquake? Believe it or not, it is still standing, still being used for a U.C. dormitory while much newer structures collapsed. Pfffft.

DO YOU REALIZE that your phone bill includes PUC and FCC mandated taxes and surcharges of 35% of the actual costs of service rendered??? You gotta complaint? Pick on the PUC and FCC, not PAC BELL.

KILLING A MYTH that has taken hold in the past few years in the deaf community because of continual repetition of unsubstantiated ideas:

A little research in the encyclopedias shows that Alexander Graham Bell did not set out to invent the telephone or a hearing aid; he was after something else.

He wanted to develop something he called a "harmonic telegraph," a device which would vibrate thin metal reeds to produce different musical sounds. He got into the transmission of the human voice by accident when he found these vibrating reeds could change their vibrations into an electrical current which could be picked up by a receiver.

On the very day on which Bell applied for a patent on his new "telephone," a professor Elisha Gray of Oberlin College also applied for a patent.

Professor Gray had invented a harmonic telegraph - the device that had been the original object of Bell's search. -*The San Lorenzo Sun*

["So there," grumbled Kayo Pectate, "now will all you paper shufflers get it straight?"]

ONE MORE DIG. If, as NCI says, "The aural information in TV broadcasts must be offered in such a way that a hearing-impaired viewer receives the same message from a program as a hearing viewer - no more, no less" then how come their captions don't give us a hint as to the accents used by the players? That's strong aural information and often has an effect on the plot and ensuing action. [Several of the other five captioning companies are doing it.]

THE PASSING OF MAC NORWOOD and the 100th Alumni Reunion at Gallaudet last summer evoked many memories long since buried.

One big question was, "Who was Mac Norwood's prep room-mate on the 4th floor of the College Hall? The two high-spirited New Englanders got booted out of college their first year. Mac returned (thank the powers that be) and the rest is history, but who was the room-mate? Does the name Murphy ring a bell?"

NATIONAL PHONE RELAY SOUGHT... The Council of Organizational Representatives (COR), a coalition of organizations serving the deaf and hard-of-hearing has filed papers with the Federal Communications Commission (FCC) requesting the establishment of an interstate telephone TDD/voice relay service.

COR, joined 35 other groups in urging the FCC to act to initiate an interstate third-party relay system as now exists with California and a few other states.

WAY UP THERE IN ALASKA, Al Berke, the Association Prexy, reports that "the funding for TDD relay service and interpreter referral service (both statewide) was approved for FY '90 at the current year's level."

Other things happening, besides the Exxon Valdez oil spill, "Alascom recently received approval to offer discounts up to 50% on in-state long-distance (telephone) rates for the hearing- or speech-impaired."

["Next to our own paper," smiled Tugg O'War, "The Silent Sourdough" is a crackerjack newsletter. For subscription info: Alaska Assn. of the Deaf, 1345 Rudakof Circle, Suite 107, Anchorage, AK 99508."]

THE ILLINOIS SCHOOL, lost its first deaf superintendent, and quickly replaced him with another - Peter Seiler. Dr. Seiler has a great background in deaf education, which includes stints at the Nebraska School, the NTID, Illinois State U., the Indiana School, and St. Patrick's H.S. in Chicago (hearing kids). His own educational studies took place at Illinois State U., in DePaul U., Lewis College. The topper is that Dr. Seiler was once the president of the Illinois Association.

DID YOU KNOW THAT...

* from October 1987 to July 1989 - between Calif. Assn. conventions - the CAD Board spent \$2810.89 for travel expenses?

* the CAD paid, in that same time period, \$3222.15 for NAD delegate expenses?

* the cost of sending Miss CAD to the National Pageant in 1988 was \$2536.41?

* the cost for two years postage was \$2981.12, not including mailing the newsletter?

["Hmm, wonder what is a good definition of 'High Rollers'," mumbled Status Epilepticus.]

DESCRIBING THE PTL BOARD OF DIRECTORS following the Jim and Tammy Bakker fiasco, one member said, "It was a board of approval or affirmation only." ["That," grunted Nolo Contendere, "sounds familiar. See above item."]

AND FINALLY... from "Deaf USA" recently: "The big day arrives when Jonathan has his Bar Mitzvah. To Jonathan's surprise, his classmates present Jonathan with a PLAGUE in recognition of his efforts."

["Geez, when we were growing up," grunted O.H. Thatzit, "the best we could do was a fountain pen and mechanical pencil."]

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San Francisco State University is training rehabilitation counselors for deaf persons. Added to a full rehab counseling curriculum is basic training in deafness that includes:

- * Deaf culture
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- * Mental health assessment
- * Aural rehabilitation

This program can also be taken in conjunction with marriage, family and child counseling. Student stipends up to \$2925.00 have been available. (Stipend availability dependent upon continued federal funding.) Deaf persons are encouraged to apply. Requirements for entrance into the program:

- * Commitment to the field of counseling deaf adults
- * A bachelor's degree
- * Skill in sign language

For more information, please contact:

Alice Nemon, DSW, Project Director
TDD 415/338-7869
Voice 415/338-1333

San Francisco State University
Deafness Rehabilitation
School of Education
1600 Holloway Avenue
San Francisco, CA 94132

Deaf Woman Becomes an American

The Modesto Bee recently carried a front page story about Sara Beers. What did this mother and grandmother, a graduate of the Rochester School for the Deaf, do that was so interesting? She became an American!

Sara, abandoned at a New York church at the age of seven, had never been able to call herself an American, even though she grew up in New York, was married to an American, and could not even remember her native country of Italy.

After an 8-year struggle, Sara Beers, with the help of NorCal Center on Deafness, passed the citizenship test and was sworn in as a naturalized American citizen on October 12. She was the first deaf person to become an American citizen in Modesto.

Eric Donnelly, of the Modesto NorCal office said, "It was great to see her on the front page. We are trying to let the people in the Central Valley know that there are deaf people living here, and to let deaf people know that other deaf immigrants are getting their citizenship."

NorCAL captured the swearing-in ceremonies on video tape. If you would like more information, contact Eric Donnelly, (209) 529-6924 TDD or V.

Runner Andy MacCono Dies

Andrew MacCono, well-known in the deaf community, died November 6 in Walnut Creek at the age of 80.

"Andy" MacCono seemed to be a bit ahead of his time, taking up distance running back in the '30s. "Anyone who ran for distances (in those days) was considered a nut, but I never paid any attention to people who laughed. It was a great relief to be able to go and run as I pleased," MacCono said in a 1978 interview.

He ran the Boston Marathon in 1948, coming in 49th.

For years, MacCono even ran from his home in Walnut Creek to his job as a baker at the California School for the Deaf in Berkeley. After leaving CSD, he worked as a baker for Safeway for 25 years.

MacCono was the director of the Walnut Festival race for 36 years, and was involved in many other Bay Area athletic events.

Born and raised in the Los Angeles area, MacCono was graduated in 1933 from Gallaudet College.

He is survived by his wife, Josephine MacCono; his daughter Jomarie Branstad and son-in law Brian Branstad of Pleasant Hill and two grandchildren.

"Last Call:" Emergency Interpreters in Berkeley

The City of Berkeley's Emergency Services Program, called "Last Call" has special emergency services for deaf people including sign language interpreters and some equipment (TDD and an Assistive Listening Device) available for loan. The services are for emergencies only.

The services can be provided only in Berkeley (you do not necessarily have to be a Berkeley resident).

Their number is:

(415) 849-4846 TDD/V

Earthquake, from page 1

✓ Have functional flashlights, with batteries, in each bedroom. If you work in a building with windowless stairwells, have a flashlight in your desk.

✓ Have a family discussion on earthquakes: Identify danger areas such as windows, shelves, hanging plants, stairs, mirrors. Make sure children understand where to go during the quake and afterward. Tell them they must obey parents and teachers instantly in the case of an emergency.

✓ Put latches on cupboard doors, secure heavy or valuable furniture and clocks to the wall.

✓ Learn how and when to turn off utilities.

✓ Contact a neighbor so that you can "watch out for each other" in case of an emergency.

✓ Keep gas in your car. If you need to travel, it may be a longer trip than usual and there may be no open gas stations.

✓ If you drive a long way from home on a regular basis, keep some supplies like water, tools, flashlight, medicines, blanket and a portable TDD in your car.

✓ Make sure you have sturdy shoes near your bed to avoid cutting your feet on broken glass. If you wear uncomfortable shoes to work, keep a pair of walking shoes in your desk or car.

(For more information on earthquake preparedness watch the video "Silent Quake." (It will be shown December 8 at the Oakland Office.) Call your local DCARA office for information on this video.)

After a quake, remember to stay off the phone unless it is an emergency. Remember that 911 TDDs may not be available. If you can't get through on a 911 number, get help from a neighbor, call another emergency number, or call a relative.

Be sure to clean up any spilled chemicals or cleaning supplies that may be dangerous, and any broken glass. Turn off the gas if you smell gas, or suspect that a gas line has broken. Turn off the water if water lines are broken and water is flooding your home or basement.

Okay, so now you are ready. You can relax and face the next "big one" calmly and bravely. (Sure!)

Deaf Forum Needs Board and Crew Members

DEAFFORUM, a television program for the deaf community, airs on Sundays and Mondays on the Access Los Altos, a public access channel serving Los Altos.

The program is taped in the studio at Foothill College, where classes on television production are offered. Deaf people are especially encouraged to take classes, so that they can become part of the crew.

The show is unique because it features only deaf community events and events that influence the lives of deaf people. Nanci Nelson, who is hearing, has a set a goal of making the program "of, by and for the deaf." This means that she plans to hand over the job as producer to a deaf person as soon as possible.

Nelson hopes to distribute the DEAFFORUM in other communities.

Meanwhile, Nelson and the advisory board, are looking for more deaf crew members and people to serve on the board. If you are interested in learning television production skills, or in serving on the advisory board of this prototype program, please contact S. Kay Vincent at DCARA, 125 Parrott St. San Leandro, CA 94577 or (415) 895-2432 TDD/V.



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OUTREACH OFFICES

Hispanic-Deaf Support Services

by Marta Ordaz

With the growth in the population of the Hispanic deaf and hearing-impaired community in Santa Clara county, it has become clear that this group has special needs. DCARA's San Jose Office is proud to announce a new program providing services to non-English-speaking and/or non-signing people.

The services provided will be generally the same as those to other clients, including independent living skills, peer counseling, community education, and interpreting. The difference is that we work to make these services more accessible to this group.

For example, we offer communication therapy to provide basic American Sign Language for those who have no English or signing skills. Signing skills will make this special group more capable of achieving their educational and vocational goals.

Support groups for deaf and hearing-impaired Hispanic adults are also planned. Often well-meaning family members try to protect their hearing-impaired relative, and end up isolating him or her from the rest of the deaf community. Sometimes deaf Hispanic people even believe they are the only ones out there.

All our services will include the client's family members. It is important that the families learn to understand and cope with deafness, too.

In the planning stages are sign language classes for the Spanish-speaking family members who want to learn to communicate with their deaf loved-ones. Communication within the family is a top priority. With good communication, the deaf person will learn Hispanic cultural values and really feel the love and support of his family. Support groups for families are also planned.

But the first step in getting services to those in need, is letting the Hispanic community know that the services are available.

We must reach out to those who are now living in isolation. We must bring them together and give them the tools to develop self confidence, self esteem, and the knowledge that they can reach any goal they envision.

For more information, contact Marta Ordaz, at (408) 298-5443 TDD or (408) 298-6770 Voice.



Help Us Make the Holidays Happy for Deaf Families in Need

The staff of DCARA's outreach offices see many deaf families who must struggle just to get through each month. At this time of year, we see children who might not find any toys under the Christmas tree, and senior citizens who might be facing a very hungry Christmas Eve. These families and single people need just a little help; a few extra toys for the kids, a little extra money for a real holiday dinner.

We know that you, the deaf community, would gladly open your hearts and your wallets to these people, if only you knew who they were. In order to preserve their dignity, and give you a chance to help, we have set up "Project Santa."

All DCARA staff members will be donating a few dollars (or many dollars) to

this fund. The money is used to buy gift certificates at grocery stores and department stores. The "Toys for Tots" program will donate some new toys. The families are chosen according to need, and their names are kept confidential. They know the gifts come from their own community, and they are very grateful. The number of families we can help depends on how much money we get.

We invite you to join us in the joy of giving. Send donations to Project Santa, c/o DCARA, 125 Parrott St., San Leandro, CA 94577. Then settle back and really enjoy your own holiday, knowing someone out there just started to believe in Santa Claus.

Dear Santa:

Once a year we engage in a little wishful thinking. We have made a list of all the things we would love find in our Christmas stockings, or tucked in with our Hanukkah coins.

If you can't manage to bring us these things, perhaps one of your many generous helpers in the deaf community could help out and donate any items they can. We will be very grateful.

Love, the DCARA Staff

P.S. We have been very, very good this year!

San Jose Outreach Office

Good quality 25" TV for showing videos to clients
TV stand with shelf for VCR

IBM computer

Nine office chairs

Two or three calculators with paper print out
One executive-type wood desk with two sturdy file drawers

Two large (48" x 96") cork bulletin boards
One bookshelf with about six shelves

TDD table

Large garbage can with lid

Wastebasket

Small tables (3' x 2')

Pleasant Hill EDD

TDD answering machine

San Jose EDD

Telephone answering machine

Fremont EDD

Electric typewriter (IBM preferred)

Small dark wood bookshelves

TDD answering machine

Battery-operated radio for emergency use

Headquarters

Drafting stool or chair

Macintosh SE computer with hard drive



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LETTERS TO THE EDITOR

Bill White: Deaf & Fantastic

Editor:

Bill White's article (DCARA News, Oct-Nov. 1989) was fantastic! Many parents of deaf children, teachers and deaf consumers in our community must read this article.

Tim Griffith, Low Incidence Supervisor
Kent Public Schools, Kent, Ohio

Letters to TV

Editor:

Here is a copy of a letter I sent to KPIX Channel 5 in San Francisco:

Gentlemen:

I am not a person who normally takes the time to write complaint letters such as this, but I feel I must express my frustration with your station's policy towards deaf and hearing-impaired people. During your showing of the Sunday Nite Movie, October 22, 1989, titled "Do You Know the Muffin Man" the closed-captioned portion of the program was not broadcast between 10:20 and 10:45 p.m. I would not be writing to complain to you if this were an isolated problem but it occurs quite regularly during your programming and I have noted it on many Sunday evenings during your broadcast of "Murder She Wrote."

I was also distressed to note that during the recent earthquake coverage your channel was the only one that did not take into consideration the needs of the deaf community for vital emergency help information. Both KRON-Channel 4 and KGO-Channel 7 provided simultaneous sign language interpreters for vital information while Channel 5 saw fit to ignore this part of the population [Editors Note: None of the channels provided open captions. KRON and KGO provided interpreters for some of their coverage, but not until 19 hours after the quake, and only then at the urging of DCARA.] I am concerned with your inability to serve the entire community and hope to interest other deaf and hearing-impaired people in the community in attending the FCC hearings next time your station's license comes up for review.

Paul Isaac, San Francisco

Editor:

I implore DCARA News readers to write letters of protest to KGO TV, Channel 7, 900 Front Street, San Francisco, and tell them to rein in that cocky, speedy captioner on the news, the only one flaw of all channels' graceful pacing.

Thanks, and enjoy your high cloud dream tonight.

Harold Wilson, Oakland, CA

I Need a Friend

Editor:

The reason I have decided to write to you is that I'm hoping that I can bring something positive back into my life. Let me begin by telling you some beautiful things about myself: First, I'm hearing-impaired, but what is important to bring to your attention is that I'm incarcerated for a crime I didn't commit, and my main objective is to correspond with someone in the same frame of mind as I am. Sometimes people who are not hearing-impaired are very cruel to us. But I don't let other people's stupidity get me down because it's God's way to show me he loves me.

My name is Willie Harris III. I am 27. I have black hair, weigh 190 pounds and am 6'1" tall. My hobbies are reading novels, teaching gymnastics, working, traveling, cooking, swimming, tennis, basketball, and football. I have a good personality; I'm understanding, kind, warm, compassionate and a lot of fun to be with. I'm seeking to meet a female who is hearing-impaired, with a sweet personality, who loves to write letters. My address is Mr. Willie Harris III, C#80774, SHU4A4A-1R-45, P.O. Box 3456, Corcoran, CA 93212.

I truly need a friend to correspond with, also I thank God for blessing me with this opportunity to seek out a positive line of communication with someone who cares about others. In a few months my prison term will be up.

Willie Harris III, Corcoran, CA

Why Aren't Hearing-Aids Covered by Medical Insurance?

Editor:

I am a hearing person who has a hearing-impaired son, age 4 1/2. He requires bilateral hearing aids as a result of his hearing loss.

It has come as an ironic "blow," or at best, turn of events, that I, who have been studying sign language for more years than he is old, am now faced with a son who may, at some point require sign language should his hearing progressively deteriorate.

This, although a minor inconvenience in what could have been other life-threatening consequences to his initial entry into life (he spent 10 days in intensive care as a newborn) has made me realize all too personally the travesty we health insurance subscribers are subjected to.

In brief, I am both amazed and disturbed, that our well known and recognized insurance plan neither covers nor realizes the life-long out-of-pocket costs that hearing aids generate. It is now that I wish to propose that those of us faced with this prospect, bond together and write or call our legislators and ask them how to "lean on" our insurance companies to cover these necessary aids. Surely, the insurance companies can't construe the aids as cosmetic?! I am willing to author a letter to these various people, but I am also appealing to you, the members of the Deaf Community to back me in this plan.

For further information, please call me at (707) 745-9526 TDD or V and let's see what, if anything, we can do to get legislation going to cover the cost of hearing aids.

Christina Sampayan, Benicia

I Need an Interpreter When I Take a Test

Editor:

I am a deaf lady who is seeking information. I attended a CPR class at Foothill College on October 14. My problem occurred the moment I tried to take the test. I did take an interpreter, but she was not allowed to help me on the test.

I have problems testing - my mind seems to go blank. At school there's very limited aid for the deaf in a smaller setting.

Are there any resources I could contact to aid the deaf in testing situations? I'd like to test my I.Q. but not with a "blank mind!"

Kiesha Chapman, Sunnyvale

Jack Levesque is Hearing?

Editor:

By defining "deaf" and "non-deaf" and excluding the non-deaf from a leadership role in the deaf community, Bill White, has said, in effect, that Jack Levesque is not qualified to head DCARA. Why? Because Jack, as well as quite a few other "deaf" leaders of the deaf community actually hear quite well, well enough in some cases to understand over the telephone.

Many years ago, Leo Jacobs told me that he did not regard people who could hear over the phone as deaf. I think that most of us would agree with him.

But does Jack Levesque understand the deaf and identify with them and their needs? I think everyone would say yes, in spite of Bill White's insistence that only the physically deaf can understand what it's like to have that handicap.

What is Bill White trying to say? I think he wants to exclude from positions of

power and leadership in the deaf community those who lack deaf roots, a deaf background, a deaf identity. Hard-of-hearing Gallaudet graduates, such as Jack Levesque, have that identity and are well qualified for the positions they hold. So let's redefine "deaf" and "non-deaf" in terms of background and identity rather than in terms of severity of hearing loss. That's how we've always done it anyway.

Of course, it will continue to be difficult to prevent the non-deaf from occupying positions in the deaf community. Some are already teaching ASL in the high schools. But it is the failure of the deaf community, its lack of education and skills, that has created voids that the non-deaf have moved to fill. What it boils down to is that we need more well-educated deaf and more opportunities for them to gain the kind of experience that will enable them to lead their people.

Jim Orsi

Kudos for DCARA News

Editor:

I have enjoyed reading your newsletter and would like to show my appreciation by including a check of \$10.00.

Back in 1988, I took an ASL course at

San Jose City College with Jan Bartle, a fine teacher. While taking this class, I had the opportunity to come out to Fremont to see a mime perform and to see a great crowd rejoice over his act.

Since I haven't had the chance to practice ASL, I seem to be forgetting a lot of signs. As soon as I can afford to attend one of your activities, I will do so to refresh my memory on ASL.

I'm glad to see your success as an organization.

Mario Ramirez, San Jose

Editor:

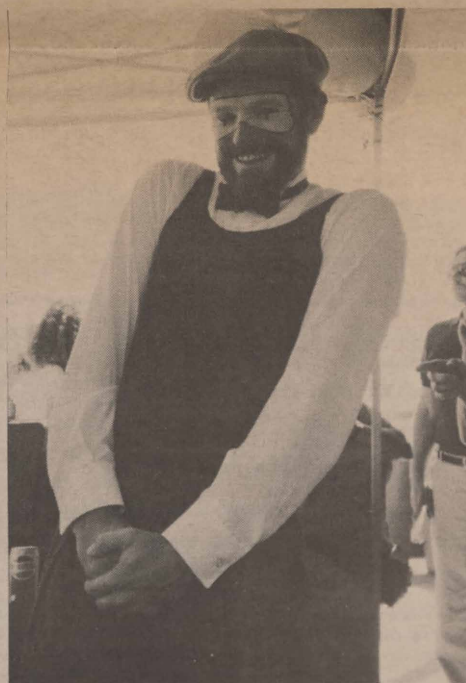
Thank you so very much for the News. I read every line from "kiver to kiver." I found it tremendously informative and interesting.

Always seeking all printed hearing-impaired material to inform others. I had copies of the list of ototoxic drugs made and I tacked it up on the walls at senior citizen centers. Many people have this problem.

We had a good crowd at our new meeting place for SHHH at Sequoias in October!

Success and good listening!
Grace Pietsch, San Francisco

Mime Ricky Smith is a HIT at Deaf Awareness Day



If you missed DCARA's "Deaf Awareness Day" at the Santa Cruz Beach Boardwalk in September, you missed a GOOD time.

A highlight of the day was the performance of deaf mime Ricky Smith. Smith communicated in a universal language, and had people, deaf and hearing, jumping over invisible ropes, typing on imaginary TDDs, sweeping up pretend broken dishes, applauding, laughing, squealing, giggling... He demanded hugs from audience members and passers-by. He criticized slow-imagers by giving them a certain knowing look. In a word, he was wonderful. The hearing people watching from the boardwalk enjoyed his antics as much as the deaf people in the bleachers.

The staff at the Boardwalk was supportive, as usual. We saw a child teach a grandfatherly ride operator the sign for thank you, then saw him share it with another operator. A hearing child waiting in line told him, "That's right, but you don't have to kiss your palm..." Even the weather cooperated with lots of sunshine, but not too much heat.

Thank you to all who attended!

Awards, from page 1

to Marvene Michael. Michael has volunteered full time at the San Jose Office for several years. Charlotte Whitacre honored Darrel Griffen, who brings his little dog Samantha to help when he volunteers his time to the Deaf-Blind Program.

Rhodes presented a Special Board Award to CSD-Fremont's Superintendent, Dr. Hank Kloppling, citing Kloppling's strong belief in and support of the deaf community.

Jack Levesque presented the Executive Director's Award to the same man who walked away with it last year, Bert Lependorf. Levesque said that he would have chosen someone else if he could find someone as willing and able to work as Lependorf, who spends many hours working our computers and proofreading our newsletter and other publications.

Debby Buchan, DCARA's "veteran" Deputy Director, gave special recognition awards to Cathryne Allan and Beverly Abad. Buchan said Allan, who has worked two years as a bookkeeper on contract, "has been so helpful when we needed her, and we have all enjoyed her loving personality." Abad, our accountant, was especially honored because the results of our annual audit were, for the first time ever, in complete agreement with every number Abad came up with. An audit that finds no errors is a very rare thing!

The Staff Member of the Year Award went to Paul Stefurak, who, said Jack Levesque, "Works and works, and is al-

ways willing to try something new. He has sacrificed a lot of his own time, weekends and after hours, to attend programs and make sure our program runs smoothly."

Stefurak also took the Thomas Fleuret Award. Named for a DCARA ILS counselor who gave generously of his time to the community, this award goes to a person selected by the staff, who gives time outside of DCARA to the deaf community. Stefurak's activities include work with Shasta House, President of East Bay Club for the Deaf, Vice President of the Northern California Recreation Association of the Deaf, and founder of the Deaf Computer Users Group.

Ken Kresse, Supervising Attorney of the California Center for Law and the Deaf (CalCLAD) presented the Frederick C. Shreiber Award for Outstanding Advocacy for Deaf Rights, to Sacramento's Bill White. Kresse said that "CRS is really the result of the initiative of one person: Bill White." In accepting the award White said, "We don't do things for awards. We do things because we're mad, and because we love deaf people." White returned to his seat to a standing ovation.

Last, but not least, Jack Levesque honored his "team" of Debby Buchan, Geri Healy, and Kay Vincent. "I am a lucky man," Levesque said. "I have a wonderful wife and children at home, and I have this wonderful group at work. They are a joy to work with (and sometimes a pain in the neck!)"

Congratulations to all the winners, and thank you for your contributions to the deaf community.

Deaf Volunteers Needed at CEID

Berkeley's Center for the Education of Infant Deaf is looking for volunteers to bring ASL into their classrooms. The preschool children are, for the most part, children of hearing parents who are learning SEE signs. Jill Ellis, director of CEID, feels that deaf adults in the classroom would benefit the children and their parents.

Volunteers must be able to commit to volunteering on a regular basis, once a week or once every other week for the morning preschool class. They will help with the children, tell stories, and serve as models for the children and their parents.

If you are interested, contact Ellis at CEID 527-5544.

Gomez's Story a Winner

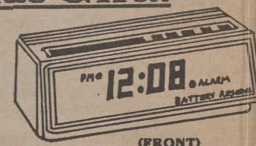
Writer Rocky Gomez's short story, "Yes, the Dogs!" has been selected as one of 100 Distinguished Stories of 1989 by Shannon Ravenel, series editor. The selection was announced in *The Best American Short Stories*, edited by Margaret Atwood.

Although the story, "Yes, the Dogs!" will not be printed in *The Best American Stories*, it was printed in issue 14 of the San Francisco literary magazine, *Zyzzyva*. (You may obtain this issue by writing to Zyzzyva, 41 Sutter Street, Suite 1400, San Francisco, CA 94104)

Gomez, a 20-year resident of Union City, is the acting Coordinator of Interpreters and Instructors at Deaf C.A.N. at Laney College in Oakland. He is a member of DCARA's Board of Directors as well as CIL's.

Excellent Christmas Gift!!

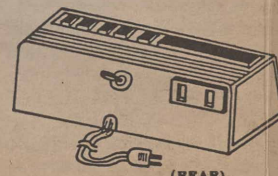
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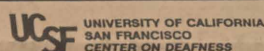
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(REAR)



UCCD POSITIONS AVAILABLE

STAFF PSYCHOLOGIST (50%) Salary: \$3000 - \$4492 Monthly & Benefits

Duties

- o Provide psychological and neuropsychological testing.
- o Provide psychotherapy and other treatment to deaf outpatients (adults and children) and/or their families.
- o Provide psychiatric evaluation under supervision.
- o Provide consultation to schools and agencies serving deaf clients.
- o Prepare clinical reports.

Qualifications

- o Ph.D. in Clinical Psychology.
- o Licensed in California, or license eligible within one year.
- o Clinical experience in assessment and psychotherapy.
- o Experience working with deaf clients strongly desired.
- o Proficiency in American Sign Language strongly desired.
- o Willingness to develop American Sign Language fluency required.

This is a half-time position with possibility to increase up to full-time in the future.

To apply, contact: Florrie Burke, MFCC, Clinical Director.

TYPIST (100%) Salary: \$1500 - \$1741 Monthly & Benefits

Duties

- o Serve as receptionist for clients and visitors.
- o Answer telephone (Voice and TDD).
- o Perform general clerical duties (e.g., file, photocopy, review records, assist in mailings).
- o Perform general typing (e.g., correspondence, clinical records, manuscripts).
- o Run errands to main campus of the University.
- o Perform data entry tasks.

Qualifications

- o High school diploma.
- o Excellent typing skills.
- o Dictaphone transcription ability.
- o Excellent communication skills.
- o Familiarity with word processing and/or other computer skills strongly desired.
- o Sign Language Skills.

To apply, contact: Davina Gardner, Administrator.

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DCARA * CSD-F Outreach * Dawn Sign Press * Galluadet Regional Center

present



A FINGERSPELLING WORKSHOP

with Joyce L. Groode, California State University, Northridge

February 3, 1990 • 9 a.m. to 5 p.m.

Ohlone College Cafeteria

\$15.00 • Pre-Registration Required by January 26!

This workshop, including a three-hour lecture, will offer techniques for improving expressive and receptive fingerspelling skills. Ideal for interpreters needing fingerspelling practice and for sign language students who have completed at least one semester of sign language classes.

- Drill Sessions for Interpreters and Students
- Question & Answer Hour
- Lunch on your own
- More Information: DCARA, (415) 895-2430

To reserve your space, mail completed pre-registration & check today!

DCARA PRE-REGISTRATION: FINGERSPELLING WORKSHOP February 3, 1990		Office Use Only Ckd _____ MOW _____ Rec'd _____ Level _____ Wait List _____
Name: _____	1. Level: (1) Beg. _____	
Address: _____ Apt: _____	(2) Int. 1 _____	
City: _____ State: _____ Zip: _____	(3) Int. 2 _____	
Phone: Day () _____ Eve: () _____	(4) Adv. _____	
DEADLINE FOR APPLICATION AND PAYMENT: JANUARY 26, 1990. Make checks payable to DCARA and mail to DCARA, 125 Parrott St., San Leandro, CA 94577		



Write a Letter!

Do you have something to say to the people who make our laws? They are very interested in your opinions on how the earthquake emergency services affected the deaf, how the deaf feel about telephone and television access, and just about anything else!

Your letters are powerful, and the English does not have to be perfect. Just make sure your name and address are clear and readable.

Here are the addresses of our Assemblymen and State Senators. Also included are the addresses of local television stations if you would like to comment on the lack of captions and interpreters during the earthquake coverage.

Assemblymen

Tom Bates
1414 Walnut St. #9
Berkeley, CA 94709

Willie Brown
540 Van Ness Ave.
San Francisco, CA 94102

Robert Campbell
811 Ferry St.
Martinez, CA 94553

William Baker
1676 N. California Blvd. #690
Walnut Creek, CA 94596

Dominic L. Cortese
100 Paseo de San Antonio #300
San Jose, CA 95113

Dan Hauser
50 D Street, Suite 450
Santa Rosa, CA 95404

Ted Lampert
1650 Borel Pl., Suite 229
San Mateo, CA 94402

Byron Sher
785 C Castro St.
Mountain View, CA 94041

John Vasconcellos
100 Paseo de San Antonio
San Jose, CA 95113

Elihu Harris
1405 Franklin St. Suite 715
Oakland, CA 94612
(Temporary until Aug. 1990)

John Burton
350 McAllister St.
San Francisco, CA 94102

Delaine Eastin
395245 Liberty St., Suite D
Fremont, CA 94538

Rusty Areias
140 Central Ave. Room 203
Salinas, CA 93901

William Filante
30 N. San Pedro Rd. #195
San Rafael, CA 94903

Bev Hansen
50 Santa Rosa #205
Santa Rosa, CA 95401

Johan Klehs
2450 Washington Ave.
San Leandro, CA 94577

Charles Quakenbush
456 El Paseo de Saratoga
San Jose, CA 95130

Jackie Speier
510 Myrtle Ave. #107
So. San Francisco, CA 94080

State Senators
Senator Bill Lockyer
4725 Thornton Ave. Suite 104
Fremont, CA 94536

Senator Daniel Boatwright
1035 Detroit Ave. Suite 200
Concord, CA 94518

Senator Quentin Kopp
350 McAllister St. Rom 2024
San Francisco, CA 94102

Senator Alfred E. Alquist
100 Paseo de San Antonio,
San Jose, CA 95113

Senator Barry Keene
631 Tennessee St.
Vallejo, CA 94590

Senator Dan McCorquodale
4 N. 2nd Street, Suite 590
San Jose, CA 95113

Senator Henry Mello
92 Fifth St., Suite B
Gilroy, CA 95020

Senator Jim Nielsen
50 Santa Rosa Ave.
Santa Rosa, CA 95404

Senator Nicholas Petris
1111 Jackson St. Suite 7016
Oakland, CA 94607

Senator Milton Marks
350 McAllister St. Room 2045
San Francisco, CA 94102

Television Stations
Channel 2 - KTVU
P.O. Box 22222
Oakland, CA 94623

Channel 4 - KRON
1001 Van Ness Ave.
San Francisco, CA 94109

Channel 5 - KPIX
855 Battery St.
San Francisco, CA 94102

Channel 7 - KGO
900 Front St.
San Francisco, CA 94111

Channel 9 - KQED
500 8th St.
San Francisco, CA 94102

Channel 11 - KNTV
645 Park Ave.
San Jose, CA 95110

Channel 36 - KICU
1585 Schallenger Rd.
San Jose, CA 95131

Channel 54 - KTEH
100 Skyport Dr.
San Jose, CA 95110

NO JOB???? NO FUTURE???? NOW WHAT????

Announcing the opening of the National Polytechnic Institute, A Post-Secondary Technical College for the Deaf which will be established in Sacramento, California during the first week of January, 1990.

NPI will offer challenging diploma and career programs in January 1990 in:

- ☐ OFFICE SYSTEMS TECHNOLOGY
- ☐ ACCOUNTING
- ☐ COMPUTER INFORMATION SYSTEMS
- ☐ MANAGEMENT INFORMATION SYSTEMS
- ☐ ELECTRONICS ENGINEERING TECHNOLOGY
- ☐ MECHANICAL DRAFTING TECHNOLOGY/CAD
- ☐ E/M DRAFTING TECHNOLOGY/CAD
- ☐ SOFTWARE ENGINEERING TECHNOLOGY
- ☐ CIVIL DRAFTING TECHNOLOGY/

NPI plans to offer Associate and Bachelor Degree programs in the future in: (tentative)

- OFFICE SYSTEMS TECHNOLOGY
- ACCOUNTING
- COMPUTER INFORMATION SYSTEMS
- MANAGEMENT INFORMATION SYSTEMS
- ELECTRONICS ENGINEERING TECH.
- E/M DRAFTING TECHNOLOGY/CAD
- SOFTWARE ENGINEERING TECH.
- CIVIL DRAFTING TECH./CAD
- ELECTRICAL ENGINEERING TECH.
- AUTOMATED MANUFACTURING TECH.
- CIVIL ENGINEERING TECHNOLOGY
- COMPUTER ENGINEERING TECH.

Please check the box above next to the program you are interested in.

When do you plan to enroll? ___/___/90. Please send me a catalog: ☐
You need a day care center? ☐ Do you need help finding housing? ☐
Are you planning to enroll in a degree program after completing a diploma program? (Y) or (N)

**NOW IT IS UP TO YOU . . .
MAKE YOUR DREAM COME TRUE!**

Send this ad with the following information: Name, Address, Phone Number; How did you first learn of NPI? Mail to:

**National Polytechnic Institute
P.O. Box 255068
Sacramento, CA 95865-5068**

Classified Ads

ATTN: SINGLE WOMAN. Hard-of-hearing, loving and sweet single white male, 41, 5'6", 170 lbs (and losing - Weight Watcher member). Not bad-looking and hard working, looking for a loving single woman under 50, hearing or hard-of-hearing to enjoy life as friends first. Please write to Dennis Hollenbeck, c/o Mailroom, Bldg. 321, Naval Supply Center, Oakland, CA 94625-5000. I'll write back.

Counselor/Advocate. Ability to work with deaf, deaf/blind, multi-handicapped and seniors experiencing hearing loss. Knowledge of deaf and hard-of-hearing issues. Part-time 22 hrs/week, \$8/hr. + benefits. ASL reqd. Deaf/Disability Project, PO Box 144, Berkeley, CA 94701

NUMBER CORRECTION!
FOR SALE: INTELE-TYPE TDD. \$300. Good working machine, never used. Was \$595. Call (707) 526-5017 TDD.

Tribune Car Route: Make \$500-\$700/mo. on Berkeley route, 2 hrs/day, 7 days/week. Work early a.m. Own car needed. Great for couple. Call Ken Ericks, 653-5141 CRS or 839-3939 & lv. msg.

Caribbean Cruise, April 7, 1990. Selling Fast! Contact Sheri Crawford, Magic Carpet Travel, 7115 Sepulveda Blvd., Van Nuys, CA 91405. 25% Discount Group Rate! 7-Day Gems of the Caribbean.

Deadline is the **FIRST** of the month preceding publication!

NEXT DEADLINE: Jan 10, for Feb- Mar. issue

Send camera-ready art (call for specific sizes) with check or money order.

Camera-ready means ready to photograph! We reserve the right to refuse any ad because of content or design not in keeping with our standards and policies.

Please include payment with your ad!

WE CANNOT BILL YOU!

DCARA News: Editor: Lisa Alphin; Executive Director: Jack Levesque. The DCARA News is published bi-monthly and mailed to DCARA members, organizations serving the deaf community and others requesting it. Extra copies are available at DCARA offices. Ideas, criticisms, or questions are welcome and should be mailed to: Editor, DCARA News, 125 Parrott St., San Leandro, CA 94577. DCARA is not responsible for the contents of paid advertisements.

All DCARA Offices, except San Francisco, Fremont EDD, and the Bookstore, are open Mon-Fri., 8-12 & 1-4. All offices, except the Bookstore are closed the last Friday of each month.

HEADQUARTERS

125 Parrott St.,
San Leandro, CA 94577
(415) 895-2430 V, 895-2432 TDD

BACLAD

(415) 895-1611 TDD, 895-1610 V

COMMUNITY EDUCATION

(415) 895-1940 TDD/V

OAKLAND OFFICE

1537 Webster St. Suite B
Oakland, CA 94612
(415) 465-0927 TDD, 465-0926 V
TDD Relay for Out-of-State Calls

SAN JOSE OFFICE

1663A West San Carlos
San Jose, CA 95128
(408) 298-5443 TDD, 298-6770 V
TDD Relay for Out-of-State Calls
(408) 298-7970

BOOKSTORE

157 Parrott St, San Leandro
(415) 351-3937, 8 TDD/V
Hours: M-F, 10-5, Sat. 10-2

SAN MATEO

(Open for Classes and Special Events)
134 No. B Street
San Mateo, CA 94401

SAN FRANCISCO OFFICE

530 Valencia St.
San Francisco, CA
(415) 552-6374 TDD, 552-6368 V
Open Thursdays Only

DCARA EMPLOYMENT DEVELOPMENT DEPARTMENT

Fremont
39155 Liberty St.
Fremont, CA 94537
(415) 794-3664 TDD, 794-3885 V

San Francisco

3120 Mission St.
San Francisco, CA 94110
(415) 821-6216 TDD, 821-6219 V

INTERPRETER SERVICES

1537 Webster St.
Oakland, CA 94612
(415) 465-3264, 3643 TDD/V
Outside Alameda Co. 800-25D-CARA (V)
800-446-DEAF (TDD)

San Jose

50 South King Road
San Jose CA 95116
(408) 277-1604 TDD, (408) 277-1605 V

Pleasant Hill

363 Civic Drive,
Pleasant Hill, CA 94523
(415) 676-9913 TDD, (415) 676-9912 V

calendar of events

December 1989

December 8, 9, 10, 15, 16, & 17
"The Splendor of Christmas" Musical
ASL Interpreted
7:30 p.m., Dec. 10 & 17 5 pm & 7:30 pm
Crossroads Bible Church
1670 Moorpark, San Jose.
Willie Mae Lett (408) 259-6423 TDD or
Church (408) 293-9441 V

December 12
Holiday Luncheon at Antoninos,
Hayward
by Hayward Deaf Senior Group
Carl Robertson, (415) 581-8587

December 12
Holiday Party, 6:30 - 9:30 p.m.
First Congregational Church, Berkeley
Free Food, Entertainment & Fun
By Deaf Disability Project
644-2000 TDD/V

December 13
Carol Padden's Workshop, 7 - 9 p.m.
CSD-F Little Theatre
Admission: \$1.00
Hedy Udkovich Stern 794-3708

January 1990

January 20
Deaf Women's Conference
"Fitness & Nutrition for the 1990s"
CSD-F, 8 a.m. - 5 p.m.
See ad page3

January 21 -24
Conference: AIDS & the Deaf
Conference Center, Monterey Peninsula
Pacific Grove, CA
(213) 654-5822 TDD
(213) 654-5952 Voice

February, 1990

February 3, 1990
Fingerspelling Workshop
Sponsored by DSP, GRC, DCARA,
CSD-F
Ohlone College Cafeteria, 9 a.m. - 6 p.m.
See page10

February 16-19, 1990
4th Annual Ski Trip, Lake Tahoe
By NCRAD/WRAD
Linda (415) 538-5370, 6-9 pm

March 1990

March 3
Genetics Workshop, 9 am - 1 pm
CSD-F, Elementary Activity Center
Sponsored by GRC, CSD-F, DCARA
Community Ed Coordinator: (415) 794-
3708 TDD/V

March 24
"All You Need to Know About Medical
Interpreting"
Sponsored by DCARA & GRC
Kay Vincent (415) 895-2430 TDD/V

Winter Ski Trips to Bear Valley
For people with Special Needs
(3 day trips cost \$75, Scholarships available)
Environmental Traveling Companions
Season runs January thru March
Call ETC (415) 474-7662

Out of Area Events, Big Events

February 16-19, 1990
"Diamonds...in the Rough"
Center on Deafness conference
Rowmont, Ill
Charles Jones, (312) 297-1022 V/T

March 3-11, 1990
WRAD Trip to the world's largest ski area in
the Alps, Meribel, France
WRAD Ski France, (805) 943-8879

March 1 -4, 1990
NWAAD Basketball Tournament
At CSD-Fremont
By San Francisco Club for the Deaf
530 Valencia St., S.F., CA 94110
(415) 865-5703

March 2 -3, 1990
"We Make it Happen," 26th Annual Confer-
ence of Illinois Teachers of the H-I
S. Litchfield, RR1 Box 152,
Mackinaw, IL 61755

March 10- 17, 1990
USDA Convention & Qualifying Races F/T
US Deaf Ski Team, 1991 WGD
At Bail-Beaver Creek, CO
J. Stenner, (303) 989-2770 TDD

March 21-24, 1990
5th Annual Conference: Natl. Task Force on
Deaf-Blind Persons & Technology, By CSUN
In Los Angeles. Dr. H. Murphy, CSUN,
18111 Nordhoff St., Northridge, CA 91330

April 3 - 7, 1990
46th Annual Nat'l. Basketball Tourney
At Phoenix, AZ
Don Kitson, P.O. Box 37202
Phoenix, AZ 85069

April 27-29
National Racquetball Assn. of the Deaf
7th Annual Tournament, West Allis, WI
Richard Nell: (414) 968-4559

May 22-25, 1990
2nd Natl. Conf. on Student Deveolpment &
the H-I at Gallaudet Univ.
Ellie Rosenfield (202) 651-5247

May 25-27, 1990
49th Annual Pacific Coast Deaf Men's
Bowling Assn. and 43rd Annual Pac. Coast
Deaf Women Bowling Assn. Tournament,
Salt Lake City, UT
By Bonneville Bowlers Club of the Deaf

July 8-14, 1990
26th Ann. Natl Deaf Men's & 16th Ann. Natl.
Deaf Women's Bowling Assn.
World's Champ. Tourn: \$15,000
New Orleans, LA
Robt. Sheffield, P.O. Box 64972, Baton
Rouge, LA 70896

August 16-18, 1990
20th NWAAD Slo-Pitch Softball
At Twin Creeks Sports in Sunnyvale, CA
By Silicon Valley Club of the Deaf
Kevin Blackmer, P.O. Box 451, Santa Clara,
CA 95052 (408) 291-4490

September 26-29, 1990
AAAD 15th Annual Nat'l. Men's & 4th
Annual Nat'l. Women's Slo-Pitch Softball
Tournaments At Tucson, AZ
Jim Revell, 1221 W. Fir Dr., Tucson, AZ
85604, (602) 297-4342 TDD

February 28, - March 8, 1991
XII Winter World Games of the Deaf
Banff/Calgary, Canada
Robin Bucry, 11337 61st Ave., Edmonton
Alberta, T6H 1M3 Cananda

April 3-7, 1991
47th Annual AAAD Nat'l. Basketball
Tournament at Resorts Taj Mahal Casino-
Hotel-Convention Ctr, Atlantic City, NJ
By North Jersey Community Ctr. of Deaf

May: Memorial Day Weekend, 1991
50th Anniversary Pac. Coast Bowling
At Bally's in Reno
By Silent Homemakers of San Diego

July 7-14, 1991
National Deaf Bowling Tournament
27th Annual Men's, 17th Annual Womens
Broward County Assn. of the Deaf
Boca Raton, FL
BCAD, 362 West Sample Rd, Pompano
Beach FL 33322

August 8-11, 1991
Northwest Athletic Assn. of the Deaf
NWAAD 21st Annual Men's, 7th Annual
Womens Regional Softball Tournament
Pleasanton, CA
Leslie Zinza, 4836 Gertrude Dr.
Fremont, Ca 94536

September 18-21, 1991
16th Annual AAAD Nat'l. Men's Slo-
Pitch Tournament, 5th Annual AAAD
Nat'l. Women's Slo-Pitch Tournament
At Disneyland Hotel, Anaheim CA
Greg Brown, P.O. Box 9055, Canoga
Park, CA 91309 (818) 348-8412

July 12-18, 1992
National Deaf Bowling Assn 28th Ann
World's Deaf Championship Bowling
James Raimondi-Leon Laster, 309 E.
Langley, Universal City, TX 78148

September 23-27, 1992
AAAD 17th Annual Nat'l. Men's & 6th
Annual Nat'l. Women's Slo-Pitch
Tournaments, At Olathe, Kansas
By Olathe Club for the Deaf
Karen Kirby, P.O. Box 302,
Olathe KS, 66061

Spring of 1993
AAAD National Basketball Tourney
At New Orleans, LA
By Southern New Orleans Assn. of Deaf

Summer 1993
Summer World Games for the Deaf
Sofia Bulgaria

Spring 1994
AAAD Golden Anniversary Nat'l. Basket-
ball Tournament, Akron, OH
John Bradley, P.O. Box 2441
Akron, OH 44309-2441

Winter 1995
Winter Games for the Deaf
Lapland, Finland

Every-Month Events

First and Third Tuesday
Social, 10 a.m. - 4 p.m.
40086 Paseo Padre Parkway, Fremont
By Fremont Deaf Seniors
Thelma Evans (415) 796-5114 TDD

Second and Fourth Tuesday
Social, 10 a.m. - 4 p.m.
At 22325 No. 3rd St., Hayward
By Hayward Deaf Senior Group
Carl Robertson, (415) 581-8587

Tuesday Evening
Young Adult H-I Support Group
(For ages 20-40) 7 p.m. - 9 p.m.
1st Congregational Church,
Dana & Durant Sts, Berkeley
By the Deaf & Disability Project
(415) 644-2000 TDD/V

First Wednesday, 6:30 a.m.
Third Wednesday, 5:30 p.m.
Vista Lions Club Meeting
At Lucia Restaurant
Carmen Sciandra, (415) 351-0397 TDD

First Thursday
Social, 10 a.m. - 4 p.m.
Oakland Senior Group
Veteran's Memorial Bldg.
(Harrison & Grand Ave.)
By Oakland Deaf Seniors
Dot Kear (707) 642-4354

First Saturday
Party: Jackpot Nite
At Scot's Hall
1001 South Santa Cruz Ave, Modesto
By Modesto Deaf Sportsmen's Club

Last Saturday
Dynamite Game Nite, 925 Cera Dr., San
Jose, 6-9 pm by Church of Jesus Christ of
Latter Day Saints
Bring favorite table game & snack
(408) 973-0197 V/TDD

Sunday
Signed Catholic Masses:
• 9:45 a.m., Transfiguration Church
4325 Jarvis Ave., San Jose
Child care provided.
• 10:30 a.m., St. Benedict Parish, Social follows
Bush & Lyon, S.F.
• 9:30 a.m., St. Joseph's Center for Deaf
37588 Fremont Blvd., Fremont
(415) 790-9040 TDD
• 11 a.m. fourth Sunday, St. Joseph Society,
Sacred Heart Church, 4025 Martin Luther King
Jr Way, Oakland (Social following)

Other Signed Church Services

• **DEAF PASTOR:** Jose Navarro, Los Gatos
Church of the Deaf, 16735 Lark Ave, Los Ga-
tos. (408) 252-3197 Sunday School: 9:45,
Morning Service: 11:00 a.m.. Bible Study
every Wednesday 7 p.m.
• 11 a.m., Temple United Methodist,
1111 Junipero Serra Blvd., S.F.
• Mission of the Holy Spirit
St. Paul's Episcopal, 1924 Trinity, Walnut Ck
St. Mark's Episcopal,
2300 Bancroft Way, Berkeley, CA
(415) 462-1556 TDD
• Signing for the deaf, Sunday Eucharist
Noon. Mass, Star of the Sea Church
515 Frederick St., Santa Cruz
• Worship (10 a.m.), Bible Study (11:20 a.m.)
Memorial Lutheran Church for the Deaf
Our Savior Lutheran Church
855 Washington Blvd., Fremont
• 9:30 a.m., Los Altos United Methodist Church
655 Magdalena, Los Altos, Phonic Ear FM
• 10:30, Golden Gate M. C.C.
48 Belcher St., San Francisco
• 11 a.m., Temple United Methodist
1111 Junipero Serra Blvd, San Francisco
• **First Sunday:** 11:00, First Unitarian Church
of San Francisco, 1187 Franklin St. at Geary,
• 9 a.m., Jubilee Christ. Ctr, 110 Nortech Pkwy,
San Jose