The mission of the Arizona Commission for the Deaf and the Hard of Hearing is to ensure, in partnership with the public and private sectors, accessibility for the deaf, deaf-blind, hard of hearing, and persons with speech difficulties to improve their quality of life.
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3.3 To document, monitor, and assess the needs of the underserved for the provision of a Hearing Healthcare Hearing Aid Assistance Program.
3.4 To provide consultation, outreach and education to citizens, hearing healthcare professionals, medical providers.

Issue 5
To monitor all facets of equal access to functionally equivalent telecommunication services for Arizonans who are deaf, hard of hearing, Deaf-Blind or persons with speech difficulties.

Strategy:
To increase outreach, education and training efforts to inform service providers about the Arizona Telecommunications Equipment Distribution Program and the Arizona Relay Service. In addition to the traditional outreach and education provided there will be increased education to public safety answering points (PSAP/911) focusing on best practices when communicating with the deaf via text to 911 services.

Issue 6
To maintain statutes and rules governing the licensing of American Sign Language (ASL) Interpreters.

It is important that the quality of professional services provided by ASL interpreters continue to improve. Outreach and education will be provided to professionals to better understand the impact of statutes and rules on the profession. Professional development opportunities will continue to be offered.

Strategy:
Continuation of quarterly workshops on the code of professional conduct, examination preparation, specialized areas of works; medical, legal mental health, emergency preparedness and many more special focus topics will be offered through partnerships and collaborative efforts.

Issue 7
To increase agency outreach, education and training through advanced technological resources.

It is critical that ACDHH continue to be on the cutting edge of technological advances in order to provide equal access for the communities we serve. Technology, as it does for the mainstream, allows consumers to participate remotely in meetings and forums offered by the agency that include full access through the provision of ASL interpreters and Communication Access Realtime Transcription (CART). Costs associated with auxiliary aids for accessibility may be reduced with advances in technology. The Commission continues to set the bar for all state agencies for full inclusion for citizens receiving services as well as its employees.

7.1 Research technology to continue to provide and improve current accessibility.
7.2 Expand outreach and education to consumers via remote access while reducing staff travel costs associated with the Consumer Education Series.
7.3 Expand outreach and education to professionals in health care, public safety, employment and higher education through the development of training modules, webinars and teleconferencing, resulting in reduced travel time and costs.