CONTENTS

03 LETTER TO THE GOVERNOR

04 ABOUT ACDHH

05 STATUTES AND REGULATIONS

06 2021 HIGHLIGHTS

10 BUDGET

11 BOARD OF COMMISSIONERS

12 COMMISSION STAFF MEMBERS
Dear Governor Ducey:

In accordance with A.R.S. §36-1944, I am pleased to submit the 2021 annual report on behalf of the Arizona Commission for the Deaf and the Hard of Hearing (ACDHH).

The ACDHH has been in existence for 44 years. Executive Director, Sherri Collins has led the agency in providing excellent service for the past 23 years. 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.

I applaud the Executive Director and staff for the continued delivery of excellent services from the initial impact to date, of the COVID-19 pandemic. The entire staff continues to provide excellent services during the longstanding COVID-19 pandemic. Agency staff serves on committees with the Arizona Department of Health, Department of Economic Security, and State government agencies leading the charge for public health and safety. All services of the Commission continue to be provided to citizens and service providers in person and through virtual platforms.

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 support of the Arizona Commission for the Deaf and the Hard of Hearing.

Respectfully,

Pv Jantz
ACP Chairperson

The Honorable Douglas Ducey
Governor, State of Arizona
1700 W. Washington
Phoenix, Arizona 85007
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 and communication difficulties. ACDHH serves as a statewide bureau of information center, oversees the Arizona Relay Service, the Telecommunications Equipment Distribution Program and licenses American Sign Language Interpreters.

ACDHH is 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, Hard of Hearing, DeafBlind, Combined Vision and Hearing Loss, persons who have speech and communication difficulties. We serve our 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, Hard of Hearing, and DeafBlind 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, Hard of Hearing, and DeafBlind 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, Hard of Hearing, and DeafBlind Arizonans, ACDHH continues to work towards its specific regulatory obligations.

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

- Inform the Deaf, Hard of Hearing, and DeafBlind 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, Hard of Hearing, and DeafBlind, and 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, Hard of Hearing, and DeafBlind 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, Hard of Hearing, and DeafBlind.
- 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, Hard of Hearing, DeafBlind, or speech impaired.
2021 Fiscal Year Highlights

CONTACT GOALS

The Commission reached more than 17 million individuals through telephone contacts, email correspondence, Facebook, Twitter, E-news, Legislative Update Alerts, and COVID Bulletin distribution, Community View video news, print media and TV interviews. As a result of strategic planning and public and private sector partnering, Thousands of Arizonans and the entities serving them were informed of the services ACDHH provides, including training curriculums for public safety and healthcare professionals.

PARTNERSHIP WITH ABILITY 360

ACDHH partnered with Ability 360 and other disability organizations to model inclusive accessibility vaccination sites and events for ADHS. This event served over 1,600 Arizonans.

ARIZONA CLEAN ELECTIONS

The agency worked with Arizona Citizens Clean Elections to produce an American Sign Language Voter Education Guide. Arizona is the first state in the nation to have a citizen's voter education guide completely done in American Sign Language.
PARTNERSHIP WITH ARIZONA BROADCAST ASSOCIATION

ACDHH partnered with the Arizona Broadcast Association to provide TV and Radio Public Service Announcements for our Let’s Get to Work campaign. Ads were in English and Spanish, and launched in March of 2021.

TRAINING AND DEVELOPMENT

8,358 professionals received training in the areas of healthcare, public safety, and employment during the fiscal year.

ACDHH provided sponsorship of 150 continuing education hours for interpreting professionals with its RID Sponsorship designation, or ACDHH is an RID Sponsor and provided 150 hours of continuing education sponsorship for interpreting professionals.

COMMUNITY FEEDBACK

ACDHH solicited feedback from community members and organizations through its community engagement efforts. These efforts helped ACDHH identify our strategic planning goals, community engagement and communication access. The feedback from the community helps us to improve access and quality of services the agency provides, as well as, improves effective communication and access.

HEARING HEALTHCARE PROGRAM

ACDHH in partnership with ASU launched the Hearing Healthcare Program. This Program is designed to provide low-income adults with hearing aids and aural rehabilitation. This project will benefit over 100 Arizonans.

COMMUNITY VIEW

ACDHH reached over 4,000 people with our Community View program. There were special spotlights on Black Deaf History, Women’s Deaf History, Diversity in Communication, and Language Acquisition.

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. In 2021, we were able to provide 750 hours of SSP services.

INTERPRETER LICENSURE

The agency implemented online application and payment portals for interpreter licensing. Seven hundred and seventy-seven interpreters were licensed during the fiscal year. A total of four complaints were filed.

LET’S GET TO WORK

Our Let’s Get to Work Campaign launched in August of 2020, and included a Lunch and Learn event in May 2021 in where 30 Arizona Business Owners attended. Over 200 Employment Guides were sent to Arizona Businesses, giving them the tools to hire from within the communities ACDHH serves.

PARTNERSHIP WITH AZPOST

The AZPOST partnership launched its 8 module training series for all peace officers. The collaboration between AZPOST and ACDHH has provided hundreds of Arizona Law enforcement professionals with training on effective communication within our community.

OUR AGENCY

ACDHH in partnership with ASU launched the Hearing Healthcare Program. This Program is designed to provide low-income adults with hearing aids and aural rehabilitation. This project will benefit over 100 Arizonans.

COMMUNITY FEEDBACK

ACDHH solicited feedback from community members and organizations through its community engagement efforts. These efforts helped ACDHH identify our strategic planning goals, community engagement and communication access. The feedback from the community helps us to improve access and quality of services the agency provides, as well as, improves effective communication and access.
Statistics

99.25%

AZRS Customer Satisfaction Rate

226

AZTEDP Distributed 226 assistive devices to citizens in our community

39,000

39,000 Clear masks were distributed last year, to aid in effective communication during the pandemic.

116,424

There were 116,424 visits to our website in FY 2021.
Senate Bill 1092, Sponsored by Senator Pace, added “DeafBlind” as an official population served by the agency, as well, established a definition defining DeafBlind in state statute.

Additionally, SB1092 provides ACDHH as the statutory agency to make recommendations to the Legislature on language acquisition and assessments for infants, newborns, and children who are Deaf, Hard of Hearing, and DeafBlind. SB 1092 was signed into law on April 23rd, 2021.

The agency also continued its weekly legislative update emails, as well as our bi-weekly video legislative updates, to keep our community informed of legislation that impacts their lives.
### Breakdown of Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>$3,414,105</td>
</tr>
<tr>
<td>Appropriations</td>
<td>$4,685,900</td>
</tr>
<tr>
<td><strong>Total Expenditures</strong></td>
<td>$3,722,036</td>
</tr>
</tbody>
</table>

- **Operations**: 24.8% ($921,900)
- **Employee Related Expenses/Salary**: 44.4% ($1,651,000)
- **Professional and Outside Services**: 22.5% ($837,100)
- **AZRS**: 8.4% ($312,036)

---

**ACDHH 2021 Fiscal Year Annual Report**
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 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 Department of Economic Security; one representative from the Arizona State Schools for the Deaf and Blind.

The Board meets four times a year.

**Current Board Member/Terms:**

- Judy Huch, Clinical Audiologist (Exp 8/26/2021)
- Susan Webster, Hard of Hearing Representative (Exp 8/26/2021)
- Tamara Collinsworth, Hard of Hearing Representative (Exp 8/26/2021)
- Fred Williams, Hard of Hearing Representative (Exp 8/26/2023)
- Missy Keast, Deaf Representative (Exp 8/26/2023)
- Melanie O'Rourke, Hard of Hearing Representative (Exp 8/26/2023)
- Sarah Benton, Interpreter Representative (Exp 8/26/2023)
- Andrew Cohen, Deaf Representative (Exp 8/26/2023)
- Catherine Sienko, DES Representative (Exp 8/26/2023)
- Steven PV Jantz, Deaf Representative (Exp 8/26/2023)
- Jennifer Scarboro, ASDB Representative (Exp 8/26/2022)
- Barbara Brimhall, Parent Representative (Exp 8/26/2022)

**Current Board Vacancies**

1 Hard of Hearing Representative
1 Deaf Representative
1 Licensed Hearing Aid Dispenser
COMMISSION STAFF

SHERRI COLLINS- EXECUTIVE DIRECTOR
CARMEN GREEN- DEPUTY DIRECTOR
BETTY MCENTIRE- DIRECTOR OF PUBLIC POLICY AND COMMUNITY RELATIONS
CARLOS CASTILLO- BUSINESS MANAGER
CHRISTY ABRAMS- HARD OF HEARING SPECIALIST
BECA BAILEY- COMMUNITY ENGAGEMENT LIASON
SHARI BURDA- BUSINESS OPERATIONS COORDINATOR
CHYLA DALTON-NAVA- ASSISTANT TO THE EXECUTIVE DIRECTOR
EMMETT HASSEN- INTERPRETER LICENSING AND CERTIFICATION COORDINATOR
LARICSA HERRERA- BUSINESS OPERATIONS ASSISTANT
JEREMY MCCOWN- TECHNICAL OPERATIONS ANALYST
MICHELE MICHAELS- HARD OF HEARING PROGRAM MANAGER
KIM MINARD- DEAF SPECIALIST
SONIA SANMANIEGO-FAMILY ENGAGEMENT COORDINATOR
JULIE STYLINSKI- DEAFBLIND SPECIALIST
SHERITA TEACHEY- INFORMATION AND REFERRAL COORDINATOR
VICKI THOMPSON- AZTEDP PROGRAM PLANNER
VICTORIA VAUGHN- INTERPRETER ASSESSMENT COORDINATOR

ACDHHS 2021 FISCAL YEAR ANNUAL REPORT PAGE 12