



Virginia Department for the Deaf and Hard of Hearing

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VDDHH Programs and Services

Telecommunications
Interpreting
Community Services



Providing Accessible Telecommunications Since 1991



Virginia Department for the Deaf and Hard of Hearing

TAP Technology Assistance Program



Need communication access to telecommunication services?

We can help.

Technology Assistance Program (TAP) Services:

- Needs assessment
- Application assistance
- Equipment delivery and installation
- Equipment troubleshooting
- Equipment training
- Assistance making telephone calls
- Virginia Relay training



Virginia Department for the Deaf and Hard of Hearing

TAP Technology Assistance Program



A Service of the Virginia Department for the Deaf and Hard of Hearing (VDDHH)

The Virginia Department for the Deaf and Hard of Hearing provides services and resources to help reduce the communication barriers between those who are deaf, hard of hearing, DeafBlind, or have difficulty speaking and their families and communities.



Virginia Department for the Deaf and Hard of Hearing

TAP Technology Assistance Program

What is the Technology Assistance Program (TAP)?

The Technology Assistance Program (TAP) is offered by the Virginia Department for the Deaf and Hard of Hearing (VDDHH). The program provides specialized telecommunication equipment to qualified Virginia residents who need different equipment, including TTYs and captioned telephones. TAP Trainers work with qualified residents one-on-one to help each person find the solution that best fits his or her communication needs.

Who is Eligible?

To qualify for TAP, you must be a Virginia resident who is deaf, hard of hearing, DeafBlind, late-deafened, or has difficulty speaking. You must also meet the program's income requirements. Veterans with hearing loss who received an honorable discharge from the military are automatically eligible.

If your income exceeds the eligibility requirements, equipment can be provided at a discounted price or we can help you in finding the lowest price on the market.

What is Loan to Own?

For your convenience, qualified applicants are given their telecommunications equipment on a loan to own (L2O) basis. This means that you can use your chosen equipment in your home for 30 days to determine if it is the proper solution to fit your communication needs. If after the 30-day period you are satisfied with the device, it becomes yours to own. If not, you can return it and work with your TAP Trainer to find a new solution that works for you.

What Types of Solutions are Available?



Amplified Telephones

An amplified telephone amplifies both the ringer and the speaker's voice.



Captioned Telephones

A captioned telephone allows you to listen to someone speaking over the phone while also reading the conversation on the phone's display screen in real-time.



Voice Carry-Over Telephones (VCO)

VCO telephones allow you to speak directly to another person over the phone, and read his or her responses on the phone's display screen.



Hearing Carry-Over Telephones (HCO)

If you have difficulty speaking, HCO telephones allow you to listen to the person on the phone and then you type your response.



Text Telephones (TTY)

A TTY has a keyboard, which allows you to type your side of the conversation. The text screen allows you to read the other person's responses.



Personal Assistive Listening Systems

Personal assistive listening systems focus the sounds you want to hear, such as voices or TV, and amplifies them directly into your ear.



Alarm Clocks with Bed Shaker, Flashing Lights, and Loud Ringers

Alarm clock systems alert you to calls, visitors, or emergencies when you are asleep or in bed.



Doorbells and Telephone Ringers

Doorbells and telephone ringers use flashing lights or loud chime sounds to notify you when someone is at the door or calling your phone.

How Do I Get Started?

Call or visit the office near you to apply. To find the office in your community or to learn more, call 1-800-552-7917 (Voice/TTY) or visit www.vddhh.org/equipment.htm.