



Visioning Conference Summary Report



The Arizona Commission for the Deaf and the Hard of Hearing wanted to get feedback from the community regarding the role of the Commission and the programs and services it offers. In January 2011, with the assistance of HMA Public Relations and Bill Charney of Charney Associates, the Commission developed a strategy and plan to host three visioning conferences –held in March 2011 in Prescott, Phoenix and Tucson.

Through a series of eblasts, email invitations, social media updates and a direct mail postcard, more than 2,500 people were made aware of the visioning conferences. Individuals were asked to RSVP for the conference most convenient for them. Combined attendance for three events was nearly 200 people.

In the weeks following the visioning conferences, the Commission issued an online survey designed to get additional input from the community. This was promoted through a series of eblasts as well as a postcard mailing. The survey and results are included with this summary.



Executive Summary

The Arizona Commission for the Deaf and the Hard of Hearing wanted to get feedback from the community regarding the role of the Commission and the programs and services it offers. Three visioning conferences were hosted across the state provided an opportunity for members of the deaf community to share their comments and concerns regarding the Commission's current outreach.

The first question asked at each conference was: **Do programs offered by the Commission contribute to your quality of life—if so, which one is most important to your daily life?** Services that were identified at two or more of the conferences included:

- Deaf advocacy
- Information and referral services
- Relay service

Next, attendees were asked how they first learned about the Commission. Common answers included individuals who sought the Commission out, referrals from other deaf organizations (Adult Loss of Hearing Association, Valley Center for the Deaf, Deaf Cactus Network, and Arizona State School for the Deaf and the Blind). At each conference there were participants who attended to learn more about the Commission, as it was their first contact with the organization.

When asked, **if you woke up tomorrow and the Commission was no longer providing services, what service would you miss**, answers voiced at multiple visioning conferences included:

- Deaf advocacy and empowerment
- Sense of community and security that the Commission provides
- Relay services
- Licensed interpreters

After hearing the most appreciated services the Commission provides, the facilitator asked audiences to identify **services not being met**. Advocacy for American Disability Act (ADA) requirements was identified at multiple conferences. Additionally, licensing educational interpreters was also requested at all three locations. Both interpreters and deaf-blind individuals asked for better representation in the Commission as well.

Following lunch, **attendees voiced opinions about the Commission's current goals**. Modification suggestions included focusing more on connecting the deaf community through community events, lobbying for more funding (from cell phone taxes), adding licensing requirements for educational interpreters, and enforcing ADA laws.

When asked the **best method of communication to reach members of the deaf and hard of hearing community**, members had varying answers. Some wanted newsletters to be mailed, some requested email, others wanted broadcast faxes, some liked social media. There was no agreement on the most effective method to communicate with deaf and hard of hearing community stakeholders.

In the **deaf breakout sessions** a common demand was the need for licensing educational interpreters. Another suggestion was to make the Commission website more deaf-friendly by utilizing video logs to provide information in American Sign Language (ASL), not English. Workshops and webinars focusing on self-empowerment were also requested in both Prescott and Tucson.

Hard of hearing breakout sessions focused on the challenges of communicating with hearing individuals. Suggestions included the Commission providing wallet-sized information cards that hard of hearing individuals could give to hearing people, creating a public service announcement about hard of hearing, and advocating for more accurate television captioning.

A common theme in the deaf-blind breakout session in Tucson and personal interview with a deaf-blind woman in Phoenix included technology. Many agreed that improvements and increased accessibility should be a focus of the Commission.

In Tucson, parents of deaf children formed their own breakout session. A frustration parents shared included the current state of the birth to three programming for Arizona deaf children. Additionally, parents voiced major concerns about educational interpreters. Other members of the deaf community voiced the same sentiment in Prescott and Phoenix.

When asked for **feedback regarding the visioning conferences**, stakeholders in each city suggested providing a list of questions to attendees in advance to give them time to carefully consider their answers in depth. All three cities enjoyed the facilitator, accommodations and appreciated the Commission's outreach to the deaf community.



Prescott, Arizona

March 4, 2011

The Prescott visioning conference, hosted at the Prescott Public Library, was held on March 4, 2011. The morning began with breakfast and casual conversation to welcome attendees to the event and provide time to connect with other members of the deaf community.

After brief introductions of the ACDHH staff and commissioners in attendance, Bill Charney, facilitator, officially welcomed attendees to the event, further explained the purpose of the Visioning Conference and how the day would proceed.

He then asked the first question: **Do programs offered by the Commission contribute to your quality of life—if so, which one is most important to your daily life?**

Attendees were first asked to answer the question by raising their hands if the Commission did enhance their quality of life. Approximately 50 percent of 200 individuals present raised their hand. When asked which specific services enhanced their quality of life, the following services were listed:

- Telephone captioning
- “Captel”
- Equipment loan program
 - Amplified phones
 - Internet relay
- Telephone relay service
- Gatekeeper role of the Commission in directing community members to specific information or contacts for certain issues

Two people agreed that the telephone captioning service was the most important service while two others felt the equipment loan program the most vital service.

Next, Bill asked attendees how they had first heard of the Commission. Among the responses:

- Received information from Michelle, the hard of hearing specialist
- Several hard of hearing individuals cited the Hearing Loss Association of America (HLAA) as connecting them with the Commission
- Several cited advertisements in the *Prescott Daily Courier*
- Others said online research for deaf resources directed them to the Commission.

One woman in attendance said she called around the Prescott area, trying to find a support group for hard of hearing individuals and was directed to the Commission. Another stated that a high school friend had directed him to the Commission. Jack Clevenger, a current commissioner, connected one hard of hearing man with the Commission when they met at a casino. Another gentleman indicated that the visioning conference was his first exposure to the Commission and that he had come to learn more about the organization.

T Several indicated that they learned of the Commission from the promotional correspondence for these Visioning Conferences Several other women said they sought out the Commission when they moved to Arizona because they had utilized serviced provided by their past home-state’s Commissions (New Jersey and Texas).

The next question Bill asked, although hypothetical, incited emotional responses from several attendees: **“If you woke up tomorrow and the Commission was no longer providing services, what service would you miss?”**

One deaf woman signed, “I would scream in frustration if interpreting services were gone!” Another deaf woman said, “I’d be so much more isolated. So much would be gone, communicating with the outside world would be nearly impossible.”

Others said the Commission provides a sense of community for deaf and hard of hearing individuals and acts as a second family. Another said the Commission provides a sense of security and empowerment for deaf people. Four people agreed that updates on new technology, such as the pocket talker, would desperately be missed if the Commission folded. Another cited captioning as the most important service, saying, “I’m very dependent on it.”



The next question asked attendees “**what needs is the Commission currently not meeting?**” One woman felt the Commission should provide free American Sign Language (ASL) classes to the hearing community. However, another countered this suggestion saying the Commission focuses too much on relating to the hearing community already. “I feel like their target is to educate the hearing about the deaf community, but I feel like focusing on deaf people is more important.”

Another service identified was stricter enforcement of American Disability Act (ADA) requirements, especially interpreter rights. Several voiced the need for more pressure on medical facilities to provide interpreters in hospital emergency rooms. One individual suggested having an on-call interpreter. “There are ramps for people in wheelchairs, but nothing else in ADA law is enforced that much.” Many agreed that ADA requirement enforcement is especially lax in rural communities, such as Prescott, and that the Commission should be a driving force to improve adherence to the law.

Creating relationships with audiologists and hearing aid dispensaries was another suggestion for the Commission to consider. Several individuals want audiologists to have information about the Commission to give to patients, especially parents of deaf children. A three-fold pamphlet was suggested.

Self-advocacy coaching for deaf and hard of hearing individuals was also suggested. “We need support and encouragement to not be afraid of standing up for our rights and ensuring our needs are being met.” Lip reading, English, and professional development classes were also suggested.

Multiple attendees also felt the Commission should advocate for movie theatre captioning and looping in performance venues. Several expressed that they cannot attend theatres and plays because their needs are not met.

Next, Bill asked guests to rate, “**on a scale of one to 10 (10 being best), the likelihood that they would recommend the Commission to a deaf or hard of hearing individual who just moved to the state.**”

Ranking number	Number of individuals
1-2	0
3-4	2
5-6	1
7-8	5
9-10	2

Note: not all in attendance voiced a ranking

The next question asked “**what the Commission could do to raise this ranking?**”. Several attendees suggested focusing more on education for deaf community members. Another suggested focusing more on deaf audiences and less on the hearing community. More press coverage of deaf issues was also voiced.

One woman adamantly voiced the need for more Commission presence in rural communities. “The last time we saw you was in 2008—it’s 2011 now,” she said. She suggested building a physical Commission office in the Prescott area or hosting quarterly events with the Commission staff. She said virtual communication is not an equal substitute for face-to-face communication.

A hard of hearing individual suggested networking events for deaf community members to connect with fellow hard of hearing individuals.

A short lunch break was next. Attendees were provided with a complimentary, catered meal to show the Commission’s appreciation of their time. During lunch casual conversation enabled deaf community members to connect with each other.

During the lunch break copies of the Commission’s current goals were distributed in the conference room. When the meeting reconvened, Bill began by asking attendees to read and evaluate the listed goals.

Opinions of each goal included:

Goal 1: To increase public awareness of accessibility issues related to Deaf, Hard of Hearing, Deaf-Blind and persons with speech difficulties

One woman felt that goals number one and five were too similar. She asked if number one was more of a tactic to accomplish goal number five.

Goal 2: To increase the number of public and private sector partnerships in providing training and program services

An attendee said the Commission’s outreach should focus more on connecting with audiologists to share information with patients.

Goal 3: To prepare present and future ASL instructors for national-level standards and certifications

No comments were made regarding this goal.

Goal 4: To improve interpreter support services

No comments were made regarding this goal.

Goal 5: To improve public relations on issues related to hearing loss

“I’ve been in Prescott for four years and it’s hard to find others that are involved in the Commission,” one man said. “You need to get more people involved.” Another suggested gaining more press coverage about deaf issues to educate the general public. A second attendee, a retired audiologist, agreed.



Next, Bill asked: **Are there other issues you would like us to convey to the Commission during this planning process?"**

Several had questions about the Commission's focus. First, a woman asked who the Commission's target audience is: deaf adults or children. Another attendee voiced that deaf children should be the focus.

Then, a deaf woman questioned whether commissioners have the deaf community's best interests at heart. "I don't feel connected to the commissioners—are they honestly involved and motivated to help us? I just don't feel like they are."

The next question solicited suggestions **in better communication methods to reach stakeholders**. Several attendees suggested email as the best method to provide updates. However, one woman voiced that many people, especially in rural areas, do not have Internet access. She said that traditional newsletters are still necessary to communicate effectively with all deaf community members. Other attendees liked the Commission utilizing social media platforms to communicate. Another wanted more press coverage of the Commission.

Sending updates via TTY was also addressed. An individual suggested using TTYs would successfully reach deaf individuals in rural areas of the state. Another attendee argued, "Some people just want to be left alone—that's why they live in such a rural area. You have to respect that."

Others said that more communication about everything the Commission provides would be helpful. Quarterly meetings in rural areas were also suggested again.

Attendees then divided into three breakout sessions: one for deaf individuals, another for hard of hearing attendees, and a third which focused on technology. The purpose of the breakout sessions was to provide attendees an opportunity to interact with Commission staff on specific topics and have a more open dialogue in the small group setting.

Breakout 1: hard of hearing individuals



This group felt isolated from Phoenix and Tucson and expressed feeling like Prescott residents miss out on the majority of Commission programming. One person asked if Michelle could travel to Prescott every other month to attend meetings and relay Commission information.

A major concern of this breakout group was issues with Captel. Many agreed that cell phone to landline calls are difficult to hear and want the Commission's help to resolve the issue.

They also wanted the Commission to focus more on outreach to hard of hearing children. Additionally, the group asked for more support in aural rehabilitation programs, including lip reading study groups.

Breakout 2: deaf individuals

The deaf group had suggestions to make the Commission website more accessible to them. First, a resource page should be added to make finding proper contact information easier. Additionally, ensuring search engine

optimization of the website was addressed. Two women also suggested creating a Commission blog in which updates and information sharing from the Commission was delivered in their first language: ASL. “We want a more deaf-friendly website—more ASL, less printed English.” Another said, “After working all day we’re tired of reading English and we don’t want to read more. We want ASL.” Webinars focusing on filing ADA grievances were also suggested.

Self-realization workshops were requested, too. One group member said that many deaf individuals feel like a “problem” and don’t stand up for their rights. A class in which Becca empowers deaf adults to stand-up for themselves and self-advocate would be beneficial.

Breakout group members also shared concerns about interpreters in school systems. All members agreed that this is a key issue for the deaf community. “Someone who has taken ASL I and II at a community college cannot be educating a mainstreamed child.” The group wants to push for licensing of educational interpreters.



Breakout 3: technology

Notes were not taken in this session. Michelle showed a few attendees new phone technology in an informal session.

After the breakout sessions, Bill asked the entire group **for feedback on the day**. Several attendees expressed gratitude to the Commission for coming to Prescott. “It was nice to see the entire staff here together.” Another said, “We expect you in Phoenix—so it’s nice that you traveled up here to us.” A deaf woman asked when the Commission plans to come back to Prescott.

The breakout sessions were praised. One attendee said it was great to brainstorm and problem solve with other community members. Another individual said the ranking question, in which attendees ranked the likelihood of recommending the Commission, was a great question.

The facilitator received good reviews, as well as the accommodations (technology, location and food).



Phoenix, Arizona

March 5, 2011

The Phoenix visioning conference, hosted at the Phoenix Convention Center, was held on March 5, 2011. The morning began with breakfast and casual conversation to welcome attendees to the event and provide time to connect with other members of the deaf community.

After brief introductions of the ACDHH staff and commissioners in attendance, Bill Charney, facilitator, officially welcomed attendees to the event, further explained the purpose of the Visioning Conference and how the day would proceed.

He then asked the first question: **“Do programs offered by the Commission contribute to your quality of life—if so, which one is most important to your daily life?”**

By a raise of hands, approximately 50 percent of attendees agreed that the Commission adds to their quality of life. When asked which services were most important, the following were mentioned:

- Advocacy
- Referral resources
- Interpreter licensure

Next, Bill asked where individuals had **first learned about the Commission**. Some mentioned emails from the Arizona State School for the Deaf and the Blind, others specifically sought out the Commission, and others were directed from the Deaf Cactus Network. The Valley Center for the Deaf also connected community members with the Commission.

Although hypothetical, the next question incited concern of its possibility: **If you woke up tomorrow and learned the Commission no longer existed what would you miss the most?** An individual said he would miss the influence the Commission has in the state government. Another attendee said that deaf advocacy would be missed—a second person agreed. Three people expressed that they would miss the “one stop shop” of resources that the Commission provides. Another said she would miss the sense of security and community the Commission provides to the deaf and hard of hearing people of Arizona.

After hearing about the services attendees appreciate the most, Bill asked audience members to **identify ways in which the Commission is not meeting stakeholder needs**.



Advocacy for ADA enforcement at hospitals was a key issue of the discussion. Multiple people voiced frustration of current interpreting services offered in emergency rooms. One attendee told a story about a friend who was sent to two hospitals in which none of the staff members knew how to interact and treat a deaf patient. Another person suggested adding a loop system into all new medical facilities. Attendees want the Commission to create a set of guidelines for hospitals to follow when treating a deaf person.

Another service attendees felt the Commission should provide is support for parents with deaf children. One woman said more funding for case management would be helpful. Another suggested providing more technology for deaf children, especially in their classrooms.

An interpreter in the audience asked the Commission to allow for more representation from professional interpreters. “I just don’t feel like we have equal representation on the Commission, compared to other areas of the deaf community.”

Others said the Commission should pressure television networks to provide captioning for all programming. One man cited the Giffords shooting case, saying that a network claimed the story wasn't an emergency so captioning was not required by law.

Next, Bill asked attendees to rate, on a scale from one to 10 (10 being most likely), the likelihood that they **would recommend the Commission to a deaf or hard of hearing individual who just moved to the state.**

Ranking number	Number of individuals
1-2	2
3-4	0
5-6	0
7-8	7
9-10	3

Note: not all in attendance voiced a ranking

When asked for ways the Commission **could improve to receive a higher rating**, the following suggestions were made.

- Multiple attendees requested that the Commission increase its visibility in the state.
- Some asked for more information to be placed in the deaf schools, audiologist offices, and at hearing aid dispensaries.
- Another woman asked for Commission information to be available at government offices, such as the unemployment office.
- All agreed that pamphlets would be the best method of communication, but all printed materials should direct readers to the Commission's website. "There's so much information on the site, we just need to get more people visiting it," said one deaf woman.

Others agreed that the website is a wealth of resources but it needs to be rewritten to accommodate deaf people's language preferences. Some suggested information be recorded in ASL and posted as video logs on the website. Another attendee asked for resources to be available in Spanish, too. However, one attendee said the site needs updating because information is outdated.

Attendees cited varying communication methods as the most effective way to reach stakeholders. Some wanted email blasts, others want printed newsletters, and another suggested fax broadcasting.

Another suggestion to the Commission was to increase its programming for the deaf community. By providing more activities and community events, one attendee said the Commission would be more memorable. The last suggestion was for the Commission to differentiate itself from other deaf organizations, such as the Valley Center of the Deaf.



The visioning conference took a lunch break in which attendees could attend the MATA Expo which was also at the Phoenix Convention Center. During this time a list of Commission goals was distributed for attendees to review when they arrived back from the break.

When the conference reconvened Bill asked attendees **to analyze the Commission's current goals**. When asked what was missing in the goals one attendee said that the Commission should focus on ensuring government budget cuts do not result in a decrease of services to the deaf. Another suggested focusing more on enforcement of ADA law and stopping companies from exploiting loopholes. Two people felt that technology improvements should be a Commission goal.

Next, attendees were asked **what else they wanted commissioners to know**. Multiple attendees expressed the desire for more follow-through from the Commission after meetings and events such as the visioning conference. One asked if notes from the meeting would be available online. An interpreter asked for self-licensure. She said interpreters in the state want a board of their peers to review complaints.

The next question asked for suggestions on **how the Commission could better communicate with stakeholders**. Multiple people agreed that follow-up after an ADA complaint is needed. One man added, "When we file a complaint through the Commission we never hear what the resolution of the situation was." Someone else asked for a problem-solving protocol for ADA complaints to be available online so that individuals could file grievances on their own.

Another attendee asked for satellite offices throughout the state, especially in her hometown, Yuma, Arizona. Also requested was to add a board member position to represent interpreters who feel their point of view is often omitted from Commission decisions.

Attendees then divided into three breakout sessions: one for deaf individuals, another for hard of hearing attendees, and a third which interviewed a deaf-blind woman.



Breakout 1: deaf individuals

When asked what needs the Commission is not meeting, specifically for deaf individuals, the entire group agreed that television captioning needs to be improved. One attendee said that local Arizona Channel 3 (KTVK) does not provide any captioning. Another said CNN and MSNBC captioning is often incorrect. Several individuals said that when they personally contact television stations regarding captioning issues the stations deny there are any problems. Another said, "As an individual we are a nobody, but as soon as the Commission gets involved issues are handled swiftly." It was suggested that a form letter from the Commission be provided online for individuals to send to

stations with captioning problems.

Another request from the group was self-empowerment coaching in how to demand an interpreter. The group also asked for the Commission's assistance in increasing public awareness about deaf culture. One man wanted ASL courses taught in hearing high schools. Another suggested workplace training for employees who work with deaf individuals. Three asked the Commission to reach out to traffic schools to enforce ADA accessibility laws or to provide a list of traffic schools that do provide an interpreter or captioning.

Several individuals also asked for a more streamlined process to file complaints against interpreters.

Breakout 2: hard of hearing individuals

An individual said he recently attended an event where the Registry of Interpreters for the Deaf (RID) was present, yet some interpreters “knew nothing about oral interpreters.” A discussion about the usage of oral interpreters followed. An attendee asked if the one licensed oral interpreter in the state is overworked or underused. Another chimed in saying that hard of hearing individuals need to be empowered to know they have the right to request an interpreter, too, just like deaf people. Another suggestion was for the Commission to distribute wallet-sized cards to deaf and hard of hearing people to show hearing individuals that quickly explain the best ways to communicate with a person with hearing loss.

Others suggested more education for individuals who are hard of hearing so they understand what type of hearing loss they have and how their hearing aid assists them. Outreach to audiologists and hearing aid dispensers was requested, too.

The group also asked for the Commission to organize social events and support groups for hard of hearing individuals to connect with others who are similar to them. Additionally, the Commission was asked to spearhead the organization of a master calendar with all deaf community events featured. Others wanted the Commission to organize educational workshops for hard of hearing individuals to learn how to use new technologies.

When asked what the first change the Commission should enact after the conference the group suggested adding the website resource list that was discussed in the large group. Another attendee thought outreach to deaf and blind schools to educate parents about services offered by the Commission should be a top priority.



Breakout 3: deaf-blind individual interview

A deaf-blind woman arrived at the visioning conference during the lunch break. The Commission interviewed her to get a deaf-blind person’s opinion on the Commission. When asked if she currently used any services offered by the Commission, she responded no and that she came to the event to learn more about the organization. She said she learned about the Commission via email and chose to come to the visioning conference because the Valley Center for the Deaf workshop was canceled.

Next, Bill asked what services would be most beneficial to deaf-blind individuals. She suggested updates on new technologies and a specific program to service deaf-blind people. She mentioned there used to be a deaf-blind task force, but it folded due to budget cuts. She’d like to see it re-created.

Some other suggestions to the Commission included adding more transportation options for deaf-blind individuals, more interpreting services, and programming for deaf-blind people to connect with each other.

When asked the best way to contact deaf-blind individuals she said email was the most effective method.

Bill brought all the groups back together to conclude the conference. Bill asked one final question, soliciting feedback on all aspects of the day. Attendees agreed that they enjoyed the facilitator. However one area of improvement was to provide attendees with more details about the event in advance to give time for them to consider the questions and formulate opinions.

The Phoenix visioning conference did not include lunch at concluded at approximately 1 p.m. Commission staff remained onsite until 3 p.m. in case additional attendees arrived. None did, so the Conference officially ended at 3 p.m.



Tucson, Arizona

March 19, 2011

The Tucson visioning conference, hosted at the University of Arizona, was held on March 19, 2011. The morning began with breakfast and casual conversation to welcome attendees to the event and provide time to connect with other members of the deaf community.

After brief introductions of the ACDHH staff and commissioners in attendance, Bill Charney, facilitator, officially welcomed attendees to the event, further explained the purpose of the Visioning Conference and how the day would proceed.

Sherri provided a brief presentation about the Commission. Many attendees had questions about information in the presentation. Sherri mentioned that one in 1000 babies born in Arizona are deaf or hard of hearing. An audience member wanted to know if this included early onset of deafness before age five. As the discussion began to formulate around deaf children, another attendee wanted more information about educational interpreters, wanting to know why they are exempt from state license standards. Then, a deaf-blind individual added that he wanted a separate license for deaf-blind interpreters.



Arizona state representative Macario Saldate from District 27 was in attendance and addressed the Conference for a few minutes about his passion for helping the deaf community and promised to help advocate for the deaf in any way possible.

Next, Bill Charney, facilitator, asked the first question of the conference: **“Do programs offered by the Commission contribute to your quality of life—if so, which one is most important to your daily life?”**

About six audience members raised their hands. When asked which services contribute the most to their quality of life the following programs were identified:

- Relay service
 - Two voiced this
- Grievance filing assistance
- Deaf advocacy
- Information and referral services

When asked how **individuals first learned about the Commission** one attendee cited the Adult Loss of Hearing Association (ALOHA). Others learned about the organization through the telephone distribution program and commissioner outreach.

Next Bill asked a hypothetical question: **“If Commission services were no longer offered, which service would you miss the most?”** Approximately a dozen people raised their hands to show that they would greatly miss a service. When Bill probed deeper for specific services, two deaf-blind individuals said they would miss the Commission as a whole. “I hope that would never happen. We’d go to Obama and tell him he can’t fold the Commission.”

- A deaf-blind individual said the relay service would be missed the most.
- One deaf woman expressed without advocacy from the Commission bridging the hearing and deaf communities together would be more challenging.
- Another agreed, saying that the Commission provides a sense of empowerment for deaf people. In total, four attendees expressed this sentiment.

A deaf teenager in the audience said he would miss the licensure of interpreters the most. Next, an audiologist said he would miss the telephone distribution program, claiming it benefits the greatest number of individuals.

After hearing the most appreciated services, Bill asked the **audience to identify the biggest services the Commission is not meeting**. First, multiple deaf-blind attendees asked why the title of the organization does not include their segment of the community. Additionally, the same segment of the audience asked for a deaf-blind commissioner to represent them. In general, the deaf-blind attendees feel that the federal government should provide better technology to them, such as wireless pagers, for free.

Others felt that more communication between community members and the Commission is needed. An attendee said there that information dissemination is lacking. One woman suggested a monthly newsletter. Another suggested that the Commission bridge other deaf organizations and agencies together to create a more cohesive messaging and better services for deaf citizens; three people agreed. Providing a resource page on the Commission website was suggested, too.

Funding was also discussed. Multiple people feel the Commission must find a way to receive cell phone tax funding. Since the recession began, the state has begun to charge parents of deaf children for occupational and speech therapy for children, a service which used to be free of charge. Parents want the Commission to fight against the change in fee structure.

Hard of hearing attendees also requested that the Commission educate the public about their unique needs. Several asked for the Commission to pressure movie theatres to provide captioning.

Next the audience was asked to rank, on a scale from one to 10 (10 being most likely), the **likelihood that they would recommend the Commission** to a deaf or hard of hearing individual who just moved to the state.

Ranking number	Number of individuals
1-2	0
3-4	2
5-6	2
7-8	3
9-10	5

Note: not all in attendance voiced a ranking

When asked how this ranking **could be improved** one audience member, a leader of a late deafness organization, said she would first recommend a new resident to a local club to connect them with their community.

The deaf-blind attendees also suggested more Tucson representation in the Commission—one man even suggested to get President Obama involved in the Commission.

Another suggestion was to improve communication and outreach to parents of deaf children. “We need to be friendlier to these parents and provide more warmth to new families in this community. Don’t just give them a to-do list of the services they need to seek, provide support, too.”

One attendee’s suggestion was to provide a community calendar of all deaf event organizations and events to bring people together.

The conversation took a break while lunch was served and attendees had the opportunity to casually connect with one another and Commission staff. While everyone was eating a list of Commission goals was distributed for attendees to review when they arrived back from lunch.



After all had read the Commission’s current goals Bill asked for attendees to vote on which they felt was the most important one.

Goal number	Number of votes
1	8
2	0
3	3
4	7
5	0

Note: not all in attendance voted

When asked what was missing from the goals attendees suggested the following changes:

- Include increasing public awareness of the Commission in schools
- Add SSP services
- Add advocacy as a major focus
- Add late hearing loss and vision loss as sub-groups of the Commission
- Focus on enforcing ADA requirements

Next Bill asked if there **was anything else attendees wanted to communicate to the Commission**. A parent of a deaf child expressed the need for mental health service professionals to be educated in how to treat a deaf

patient. Another attendee wanted the Commission to provide more information about how service animals can assist deaf people.

Several agreed that the Commission should re-visit the certification of educational interpreters.

Another suggestion to the Commission was to organize more cooperation between different sub-groups: hard of hearing, deaf, and deaf-blind. The last comment was the need for more communication before meetings and events. "It seems like things often happen with little planning," an attendee said.

When asked what methods of communication were preferred attendees said online information was best, including social media.

Next attendees divided into breakout groups to discuss specific issues more in depth.

Breakout 1: technology

Notes from large posters, was not physically in this session

- Communication preferences
 - Braille notes
 - T-coils
 - Captioning
 - Issue FM systems and its own technology
- Deaf-blind individuals are limited to only the email function of the web, not websites or social media
- The Commission needs to aggressively promote t-coil technology in the state and nation

Breakout 2: hard of hearing

Notes from large posters, was not physically in this session

- Outreach, constituting informed about HH now
 - More promotion and marketing efforts
- More education to the hearing population
- Advocacy for captioning movie theatres
 - Increased use of CART
 - Only 1 in Tucson provides RVC
- Advocacy for technological accessibility
 - EX: loop, FM system, Visual info
- Greater population accessibility (universal design)
- Michele meet with director PCOA
- PSA – communication with HL
 - Public broadcast
- Promote more on ADA
 - Court cases be informed to public
- Local television stations don't have captioning

Breakout 3: deaf

Notes from large posters, was not physically in this session

- Need for centralized communication
 - Events calendar, newsletter, website
 - Include clubs, performances, organizations
 - Weekly update, both ASL and English friendly
 - One stop shop
 - Make website ASL friendly
 - Make comment section in video-log format not English
- Alternate commission meetings from Phoenix to Tucson
 - Face to face contact
 - Satellite office in neutral location
 - Get more visibility of Commission in Tucson
- Expand awareness and training about CDI for deaf
 - How to use interpreters and CDI
- Licensing for K-12 interpreters
- Sensitivity training for medical offices, employers
- Information about deaf and hard of hearing babies
 - Balanced information for families:
 - Speech
 - Cochlear implants
 - ASL
 - Deaf
 - Infant screenings
 - What are the current costs

Breakout 4: deaf-blind

First, breakout members were asked what services the Commission would provide to deaf-blind individuals in a perfect world. Each attendee had varying opinions.

One woman asked for a deaf-blind commissioner. Another wanted the Commission to focus more on improving technology such as developing a better battery for pagers. Two members specifically asked for improving TTY technology. Implementing a technology loaner program was also suggested, especially for people to use while their personal equipment is being repaired. One woman also said more technology was needed, since the Commission is out of equipment to give away until 2012. Other technology suggestions included updating the current Braille display on laptops and creating training programs for DBCs.

Another attendee said the best service the Commission could provide would be ensuring the Federal Communications and Accessibility Act of 2010 is effectively benefiting deaf-blind individuals. Re-evaluating the DES plan was also discussed.

Breakout 5: parents of deaf children

All parents in attendance expressed frustration in having to pay out-of-pocket for deaf specialists to work with their children. One woman recalled when these services used to be funded by the state and wants the Commission to work to bring the funding back.

Parents also agreed that services for deaf children, ages birth to three, need improvement, especially in rural areas of the state. One parent said it is difficult to receive support services in small towns and the minimal services

provided are inconsistent in quality. Another parent said the program lacks government oversight. Additionally parents believe occupational therapy should be provided when children are under three years old. Currently this service is not provided until a child enters school, which parents feel is too late.

Other concerns include limited preschool hours. “They need longer hours, same as what hearing children have.” Additionally, various learning options (oral, ASL-based) need to be available in each region of the state. Another parent wants the Commission to exert more oversight over deaf preschools in the state.

Parents also want the Commission to bring more pediatric audiologists to the state. “In the Tucson area there is only one option available, we need more,” one parent said.

Two parents with deaf children in high school cited multiple issues with educational interpreters. One felt that parents are denied the right to demand a licensed interpreter for their child. In Kingman, Arizona, there is only one interpreter for three deaf children, all who are in different classes. “Some classes these kids don’t have an interpreter at all and the school district is okay with this. The Commission needs to force schools to provide an interpreter for every child’s class,” said a parent.

Another parent suggested the Commission become more involved in lobbying for educational interpreters to be licensed. All parents present had examples of their child suffering from an interpreter who was not competent in ASL. One parent said interpreters often blame the child for the communication gap. “These kids are still learning to use an interpreter—they should not be blamed for the interpreter’s lack of skill, too.”

Next the conference reconvened as one large group where Bill asked for attendees to **provide feedback about the day**. Attendees agreed that the facilitator was great, as well as the accommodations. One attendee said the way that the Commission included deaf, hard of hearing, and deaf-blind individuals together was great. One suggestion was to provide attendees with the purpose of the meeting prior to the event would have helped attendees formulate more detailed responses. Multiple attendees asked how the Commission would follow-up with stakeholders after the meeting.



Visioning Conference Survey/Results

2011 Arizona Commission for the Deaf and the Hard of Hearing Constituent E-Mail Survey



1. Which of the following best describes you?

		Response Percent	Response Count
Deaf		21.1%	24
Hard of Hearing		50.9%	58
Late Deafened		6.1%	7
Deaf-Blind		0.0%	0
Parents of Deaf/Hard of Hearing Child(ren)		0.9%	1
Educational interpreter		1.8%	2
Licensed interpreter		1.8%	2
Student interpreter		2.6%	3
Other (please specify)		14.9%	17
		answered question	114
		skipped question	0

2. Please indicate your age group.

		Response Percent	Response Count
Under 25		1.8%	2
25-34		8.8%	10
35-44		7.0%	8
45-54		16.7%	19
55+		65.8%	75
answered question			114
skipped question			0

3. Please indicate your gender.

		Response Percent	Response Count
Male		41.2%	47
Female		58.8%	67
answered question			114
skipped question			0

4. Please indicate your zip code.

	Response Count
	114
answered question	114
skipped question	0

5. How did you first learn of the Commission?

		Response Percent	Response Count
Newspaper or television		2.6%	3
On-line research for deaf/hard of hearing resources		8.8%	10
Referral from a friend/family member		14.9%	17
Referral from Audiologist/Hearing Aid Dispenser		7.9%	9
Referral from another agency (e.g. HLAA, Deaf Cactus Network, AZ State School)		18.4%	21
Received an e-mail		8.8%	10
Received a brochure/newsletter		4.4%	5
Direct outreach from a Commission staff or board member		9.6%	11
Other (please specify)		24.6%	28
		answered question	114
		skipped question	0

6. Have you utilized any Commission services or programs in the past two years?

		Response Percent	Response Count
Yes		49.1%	54
No		50.9%	56
		answered question	110
		skipped question	4

7. If yes, which Commission services or programs have you utilized in the past two years?

	Response Count
	53
answered question	53
skipped question	61

8. If no, why haven't you utilized any Commission services or programs in the past two years?

	Response Count
	53
answered question	53
skipped question	61

9. IMPORTANCE RATINGS: To help the Commission prioritize its strategic directives, please RATE THE IMPORTANCE of the following services:

	VERY IMPORTANT	Somewhat important	Neutral	Not that important	NOT AT ALL IMPORTANT	Rating Average	Response Count
A. Interpreting services	57.3% (55)	20.8% (20)	12.5% (12)	4.2% (4)	5.2% (5)	1.79	
B. Interpreter licensure	52.1% (50)	14.6% (14)	20.8% (20)	4.2% (4)	8.3% (8)	2.02	
C. Captioning	81.3% (78)	10.4% (10)	6.3% (6)	1.0% (1)	1.0% (1)	1.30	
D. Telecommunications	69.8% (67)	22.9% (22)	7.3% (7)	0.0% (0)	0.0% (0)	1.38	
E. Legislative advocacy	77.1% (74)	11.5% (11)	11.5% (11)	0.0% (0)	0.0% (0)	1.34	
F. Technology information/updates	69.8% (67)	22.9% (22)	7.3% (7)	0.0% (0)	0.0% (0)	1.38	
G. Educating the general public about issues related to hearing loss	70.8% (68)	24.0% (23)	4.2% (4)	1.0% (1)	0.0% (0)	1.35	
H. Equipment loan -- TTY, Amplified phone, Captioned phone, etc.	64.6% (62)	15.6% (15)	17.7% (17)	0.0% (0)	2.1% (2)	1.59	
I. Information and referral services ("one-stop shop")	66.7% (64)	21.9% (21)	9.4% (9)	2.1% (2)	0.0% (0)	1.47	
J. Counseling	47.9% (46)	24.0% (23)	21.9% (21)	5.2% (5)	1.0% (1)	1.88	
K. Educational workshops	63.5% (61)	21.9% (21)	13.5% (13)	1.0% (1)	0.0% (0)	1.52	
answered question							
skipped question							

10. CURRENT COMMISSION GOALS (as stated in the AZ MASTER LIST OF STATE GOVERNMENT PROGRAMS)

	VERY IMPORTANT	Somewhat important	Neutral	Not that important	NOT AT ALL IMPORTANT	Rating Average	Response Count
L. To increase public awareness of accessibility issues related to the Deaf, Hard of Hearing, Deaf Blind and persons with speech difficulties	82.3% (79)	12.5% (12)	4.2% (4)	0.0% (0)	1.0% (1)	1.25	
M. To increase the number of public and private sector partnerships in providing training and program services	65.6% (63)	26.0% (25)	7.3% (7)	0.0% (0)	1.0% (1)	1.45	
N. To prepare present and future ASL instructors for national-level standards and certification	53.1% (51)	28.1% (27)	15.6% (15)	3.1% (3)	0.0% (0)	1.69	
O. To improve interpreter support services	53.1% (51)	33.3% (32)	11.5% (11)	1.0% (1)	1.0% (1)	1.64	
P. To improve public relations on issues related to hearing loss	64.6% (62)	30.2% (29)	4.2% (4)	1.0% (1)	0.0% (0)	1.42	
Q. To monitor telecommunications relay services to ensure compliance with contract	59.4% (57)	31.3% (30)	8.3% (8)	0.0% (0)	1.0% (1)	1.52	
R. To administer voucher system of the Telecommunications Equipment Distribution Program	52.1% (50)	29.2% (28)	16.7% (16)	1.0% (1)	1.0% (1)	1.70	
answered question							
skipped question							

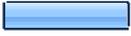
11. PERFORMANCE RATINGS: Please indicated YOUR LEVEL OF AGREEMENT with the following statements:

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	N/A	Rating Average	Re C
A. There are sufficient INTERPRETING services in Arizona	8.8% (8)	20.9% (19)	33.0% (30)	14.3% (13)	7.7% (7)	15.4% (14)	2.90	
B. Interpreter licensure in Arizona is effective	14.3% (13)	20.9% (19)	38.5% (35)	7.7% (7)	2.2% (2)	16.5% (15)	2.55	
C. There are sufficient CAPTIONING services in Arizona	9.9% (9)	13.2% (12)	18.7% (17)	24.2% (22)	27.5% (25)	6.6% (6)	3.49	
D. There is sufficient awareness about AZ Relay Services	5.5% (5)	13.2% (12)	35.2% (32)	25.3% (23)	14.3% (13)	6.6% (6)	3.32	
E. Legislative advocacy for the Deaf, Deaf Blind and the Hard of Hearing in Arizona is effective	9.9% (9)	24.2% (22)	33.0% (30)	15.4% (14)	8.8% (8)	8.8% (8)	2.88	
F. I receive enough information/updates about TECHNOLOGY	13.2% (12)	31.9% (29)	24.2% (22)	13.2% (12)	12.1% (11)	5.5% (5)	2.78	
G. The general public is sufficiently aware about deaf issues	6.6% (6)	9.9% (9)	14.3% (13)	25.3% (23)	38.5% (35)	5.5% (5)	3.84	
H. The Amplified phone equipment loan program is effective	18.7% (17)	28.6% (26)	19.8% (18)	5.5% (5)	4.4% (4)	23.1% (21)	2.33	
I. The Internet relay equipment loan program is effective	9.9% (9)	20.9% (19)	35.2% (32)	4.4% (4)	5.5% (5)	24.2% (22)	2.67	
J. The Commission provides sufficient Information and referral services ("one-stop shop")	9.9% (9)	39.6% (36)	27.5% (25)	6.6% (6)	6.6% (6)	9.9% (9)	2.56	
answered question								
skipped question								

12. CURRENT COMMISSION GOALS (as stated in the AZ MASTER LIST OF STATE GOVERNMENT PROGRAMS)

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Strongly Disagree	N/A	Rating Average	Response Count
K. There is sufficient awareness of accessibility issues related to the Deaf, Hard of Hearing, Deaf Blind and persons with speech difficulties	8.8% (8)	16.5% (15)	35.2% (32)	30.8% (28)	8.8% (8)	2.96	91
L. There are enough public and private sector partnerships providing training and program services	8.8% (8)	15.4% (14)	37.4% (34)	27.5% (25)	11.0% (10)	2.94	91
M. There is an adequate supply of ASL instructors for national-level standards and certification	9.9% (9)	12.1% (11)	40.7% (37)	20.9% (19)	16.5% (15)	2.87	91
N. Interpreter support services are currently sufficient	9.9% (9)	18.7% (17)	42.9% (39)	14.3% (13)	14.3% (13)	2.72	91
O. Public relations effectively communicate issues related to hearing loss	7.7% (7)	26.4% (24)	38.5% (35)	18.7% (17)	8.8% (8)	2.75	91
P. Telecommunications relay services meet needs	14.3% (13)	28.6% (26)	38.5% (35)	4.4% (4)	14.3% (13)	2.38	91
Q. There is an effective voucher system for the Telecommunications Equipment Distribution Program	12.1% (11)	27.5% (25)	40.7% (37)	2.2% (2)	17.6% (16)	2.40	91
answered question							91
skipped question							23

13. How would you prefer to receive Commission information? (Check all that apply)

		Response Percent	Response Count
Email		85.7%	78
Website Updates		31.9%	29
Social Media		16.5%	15
Mailed newsletter		29.7%	27
Fax broadcasts		0.0%	0
Video Blog (with ASL and Captioning)		18.7%	17
Other (please specify)			2
		answered question	91
		skipped question	23

14. Please let us know if you agree or disagree with the following idea: The Commission should change its name to state "deaf OR hard of hearing" instead of "deaf AND hard of hearing".

		Response Percent	Response Count
Agree		48.4%	44
Disagree		51.6%	47
		answered question	91
		skipped question	23

15. Interpreters should have a peer review panel for licensure.

		Response Percent	Response Count
Agree		81.3%	74
Disagree		18.7%	17
answered question			91
skipped question			23

16. Participants in the "Visioning Conference" held in March brought forth many suggestions as to issues that should receive greater emphasis from the Commission. Some of these are listed below. Please inform us of your opinion of the relative importance of the following:

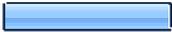
	VERY IMPORTANT	Somewhat important	Neutral	Not very important	NOT AT ALL IMPORTANT	Rating Average	Response Count
A. Advocacy for deaf and hard of hearing rights (greater ADA enforcement, etc.)	73.9% (65)	20.5% (18)	5.7% (5)	0.0% (0)	0.0% (0)	1.32	
B. Education for deaf, deaf blind and hard of hearing adults (self-empowerment coaching, English classes, etc.)	55.7% (49)	34.1% (30)	9.1% (8)	0.0% (0)	1.1% (1)	1.57	
C. Advocating for expanded television captioning	75.0% (66)	15.9% (14)	9.1% (8)	0.0% (0)	0.0% (0)	1.34	
D. Advocating for expanded movie theatre captioning	64.8% (57)	23.9% (21)	9.1% (8)	1.1% (1)	1.1% (1)	1.50	
E. Establishing a process to file complaints for consumers re: interpreters	45.5% (40)	36.4% (32)	17.0% (15)	1.1% (1)	0.0% (0)	1.74	
F. Opening regional Commission offices in other parts of Arizona	48.9% (43)	31.8% (28)	19.3% (17)	0.0% (0)	0.0% (0)	1.70	
G. Increasing deaf and hard of hearing community awareness of the Commission	58.0% (51)	35.2% (31)	6.8% (6)	0.0% (0)	0.0% (0)	1.49	
H. Providing technology to deaf and hard of hearing people in rural areas of Arizona	68.2% (60)	25.0% (22)	6.8% (6)	0.0% (0)	0.0% (0)	1.39	
I. Advocating to ensure hospitals have available interpreters and/or guidelines to follow when treating a deaf person	78.4% (69)	17.0% (15)	4.5% (4)	0.0% (0)	0.0% (0)	1.26	
J. Maintaining on website a statewide calendar of deaf and hard of hearing related events	53.4% (47)	34.1% (30)	12.5% (11)	0.0% (0)	0.0% (0)	1.59	
K. Lobbying to require that educational interpreters (K-12) be licensed	56.8% (50)	22.7% (20)	18.2% (16)	1.1% (1)	1.1% (1)	1.67	

L. Lobbying to fund occupational and speech therapy for children (cell phone tax)	47.7% (42)	27.3% (24)	18.2% (16)	5.7% (5)	1.1% (1)	1.85
answered question						
skipped question						

17. Please rate on the scale of 1-10 (with 1 being the highest likelihood, and 10 being not at all

	1	2	3	4	5	6	7	8	9	10	Rating Average
What is the likelihood that you would recommend the Commission to a deaf or hard of hearing individual who just moved to Arizona?	40.9% (36)	19.3% (17)	8.0% (7)	5.7% (5)	9.1% (8)	0.0% (0)	4.5% (4)	4.5% (4)	1.1% (1)	6.8% (6)	3.1
answered question											
skipped question											

18. If there is ONE THING the Commission could do that would cause you to raise the number you selected above, which of the following would it be? (check one)

		Response Percent	Response Count
Increase Commission visibility in the state		36.4%	32
Information distribution in more locations (deaf schools, audiologist offices, hearing aid dispensaries, government offices, etc.)		25.0%	22
VBLOG on website (ASL and Captions)		4.5%	4
Spanish language resources		1.1%	1
Open additional Commission offices throughout the state		25.0%	22
Other (please specify)		8.0%	7
		answered question	88
		skipped question	26

19. Is there anything else you would like to convey to the Commission staff or Commissioners? (20 words or less, please)

	Response Count
	32
answered question	32
skipped question	82

20. How frequently do you interact with Commission staff members via email, phone, VP or face to face?

		Response Percent	Response Count
Multiple times a week		2.3%	2
Once a week		4.5%	4
Two-three times a month		9.1%	8
Occasionally		55.7%	49
Never		28.4%	25
answered question			88
skipped question			26

21. Please rank the Commission staff in the following areas.

	Unsatisfactory	Needs improvement	Neutral	Good	Excellent	Rating Average	Response Count
A. First Impression	1.6% (1)	11.1% (7)	15.9% (10)	33.3% (21)	38.1% (24)	3.95	6
B. Customer Service	4.8% (3)	9.5% (6)	17.5% (11)	27.0% (17)	41.3% (26)	3.90	6
C. Knowledge	6.3% (4)	4.8% (3)	11.1% (7)	22.2% (14)	55.6% (35)	4.16	6
D. Professionalism	6.3% (4)	1.6% (1)	11.1% (7)	27.0% (17)	54.0% (34)	4.21	6
E. Helpfulness	4.8% (3)	4.8% (3)	12.7% (8)	28.6% (18)	49.2% (31)	4.13	6
F. Follow through	4.8% (3)	3.2% (2)	15.9% (10)	31.7% (20)	44.4% (28)	4.08	6
answered question							6
skipped question							5

Page 1, Q1. Which of the following best describes you?

1	Employer of Hard of Hearing person	May 9, 2011 1:07 PM
2	daughter of	May 9, 2011 1:03 PM
3	Job Developer who signs ASL, I'm a CODA	May 9, 2011 1:02 PM
4	audiologist	May 9, 2011 12:11 PM
5	Grew up hard of hearing, then lost hearing in the late 20's.	May 9, 2011 11:54 AM
6	Hearing Aid Dispenser	May 9, 2011 11:51 AM
7	advocate	May 9, 2011 11:33 AM
8	Professional in Deafness	May 9, 2011 11:21 AM
9	State Women Veteran Coordinator	May 9, 2011 11:19 AM
10	advocate for those who are deaf or hard of hearing	May 9, 2011 11:14 AM
11	Volunteer	May 4, 2011 6:24 PM
12	retired interpreter	May 4, 2011 11:24 AM
13	Professional Induction Loop Installer	May 3, 2011 5:03 PM
14	ADHS State Licensing Agent for Speech and Hearing disciplines.	May 3, 2011 4:31 PM
15	consultant	Apr 30, 2011 4:02 AM
16	hearing	Apr 28, 2011 12:33 PM
17	Professional	Apr 27, 2011 11:00 AM

Page 1, Q4. Please indicate your zip code.

1	86040	May 9, 2011 1:07 PM
2	85375	May 9, 2011 1:03 PM
3	85254	May 9, 2011 1:02 PM
4	85029	May 9, 2011 12:52 PM
5	53051	May 9, 2011 12:15 PM
6	85258	May 9, 2011 12:13 PM
7	85050	May 9, 2011 12:11 PM
8	85205	May 9, 2011 12:01 PM
9	85323	May 9, 2011 11:54 AM
10	85716	May 9, 2011 11:51 AM
11	85254	May 9, 2011 11:33 AM
12	85226	May 9, 2011 11:32 AM
13	85705	May 9, 2011 11:21 AM
14	85339	May 9, 2011 11:19 AM
15	85704	May 9, 2011 11:18 AM
16	85007	May 9, 2011 11:14 AM
17	22222	May 9, 2011 10:46 AM
18	85635	May 9, 2011 9:45 AM
19	85705	May 8, 2011 5:16 PM
20	85749	May 8, 2011 2:44 PM
21	85741	May 8, 2011 9:06 AM
22	85750	May 8, 2011 8:48 AM
23	85704	May 7, 2011 7:57 PM
24	85755	May 7, 2011 4:34 PM
25	85715	May 7, 2011 1:03 PM
26	85712	May 6, 2011 5:12 PM
27	85710	May 6, 2011 1:05 PM
28	85710	May 6, 2011 12:46 PM
29	85631	May 6, 2011 12:25 PM

Page 1, Q4. Please indicate your zip code.

30	85737	May 6, 2011 10:38 AM
31	85614	May 6, 2011 10:20 AM
32	85710	May 6, 2011 9:41 AM
33	85737	May 6, 2011 9:39 AM
34	85755	May 6, 2011 9:24 AM
35	85739	May 6, 2011 8:39 AM
36	85712	May 6, 2011 7:36 AM
37	85749	May 6, 2011 5:51 AM
38	85745	May 5, 2011 10:34 PM
39	85650	May 5, 2011 10:08 PM
40	85712	May 5, 2011 8:19 PM
41	85743	May 5, 2011 7:59 PM
42	85742	May 5, 2011 7:20 PM
43	85614	May 5, 2011 6:53 PM
44	85750	May 5, 2011 6:50 PM
45	85120	May 5, 2011 6:33 PM
46	85614	May 5, 2011 6:27 PM
47	86305	May 5, 2011 6:24 PM
48	85750	May 5, 2011 6:05 PM
49	85607	May 5, 2011 5:47 PM
50	85713	May 5, 2011 5:39 PM
51	85704	May 5, 2011 5:25 PM
52	85248	May 5, 2011 5:21 PM
53	85718	May 5, 2011 5:04 PM
54	85711	May 5, 2011 4:54 PM
55	85614	May 5, 2011 4:07 PM
56	85042	May 5, 2011 3:55 PM
57	85756	May 5, 2011 3:50 PM
58	85614	May 5, 2011 3:31 PM

Page 1, Q4. Please indicate your zip code.

59	85737	May 5, 2011 3:31 PM
60	85742	May 5, 2011 3:26 PM
61	85712	May 5, 2011 3:20 PM
62	85755	May 5, 2011 3:17 PM
63	86305	May 5, 2011 3:12 PM
64	85705	May 5, 2011 3:08 PM
65	85710	May 5, 2011 2:47 PM
66	85710	May 5, 2011 2:44 PM
67	85705	May 5, 2011 12:25 PM
68	85706	May 5, 2011 2:38 AM
69	85224	May 4, 2011 11:34 PM
70	85712	May 4, 2011 6:24 PM
71	85709	May 4, 2011 1:42 PM
72	85014	May 4, 2011 11:24 AM
73	85202	May 4, 2011 7:32 AM
74	85203	May 3, 2011 10:30 PM
75	86301	May 3, 2011 9:45 PM
76	86351	May 3, 2011 9:09 PM
77	85297	May 3, 2011 9:03 PM
78	85704	May 3, 2011 8:05 PM
79	85283	May 3, 2011 7:04 PM
80	86001	May 3, 2011 7:04 PM
81	85345	May 3, 2011 6:25 PM
82	85268	May 3, 2011 6:10 PM
83	85351	May 3, 2011 6:06 PM
84	85749	May 3, 2011 5:54 PM
85	85326	May 3, 2011 5:22 PM
86	85020	May 3, 2011 5:03 PM
87	85007	May 3, 2011 4:31 PM

Page 1, Q4. Please indicate your zip code.

88	85716	May 3, 2011 4:21 PM
89	85387	May 3, 2011 11:38 AM
90	85750	May 2, 2011 4:30 PM
91	80220	Apr 30, 2011 4:02 AM
92	85302	Apr 29, 2011 9:54 AM
93	85021	Apr 28, 2011 10:56 PM
94	85018	Apr 28, 2011 12:33 PM
95	85143	Apr 28, 2011 12:11 PM
96	85032	Apr 28, 2011 11:37 AM
97	85225	Apr 28, 2011 8:48 AM
98	85395	Apr 28, 2011 8:31 AM
99	85020	Apr 27, 2011 11:00 AM
100	85053	Apr 27, 2011 8:40 AM
101	86315	Apr 27, 2011 7:22 AM
102	85003	Apr 27, 2011 6:57 AM
103	85614	Apr 26, 2011 8:46 PM
104	85705	Apr 26, 2011 8:12 PM
105	85742	Apr 26, 2011 7:18 PM
106	96816	Apr 26, 2011 7:09 PM
107	85286	Apr 26, 2011 6:40 PM
108	85326	Apr 26, 2011 5:47 PM
109	85345	Apr 26, 2011 5:18 PM
110	85713	Apr 26, 2011 4:47 PM
111	85041	Apr 26, 2011 4:29 PM
112	85040	Apr 26, 2011 4:20 PM
113	85201	Apr 26, 2011 4:18 PM
114	85254	Apr 26, 2011 10:54 AM

Page 1, Q5. How did you first learn of the Commission?

1	Valley Center of the Deaf	May 9, 2011 1:02 PM
2	Referral from Voc Rehab in 1998	May 9, 2011 12:52 PM
3	I met Michelle Michaels at a national convention in Reno. It was the first I'd ever heard of the services of the office.	May 9, 2011 12:13 PM
4	don't remember	May 9, 2011 11:51 AM
5	From the NAU TAP program	May 9, 2011 11:19 AM
6	when i moved to AZ in 1988 and got TTY from you	May 9, 2011 11:18 AM
7	ALOHA	May 8, 2011 8:48 AM
8	aloha	May 7, 2011 4:34 PM
9	ALOHA	May 6, 2011 9:39 AM
10	ALOHA in Tucson	May 6, 2011 7:36 AM
11	ALOHA	May 5, 2011 7:20 PM
12	From the Adult Loss Of Hearing Association (ALOHA) in Tucson.	May 5, 2011 3:31 PM
13	from ALOHA	May 5, 2011 3:31 PM
14	Aloha	May 5, 2011 3:17 PM
15	Adult Loss of Hearing Association	May 5, 2011 3:08 PM
16	Adult Loss Of Hearing Association	May 4, 2011 6:24 PM
17	x	May 4, 2011 1:42 PM
18	ex employee	May 4, 2011 11:24 AM
19	Hearing support group	May 3, 2011 9:45 PM
20	internet search	May 3, 2011 9:03 PM
21	Sun City Health Fair	May 3, 2011 6:06 PM
22	Mutual partnership as a state agency representative.	May 3, 2011 4:31 PM
23	hma	Apr 30, 2011 4:02 AM
24	from CAZAD of eons ago...	Apr 28, 2011 11:37 AM
25	information was shared in the IPP classes at Phoenix College	Apr 27, 2011 8:40 AM
26	more information about deaf job and hearing aid and interperiting all over town appointment and counseling and copd and different state information with deaf culture. and offering class in codac or la frontera and where they stuck get helping.	Apr 26, 2011 8:12 PM

Page 1, Q5. How did you first learn of the Commission?

27	Used to work for ACDHH	Apr 26, 2011 7:09 PM
28	Phoenix college	Apr 26, 2011 6:40 PM

Page 3, Q7. If yes, which Commission services or programs have you utilized in the past two years?

1	We had an on-site presentation.	May 9, 2011 1:07 PM
2	resource	May 9, 2011 1:04 PM
3	Deaf contacts, Hard of Hearing, Equipment Demostration	May 9, 2011 1:03 PM
4	Interpreting	May 9, 2011 12:16 PM
5	Information	May 9, 2011 12:14 PM
6	amplified telephone	May 9, 2011 12:11 PM
7	amplified phone	May 9, 2011 12:01 PM
8	CapTel phone	May 9, 2011 11:54 AM
9	information	May 9, 2011 11:18 AM
10	assistance with finding CART interpreter	May 9, 2011 11:14 AM
11	referral to an audioloist	May 8, 2011 2:45 PM
12	education resources and particiation wirh aloha	May 7, 2011 4:36 PM
13	Got a telephone that enables me to hear.	May 6, 2011 12:26 PM
14	information, education, advocacy	May 5, 2011 10:35 PM
15	captioned phone and information	May 5, 2011 10:09 PM
16	CA telephone	May 5, 2011 8:00 PM
17	Aloha organization that supplied me with a better hearing phone	May 5, 2011 6:52 PM
18	flash light for door bell and VP. ACDHH meetings	May 5, 2011 6:27 PM
19	amplified telephone	May 5, 2011 5:42 PM
20	telephone procurement	May 5, 2011 4:08 PM
21	Telephone	May 5, 2011 3:50 PM
22	Task force group	May 5, 2011 3:31 PM
23	Conference	May 5, 2011 3:27 PM
24	flash light - door bell, videophone, ACDHH meetings	May 5, 2011 3:14 PM
25	amplified telephone	May 5, 2011 3:09 PM
26	telephone	May 5, 2011 2:45 PM
27	Outreach for Hard of Hearing	May 5, 2011 12:26 PM
28	COPD, and Relay Service	May 5, 2011 2:39 AM
29	rent dvds and interviews	May 4, 2011 11:35 PM

Page 3, Q7. If yes, which Commission services or programs have you utilized in the past two years?

30	AzTEDP	May 4, 2011 7:33 AM
31	licensure	May 3, 2011 10:30 PM
32	discussion & information	May 3, 2011 9:46 PM
33	Workshops	May 3, 2011 9:10 PM
34	whatever ones I found helpful	May 3, 2011 9:04 PM
35	advocacy and referral	May 3, 2011 7:04 PM
36	relay and interpreters	May 3, 2011 6:26 PM
37	getting a phone, going to everything that Michell holds for the public.	May 3, 2011 6:11 PM
38	telephone	May 3, 2011 6:07 PM
39	information about cochlear implants; meetings with Michele Michaels	May 3, 2011 5:54 PM
40	TTY program	May 3, 2011 5:22 PM
41	AZTEP loan program	May 3, 2011 4:32 PM
42	still vounteer member in 25 years of Azcdhh	Apr 28, 2011 10:59 PM
43	as a commissioner *smile*	Apr 28, 2011 11:37 AM
44	AZTEDP	Apr 28, 2011 8:31 AM
45	media and its workshops	Apr 27, 2011 7:22 AM
46	deaf	Apr 27, 2011 6:58 AM
47	Captel telephone. Did not get telephone	Apr 26, 2011 8:50 PM
48	Making public comments at the meetings	Apr 26, 2011 6:40 PM
49	Interpreting and Deaf/Hard of Hearing Specialists	Apr 26, 2011 4:48 PM
50	information referal	Apr 26, 2011 4:30 PM
51	research	Apr 26, 2011 4:20 PM
52	deaf services and others	Apr 26, 2011 4:18 PM
53	Library	Apr 26, 2011 10:54 AM

Page 4, Q8. If no, why haven't you utilized any Commission services or programs in the past two years?

1	haven't needed it	May 9, 2011 12:53 PM
2	I do not reside in Arizona.	May 9, 2011 12:16 PM
3	Not needed	May 9, 2011 11:34 AM
4	Didn't feel it could help me.	May 9, 2011 11:33 AM
5	Didn't know about the Commission	May 9, 2011 11:19 AM
6	n	May 9, 2011 10:46 AM
7	didn't know about them	May 8, 2011 5:16 PM
8	Not aware of what services the commission offers.	May 8, 2011 8:48 AM
9	I HADN'T HEARD OF YOUR COMMISSION!!	May 7, 2011 7:58 PM
10	unaware	May 7, 2011 1:03 PM
11	Was not aware of the services and programs	May 6, 2011 5:15 PM
12	Didn't know you had any.	May 6, 2011 1:05 PM
13	Do not usually hear of them. I babysit my grandchildren so it is difficult to get to ALOHA meetings. Rely on e-mail.	May 6, 2011 12:48 PM
14	Not needed so far	May 6, 2011 10:38 AM
15	I do have a amplified phone which I received several years ago from the Commission.	May 6, 2011 10:22 AM
16	Don't know what they offer	May 6, 2011 9:41 AM
17	Not needed	May 6, 2011 9:25 AM
18	Not needed	May 6, 2011 7:36 AM
19	I didn't know it existed. I started using hearing aids over 20 years ago. I don't think I was referred to any service at that time.	May 6, 2011 5:56 AM
20	Didn't know about you until I got this Email.	May 5, 2011 8:21 PM
21	i AM JUST HEARING OF IT	May 5, 2011 7:21 PM
22	no need	May 5, 2011 6:54 PM
23	Haven't found out about what was offered in time	May 5, 2011 6:35 PM
24	I have on Green Valley for only 1 year +5 months I am now finding what is available	May 5, 2011 6:29 PM
25	Get needed info from AlohaAZ	May 5, 2011 6:07 PM
26	i live out in a rural AREA AND HARD TO GET SERVICESES	May 5, 2011 5:49 PM

Page 4, Q8. If no, why haven't you utilized any Commission services or programs in the past two years?

27	no knowledge of them	May 5, 2011 5:42 PM
28	Didn't know about them.	May 5, 2011 5:26 PM
29	Unnecessary at this point.	May 5, 2011 5:21 PM
30	Have not needed to. Financially secure; thought I would save your resources for those who are not	May 5, 2011 5:06 PM
31	Did not feel the need	May 5, 2011 4:55 PM
32	Time constraints for programs.	May 5, 2011 3:55 PM
33	not sure I know what they are right now?	May 5, 2011 3:31 PM
34	had other health issues more pressing	May 5, 2011 3:21 PM
35	Wasn't aware of them.	May 5, 2011 3:18 PM
36	I don't know if I have a need you handle that I don't get from ALOHA.	May 5, 2011 2:50 PM
37	None that I could use.	May 4, 2011 6:24 PM
38	x	May 4, 2011 1:43 PM
39	retired and not needed yet....but due to loss of hearing in one ear I may well need it in the future.	May 4, 2011 11:26 AM
40	No office in Tucson as it was promised to have one but it never happened	May 3, 2011 8:05 PM
41	I don't agree with the direction the executive director is taking with the commission.	May 3, 2011 7:04 PM
42	Providing services	May 3, 2011 5:04 PM
43	Have no need for such service at that time. I have used their service in the past.	May 3, 2011 4:22 PM
44	dont know	May 3, 2011 11:38 AM
45	none needed	May 2, 2011 4:30 PM
46	not a part of deaf community	Apr 28, 2011 12:34 PM
47	busy looking for a part time position	Apr 28, 2011 12:11 PM
48	Haven't found the need yet nor have there been workshops/events that interest me. But I heard that you have a library of ASL books that I don't mind checking out for teaching purpose.	Apr 28, 2011 8:49 AM
49	Not required	Apr 27, 2011 8:40 AM
50	because i never been in tucson az until then i was living in new mexico silver city did not have any interperiting only from las cruces nm and move away from santa monica, ca they should get interperiting did not know about copd community outreach for the deaf and been for three year get help everything they need.	Apr 26, 2011 8:13 PM

Page 4, Q8. If no, why haven't you utilized any Commission services or programs in the past two years?

51	..	Apr 26, 2011 7:19 PM
52	Don't live in the state anymore but like to keep up on what's happening.	Apr 26, 2011 7:09 PM
53	to far	Apr 26, 2011 5:18 PM

Page 7, Q13. How would you prefer to receive Commission information? (Check all that apply)

1	I do not have a specific need for information from the Commission, although I sincerely appreciated their help at the 4-30 and 5-1-11 Military Women's Conference in Phoenix.	May 9, 2011 11:24 AM
2	Especially fo elder deaf who do not have computers. Maybe a VP system to send info to Deaf at home?	May 4, 2011 11:30 AM

Page 9, Q18. If there is ONE THING the Commission could do that would cause you to raise the number you selected above, which of the following would it be? (check one)

1	Thanks for all you do.	May 9, 2011 12:21 PM
2	Assist citizens in paying for hearing aids	May 9, 2011 11:39 AM
3	Nothing	May 5, 2011 8:08 PM
4	Use public newspapers to inform the public about yourself and your services,.	May 5, 2011 5:13 PM
5	Outreach: Go into communities and give presentations to organizations that might have impact upon those who are either Deaf or or just hard of hearing.	May 5, 2011 3:41 PM
6	all of above is good. ACDHH needs to be more open to the public. Referrals should be checked to make sure people are not given the roun around,.	May 4, 2011 11:43 AM
7	don't know	May 3, 2011 11:46 AM

Page 9, Q19. Is there anything else you would like to convey to the Commission staff or Commissioners? (20 words or less, please)

1	no	May 9, 2011 11:40 AM
2	The commission should assist citizens in paying for hearing aids	May 9, 2011 11:39 AM
3	Keep up the good work!	May 9, 2011 11:23 AM
4	No	May 8, 2011 3:18 PM
5	increase closeness of members and those whom they represent - avoid elitism	May 7, 2011 4:59 PM
6	Previous to this survey, I was unaware that the Commission existed; therefore some of the questions were not understood and may not have been answered most correctly.	May 7, 2011 1:41 PM
7	I am 76 and was able to maintain employment until retirement because of lip reading	May 6, 2011 12:56 PM
8	I wasn't given any information regarding how to handle the loss of hearing in my life. I would like to have been able to educate my family more. When you are 45, you don't have the education to educate. I am now 68 and have just found out this exists. Education is the key.	May 6, 2011 7:34 AM
9	You are doing a great job, even though the public sometimes doesn't listen.	May 5, 2011 10:49 PM
10	no	May 5, 2011 8:08 PM
11	Do you examine commercial hearing aid stores/companies regarding their expertise?	May 5, 2011 5:13 PM
12	Not at this time	May 5, 2011 4:19 PM
13	Classes for Hard of Hearing in the family.	May 5, 2011 4:06 PM
14	Seek out community organizers to assist in getting the word out/educating the public.	May 5, 2011 3:41 PM
15	Keep up the good work	May 5, 2011 3:17 PM
16	no	May 5, 2011 2:50 PM
17	All venues, entertainment, etc., should have accessibility for Deaf & Hard of Hearing people, which should include amplification and captioning.	May 5, 2011 12:46 PM
18	The relay operator needs to hear me when he/she is typing. By hearing me as RO types, we won't have to start over again with each answer I give the RO.	May 5, 2011 2:55 AM
19	Does ACDHH have funding available to establish programs outside which would offer services to Deaf adults?	May 4, 2011 11:43 AM
20	why does AZ not have a state test as well as license like other states? Instead of national test and state license.	May 3, 2011 10:42 PM
21	I had a terrible time finding this survey. Typing and retying the url listed on the postcard did not work. I finally navigated here - but it wasn't easy!	May 3, 2011 9:53 PM

Page 9, Q19. Is there anything else you would like to convey to the Commission staff or Commissioners? (20 words or less, please)

22	Waiting for your report On Visioning Conference" held in March. Overallly ACDHH have been focused on Phoenix only. Not much for AZ statewide, Need more offices. How many staff in PHX?	May 3, 2011 8:08 PM
23	additional Commission offices throughout the state would be helpful	May 3, 2011 6:02 PM
24	Keep up the good work.	May 3, 2011 5:30 PM
25	Although the work the Commission does on behalf of all Arizonans is incredibly important and directly germane to the quality of living in this state, the Commission is very UNDER-funded to the detriment of our shared intent! Thank you for soliciting my opinion. Rohno Geppert, MPA	May 3, 2011 4:43 PM
26	Noticed "ADA enforcement use the class for english not in asl classes..why please fix it but all excellence commission staff as well best thank you femmy..smiles excellence for commission staff as well	Apr 28, 2011 11:23 PM
27	Pls improve the closed captioning on local TV stations.Today's msnbc program, sometimes it stops, or doesn't finish the sentences. It drops off!	Apr 28, 2011 12:21 PM
28	I'd like to see that there is a support and mentoring program for ASL instructors and more regulation with qualifying ASL instructors to ensure that highly qualified ASL teachers are placed in the classes. I also would like to see that the Deaf community have a voice and role in Early Intervention Program and place several educated Deaf adults on the committee for EHDI so they can share experience and information about language acquisition and encourage more resources and information on ASL.	Apr 28, 2011 8:58 AM
29	wished there was an office in Tucson.	Apr 28, 2011 8:35 AM
30	Need more visibility of the Commissioner.	Apr 27, 2011 7:27 AM
31	Not at this time	Apr 26, 2011 9:01 PM
32	i have no door bell ring and flasher light for my baby and phone shake for me and when baby cry hearing ring and shake while we sleep or i have sorenvors communcation easy for me to communication with other people and hearing people should not rebel in our deaf right and trouble hard time reach call my boyfriend while he at home or text message no way or ask people for help to cal. if i have a baby what i would do when person knock my door i would not able to answer the door and when i am deaf ear and focus on the feeding the baby or phone ring same thing and report that jesscia and david are not parent of my daughter cps took my kid because i am hard hearing not understand misunderstood. was stole from hospital	Apr 26, 2011 8:23 PM