



Arizona Commission

for the deaf and the hard of hearing

2009 Fiscal Year Annual Report

July 1, 2008 - June 30, 2009

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About ACDHH

The Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) was established in 1977 to improve the quality of life for deaf and hard of hearing residents. ACDHH serves as a statewide information referral center for issues related to people with hearing loss. The agency also serves people who are deaf-blind and who have speech difficulties. The name was changed in 1985 to the Arizona Council for the Hearing Impaired, and in 2000 was again changed to its present name.

ACDHH aspires to be a national leader in communication access, support services and community empowerment throughout the state. ACDHH staff members serve as the statewide resource on issues concerning the deaf and hard of hearing communities by:

- Providing information and referral
- Conducting training and outreach events
- Distributing Telecommunications Equipment
- Overseeing Arizona Telecommunications Relay Service
- Producing numerous publications
- Licensing American Sign Language Interpreters
- Certifying American Sign Language Teachers

Keeping the deaf and hard of hearing Community and the general public informed and connected are key services at ACDHH. It is for this reason a quarterly newsletter, a comprehensive resource library and electronic news system are provided. These resources keep the public well-informed on issues of importance

Due to budget cuts the Commission was forced to end its weekly television talk show Community View that aired on AZ-TV and KUAT throughout Arizona. Community View, formerly known as "Sign Out" was the longest running show focusing on the issues of deafness and hearing loss in the nation! Previous programs are available at www.acdhh.org.

Mission

The purpose of the ACDHH is to ensure, in partnership with the public and private sectors, accessibility for the deaf and hard of hearing and to improve their quality of life.

Vision

The energetic and innovative ACDHH team, aspires to be a national leader in the provision of communication access, support services and community empowerment throughout the Grand Canyon State.

Statute and Regulatory Requirements:

The ACDHH Statute:

To remain at the forefront of service delivery for deaf and hard of hearing Arizonans, ACDHH continues to work towards its specific regulatory obligations:

The commission shall act as a bureau of information to the deaf and the hard of hearing, state agencies and institutions providing services to the deaf and the hard of hearing, local agencies of government and other public or private community agencies and programs. In this capacity, the commission shall:

- Inform the deaf and hard of hearing of the programs and activities of the Commission and other services available to them at all levels of government.
- Develop and foster a framework for consultation and cooperation with the rehabilitation services bureau of the Department of Economic Security and with all institutions represented on the Commission.
- Study issues relating to the deaf and the hard of hearing, review the administration and operation of various programs and make recommendations concerning these issues to the programs and to the agencies represented on the Commission
- Submit an annual report to the governor and the legislature concerning its findings and recommendations.
- Review the problems of the deaf and the hard of hearing as they relate to the need for effective and appropriate auxiliary aids in public places.
- Maintain contractual compliance for Arizona Relay Service and enhance public awareness of relay service.
- Review and compile information on the development of acoustical technology for the hard of hearing and advocate the use of this technology if it deems appropriate.
- Make recommendations to state agencies, political subdivisions and institutions on how to meet the needs of the deaf and the hard of hearing.

2009 Fiscal Year General Highlights

- The Commission reached more than 650,000 individuals through print media. Numerous newspapers around the state featured ACDHH in various sections of their publications. These articles were a result of staff providing trainings on deafness and hearing loss, educational seminars on telecommunication devices for the deaf and the hard of hearing and conference exhibits.

- The Commission hosted the first ever Deaf Summit! The Summit brought current and up and coming deaf leaders from around the entire state together to address issues of concern in the deaf community. The day-long experience allowed the leaders to focus on
- Issues of leadership, education, access to healthcare, interpreting services, employment and community involvement.
- The Commission was the major sponsor of two interpreter training events:
 - The Arizona Registry of Interpreters for the Deaf Conference was held in the spring of 2009. The conference included topics on mental health, medical, legal and educational interpreting. Approximately 100 individuals were in attendance for the three day conference.
 - The Commission sponsored a weekend conference for interpreters in the southern region of the state in conjunction with the University of Arizona. Seventy-eight participants received training on team interpreting, voicing strategies, interpreting for the deaf-blind.
- The Commission's Hard of Hearing Specialist spearheaded a partnership with the Governor's Council on Aging. The Governor's Advisory Council on Aging-Social Health and Alzheimer's Committee adopted education on hearing loss as a major goal. Senior Center staff will continue to be educated on hearing loss, accessibility strategies and communication methods. Hard of Hearing citizens will also learn about available resources, communication strategies and self advocacy.
- Commission specialists provided training in conjunction with Scottsdale Healthcare's Office of Civil Rights. Approximately 75 individuals were present for the live presentation. A video was produced and required to be viewed by approximately 6,000 employees!

Information and Referral

- Clear Channels is a quarterly newsletter which provides updates on current Commission initiatives. The publication is mailed to consumers and community organizations, approximately 9,600 newsletters were distributed in 2009.
- The Commission provides an E-News, email distribution of information to the community with announcements regarding various community events and projects regularly posted to more than 2,300 (and growing) members.
- The Commission responded to approximately 13,000 emails regarding services for the deaf and hard of hearing, interpreter licensure, licensure complaints, sign language teacher certification, testing for interpreters, hearing aids, and the Americans with Disabilities Act.

- ACDHH maintains an updated website at www.acdhh.org. New features include a video blog which allows deaf consumers to view information in American Sign Language as well as closed captioning for the hard of hearing. Easier navigation and the ability for community members to post comments to the website have increased site visits. The website had over 30,000 visitors during this fiscal year.

Interpreter Licensure

- During this fiscal year 227 American Sign Language interpreters were licensed.
- A total of four complaints were filed.
- ACDHH is an approved National Registry of Interpreters for the Deaf sponsor for continuing education units. As part of its interpreter recruitment campaign ACDHH partnered with the Arizona School for the Deaf and the Blind to sponsor four educational workshops for interpreters in the K-12 settings. While these interpreters are exempt from state licensure the Commission recognizes the benefit of educating all interpreters about licensure and its impact on quality services for consumers and professionals alike.

Interpreter Training Program Partnerships

During this fiscal year the following partnerships were suspended due to budget cuts.

Coconino Community College Interpreter Training Program

University of Arizona- Support Service Provider Training Program

Certified Deaf Interpreter Training Program

The Phoenix College Certified Deaf Interpreter Program is in its second year. Ten students are currently in the program.

Arizona Telecommunications Equipment Distribution Program

The Arizona Telecommunications Equipment Distribution Program (AzTEDP) was suspended in March 2009 due to budget cuts. Consumers are currently served by redistribution of gently-used devices that have been returned by consumers for various reasons. Those who wish not to accept used devices have been placed on a waiting list until the program resumes. When the program resumes device choices will be drastically reduced. All demonstration sites have been closed.

AzTEDP Highlights for FY 2009:

- Was highlighted in approximately 36 media outlets
- Provided more than 1,300 equipment demonstrations were provided prior to the program suspension

- Updated and expanded program information on the ACDHH website to include the program application and instructions online

Arizona Relay Service (AZRS) General Highlights

Hamilton Communications continues to provide excellent relay services. AZRS is funded by a surcharge on all Arizona ratepayers' telephone statements. The funds are administered by ACDHH.

Outreach and education activities were conducted to inform the general public about the Arizona Relay Service and to interact with relay users to obtain their input and feedback.

- AZRS completed 416,924 relay calls, resulting in 1,050,861 call minutes.
- AZRS maintained a 97.18% customer satisfaction rate for the year.

ACDHH Budget: FISCAL YEAR 2009

BUDGET

Revenue	\$6,291,753
Appropriation	\$5,387,300

Expenditures

Personal Services/Employee Related Expenses	\$983,496
AZRS (Relay) Contract	\$1,619,993
AzTEDP (Equipment Distribution Program)	\$511,527
Professional and Outside Services	\$328,097
Other Operating Expenses	\$351,331
Total	\$3,794,444

GRANTS

St. Luke Grant	
Beginning balance	\$1,331
Ending balance	\$0.00
Native American Grant - Phase 2	
Beginning balance	\$6,430
Ending balance	\$0.00

Numbers Rounded to Nearest Whole Number

Board of Commissioners

The Board oversees the policymaking, budget planning, and strategic planning of ACDHH, in addition to evaluating the ongoing performance of the executive director. Each board member also acts as an advocate for ACDHH and the particular group they represent.

The ACDHH Board consists of 14 members appointed by the governor to three-year terms. Of the representatives, four are deaf; four are hard of hearing; one is a parent of a deaf or hard of hearing child; one is selected from the Arizona Registry of Interpreters for the Deaf; one is a licensed hearing aid dispenser; one is a clinical audiologist; one is from the Department of Economic Security; one is from the Arizona State Schools for the Deaf and Blind in Tucson or the Phoenix Day School of the Deaf.

The Board meets four times a year, one of which serves as their retreat.

<u>Name</u>	<u>Position</u>	<u>Term expiration</u>
Sherry Appleby	Hard of Hearing Representative	8/27/2009
Angelina Ortiz	Deaf Representative	8/27/2011
Antonio F. Calderon, M.D.	Hearing Aid Dispenser Representative	8/27/2009
Vacant	Hard of Hearing Representative	8/27/2009
Vacant	ASDB/PDSD Representative	8/27/2011
Tom Muller, Au.D. CCC-A	Chairperson, Dispensing Clinical Audiologist Representative	8/27/2009
Angel Manuel Ramos	Vice Chair, Deaf Representative	8/27/2011
Sharon Schira-Layton	DES Representative	8/27/2011
Dawn Bolduc	AZ Registry of Interpreters for the Deaf Representative	8/27/2011
Jeanne Hollabaugh	Parent of a Deaf Child Representative	8/27/2010
Susan Vardon	Hard of Hearing Representative	8/27/2009
William Schafer	Hard of Hearing Representative	8/27/2011
Juliann Wasisco	Deaf Representative	8/27/2011
Vacant	Deaf Representative	8/27/2011

Commission Staff

<u>Name</u>	<u>Position</u>
Sherri L. Collins	Executive Director
Carmen Green	Deputy Director
Lynn Wakefield	Business Manager
Bryanna Alton	Administrative Assistant
Beca Bailey	Deaf Specialist
Emmett Hassen	Licensing and Certification Coordinator
Sheri Kerr	Equipment and Inventory Technician
Edward Kinal	Special Projects Coordinator
Vacant	Telecommunications Project Specialist
Belva Masaquaptewa	Administrative Assistant
Michele Michaels	Hard of Hearing Specialist
Christi Smith	Interpreter Coordinator
Vicki Thompson	AzTEDP Planner
Melinda Villela	Assistant/Executive Director