



## **ACDH-five year Strategic Plan-2014**

### **Strategic #1**

Increase public awareness of accessibility issues related to the Deaf, Hard of Hearing, Deaf-Blind and person with Speech difficulties.

1. Agency Database/Software Rebuilt
  - a. Objective Performance Measures

### **Strategic #2**

To Increase the number of public and private sector partnership in providing training and program Services.

2. Legal Advocacy Services
  - a. Objective 2.5-Collaborate with advocacy agencies to establish an effective legal resource to provide consultation, mitigation and representation services to consumers with disabilities.

### **Strategic #3**

To Partner with a college or university to promote the establishment of training and degree programs to develop professionals in the field of deafness and hearing loss.

3. SSP Contract with University of Arizona
  - a. Objective 3.1 –Collaborate with a college or university to develop a Support Services Provider Training curriculum.
  - b. Objective 3.3-Provide in-service training and education to the students in current degree programs to prepare them to meet the needs of the deaf and the hard of hearing, deaf-blind and individuals with speech impairments.

### **Strategic #4**

To continue to monitor and improve processes related to the licensing of American Sign Language Interpreters.

4. Database Rebuilt
  - a. Objective 4.1-To continue to improve all stages of the application process for all categories of licensing.



## Strategic #5

To continue to monitor and improve processes in the Arizona Telecommunications equipment Distribution Program (AzTEDP).

5. New RFP in 2014,( FETEP)-Functionally-Equivalent Telecommunication Equipment Project, Data Base Rebuilt
  - a. Objective 5.1-New RFP- To assess internal process of the voucher system of the AzTEDP to increase program efficiency and outreach.
  - b. Objective 5.4 –FETEP-To research advanced technology to improve the quality of telecommunications available to consumers.

## Strategic #6

To monitor telecommunications relay services to ensure compliance with current contract, maintain excellent customer services and increase service usage.

6. Possible FCC mandates of IP CTS

## Strategic #7

To employ the most proficient staff in the field of deafness and hearing loss through professional development.

- a. Performance Measures-(MAP)- Managing Accountability and Performance

**Change Resource Assumptions to include Parent Educator or any other additional employees.**

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