

East Central DHHS Advisory Committee Meeting

January 28, 2014

Meeting Time 4:30 – 6:00

Meeting Location - Benton/Stearns Education building

Call to order/welcome at 4:32 p.m.

In Attendance – Rosemond Owens, Michelle Isham, Nona Hendrickson, Kathy Fischer, Jean Euteneuer and Brenda Hommerding

Absent – Emily Smith – Lundberg, Phillip Gallant & Melinda Brown

Staff – Karen Salzl, Christina Costello, Rich Diedrichsen, Diane Leonard, Shannon Lindboe (note taking), Anne Janckila (Interpreting)

Team interpreter – Beth Schultz

Brenda will arrive at around 5:00 and Diane started the meeting.

Minutes from last meeting were handed out for review and were accepted as is without changes.

Question -

Will Brenda still be a chair? Diane noted that she was incorrect with thinking the chairperson only could serve a one-year term, but the chairperson can serve two consecutive terms as chair person. Brenda accepted to serve for another year.

MCDHH Report, Michele –

- We met twice, November and January 17th.
- Nov meeting – purpose was to discuss the 5 year plan. Set goals.
- Jan Meeting – Talked about the goals and fine-tuned them.
- Some of the goals are - to support and strengthen DHHS office and build capacity in rural areas. Continue to work with education. Have Deaf and Hard of Hearing children who graduate equal to hearing students. Same with job skills.
- Hearing loss needs to be noted as a public health issue. Mainly talking about the senior population. Meeting also focused on the “how to” when documenting our goals.

West Regional Report, Rich –

- Work plan, not changing for staff or significantly or changing what we do. If the committee finds issues state wide and all of us to work on those issues together because there is a need.

- Example – seniors. 2030 current senior population will double and then double again shortly thereafter. 10,000 senior's everyday reach the age of 65. 1 in 3 people over 60 have a hearing loss so that is a big issue.
- One concern is MH issues. Worried about that because a lot of the contributing factors to the symptoms of MH problems (isolation, depression) are an undiagnosed/treated hearing loss.
- Want to assist those that cannot afford them to be able to get funding for a hearing aid.
- What does the AC feel there are for needs? We possibly would not handle it but we would refer them to another department. It possibly could go to a Quad agency committee- idea is to collaborate the program. But reality is with budget restrictions no one really wants to absorb a new need.

Quarterly reports – no significant reduction in services or people we serve even though our St. Cloud office budget has been cut in half.

Comment from Nona– when seniors are taken into assistive living place they don't even try to test individuals or help a known client that has a hearing loss. That should be mandated to at least test them.

- Rich said that a big part of that is that the person themselves will say that they do not have any problems. We have offered training for the group that works well.
- Staff education is helpful. The hearing aids are not getting taken care of or lost. The family looks to the staff to do the work to keep track of them and the staff looks at the family to take care of it.
- Marti Barnum formally from the Ombudsman office was great in pioneering training and helping DHHS – Univ. of MN developed an online training for basic care for hearing aids. Problem is no C.E.U's are offered so no one will watch it on their own time and
- The most recent statistic is that currently 1 in 9 individuals have a hearing loss. Some statistics say 25 percent have a hearing loss. A New York university is now screening incoming freshman and they found out that 25 percent of them had a hearing loss which supports that last statistic.

East Central Report, Diane –

- Attended the Vision of Success in the Twin Cities. Showed people what it was like to have a hearing loss. It was fun to see their expression when they were interacting with us. Would love to set this same thing up for a rural area but it was a lot of work to put it together.
- Had Winter Snowflake party (SNAPS): signing Santa, craft, parents with deaf, hard of hearing and hearing children, and deaf community. Many organizations helped making this event successful.
- April 28th all day training. Dispelling the Myth of hearing loss. 6 hour training. Will do equip demo, lip reading test (experience what it is like to have a hearing loss). Will send out a brochure soon.

Interpreter Coordinator report, Anne –

- June medical immersion workshop for local interpreters.

- 4 day workshop will get a taste to what it is like to work in a medical setting. Will be hosted in the hospital.
- Hope is to recruit more med interpreters and support med interpreters.
- Nigel Howard will be there also. Will hold a reception for him and have him give a presentation also.

Question –

Is there a certification for medical interpreting?

- RID adjusted their certification system so it be coming soon.
- They have other certifications like legal certification.

Telephone Equipment Distribution Program, Karen –

Quick poll, how many people here have land lines? (Less than half of people present).

- More people are shifting to cellular phones only. There is a huge gap with what we have and what our clients need.
- Service providers are also not always compatible either.
- Numbers low and that is part of the entire ongoing struggle between these two issues.
- There is a new phone out called the Jitterbug Touch, it is a smart phone like the iPhone, or Droid. It will access internet, texting, emails. Also a voice program. Not a data only program. Is the volume good? Like the Jitterbug which is better volume wise. We have not tried it out ourselves so hope by next meeting if I have the equipment I will bring it in to show.

Guest speaker - Christina Costello –

Handout – Total Statistics of the Services Provided.

- Have been with St. Cloud DHHS office for more than one year.
- Provides individual services, family therapy and couples therapy.
- Mostly work with adults but in a family situation if the parent is the one that needs the counseling that is fine to see the kids with them. Gets a lot of referrals from a lot of areas lately mostly they are court ordered but also get them other areas like VR.
- Specialty – trauma, anxiety and domestic violence
- Volunteers of America take the referrals for youth if they are the ones that need the counseling.
- Currently working to acquire a new license – this is required in the state of MN to work with kids.
- We are one of 2 states that provide free mental health services.

Newer program, Peer Mentor Program.

- Have one in this area.
- They have to attend a week in-depth training to get certified to support others.

- They are needed because when you leave your office and in the real world isn't what they think it should be then the peer person can come out.

Question –

How many clients does the DHHS MH division serve for the whole state?

DHHS total clients state wide was 4 families and 310 total individuals served.

Question - All these people over the age of 18? Yes.

Volunteers of America (Melinda Brown) takes care of under the age of 18.

Clients we serve in this area are 20 – 35. The area that is covered is from St. Cloud to Brainerd to Long Prairie to Olivia and everywhere in-between. Also meet with some people on VP who are far away past Bemidji. There is no MH therapist in the Moorhead office. I split the clients with the Duluth and Mankato therapist.

Brought card, MH brochures and referral form (passed out) in case you know someone who would be interested in seeing me?

Also brought a different form that has a listing of MH providers in DHHS.

Question –

Do the colleges know that you are there? SCSU and SCTC have you advertised? No, but good idea.

Announcements

Rich -

- People have been complaining about the captioning in Alexandria area.
- WCCO and KSTP are reapplying for their broadcast license so any comments can be sent to FCC and this point.
- This is the best way for you to put pressure on their clients. FCC can give them their license and tell them you need to correct this issue.
- This is your opportunity. How can you find this info on how to file a complaint? Is it on DHHS site? MCHS site? Rich thinks it is in on the FCC site for sure.

Rosemond –

- Anne Rhodes will be coming to the St Cloud hospital leading training on Feb 13th 12:00 and 5:00 talk about survival tools to work with a deaf clients and interpreters. Title of the training is - I have an interpreter and a deaf patient what do I do?
- She is still working to get a new VP device (Possible through Sorenson VRS) installed at the North Entrance of the hospital to replace the non-working Public Access Video (from CSD Project Endeavor) soon.

- The one at the CentraCare Plaza on 2nd Floor was removed, due to same reason as above, too. It will not be replaced. The cost for one, if purchased, would be \$10,000 (as of 2008).

Brenda –

- SNAPS event winter party event. It was a wonderful event!
- 55 – 60 people in attendance.
- Will be meeting early February and talk about that event and maybe add other events.

Hired new guides at MN Hands and Voices –

- Hmong, Spanish, and Somali and a new part time metro staff member.
- Parent education guides were hired also.
- If you have good ideas for subject on webinars that they can produce let Brenda know.

Educational advocacy trainings are coming up for MN Hands and Voices – If you want to participate in (AST training) you can participate. (It is for parents.)

Number of clients MN Hands and Voices served last year –

- 1183 that is family and professionals. That is the whole state.
- 57 new families that learned about the hearing loss just in our area only. 42 out of 57 they were able to connect with them within one month.
- More in person visits and quicker connection because of the new money they received recently. Lots of changes a lot of good things.
- Candace just returned from a retreat and was elected president of National Hands and Voices. We are excited for her to represent Minnesota.

Next meeting is Tuesday May 27 at same place.

They were changed last time to the 4th Tuesday every 4 months. This 4th Tuesday has worked out good because then MCDHH has met and Rich will have a meeting before that date also.

Adjourn at 5:45