

July 1, 2018 – June 30, 2019



2019 Fiscal Year Annual Report



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Letter to the Governor

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 FY2019 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 42 years of excellent service. The overall goal of improving the quality of life for Arizona's Deaf, Hard of Hearing, DeafBlind and persons with speech and communication difficulties is being accomplished on a daily basis. Numerous accomplishments are highlighted in this report.

On behalf of Arizona's 1.1 million Deaf, Hard of Hearing, DeafBlind and persons with speech and communication 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

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 persons who are deaf, hard of hearing, deafblind/combined vision and hearing loss (CVHL) and persons who have speech difficulties. ACDHH serves as a statewide information referral center, oversees the Arizona Relay Service, the Telecommunications Equipment Distribution Program and licenses American Sign Language Interpreters.

ACDHH is not only a national leader in communication access, support services, and community empowerment, but throughout the state. ACDHH staff members serve as the statewide resource on issues concerning the deaf, the deafblind, the combined vision and hearing loss 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

Keeping the deaf and the 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 informed on issues of importance and impact their daily lives.

Mission

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



Vision

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

Statute and Regulatory Requirements

The ACDHH Statute

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

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

- Inform the deaf and hard of hearing of the programs and activities of the Commission and other services available to them at all levels of government.
- Develop and foster a framework for consultation and cooperation with the rehabilitation services bureau of the Department of Economic Security and with all institutions represented on the Commission.
- Study issues relating to the deaf and the hard of hearing, review the administration and operation of various programs and make recommendations concerning these issues to the programs and to the agencies represented on the Commission.
- Submit an annual report to the Governor and the Legislature concerning its finding 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.

2019 Fiscal Year General Highlights

Information and Referral

- The Commission reached more than 14 million individuals through telephone contacts, email correspondence, Facebook, Twitter, E-news distribution Community View video news, and print media. Numerous newspapers around the state featured ACDHH in various sections of their publications. Millions were reached as a result of strategic planning and public and private sector partnering. Arizonans and the entities serving them were informed of the services of the ACDHH including training curriculums for public safety providers and healthcare professionals.

Hearing Healthcare Program

- In the first year of expansion of the Hearing Healthcare Program, one hundred and fifty (150) citizens have been screened for receiving affordable hearing aids. Consumers continue to receive consultation, coping strategies, and hearing healthcare services along with options for effective communication through technology in 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.

Arizona Telecommunications Equipment Distribution Program

- Three hundred and eighteen (318) devices were distributed to citizens from the AZ Telecommunications Equipment Distribution Program in need of telecommunications access. Ninety-five demonstrations were conducted. The agency collaborated with the AZ State Procurement Office to utilize statewide contract allowing a wider array of telecommunications. This agreement increases consumer choice for functionally equivalent telecommunications devices to improve the quality of their lives.

Interpreter Licensure

- The agency implemented online application and payment portals for interpreter licensing. Six hundred and twenty seven (627) interpreters were licensed during the fiscal year. A total of eleven (11) complaints were filed.
- The Commission partnered with the University of Arizona's National Center for Interpretation to conduct two surveys to assess the consumer and professional interpreter's perspectives on licensure. The surveys were available online and in person. The in person events took place in conjunction with the three town hall meetings. Results are currently being assessed.

Arizona Relay Service

- Arizona Relay Service completed 295,324 call minutes with a 98% service level.

Deaf Services

- Consultation and advocacy services were provided for consumers accessing legal, medical and other public services during the fiscal year. Requests for the healthcare curriculum is on the rise as service providers seek to improve services.

DeafBlind Services

- Support Service Provider (SSP) services are available for persons who are deafblind or experience combined vision and hearing loss. SSPs provide environmental information in the following settings, such as medical, legal, recreational, and social environments. The program was piloted in FY19. In its first year has served 35 persons, with eight SSPs providing 288 hours of SSP services.

Community Engagement

- The Commission staff conducted town hall meetings in the cities of Prescott, Yuma, and Kingman. Citizens and service providers shared concerns on issues of barriers to equal access to goods and services. Barriers included access to legal, medical, and educational facilities. The most frequent issue of concern was medical facilities refusing access to onsite interpreting services.
- The Commission entered into an agreement with the AZ Police Officers Standard Training (AZPOST) leadership to develop online training modules to be available to the 160 law enforcement agencies. These modules provide recommended best practices for officers when working with the deaf, deafblind, hard of hearing, persons with speech difficulties and those who experience combined vision and hearing loss.

ACDHH Budget: FISCAL YEAR 2019

Revenue	\$ 5,663,800
Appropriation	\$ 4,622,800
Expenditures	
Personal Services/ Employee Related Expenses	\$ 1,381,400
AZRS (Relay) Contract	\$ 395,648
AzTEDP (Equipment Distribution Program)	\$ 85,963
Professional and Outside Services	\$ 593,465
Other Operating Expenses	\$ 639,832
Total	\$ 3,096,308

* Rounded to nearest whole number

Board of Commissioners

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

The ACDHH Board consists of 14 members appointed by the Governor to three-year terms. Of the representatives, four are deaf; four are hard of hearing; one is a parent of a deaf or hard of hearing child; one 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, one of which serves as their annual board retreat.

Name	Position	Term Expiration
Sue Kay Kneifel, Chair	Department of Economic Security Representative	1/31/2020
ElizaBeth Garcia, Vice Chair	Hard of Hearing Representative	8/26/2020
Catherine Sienko, Secretary	Deaf Representative	8/26/2020
Judy Huch	Dispensing Clinical Audiologist Representative	8/26/2021
Susan Webster	Hard of Hearing Representative	8/26/2021
Fred Williams	Hard of Hearing Representative	8/26/2020
Annette Reichman	ASDB Representative	8/26/2019
Barbara Brimhall	Parent Representative	8/26/2019
Antonio Calderon	Licensed Hearing Aid Dispenser	8/26/2021
Sarah Benton	Interpreter Representative	8/26/2020
Tamara Collinworth	Hard of Hearing Representative	8/26/2021
Richard Vanover	Deaf Representative	8/26/2020
Pv Jantz	Deaf Representative	8/27/2020
Vacant	Deaf Representative	

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
Beca Bailey	Community Engagement Liaison
Vacant	Program Assistant - AzTEDP
Julie Stylinksi	DeafBlind Specialist
Heidi Lovato	Assistant to the Executive Director
Vicki Thompson	Program Planner - AzTEDP
Michele Michaels	Hearing Healthcare Program Manager
Jeremy McCown	Technical Operations Analyst



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