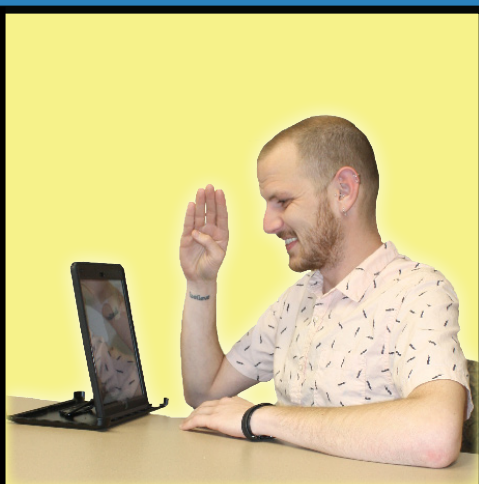


The Telecommunications Access Program...

IT'S FOR YOU!



KC  HH

Kentucky Commission on the Deaf and Hard of Hearing

Quick Facts about the KCDHH Telecommunications Access Program (TAP)

- This program ensures that deaf, hard of hearing, speech impaired and deaf/blind individuals receive equal access to telephone services at no cost.
- The program is funded by a small surcharge that is applied to all telephone lines and wireless accounts in Kentucky.
- Household income is not considered when determining eligibility for TAP equipment.
- Equipment is distributed by order of selection, depending on availability of funds. New applicants are given preference over reapplications.
- Only one specialized phone and one signaler is distributed to eligible applicants per telecommunications access line within a four year period. Replacements are permitted under limited circumstances with verification required.



Applying for the Telecommunications Access Program (TAP)

To qualify for the TAP program, you must:

- Reside in Kentucky for one (1) year prior to the date of application.
- Be at least five (5) years of age or older. Thirteen (13) if applying for a wireless device. If under eighteen (18) years of age, a parent or guardian must sign the application and assume full responsibility for the equipment.
- Be deaf, hard of hearing, speech impaired or deaf/blind to the extent that you cannot use the regular telephone for communication.
- Verify telephone or internet service as requested by TAP.

HOW TO APPLY



1

Fill out the application completely.

Make sure you answer all the questions correctly and do not leave any blanks. If you have a P.O. Box, please also provide a 911 or street address.

EQUIPMENT CANNOT BE SHIPPED TO P.O. BOXES.



2

Have a certified/licensed professional complete the “Professional Certification” section of the application.

- Audiologist
- Speech-language pathologist
- Hearing instrument specialist
- Advanced Practice Registered Nurse (APRN)
- Physician (Family, ENT or Internal Medicine)
- Eye Specialist (For Vision Loss Only)
- Physician’s Assistant (Certified)
- Otolaryngologist (ear, nose, and throat)
- Director Public/Private Agency (Requires KCDHH approval)

IF YOU ARE RE-APPLYING YOU DO NOT HAVE TO HAVE PROFESSIONAL CERTIFICATION AGAIN.



3

Provide Proof of Residency.

You need to prove that you have lived in Kentucky for at least one (1) year prior to the date of application. You need to provide a driver’s license or acceptable ID that matches the address on your application.

Mail or bring your application to the KCDHH office.

TAP can process original and online applications.
Copies or faxes are also accepted.

**PLEASE CHOOSE ONLY ONE (1) PHONE
AND ONE (1) SIGNALER.**

EQUIPMENT CANNOT BE EXCHANGED.

Which equipment should I apply for?

You should apply for the equipment that allows you to hear and communicate best over the phone. Everyones hearing loss and ability to communicate is different, there is no one size fits all. The Equipment Guide includes pictures of equipment currently available with an explanation of the features and intended use. We strongly encourage you to check with a licensed professional or visit one of our TAP Equipment cabinets if you are not sure which equipment is best for you.

After I submit my application, what happens?

(Note: All information is kept strictly confidential.)

- Complete applications are dated and signed by TAP staff, determining the first-come, first-serve approval date.
- Incomplete applications require additional verification. A letter will be sent requesting the missing information.
- A letter is sent within sixty (60) days notifying you if your application has been approved or denied.
- Be sure to notify KCDHH of any address changes.
- Once your equipment is ordered, it is shipped directly from the vendor to you.

When Your Equipment Arrives:

Contact KCDHH to let staff know that you have received your equipment.

Keep the box. If your equipment needs repaired, it must be returned in its original box.

Keep all the paperwork. If anything happens to your equipment, you will need your paperwork for repairs.

Read the owner's manual. If you still cannot work your equipment, contact the vendor for customer service or KCDHH.

If Your Equipment Needs Repaired:

Equipment distributed by the TAP has a warranty from the company that provided the equipment. If you are a resident of Kentucky, repair and maintenance not caused by consumer misuse, neglect or abuse is covered under this warranty.

- 1. Contact KCDHH.** You will be given contact information for the company and instructions for the equipment you received.
- 2. Contact the company** you received the equipment from. You will receive instructions to ship your equipment.
- 3. Pack your equipment** in its original box. Include a written description of what is wrong with the equipment and address the box to the company.

If your equipment is no longer under warranty and the diagnostic test proves there is no problem with your equipment, or the defect is the result of abuse or misuse, you are responsible for the repair costs.

BEFORE YOU SUBMIT!

- ☐ Did you fill out the application completely? All questions must be answered and all blanks filled in. Contact the office if you have questions.
- ☐ Do you have a Power of Attorney (POA) (someone who legally does your business for you)? If YES, then KCDHH must have a copy of the official POA document.
- ☐ Are you currently an ACTIVE Vocational Rehabilitation client? If YES, KCDHH must have a letter/email from your counselor stating why they cannot provide you with the equipment you requested.
- ☐ Did you select the all the equipment you want to receive (phone and signaler)? Choose carefully as the device(s) cannot be exchanged. You can only receive equipment once every four years. Be sure to include all required documents in your application packet.
- ☐ If you selected a wireless device, did you sign the agreement to return with your application? Please be sure this agreement is included.
- ☐ Did you enclose a copy of a recent telephone bill, if needed? Copy the page that shows the *name, address, and telephone number*. If you bundle your services we must have a copy of the bill from your internet/cable provider.
- ☐ Did you provide identification that shows your name and address as listed on the application? We must have proof of residency in Kentucky.

TAP Cabinet Locations

FRANKFORT

Kentucky Commission on the Deaf and Hard of Hearing

632 Versailles Road, Frankfort, KY 40601

800-372-2907/502-416-0607(VP)

Jessica Endler Smith, jessica.endler@ky.gov

FT. MITCHELL

Redwood Assistive Technology Resource Center

71 Orphanage Road, Ft. Mitchell, KY 41017

859-331-0880, Ext. 258

Julie Roell, jjustice@redwoodnky.org

LEXINGTON

HDI Cats (Center for Assistive Technology Services)

2358 Nicholasville Rd., Suite 180, Lexington, KY 40503

859-218-7979

Christina Bard or Joan Hager, hdiatcenter@l.uky.edu

LOUISVILLE

Center for Accessible Living

501 S. Second Street, Suite 200, Louisville, KY 40202

502 589-6620, Ext 118, 502-413-2689 (VP)

Erika DeSha, edesha@calky.org

MURRAY

Center for Accessible Living

1051 N. 16th Street, Ste. C, Murray, KY 42071

270-753-7676

Carrissa Johnson, cjohnson@calky.org

OWENSBORO

Wendell Foster

815 Triplett Street, Owensboro, KY 42303

270-683-4517

Cindy Huston, chuston@wendellfoster.org, or

Jana Billingsley, jbillingsley@wendellfoster.org

PRESTONSBURG

Audiology Associates

1428 N. Lake Drive, Prestonsburg, KY 41653

606-262-1552

Edith Risner, erisner@kyhearing.com

THELMA

Carl D. Perkins Vocational Training Center

5659 Main Street, Thelma, KY 41260

606-788-7080 Ext. 86630

Darrin Breeding, darrin.breeding@ky.gov



**Kentucky Commission on the
Deaf and Hard of Hearing**

632 Versailles Rd.
Frankfort, KY 40601

502-573-2604 (V/TTY)

800-372-2907 (V/T)

502-416-0607 (VP)

KCDHH@KCDHH.ky.gov

www.kcdhh.ky.gov



An agency of the Kentucky Education and Labor Cabinet
Printed with State Funds

Revised - 5-31-23