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Hearing Loss in Arizona



- More than 1.1 million Arizonans are hard of hearing
- More than 739,000 Arizonans over the age of 60 are hard of hearing
- 20,000-30,000 people in Arizona are culturally Deaf
- Nearly 2 out of 1,000 babies in Arizona are born with hearing loss
- 20% of teenagers have some degree of hearing loss

About ACDHH



- Established in 1977
- Statewide information referral and resource center on issues which concern the deaf and hard of hearing communities
- Working closely with other state, local and national agencies, ACDHH is a clearinghouse of information
- 14 commissioners
- 16 staff members

About ACDHH



- **MISSION:** The purpose of the Arizona Commission for the Deaf and the Hard of Hearing is to ensure, in partnership with the public and private sector, accessibility for people who are deaf and hard of hearing to improve their quality of life.
- **VISION:** An energetic and innovative team, ACDHH aspires to be a national leader in the provision of communication access, support services and community empowerment throughout the Grand Canyon State.

ACDHH Services



- Information and Referral
- Empowerment
- Community Development
- Outreach and Education
- American Sign Language (ASL) Interpreter Licensure
- Telecommunications Relay Service – AZRS
- Telecommunications Equipment Distribution Program – AzTEDP

Information and Referral



- ACDHH website:
 - Relevant news and event updates
 - Resource directory
 - Licensed Interpreter directory
 - Informational videos
- Regular e-news blasts
- Resource lending library
- Facebook/Twitter/YouTube

Empowerment



- By informing deaf and hard of hearing individuals about their rights and the laws and programs available to support those rights, they can become empowered as self-advocates
- Advocates are available to act on behalf of consumers as needed

Community Development



- ACDHH works closely with community leaders to determine resources available, those that need to be expanded or created to better serve the deaf and hard of hearing communities in Arizona

Outreach and Education



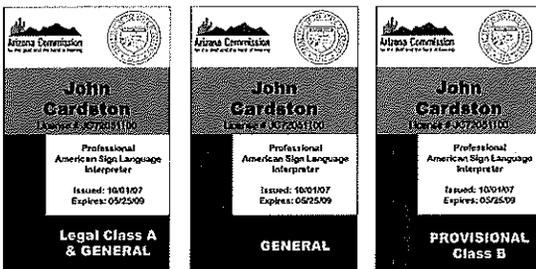
- ACDHH provides valuable outreach and educational opportunities in local communities
- Workshops and information sessions include (but are not limited to):
 - Specialized Curriculum(s): Health Care and Public Safety
 - Training for 9-1-1 trainers
 - ADA and civil rights information
 - Aging issues and information
 - Legal rights
 - Employment issues and concerns
 - Deaf culture
 - Government programs
 - Hearing loss issues

Interpreter Licensure



- Arizona sign language interpreters are now required to be licensed through ACDHH
- The law that established licensing – A.R.S. 36-1946 – was passed by the Arizona State Legislature in 2000
- Designed to create a statewide standard for sign language interpreters
- We work with Phoenix College Interpreter Preparation Program (IPP)
- ACDHH also offers instruction on the interpreter grievance process

Interpreter Licensure



sample official licensure ID badges

Interpreter Licensure



- More information:
 - Contact Emmett Hassen, ACDHH Licensing and Certification Coordinator
 - 602-542-3286 (TTY)
 - 602-542-3659 (Voice Messaging)
 - 480-264-0188 (VP)
 - e.hassen@acdhh.az.gov
 - Contact Vicki Bond, ACDHH Interpreter Outreach and Development Coordinator
 - 602-364-0986 (Voice)
 - 602-761-9539 (VP)
 - v.bond@acdhh.az.gov
 - Online: www.acdhh.org/services/interpreter

Arizona Relay Service



- Free public service provided by the State of Arizona that makes communication by telephone easy, accessible and reliable for people with hearing loss
- Consumers talk with family and friends with the help of a Communication Assistant (CA) liaison
- 365 days a year / 24 hours a day
- Completely confidential
- Captioned Telephone
- Spanish translation available

Arizona Relay Service



- More information:
 - Contact Ken Arcia, AZRS Outreach Manager
 - 520-277-7278 (Voice/VP)
 - Kenneth.2.Arcia@sprint.com
 - 913-523-0275 (Fax)
 - AZRS website: www.azrelay.org
 - On Facebook: www.facebook.com/azrelay
 - On Twitter: www.twitter.com/azrelay

AzTEDP



- AzTEDP is the Arizona Telecommunications Equipment Distribution Program
- Free service that provides telephone equipment such as volume control telephones, TTYs and signaling/flashing devices to Arizona residents who are deaf and hard of hearing
- For Arizonans who are deaf, hard of hearing, speech disabled or deaf-blind
- Not income-based

AzTEDP



- Products:
 - Amplified telephone
 - Captioned telephone (CapTel)
 - Voice Carry Over (VCO) telephone
 - Teletypewriter (TTY)
 - Large Visual Display (LVD)
 - Alerting products



AzTEDP



- More information:

- Contact Vicki Thompson, AzTEDP Program Planner
 - 602-542-3365 (V/TTY)
 - 602-761-9541 (VP)
 - 1-866-223-3412 (toll-free V/TTY)
 - v.thompson@acdhh.az.gov
- Contact Christine Milano, AzTEDP Voucher Technician
 - 602-542-1124 (Voice)
 - 602-761-9538 (VP)
 - c.milano@acdhh.az.gov
- Online (via ACDHH): www.acdhh.org/home/aztedp

Questions?

More Information



- Online:
 - ACDHH website: www.acdhh.org
 - Facebook: www.facebook.com/AzCDHH
 - Twitter: www.twitter.com/AzCDHH
 - YouTube: www.youtube.com/AzCDHH
- Phone:
 - 602-542-3323 (V)
 - 602-364-0990 (TTY)
 - 480-559-9441 (Direct VP)
 - 1-800-352-8161 (Toll-free V/TTY)