

SECRETARY OF STATE OFFICE ASSISTS DEAF AND HARD OF HEARING CUSTOMERS

The Secretary of State recently announced a new video system that makes it easier for deaf and hard of hearing customers to conduct business at select Secretary of State offices. Part of a yearlong pilot program, the system uses a monitor with a built-in camera and audio system to connect the customer and branch office clerk to a sign language interpreter at a special communication relay center.

The system provides a means of communication that is more natural and faster than using a pencil and paper or lip-reading, especially for people who exclusively use sign language. It also presents customers who are deaf and hard of hearing with the option of accessing interpreter services on the spot with no extra cost to the customer. This new video system program is just another example of state government working harder to serve residents better. The Livonia Area SUPER!Center located at 17176 Farmington Rd. is one of the Secretary of State branches that will institute this new technology.