



2018 Fiscal Year Annual Report

January 1, 2018 - December 31, 2018



The Honorable Douglas Ducey

Governor, State of Arizona

1700 W. Washington
Phoenix, Arizona 85007

Dear Governor Ducey:

In accordance with A.R.S. §36-1944, I am pleased to submit the 2018 Annual Report on behalf of the Arizona Commission for the Deaf and the Hard of Hearing (ACDHH).

The ACDHH staff, with the leadership of Executive Director Sherri Collins, has experienced 41 years of excellent of service. The overall goal of improving the quality of life for Arizona's Deaf, Hard of Hearing, Deaf-Blind and persons with speech difficulties is being accomplished on a daily basis. Numerous accomplishments are highlighted in this report.

On behalf of Arizona's more than 1.1 million Deaf, Hard of Hearing, Deaf-Blind and persons with speech difficulties, I thank you for your strong support of the Arizona Commission for the Deaf and the Hard of Hearing.

Respectfully,

Sue Kay Kneifel

ACDHH Chairperson



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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, oversees the Arizona Relay Service, the Telecommunications Equipment Distribution Program and licenses American Sign Language Interpreters. In addition, the agency serves citizens who are deaf-blind and who have speech difficulties as well. The agency 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 the hard of hearing communities by:

- Providing information and referral
- Conducting training and outreach events
- Distributing Telecommunications Equipment
- Overseeing Arizona Telecommunications Relay Service
- Staying abreast of local, state and national trends
- 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 weekly email newsletter, a comprehensive resource library, proactive media relations efforts and agency social media outlets are provided. These resources keep the public well-informed on issues of importance.

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



Arizona Commission
for the deaf and the hard of hearing



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.
- License American Sign Language Interpreters and certify teachers of American Sign Language.
- Make recommendations to the legislature regarding statutory changes needed to implement a statewide newborn child hearing loss screening program.
- Establish and administer a statewide program to purchase, repair and distribute telecommunication devices to residents of this state who are deaf, severely hearing or speech impaired.



2018 Fiscal Year General Highlights

- The agency expanded its services for hard of hearing Arizonans through the implementation of the Hearing Health Care Program (HHP). Appropriations allowed for the establishment of a HHP Manager. This afforded the agency the opportunity to implement a “whole person” services approach by combining the hard of hearing specialist role with the efforts of current staff from the telecommunications equipment distribution program. Consumers now receive consultation, coping strategies and hearing healthcare services along with options for effective communication through technology in more of a one-stop approach. Services also include assistance navigating the complexities of the insurance industry and Arizona Healthcare Cost Containment Services for hearing aid coverage. The staff continues to collect data on uninsured and underinsured citizens in need of support in purchasing hearing aids.
- A Support Service Provider (SSP) Pilot Program was implemented to address the unmet needs of individuals with combined vision and hearing loss (CVHL) and those who are DeafBlind. ACDHH staff, a contracted consultant and the AZ State Procurement staff met with stakeholders to discuss opportunities and options to best serve this very unique group. After considering feedback from stakeholders, including members of the subcommittee on Deafblindness from the Governors’ Council for the Blind and Visually Impaired, the Commission concluded the best service delivery mechanism would be in –house with ACDHH. During the fiscal year, the program guidelines, policy and procedures were established. Service delivery through pilot was set to begin on July 1, 2018.
- The Commission reached more than 17 million individuals through print and online media, telephone contacts, email correspondence, Facebook, Twitter and the weekly E- news distribution. Numerous newspapers around the state featured ACDHH, AZTEDP and AZRS in various sections of their publications. These articles were a result of proactive media relations to promote the staff’s ongoing efforts to provide trainings on deafness and hearing loss, educational seminars on telecommunication devices for the deaf and the hard of hearing and conference exhibits.
- The Commission successfully completed the training of 2,000 sworn police officers with the City of Phoenix Police Department. The Commission’s Public Safety Training Curriculum met the approval of the Police Chief and training staff. The Commission completed the necessary requirements under AZ Police Officers Standard Training (POST) requirements. The trainings concluded in June 2018.
- The Commission provided training and education to approximately 32,172 consumers, professionals and students during FY 2018, resulting in an approximately 20% increase from 2017.



Information and Referral

The Commission provides a weekly E-News email distribution for sharing information with the community. The announcements range from community events, agency activities, special agency projects and much more. There are 1,550 subscribers for ACDHH E- news! The E-News distribution totaled 92,071 contacts during FY '18.

The Community View readership continues to grow totaling 4,552 viewers for FY '18.

Interpreter Licensure

At the close of 2018 approximately 453 American Sign Language interpreters were licensed.

A total of Twelve (12) complaints were filed.

Arizona Telecommunications Equipment Distribution Program

The Arizona Telecommunications Equipment Distribution Program distributed seven 362 telecommunication devices to citizens in need of TTYs, captioned telephones, amplified telephones or amplified telephones with accompanying large visual display.

One hundred sixty three equipment demonstrations were provided.

The program maintained a 99% satisfaction rating.

Arizona Relay Service (AZRS) General Highlights

AZRS completed 204,311 call minutes.

AZRS maintained a 97.24 % Service Level



Arizona Commission for the Deaf and the Hard of Hearing
Fiscal Year 2018 Budget

Revenue:	\$5,663,800.00
Appropriation: (SSP special appropriation \$192,000)	\$4,602,313.00
Expenditures:	
Personal Services/Employee Related Expenses	\$1,341,600.00
AZRS (Relay) Contract	\$943,011.00
AzTEDP (Equipment Distribution)	\$75,288.00
Professional & Outside Services	\$920,908.00
Other Operating Expenses	\$606,501.00
Total:	\$4,079,300.00



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 parent of a deaf or hard of hearing child; one Arizona licensed American Sign Language interpreter, one licensed hearing aid dispenser; one clinical audiologist; one representative from the Department of Economic Security; one representative 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.

FY 2018 – July 1, 2017 through June 30, 2018

<u>Name</u>	<u>Representative Position</u>	<u>Term expiration</u>
Sue Kay Kneifel	DES - Chair	8/26/2019
Elizabeth Garcia	HoH - Vice Chair	8/26/2020
Catherine Sienko	Deaf - Secretary	8/26/2020
Judy Huch	Dispensing Clinical Audiologist	8/26/2021
Susan Webster	Hard of Hearing	8/26/2021
Fred Williams	Hard of Hearing	8/26/2020
Annette Reichman	ASDB Representative	8/26/2019
Barbara Brimhall	Parent	8/26/2019
Sarah Benton	Interpreter	8/26/2020
Antonio Calderon	Licensed Hearing Aid Dispenser	8/26/2021
Tamara Collinworth	Hard of Hearing	8/26/2021
Richard Vanover	Deaf	8/26/2020



Pv Jantz

Deaf

8/26/2020

Vacant

Deaf



Commission Staff

Name	Position
Sherri L. Collins	Executive Director
Carmen Green Smith	Deputy Director
Curtis Humphries	Business Manager
Sherita Teachey	Information & Referral Coordinator
Kimberly Minard	Deaf Specialist
Victoria Vaughn	Interpreter Assessment Coordinator
Shari Burda	Business Operations Coordinator
Giselle Galindo	Business Operations Assistant
Emmett Hassen	Licensing Certification Coordinator
Jeremy McCown	Technical Operations Analyst
Beca Bailey	Community Engagement Liaison
Christine Milano	Program Assistant - Voucher Tech
Julie Stylinski	DeafBlind Specialist
Heidi Lovato	Assistant to the Executive Director
Vicki Thompson	Program Planner – AzTEDP
Michele Michaels	Hearing Healthcare Program Manager