

Agency 5-Year Plan

Issue 1 Accessible Resources

Description: Expand the use of technology and incorporate best practices to provide information and resources in the most accessible manner to members and stakeholders. Strategies include: the development of resources and materials that are fully inclusive of the accessible needs of the communities ACDHH serves, revamping the ACDHH website to ensure information and resources are accessible and easy to navigate, modeling best practices in integrating effective communication access with information and resources, expanding access to information and resources in a manner accessible to all communities and stakeholders served by the agency and adding an FTE to develop and promote effective communication access.

Solutions:

Solutions

Objective 1.1: Improve current website

Objective 1.2: Increase number of visits to website to locate information and resource

Objective 1.3: Develop and deploy accessible audio visual information in an accessible manner

Objective 1.4: Conduct at least three focus groups for testing of website development

Issue 2 Public Awareness

Description: Increase awareness related to ACDHH programs and services and expand programs related to youth and families. Strategies include: engagement through current partnerships with stakeholders social media, and other avenues of programming services, development of programming services directly focusing on Deaf, Hard of Hearing, and DeafBlind youth and families, raising awareness of the importance of access to effective communication, creating and monitoring a Youth and Family Ambassador Program, including training curriculum, program activities, and avenues for additional engagement opportunities, adding an additional FTE - Family and Youth Engagement Coordinator, and increasing outreach and awareness related to the Arizona Relay Service (AzRS) and the Arizona Telecommunications Equipment Distribution Program (AZTEDP).

Solutions:

Solutions

Objective 2.1: Develop curriculum and program activities in SP Year 1

Objective 2.2: Recruit and train youth and family ambassadors in SP Year 2

Objective 2.3: Promote ambassador program SP Year 2-5

Objective 2.4: Promote awareness of the hearing healthcare program

Objective 2.5: Increase awareness of the AzRS and AZTEDP programs by 25%

Issue 3 Public Policy Impact

Description: Expand Public Policy and Advocacy Efforts Related to Communication Access in Public and Private Sectors. Strategies include: ensuring communications with community members exist in an accessible manner, using emerging technologies and equipment for providing access to engage in public policy efforts and conversations, build and maintain meaningful relationships with policymakers and stakeholders, advance innovative and best practice policies related to equal and effective communication access.

Solutions:

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

Objective 3.3: Promote and raise awareness of impacts of varying hearing levels with elected officials and policy makers

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

Issue 4 Outreach and Education

Description: Expand educational opportunities, supporting both online course and in-person program development for community members, interpreters, and stakeholders. Strategies include: improving user accessibility and time flexibility to engage learners in educational and training opportunities, survey community members, interpreters, and stakeholders on types of training and educational workshops desired, promote trainings through various communication mediums that is accessible to all community members and stakeholders, and add an FTE of Interpreter Professional Development Specialist.

Solutions:

Solutions

Objective 4.1: Design and deliver educational trainings and workshops with new uses of technology and equipment that meets the needs of outreach to rural and urban community members and stakeholders

Objective 4.2: Develop partnerships with community venues, such as public libraries reducing barriers to internet and technology access

Objective 4.3: Create access to trainings via website or other accessible platform

Issue 5 Telecommunications

Description: Monitor telecommunications relay services to ensure compliance with current contract, and administer the voucher system of the telecommunications equipment distribution program, and to promote awareness of hearing aid services for low income adults with varying hearing levels through Hearing Aid Assistance Project

Solutions:

Solutions

Objective 5.1: To ensure that Arizonans receive the highest quality relay service

Objective 5.2: To ensure that Arizonans receive equal access to public telephone services

Objective 5.3: To ensure the availability of specialized and current telecommunications equipment used by individuals who are Deaf, Hard of Hearing, DeafBlind or persons who have speech difficulties

Objective 5.4: To ensure that qualified Arizonans receive appropriate telecommunications equipment

Objective 5.5: To identify and connect low income adult consumers to hearing aid services

Resource Assumptions

	FY2025 Estimate	FY2026 Estimate	FY2027 Estimate
Full-Time Equivalent Positions	0.0	0.0	0.0
General Fund	0.0	0.0	0.0
Other Appropriated Funds	0.0	0.0	0.0
Non-Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0