

**2022
FISCAL
YEAR
ANNUAL
REPORT**



Arizona Commission
for the deaf and the hard of hearing

LETTER TO THE GOVERNOR

**The Honorable Douglas Ducey Governor, State of Arizona
1700 W. Washington
Phoenix, Arizona 85007**

Dear Governor Ducey:

In accordance with A.R.S. §36-1944, I am pleased to submit the 2022 annual report on behalf of the Arizona Commission for the Deaf and the Hard of Hearing (ACDHH).

The ACDHH has been in existence for 45 years. Executive Director, Sherri Collins has led the agency in providing excellent service for the past 25 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. 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
ACDHH Chairperson**



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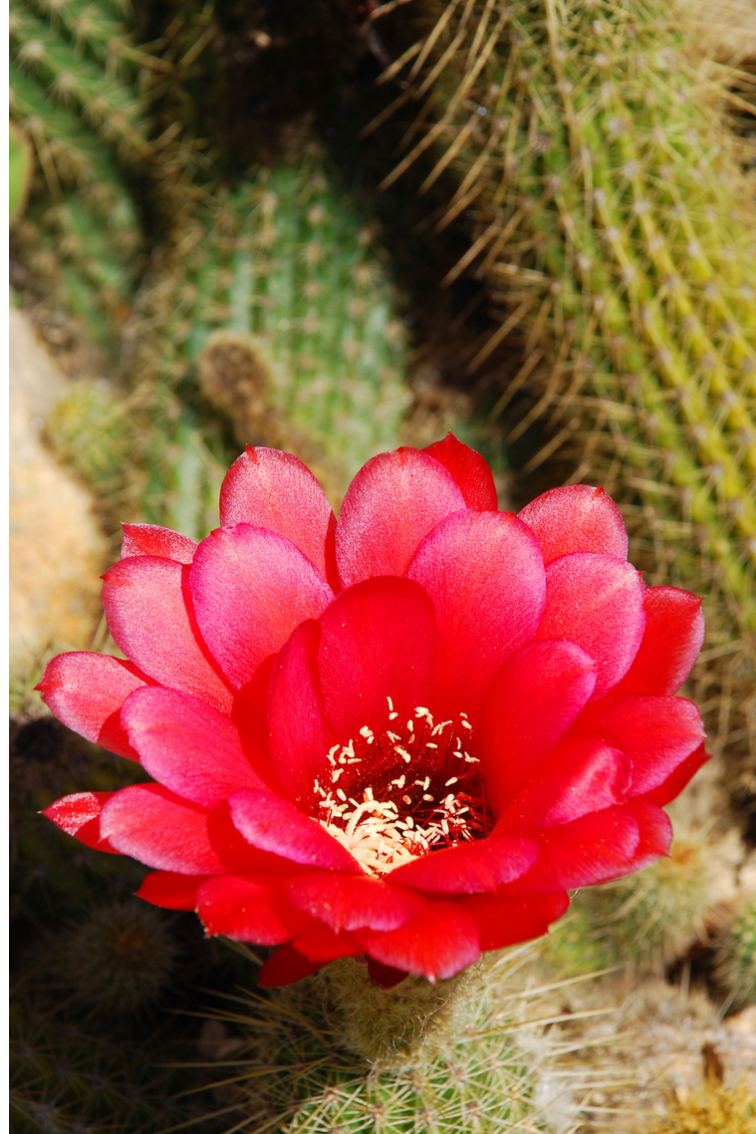
About ACDHH

The Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) was established in 1977 to improve the quality of life for 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.



ACDHH 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.

ACDHH 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.

- Make recommendations to the legislature regarding statutory changes needed:
- (a) To implement a statewide newborn child hearing loss screening program.
- (b) To develop and update assessment standards that optimize the language acquisition and literacy development of Deaf and Hard of Hearing, and DeafBlind newborns, infants and children.

OUR PURPOSE

- 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.

AGENCY HIGHLIGHTS



FAMILY LEARNING HUB

- This series focused on the needs of the youngest members of our community, and topics ranged from Language Acquisition to Parent connections,

LET'S TALK TUESDAYS

- ACDHH's speaker series webinar included presentations and Q&A sessions with Dr. David Myers, who presented the theme: "Let's Loop Arizona—and America", and Jonathan Pringle from Helen Keller National Center, who presented during DeafBlind Awareness week. These presentations were held virtually, and well attended by our community.

COMMUNITY CONVERSATIONS

These events were held using the agency's Facebook Live platform, and included three presentations on topics that have a great impact on our community.

CUP O' CAPITAL

- This program was a Bi-Weekly legislative update that was posted to our YouTube channel. The program focused on legislation that impacts our community.

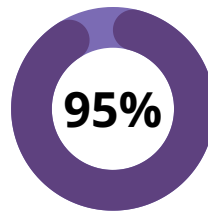


HEARING HEALTHCARE

The Hearing Healthcare Program provided 192 consumers with resources including but not limited to, hearing test referrals, hearing aids (unilateral or bilateral), fittings, aural rehabilitation sessions and other services associated with hearing healthcare, through our partnership with Arizona State University.

INTERPRETER LICENSING

ACDHH granted Interpreting licenses to 745 General interpreters, 54 Legal interpreters, and 33 Provisional interpreters during the past fiscal year. Arizona interpreters participated in a Public Forum to submit their comments on new licensing rules related to Legal A and provisional licenses impacted by the COVID 19 pandemic. The draft of these new interpreting licensing rules was submitted to the Governor's Regulatory Review Council, and were approved unanimously on August 3rd, 2021.



Service Level

Our Traditional Relay, and Captioned Telephone Service had a combined satisfaction rate of 95%.



SSP Training

Virtual Support Services Training was held virtually, and well attended. DeafBlind Services are also now being provided at ASL Apache Trails for DeafBlind/CHVL community members.



77,981
WEBSITE VISITS

Support Service Provider hours increased from 750 hours in the 2021 fiscal year, to a total of 2,419 hours this fiscal year.



1,104,615
INFORMATION AND
REFERRAL CONTACTS

ACDHH provided a total of 52 training sessions to healthcare providers, educational institutions, and employers, legal service providers, and employers. A total of 2,451 people were trained.



2,749
COMMUNITY VIEW VIEWERS

SENIOR PROJECT

Our Agency continued working on Accessible Aging Community Services for Deaf, Hard of Hearing, and DeafBlind/CVHL seniors in the state. We were able to survey seniors in our community throughout the state, and are using those results to see how we can further assist this section of our community.

LOCAL ACCESSIBILITY INITIATIVE

We also worked with the Local Accessibility Initiative- which is ensuring accessibility for the upcoming Super Bowl LVII, which will be hosted in Phoenix. The objective is to provide an optimally accessible local experience for Deaf, Hard Of Hearing, and DeafBlind Arizonans and visitors.





PUBLIC POLICY AND LEGISLATIVE EFFORTS

Arizona Disability Vote Coalition

ACDHH worked with the coalition to focus on four key issues: increase voter registration for Arizonans with disabilities, by identifying barriers and developing strategies, to increase voter participation for Arizonans with disabilities, to increase voter education, and work with election officials to address the needs of Arizonans with disabilities, by policies and best practices.

SB 1092 Task Force

The agency completed their work on the Language Acquisition Task Force, which was mandated by Senate Bill 1092. This Task Force was responsible for drafting recommendations in regards to the language acquisition and assessments of Deaf, Hard of Hearing, and DeafBlind children in the state of Arizona. The Task force was composed of diverse community members, and partnering agencies. They also held a public forum in June 2022 to get feedback from the community. The final recommendations were completed later that month.

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 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:

- Debra Venkatesh, Clinical Audiologist (Exp 8/26/2024)
- Susan Webster, Hard of Hearing Representative (Exp 8/26/2024)
- 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

1 Parent Representative

COMMISSION STAFF

SHERRI COLLINS- EXECUTIVE DIRECTOR

CARMEN GREEN- DEPUTY DIRECTOR

**NIKKI SOUKUP- DIRECTOR OF PUBLIC POLICY AND
COMMUNITY RELATIONS**

SUE KAY KNIEFEL- DIRECTOR OF BUSINESS OPERATIONS

CHRISTY ABRAMS- HARD OF HEARING SPECIALIST

BECA BAILEY- COMMUNITY ENGAGEMENT LIASON

SHARI BURDA- BUSINESS OPERATIONS COORDINATOR

**CHYLA DALTON-NAVA- ASSISTANT TO THE EXECUTIVE
DIRECTOR**

AMORY GOODALE- COMMUNICATIONS ACCESS SPECIALIST

RICKY GONSOWSKI- TECHNICAL OPERATIONS ANALYST

LARICSA HERRERA-BUSINESS OPERATIONS ASSISTANT

**CAMEO HUNSAKER- INTERPRETER PROFESSIONAL
DEVELOPMENT SPECIALIST**

**MICHELE MICHAELS- HEARING HEALTHCARE PROGRAM
MANAGER**

KIM MINARD-DEAF SPECIALIST

**SANDRA REGALADO- BUSINESS OPERATIONS ACCOUNTING
SPECIALIST**

SONIA SAMANIEGO- FAMILY ENGAGEMENT COORDINATOR

SHERITA TEACHEY- INFORMATION & REFERRAL COORDINATOR

VICKI THOMPSON- AZTEDP PROGRAM PLANNER

VICTORIA VAUGHN- LICENSING & COMPLIANCE SPECIALIST



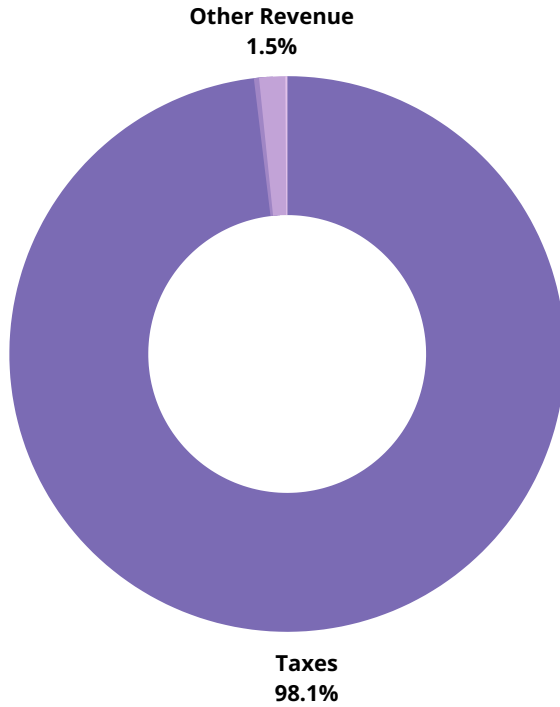
2022 FISCAL YEAR

Financial Report



Agency Cash Flow

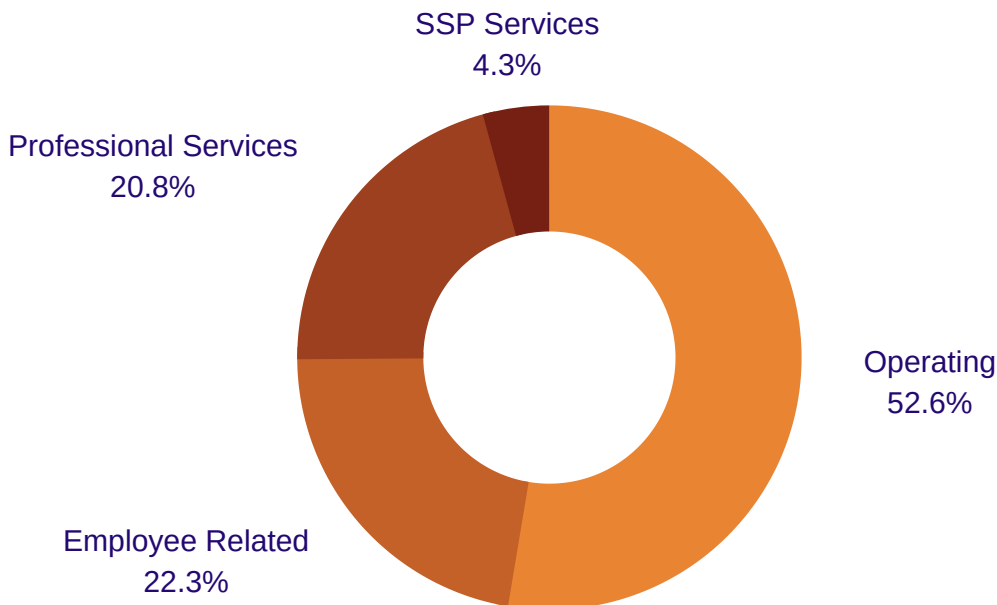
AGENCY REVENUE



2,835,060

Total Revenue

AGENCY EXPENDITURES



4,439,900

Total Appropriations

3,296,841

Total Expenditures



ASSISTANCE FOR UNDERSTANDING ANNUAL REPORT

Other Professional and Outside Services (6299)

Most outside contracts and services

Internal Service Computer Processing (7153)

Desktop and LAN support services are funded at this line item.

Other External Telecom Services (7179)

Telephone services provided by the State contractor (under the Commission program); Relay services (under the Telecom program).

Rent and Risk Management (7211 and 7111)

Invoiced and paid annually at the first of each fiscal year.

Miscellaneous Rent (7229)

Outreach/booth functions are funded here.

Repair and Maintenance-other (7266)

Costs related to our large copiers are funded here

Conference, Education & Training (7455)

All conferences and trainings are funded at this line item.

Advertising/Sponsorship (7461)

Any advertising or sponsorships are funded here.

Outreach/Promotional Items (7521)

Promotional items funded here.

Membership Dues (7531)

Covers all appropriate individual and agency memberships.

Other Miscellaneous Operating (7599)

This line item funds various supplies/services--for example, the State on-line program that references legislative bill activity.

Capital and Non-Capital Equipment (8461)

Telecommunications capital equipment

Capital=\$5,000 and up Non-Capital= \$5,000 and under.

Please direct any questions you may have to Sherri Collins, Executive Director.

Interpreter Licensure

Financial Report - Fiscal Year 2022

July 1st, 2021 through June 30, 2022

Updated: 6/28/2022

Revenue	Online	Cash	Check
<i>Total-FY22-YTD</i>			
Initial Application Fees	\$11,625.00		\$6,525.00
Renewal Application Fees	\$32,200.00		\$1,600.00
Late fees			\$2,800.00
Badge Replacement			\$25.00
Fines by board			\$300.00
Total	\$43,825.00	\$0.00	\$11,250.00
Expenditures			
Employee related expenses	\$138,375.00		
Rulewriter/consultant			
Other cost	\$0.00		
Subtotal	\$138,375.00		
Funded by ACDHH	\$83,300.00		

Arizona Relay Services

Performance/Call Volume Report - Fiscal Year 2022
FY22 YTD

July 1, 2021 thru June 30, 2022

Service Provider: Sprint/T-Mobile Relay (new flat monthly rate contract begin June 1, 2020)

Relay Service Information

Requirements	FY22	COVID-19
	YTD	FCC wavier

*Due to COVID-19 starting 3/20-FCC adjusted ASA/SVL

Service Performance/Quality

* Average Speed of Answer (ASA)	(2.0 or better)		
Traditional Relay Services (TRS)	85/10	1.55	
Captioned Telephone Service (CTS) *	(85/120)	1.68	
* Service Level (SVL)	(95% or better)		
TRS		96%	100%
CTS		96%	100%

YTD-Monthly flat rate services fees

TRS	\$101,400.00
CTS	\$117,000.00

Relay Conference Captioning (RCC)

RCC YTD Costs	RCC	\$27,677.40
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Conversational Min. Usage/(RCC)Billable minutes

TRS	62,232
CTS	47,654
RCC	8,490

FY2021 Total YTD RCC minutes usage 23,115

FY2022 Total YTD RCC minutes usage 8,490

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Arizona Commission for the Deaf and Hard of Hearing FY2022 Cash Flow Summary

Appropriation Year: 2022
 Fiscal Year: 2022
 Agency Name: Arizona Commission for the Deaf and Hard of Hearing

Appropriation Name: Revenue Collections / Operating Lump Sum Appropriation
 Appropriation Number: DF52070 / DF52000
 Fund: DF2047 / DF2047

	July	August	September	October	November	December	January	February	March	April	May	June	Adjustment	Total
Beginning Fund Balance	10,069,686	9,869,956	9,914,835	9,687,720	9,739,536	9,486,738	9,734,845	9,694,464	9,724,191	9,690,188	9,360,387	9,527,235	9,480,792	
Operating Appropriation	1,420,768	-	-	1,154,374	-	-	932,379	-	-	932,379	-	-	-	4,439,900
Remaining Beginning Allotment (Operations)	1,420,768	1,288,950	1,051,749	1,682,000	1,483,645	1,224,346	1,901,053	1,649,685	1,438,025	2,097,150	1,791,881	1,486,781	1,142,718	
Revenues:														
Taxes 4100	1,200	236,501	292,703	252,565	2,325	500,762	240,191	238,303	236,097	2,425	477,099	300,480	50	2,780,702
Intergovernmental Revenue 4200	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sales, Charges for Services, (4300	-	-	-	-	-	-	-	-	-	-	-	-	-	-
License, Permits, Fees 4400	275	600	575	550	1,300	425	600	300	725	225	1,125	425	1,325	8,450
Fines, Forfeitures, Penalties 4500	300	400	200	100	300	100	200	300	-	300	300	100	400	3,000
Other Revenue 4600	-	2,584	3,132	3,026	2,576	2,492	2,557	2,484	2,428	3,305	3,945	6,087	8,291	42,908
Non-Revenue Cash Receipts 4800	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Transfers-In 4900	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Subtotal Revenues	1,775	240,085	296,610	256,241	6,501	503,779	243,549	241,388	239,251	6,255	482,469	307,092	10,066	2,835,060
Expenditures:														
Personal Services 6000	88,785	88,785	88,785	88,785	91,884	135,355	90,609	92,857	98,915	106,192	104,654	144,515	-	1,220,120
Employee Related 6100	32,955	32,955	33,227	33,499	34,261	50,828	34,198	34,750	35,730	33,736	35,457	51,074	-	442,671
Professional & Outside Svcs 6200	3,850	31,708	82,933	14,254	41,713	21,741	32,763	37,754	55,906	16,109	31,833	43,885	-	414,448
Travel In State 6500	-	-	-	-	65	-	-	277	-	-	655	-	-	996
Travel Out of State 6600	-	-	-	-	-	-	-	1,288	-	-	1,400	1,057	-	3,745
Food 6700	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Aid to Organizations 6800	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Operating 7000	302	79,231	302,829	56,049	66,700	38,294	89,025	28,037	79,541	123,565	95,636	87,343	(341)	1,046,210
Capital Outlay 8100	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Capital Equipment 8400	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Non Capital Equipment 8500	5,926	4,523	16,349	5,768	2,676	9,454	4,772	16,697	3,162	25,667	35,467	16,188	-	146,650
Debit Services 8600	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cost Allocation 9000	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Transfers Out 9100	-	-	-	-	22,000	-	-	-	-	-	-	-	-	22,000
Subtotal Expenditures	131,818	237,202	524,122	198,355	259,299	255,671	251,368	211,661	273,254	305,269	305,100	344,063	(341)	3,296,841
Remaining Ending Allotment	1,288,950	1,051,749	527,626	1,483,645	1,224,346	968,674	1,649,685	1,438,025	1,164,771	1,791,881	1,486,781	1,142,718	1,143,059	
Cumulative Current Approp. Year Exp. YTD	131,818	369,019	893,142	1,091,497	1,350,796	1,606,468	1,857,836	2,069,496	2,342,750	2,648,019	2,953,119	3,297,182	3,296,841	
Admin Adjustments	69,684	(42,302)	(122)	6,070	-	-	-	-	-	-	215	-	-	33,545
(DF52050) Support Services for the Deaf-Blind	-	-	-	-	-	-	32,562	-	-	31,738	10,856	9,472	-	84,627
Interpreter Cert and Licensure	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Fund Expenditures	201,501	194,900	524,000	204,425	259,299	255,671	283,930	211,661	273,254	337,007	316,171	353,535	(341)	3,415,012
Revenues posted to prior year	(3.77)	(305.62)	275.00	-	-	-	-	-	-	950.00	550.00	-	-	1,465.61
Fund Balance	9,869,956	9,914,835	9,687,720	9,739,536	9,486,738	9,734,845	9,694,464	9,724,191	9,690,188	9,360,387	9,527,235	9,480,792	9,491,200	

Comments:
