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## **Notice:**

The Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) values the feedback and the time the community provided for the agency's 5-year strategic plan. As a result of the community's input, the Commission's Board approved the strategic plan put forth by ACDHH staff.

Unfortunately, due to a technical error, the 5-year strategic plan drafted and approved by the Commission Board was not the same as what was submitted with the ACDHH budget package.

The issue came to our attention after the Governor's Office of Strategic Planning and Budgeting (OSPB) published this year's master list. We noticed the plan approved for ACDHH did not align with what was submitted to the board.

Immediately upon realizing the error, ACDHH contacted OSPB to rectify the error. While we cannot alter the already approved plan, we have received permission to resubmit the Board approved 5-year strategic plan this coming fiscal year.

We apologize for the confusion this may cause to the community we serve.

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## 5 Year Plan

### **Issue 1** Public Awareness

**Description** To increase public awareness of accessibility issues related to the Deaf, Hard of Hearing, Deaf-Blind and persons with Speech difficulties.

**Solutions:**

Objective 1.1: Advocate for the rights to equal access to information for citizens.

Objective 1.2: Provide training to service providers.

Objective 1.3: Provide consumer education series to teach citizens self-advocacy techniques.

Objective 1.4: Submit written educational and informational articles to newspapers, magazines and journals.

Objective 1.5: Continue to utilize social media and advanced technology to promote awareness of issues related to deafness and hearing loss.

### **Issue 2** Partnership/Collaboration

**Description** To increase the number of public and private sector partnerships in providing training and program services.

**Solutions:**

Objective 2.1: To further introduce the Healthcare Providers Curriculum to potential healthcare providers.

Objective 2.2: Continue to identify key partners in the field of public safety to improve the quality of services provided to deaf, hard of hearing and deaf-blind citizens during emergencies.

Objective 2.3 Collaborate with current and new partners to develop a public safety training curriculum for professionals and consumers.

Objective 2.4: Collaborate with current and new partners to provide a statewide conference on deafness and hearing loss.

Objective 2.5: Collaborate with advocacy agencies to establish an effective legal resources to provide consultation, mitigation and representation services to consumers with disabilities.

### **Issue 3** Advocacy

**Description** To expand Public Policy and Advocacy Efforts Related to Communication Access in Public and Private Sectors

**Solutions:**

Objective 3.1: Improve equal and effective communication access in public and private sectors

Objective 3.2: Ensure all Deaf, Hard of Hearing, and DeafBlind Arizonans have access to effective communication with targeted outreach for underserved and rural communities

Objective 3.3: Promote and raise awareness of issues impacting Deaf, Hard of Hearing, and DeafBlind individuals with elected officials and policy makers in the State.

Objective 3.4: Promote awareness of the need for hearing aid services for low income adults with varying hearing levels

### **Issue 4** Licensure

**Description** To continue to monitor and improve processes related to the licensing of American Sign Language interpreters.

**Solutions:**

Objective 4.1: To continue to improve all stages of the application process for all categories of licensing.

Objective 4.2: To Provide instructional resources to assist applicants and consumers in understanding all phases of licensing including initial application, fees, penalties and the complaint process.

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**Issue 5** Telecommunications Equipment Distribution

**Description** To continue to monitor and improve processes in the Arizona Telecommunications Equipment Distribution Program (AzTEDP)

**Solutions:**

Objective 5.1: To assess internal processes of the voucher system of the AzTEDP to increase program efficiency and outreach.

Objective 5.2: To increase the number of vouchers distributed by 5% annually.

Objective 5.3: To improve and increase equipment demonstration services.

Objective 5.4: To research advanced technology to improve the quality of telecommunications available to consumers.

**Issue 6** Telecommunications

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

**Solutions:**

Objective 6.1: Conduct monthly reviews of required reports from the current service provider.

Objective 6.2: Monitor customer satisfaction rates.

Objective 6.3: Require an increase in outreach and education efforts for Arizona Relay Services.

Objective 6.4: Increase usage of relay services by 5% annually.

**Issue 7** Professional Development

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

**Solutions:**

Objective 7.1: Promote advanced education and training for staff.

Objective 7.2: Promote all methods of training and education.

### Resource Assumptions

	FY2024 Estimate	FY2025 Estimate	FY2026 Estimate
<b>Full-Time Equivalent Positions</b>	0.0	0.0	0.0
<b>General Fund</b>	0.0	0.0	0.0
<b>Other Appropriated Funds</b>	0.0	0.0	0.0
<b>Non-Appropriated Funds</b>	0.0	0.0	0.0
<b>Federal Funds</b>	0.0	0.0	0.0