

July 1, 2009 – June 30, 2010

2010 Fiscal Year Annual Report



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letter to the governor

**The Honorable Jan Brewer
Governor, State of Arizona
1700 W. Washington
Phoenix, Arizona 85007**

Dear Governor Brewer:

In accordance with A.R.S. §36-1944, I am pleased to submit the 2010 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, worked hard in the past year to achieve the overall goal of improving the quality of life for Arizona's deaf, hard of hearing, deaf-blind and speech-impaired citizens. Numerous accomplishments are highlighted in this report.

On behalf of Arizona's more than 704,000 deaf, hard of hearing, deaf blind and speech impaired citizens, I thank you for your strong support of the Arizona Commission for the Deaf and the Hard of Hearing.

Respectfully,



Tom Muller, AUD, CCC-A, FAAA
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 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. 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:

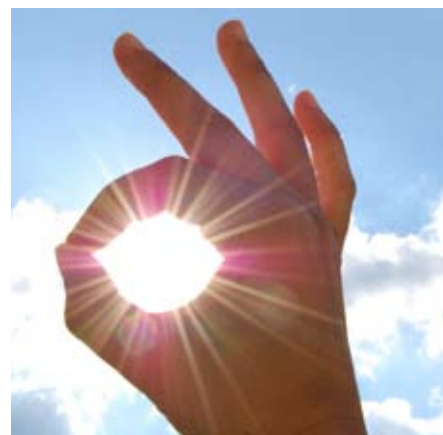
- Providing information and referral
- Conducting training and outreach events
- Distributing Telecommunications Equipment
- Overseeing Arizona Telecommunications Relay Service
- Producing numerous publications
- Licensing American Sign Language Interpreters
- Certifying American Sign Language Teachers

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 quarterly newsletter, a comprehensive resource library, electronic news systems and agency social media outlets are provided. These resources keep the public well-informed on issues of importance.

Due to budget cuts the Commission was forced to end its weekly television talk show Community View that aired on AZ-TV and KUAT throughout Arizona. Community View, formerly known as "Sign Out" was the longest running show focusing on the issues of deafness and hearing loss in the nation! Previous programs are available at www.acdhh.org. 2010 marked the second year that the program was discontinued.

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 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.

2010 Fiscal Year General Highlights

- The Commission reached more than one million individuals through print media, telephone contacts and email correspondence. Numerous newspapers around the state featured ACDHH, AZTEDP and AZRS in various sections of their publications. These articles were a result of staff providing trainings on deafness and hearing loss, educational seminars on telecommunication devices for the deaf and the hard of hearing and conference exhibits.
- The Commission hosted its third hard of hearing training for professionals. The day-long experience allowed service providers to learn more about hard of hearing individuals. Presentations included topics from various fields such as mental health, assistive technology, education, and the Americans with Disabilities Act. Approximately seventy-five professionals were in attendance! Due to the overwhelming success requests were made for in-service trainings at a variety of agencies for the upcoming year.
- The Executive Director was elected as the Chair of the Arizona Disability Advocacy Coalition (AZDAC). AZDAC advocates for the rights of all Arizonans with Disabilities.
- The Executive Director was elected as the President of the Board of the Arizona School for the Deaf and the Blind.
- The Commission partnered with local, state and national organizations during the year to continue to improve services for the deaf, hard of hearing, deaf-blind and speech disabled. Organizations included the Governor's Council on Aging, The Governor's Council for the Blind and Visually Impaired, Statewide Independent Living Council, The City of Phoenix, The City of Scottsdale, Adult Loss of Hearing Association (Tucson), Phoenix College, Coconino Community College, The National Association of the Deaf, The National Registry of Interpreters for the Deaf and many more.
- The Arizona Telecommunications Equipment Distribution Program provided equipment to 360 citizens in need TTYs, captioned telephones, amplified telephones or amplified telephones with accompanying large visual display.
- The Commission provided training and education to more than 19,537 consumers, professionals and students during the year!

Information and Referral

- Clear Channels is a quarterly newsletter which provides updates on current Commission initiatives, consumer alerts as well as local and national information related to deafness and hearing loss. The publication has “gone green” and is distributed electronically to consumers and professionals. Approximately 15,000 newsletters were distributed in 2010. Hard copy and alternate formats are available upon request.
- The Commission provides an E-News email distribution for sharing information with the community. The announcements range from community events, agency activities and special agency projects and much more. There are more than 2,300 subscribers for ACDHH E-news!.
- The Commission's website has been overhauled! The new and improved site is more efficient allowing visitors and ACDHH staff ease in the submission of information to be shared with the public. Specialist staff has individual pages allowing the opportunity to provide more specialized focuses to highlight issues unique to individuals who are hard of hearing and individuals who are deaf in separate locations. Video blogs are also being made in-house and being posted to the website for professionals and consumers to become more educated about hearing loss and deafness.

Arizona Telecommunications Equipment Distribution Program

The Arizona Telecommunications Equipment Distribution Program (AzTEDP) was released from suspension on January 1, 2010. During the 9 month suspension from March 2009 through January 2010 consumers were issued gently-used devices that had been returned by consumers for various reasons. A total of 359 devices were distributed during the fiscal year. Approximately 179 of the devices were gently-used.

AzTEDP Highlights for FY 2010:

- AZTEDP as highlighted in approximately 12 media outlets
- 198 equipment demonstrations were provided
- The program maintained a 96.3% satisfaction rating

Interpreter Licensure

- During this fiscal year 227 American Sign Language interpreters were licensed.
- A total of six complaints were filed.
- ACDHH is an approved National Registry of Interpreters for the Deaf sponsor for continuing education units. As part of its interpreter recruitment campaign ACDHH partnered with the Arizona School for the Deaf and the Blind to sponsor a variety of educational workshops for interpreters in the K-12 settings. A total of 155 hours of training was provided with the support of ACDHH. While these interpreters are exempt from state licensure the Commission recognizes the benefit of educating all interpreters about licensure and its impact on quality services for consumers and professionals alike.

Interpreter Training Program Partnerships

The following partnerships remain in a suspended status due to budget cuts:

Coconino Community College Interpreter Training Program

University of Arizona- Support Service Provider Training Program

Certified Deaf Interpreter Training Program

Ten students from the Phoenix College Certified Deaf Interpreter Program graduated in May 2010. One student from this program has successfully passed the written portion of the national exam and several others are preparing to take the exam.



Arizona Relay Service (AZRS) General Highlights

Hamilton Communications continues to provide excellent relay services. AZRS is funded by a surcharge on all Arizona ratepayers' landline telephone statements. The funds are administered by ACDHH.

Outreach and education activities were conducted to inform the general public about the Arizona Relay Service and to interact with relay users to obtain their input and feedback.

- AZRS completed 1,282,155, call minutes.
- AZRS maintained a 96% customer satisfaction rate for the year.

ACDHH Budget: FISCAL YEAR 2010

Revenue	\$ 6,111,700
Appropriation	\$ 4,409,900
Expenditures	
Personal Services/ Employee Related Expenses	\$ 936,900
AZRS (Relay) Contract	\$ 1,527,800
AzTEDP (Equipment Distribution Program)	\$ 60,900
Professional and Outside Services	\$ 218,600
Other Operating Expenses	\$ 271,000
Total	\$ 3,015,200

* 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 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 is selected from the Arizona Registry of Interpreters for the Deaf; one is a licensed hearing aid dispenser; one is a clinical audiologist; one is from the Department of Economic Security; one is 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 retreat.

Name	Position	Term expiration
Jack Clevenger	Hard of Hearing Representative	8/27/2011
Vacant	Hard of Hearing Representative	8/27/2011
Robert Hill	ASDB/PDSD Representative	8/27/2010
Tom Muller, Au.D. CCC-A	Chairperson, Dispensing Clinical Audiologist Representative	8/27/2009
Angel Manuel Ramos	Vice Chair, Deaf Representative	8/27/2011
Vacant	Department of Economic Security Representative	8/27/2011
Dawn Bolduc	Vice Chair, Interpreter for the Deaf Representative	8/27/2011
Jeanne Hollabaugh	Parent of a Deaf Child	8/27/2010
Vacant	Hard of Hearing Representative	8/27/2009
William Schafer	Hard of Hearing Representative	8/27/2011
Juliann Wasisco	Deaf Representative	8/27/2011
Debra Detwiler Jones	Deaf Representative	8/27/2011

Commission Staff

Name

Position

Sherri L. Collins

Executive Director

Carmen Green

Deputy Director

Lynn Wakefield

Business Manager

Bryanna Alton

Administrative Assistant

Beca Bailey

Deaf Specialist

Emmett Hassen

Licensing and Certification Coordinator

Vacant

Equipment and Inventory Technician

Edward Kinal

Special Projects Coordinator

Vacant

Telecommunications Project Specialist

Vacant

Public Relations Planner

Belva Masaquaptewa

Administrative Assistant

Michele Michaels

Hard of Hearing Specialist

Christi Smith

Interpreter Coordinator

Vicki Thompson

AzTEDP Planner

Melinda Villela

Assistant/Executive Director





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