



Arizona Commission

for the Deaf and the

Hard of Hearing

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and the Hard of Hearing  
100 N. 15th Avenue, Suite 104  
Phoenix, AZ 85007



# 45 YEARS OF IMPACT

**1976 June 25** — Summer conference in Carefree determines the need for a state advocacy organization.

**1977 August 27** — The Arizona Council for the Deaf is established.



**1978 May 26** — State Legislature funds the Arizona Council for the Deaf; Budget is \$20,000 for remainder of FY 1977 & \$55,000 for FY 1978



**First Council Meeting** - The first council meeting takes place to determine the future of ACD.



**Signing of Appropriations Bill** - The State Legislature funds the Arizona Council for the Deaf (ACD).

**1979** — Service Dogs state law expands to include the deaf.



**1981** — Third staff position is created: Typist.

**1982 April** — Hearing Impaired license plate law passes.



**November** — Inaugural publication of the state TTY Directory

— Law passes authorizing ACD to certify interpreters

**1983 January** — “Sign Out” Television program in Phoenix. The nation’s longest-running (approx. 30 years) weekly television show geared specifically for the Deaf and the Hard of Hearing communities. The name was changed to Community View in 2004.



**1985 April** — Statewide TTY project & relay service are legislated.



**May** — ACD is renamed to the Arizona Council for the Hearing Impaired (ACHI)

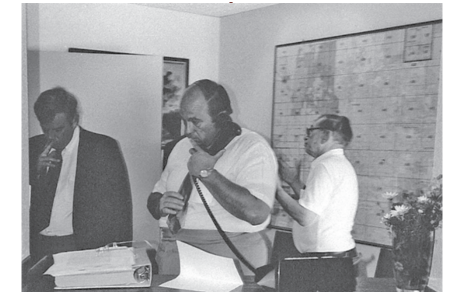
**1986 April** — Fourth staff position is created: TTY Distribution Project Coordinator.

**July** — Angela Watson and Jack Craven receive the first TTYs: AzTEDP is underway with only 3 devices.

Arizona Residents Angela Watson and Jack Craven



**1987 March**— State Senator Tony West places the first call through AZRS.



**1988** — AZRS averages 21,000 calls per month.

**1989** — Two staff positions are added: Research Analysts.

**1990** — Seventh staff position is created: TTY Project Assistant.

**1992 August** — ACHI moves to new offices at 1400 W. Washington.

— AZRS handles its three-millionth call.

**1996** — Eight staff positions with a \$4.9 million budget.

**December** — Announces website.

**1997 June** — Executive Director Stuart Brackney resigns after 20 years of service.

**1998 May** — Sherri Lambert Collins becomes first deaf Executive Director.





# 45 YEARS OF IMPACT

**1998** — Deaf Specialist position is created.  
 (cont.) — First Open-Captioned movie, “As Good As It Gets” in Arizona.



**2000 March** — ACHI is renamed to the Arizona Commission for the Deaf and the Hard of Hearing.

— Senate Bill 1151 passes. SB1151 changes the name of the Arizona Council for the Hearing Impaired to the Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) and establishes a statewide standard for sign language interpreting through interpreter licensure which takes effect October 1, 2007.



Senate Bill 1151 is passed.

— Hard of Hearing Specialist position is created.

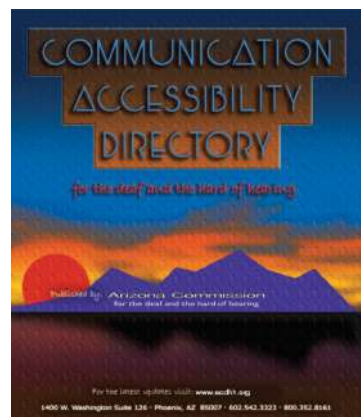
**2000** — Logos were created.  
 (cont.)



**2001 October** - Interpreter Licensing & Certification Coordinator position is created.

**2002** — ACDHH has a staff of 11 and operates with a budget of \$5.7 million.  
 — AzTEDP equipment grows to a selection of 23 devices.  
 — AZRS handles 1.2 million calls a year.

**2003** — Communication Accessibility Directory a First for State: Published by the Commission, the directory provides a comprehensive listing of all professionals who provide communication access to the Deaf and the Hard of Hearing.



**2003** — Oticon Award for Advocacy: Executive Director Sherri Collins was honored with the Oticon Award for Advocacy for her lifetime of commitment to Deaf and Hard of Hearing communities.



Carmen Green

— ACDHH Sponsors City Job Fair: Partnering with the City of Phoenix, ACDHH hosted the 2003 annual Ability Counts! Job Fair, where approximately 75 Deaf and Hard of Hearing job seekers were among the attendees.

— New Deputy Director Carmen Green joins the ACDHH team.

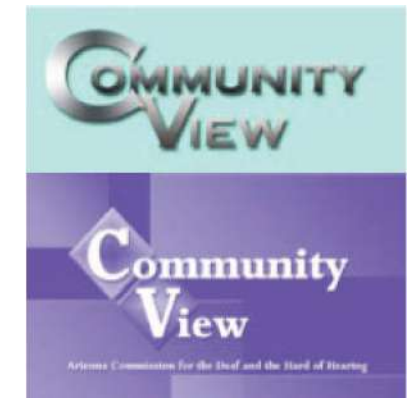
**2004** — ACDHH announces findings from Mental Health Roundtable. Thanks to a grant from St. Luke’s Health Initiatives, ACDHH formed a Mental Health Roundtable in early 2003 to study current issues affecting the behavioral health of the over 450,000 Deaf & Hard of Hearing Arizonans. The report’s findings will be used to develop education strategies with Arizona Department of Health Services, among other state agencies, to train caregivers and mental health professionals on the issues facing the Deaf and Hard of Hearing.

— Native American Task Force Meetings ACDHH traveled around the state for the Native American task force meetings, May 10th through May 14th. The well-attended meetings took place in Phoenix, Tucson, Window Rock, San Carlos and the Hopi Nation.



**2004 May** — Governor Janet Napolitano signs House Bill 2495 into law. HB2495, sponsored by State Representative Mark Thompson, responds to the severe shortage of interpreters by allowing the Commission to develop training programs in conjunction with universities and colleges.

— Community View provides equal access to educational and informational topics for the Deaf and Hard of Hearing. Shows are presented in viewers’ languages, whether it is signed or voiced, with captioning.



**2005** — Community View - Governor Janet Napolitano joins Executive Director Sherri Collins as a guest on Community View.





# 45 YEARS OF IMPACT

**2005 (cont.)** — Newborn Hearing Screening Legislation-Senate Bill 1250 passes. This legislation requires that hearing test results and any subsequent hearing test results be reported to the Department of Health Services as prescribed by Department rules. The Newborn Screening Program will also include an education program for the general public, medical community, parents and professional groups.



— The second bill passed in 2005 was geared towards solidifying the agency’s relationship with the Arizona State Schools for the Deaf and the Blind (ASDB). ACDHH has long recognized the importance of working with ASDB to serve a common community: Deaf and Hard of Hearing and their family members. As such, ACDHH holds a permanent position on the Arizona State Schools for the Deaf and the Blind Board of Directors.

— ACDHH partners with the local CBS News and airs “Sign of the Week” on the morning newscast.

**2006** — First ever Arizona Deaf Festival sponsored by ACDHH and the Phoenix Public Library. More than 1,500 people enjoyed the day.



— Captioned phones an option for the Arizona Telecommunications Equipment Distribution Program are added and 1,637 calls were processed during the first thirty days of service!

— Hard of Hearing Specialist Heidi Lervik is honored by Phoenix Sky Harbor International Airport for contributing to the new Passenger Information Paging System.



Heidi Lervik

**2006 (cont.)** — Executive Director Sherri Collins receives her first Cochlear Implant and is enjoying music and the sound of her husband’s voice. She remains strong about still being a part of the Deaf community as once the device is taken off she no longer has any residual hearing left in her ear.



**2007** — As of January 1, 2007 ACDHH is no longer a testing Supersite6 for RID as it gears up for the October 1, 2007 start of Interpreter Licensure.

— ACDHH hosts a “Legislative Meet and Greet” where staff and legislators were brought together to educate legislators on what ACDHH does and introduce them to “T coil” bill which passed in the legislative session.

— The Governor’s Regulatory Review Council approves the state Interpreter Licensure rules. The rules will go into effect starting October 1, 2007.

— Arizona Governor Janet Napolitano and Phoenix Mayor Phil Gordon declares April 25th as Arizona Commission for the Deaf and the Hard of Hearing Noise Awareness Day.

— ACDHH was represented at the 2007 Deaflympics.



**2007 (cont.)** — ACDHH celebrates 30 years of great service and gets a fresh look with new logos.



**2008** — In celebration of its 30 years of service, ACDHH traveled throughout Arizona along with the Arizona Relay Service (AZRS) for the ACDHH Road Tour 2008. The organizations hosted a series of town halls in an effort to share their visions and connect with constituents across the state.



Flagstaff, AZ



Prescott, AZ



Surprise, AZ



Tucson, AZ



# 45 YEARS OF IMPACT

**2008** — ACDHH becomes an official sponsor of RID CEUs.  
(cont.)

— Former Directors unite on Community View for an anniversary Reunion. Sherri Collins presented both Stuart Brackney and Christine Chaille with awards commemorating their service to the agency.



**2009** — ACDHH and Executive Director receive awards. Arizona Registry of Interpreters for the Deaf presents a Paramount Sponsor award to ACDHH in recognition of its support of Arizona RID's 2009 State Conference. Executive Director Sherri Collins accepted the award on behalf of the Commission.

— Phoenix College recognizes Sherri Collins by presenting her the Distinguished Golden Bear Award for her service to Phoenix College where she serves as the chairperson of the Interpreter Preparation Program Advisory Board.

**2010** — ACDHH joins social media.



**2010** — ACDHH starts weekly E-News and already has 2,300 subscribers.  
(cont.)



e-News Sign Up

- The Commission's website is overhauled and now includes video logs and much more.
- The Executive Director was elected as the President of the Board of the Arizona State Schools for the Deaf and the Blind.

**2011** — ACDHH hosts a Visioning Conference throughout the state with community forums in Prescott, Phoenix and Tuscon including members of the Deaf, Hard of Hearing and DeafBlind communities, along with service providers and families. Needs of the communities were documented and implemented into the agency strategic plan towards improving equal access to public health, mental health and other public services.

— The Commission relocates offices from 1400 W. Washington St. to 100 N. 15th Ave. The new office space allows easy access to services for citizens who are Deaf, Hard of Hearing, and DeafBlind. Some of the amenities for these citizens include several looped meeting spaces and offices, assistive listening devices, Communication Access Realtime Translation (CART) and advanced technology for accessing communication in meetings and enhancing communications with staff. The Commission establishes best practice as an office where all aspects of communication access are available.

**2011** — The Commission provides training and education to 32,836 consumers, professionals and students.  
(cont.)

**2012** — The Apache ASL Trails, an independent living community for Deaf seniors, is established. The community allows Deaf, DeafBlind and Hard of Hearing seniors to maintain an independent lifestyle by providing residents with services and design features that help eliminate barriers of communication with other people, both hearing and non-hearing.



— ACDHH partners with the Olive Osmond Hearing Fund on the inaugural Hear in the Mesa 5K. Justin Osmond, who is deaf, performed in a post-event concert celebration continuing the Osmond Legacy.



— ACDHH celebrates 35 years of service in Arizona by honoring two individuals and two organizations that have advocated on behalf of Arizonans who are Deaf, Hard of Hearing, and DeafBlind.



**2013** — ACDHH provides an interactive diversity training "It's a Deaf, Deaf World" to employees of The Vanguard Group. 100+ Vanguard employees experienced what it may be like in a world where the primary mode of communication is not their own.



**2014** — The AzTEDP iPad Project. The trend in telecommunication is evolving to wireless technology and devices. AzTEDP offers iPads with special pre-loaded accessibility apps that are specific to the communications needs of individuals who are Deaf, Hard of Hearing, or have Speech Difficulty.





# 45 YEARS OF IMPACT

**2015** — ACDHH partners with the Association of Late-Deafened Adults (ALDA) in presenting a panel discussion on hearing loss at the national ALDA conference in Phoenix. Panelists were fitted with earmolds and first experienced being hard of hearing for a day.



**2016** — Phoenix is the host city for nearly 2500 NAD conference attendees. ACDHH provided accessibility training to the Phoenix Sky Harbor airport staff and placed Video Relay Service information and service booths in each terminal.

## NAD CONFERENCE 2016



**2017 January** — ACDHH funds the project to loop the Arizona State Capitol making it the second state to provide looping technology. A Ribbon Cutting Ceremony was held January 4, 2017.



**2018** — ACDHH works with Phoenix Sky Harbor Airport to provide iPads for telecommunications.

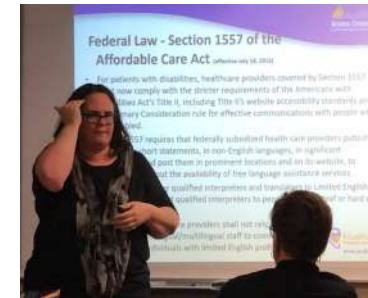


— ACDHH implements a Support Service Provider (SSP) program for Arizonans who are DeafBlind or have Combined Vision and Hearing Loss. Consumers receive up to 20 hours of SSP services in the home or outside of the home. The following year, services were expanded to provide program consumers access to American Sign Language interpreting services through the videophone.



**2018 (cont.)** — The Hearing Healthcare Program was established, along with the HHP Manager position. Services include consultation, coping strategies and hearing healthcare services along with options for effective communication through technology, and hearing aid assistance.

**2019** — ACDHH presents their new Healthcare Curriculum training to Pima Community College Nursing students.



**2020** — ACDHH hosts the World Hearing Day at the Capitol. Sherri Collins with Representative Longdon with the Proclamation signed by Governor Ducey.



— As part of the shift to virtual environments as a result of the COVID-19 pandemic, ACDHH led efforts in ensuring communication access and accessibility was provided throughout all platforms, including the Governor's press conferences. ACDHH disseminated accessible information through bulletins and social media.

**2020 (cont.)** — The Let's Get to Work Campaign launches, which includes information and tools for businesses and organizations to employ Deaf, Hard of Hearing and DeafBlind Arizonans.



**2021** — ACDHH partners with the Arizona Peace Officers Standards and Training (AZPOST) to provide ACDHH Public Safety sensitivity training to all Law Enforcement in the State of Arizona.



**2022** — ACDHH establishes a task force composed of diverse community members and partnering agencies to support the implementation of language acquisition and development goals from SB1092.



— The agency increases services and programming impact through the addition of a Family Engagement Coordinator focused on youth and families, and positions supporting Business Operations, Interpreter Development, and Communications Media.