

DHHS- East Central Advisory Committee Meeting

MINUTES

Tuesday,
January 24, 2017

Meeting Time:
4:30 – 6:30 p.m.

Meeting Location:
Midtown Mall Suite 119, St. Cloud, MN

Meeting called by Craig Schield, DHHS Regional Manager

Note taker Kris Hulett

Attendees Members: Shane Grom, Mary Bauer, Diane Schiffler-Dobe, Melinda Brown, Omar Ibrahim, Judy Leach, Michele Isham

Staff: Craig Schield, Anne Janckila, Kris Hulett, Diane Leonard, Karen Salzl, Christina Costello

Absent Jean Euteneuer, Kristin Francois

Others present Interpreters: Anne Janckila and Kris Haffley

Agenda Topics

Call to order / Introductions / Welcome

Craig Schield

Discussion

A big welcome to Diane Schiffler-Dobe, a D/HH teacher in the ^{Brainerd} ~~Willmar~~ school district who lives in the St. Cloud area; Michele Isham, who has been a member before and is now back to serve another term; and Craig Schield, who is currently a co-manager of the St. Cloud office.

Acceptance of Minutes (from September 2016)

Craig Schield

Discussion

No changes to September minutes and minutes were approved. January meeting agenda approved.

MNCDHH Report

Craig Schield

Discussion

- An update from the Commission of Deaf, Deafblind and Hard of Hearing Minnesotans was passed out as the meeting began. Please look over this document and contact Craig or Mary Hartnett (mary.hartnett@state.mn.us) if you have any questions related to this document or the commission.

Discussion

- Craig will now be leading the meetings as the supervisors prefer that the managers lead the advisory meetings. A big thank-you to Diane for her taking on this responsibility in the past. Her efforts are greatly appreciated.
- Our agency was included in the budget proposal for the state fiscal year 18 and 19 that Governor Dayton finished giving at 11:00 this morning, due to him collapsing yesterday. The proposed budget is posted on the MMB website (www.mn.gov/mmb) however, as you know, both houses majority is republicans so it could be tough to get through.
- DHHS received temporary funding of approximately \$2 million from the legislature, but that was only for 2 years (fiscal year 16 and 17). The end of this fiscal year (June 30, 2017) will mark the end of that funding.
- We are waiting for the approval of the report from the DHHS and TED studies. The report for the studies is currently on the Commissioner's desk for final review before it is sent off to the legislature. From these studies and report, a strategic plan will be developed.
- The regional manager position is unknown at this time. It all depends on the budget and the strategic plan to determine if we can and will fill that position for the St. Cloud office.
- A Director's update was handed out at the beginning of the meeting. Please let Craig know if you have any questions on this update as well. The sheet you received at the beginning of the meeting with blue arrows and boxes on it is a mission statement, vision statement and focus areas for the strategic plan process. The actual strategic plan will expand into more detail that what is on this sheet and will be many pages in length.
- In the southern region, they have a joint advisory meeting once per year. We would like to do the same in the central region. Currently, Craig is taking the East Central area and Tracy (from the Mankato office) has the West Central area. West Central has agreed to have a joint meeting for the next advisory meeting. We will have our first joint meeting on June 13 in Paynesville (halfway for both), so school will be done and roads should be good for traveling.

Regional Update**Diane Leonard****Discussion**

- A meeting was held with Cynthia Magallanes from CentraCare. She is the current interpreter coordinator and took over this responsibility once Rosemond left. The main focus of the meeting was to address and communication and interpreting related issues (live interpreter, VRI, etc.).
- ABE has closed after the instructor resigned. CSD is planning to try again in the fall to find an instructor and get this program up and running again. It is very possible that the program will be down in the metro and not local. CSD also had a name change to Think Self (effective July 1, 2016) and still offers the same services.
- On February 4 there is an event at the CentraCare plaza (flyers are on the table in the back). The event is called "How is Your Interpreter?" and will include a panel discussion on Deaf consumer's rights.
- A big thank you to Melinda for being the chairperson for 2016. Is anyone else interested in being the chairperson for the meetings? The basics are: facilitate the meeting; remind others of upcoming meetings; and call on people during the meetings. Diane Schiffler-Dobe volunteered to be the chairperson for 2017.
- We are also working with Omar and Suleymon Nor to put together a workshop on East Africa and Somali in relation to Deafness and the culture. This event will not be open to the public, but will be open to the people who serve those communities. Diane will contact Brenda about a no cost meeting room for this workshop at either 4:30 or late evening.

- There is a roller skating event for families this Sunday from 5:00 – 7:00. (A flyer for this event is on the table in the back)
- There is a new family camp in Alexandria scheduled for June 18-23. A flyer with more information is on the table in the back of the room.
- A meeting was held at the Fairview facility in Princeton. They are wanting to set up an outreach plan for the community. Missy Marsh is a CODA and works for Fairview. They are wanting to have a live interpreter for the emergency room and will have VRI set up temporarily until a live interpreter can get to the emergency room. They had Diane, Tracy and Craig test it out and it was found that the screen was really small and hard to see so they are working on getting a bigger screen.
- Our annual all day training is scheduled for May 4 in the St. Cloud area. This is a 6 hour training that talks about: statistics of hearing loss; Deaf culture; equipment information; a lip reading test; and an unfair hearing test. A question about including hearing aids or hearing aid alternatives in this training was asked and the response was that this could definitely be added to the training. Michele shared that the commission is setting up something similar but focusing on doctor offices.

TED Update

Karen Salzl

Discussion

- We have currently provided over 150 devices (iPhones and iPads) through the pilot program statewide. Now we are getting together the survey information to pursue more funding. Karen has some applications for both the pilot and the regular TED phones here along with some catalogs.
- Older populations using our services are slowly increasing.
- February 1 is the deadline for applications for the pilot program. Once the pilot is finished, a report will be developed to show if the pilot was successful and if the program should continue.

Interpreting Services

Judy Leach (and Anne Janckila)

Discussion

- A group of interpreters have been getting together here in the St. Cloud area to share information and scenarios. It is a form of debriefing for interpreters. We can only grow and learn from each other and our experiences. We are currently meeting every two months. Our last meeting was a lot of planning and we now have a schedule of the whole year. We also have some presenters set up as well. There are currently two CDIs (Certified Deaf Interpreters) and a student from Moorhead who recently joined us.
- We are bringing a workshop from the metro to the St. Cloud area on March 25. This will be an all day workshop on "Power and Privilege: Understanding Our Impact as Interpreters" and we are currently looking for funding sources. Our budget is \$0 and we will need between \$3,000 and \$5,000 for the workshop. Topics include: CODAs, Race, Gender, Identity, etc. with Alex Nelson Jackson presenting. The Tuscan Center in the Midtown mall is giving us a great deal on the room for the event and are willing to help in any way that they can. There will also be a follow-up to this training with a deaf-led panel discussion. There are currently deaf professionals involved, including someone coming up from Florida.
- We are working with E2E and Pam Gleason from MRID as well.
- One thing we are always discussing is professional boundaries when you know the deaf person outside of work and how these boundaries are always changing.

- Cindy from CentraCare has been reaching out and trying to gather information about what is right and what is not from the interpreter perspective. Her boss, Lorraine, has also been reaching out as well. There was a big growth of CSD and Vineya and now it's gone. There is a lot of unrest. Many interpreters are needing to switch agencies. There are just a lot of changes. KIS, ASLIS and The Bridge are all working well in out-state.

Mental Health Update

Christina Costello

Discussion

- The main thing for Mental Health is waiting on the budget to see if we will be able to keep the Post Doc position and the Mental Health Specialist position in the Moorhead office.
- Dr. Gournaris is currently doing interviews for the new Post Doc, as this is a one year position. The Mental Health Specialist in Moorhead should be guaranteed through October and from there it depends on funding.
- Volunteers of America also has mental health specialists throughout the state, but in the northern part of Minnesota, they use Therapeutic Services Agency (TSA). TSA is completely funded through grants.

Presentation

Diane Leonard and Karen Salzl

Legislature-Funded Demo Equipment

Diane demonstrated all of the different kinds of equipment and how they all worked together. Karen then provided a demonstration of some of the TED program equipment.

Dates of Next Meetings

***Our June 13th meeting will be a collaborative meeting in Paynesville and the time of that meeting will be 2:00 – 4:30 pm.** More information will be coming related to this meeting.

Meetings have been pre-arranged for this year to follow the commission meetings. Please make note of the following dates.

DATES: June 13, 2017*; October 17, 2017; December 19, 2017

TIME: 4:30 – 6:30 p.m.

PLACE: TBD

Adjournment

Meeting adjourned at 6:40 p.m.

(E) 2017

DHHS ADVISORY COMMITTEE MEETING

January 24, 2017

4:30-6:30 p.m.

Midtown Square Mall, Conference Room # 119

*MCDHH
Subscription*

Meeting Facilitator: Diane Leonard

Notetaker: Kristina Hulett

Interpreters: Anne Janckila and Kris Haffley

Call to Order/Welcome

Introductions: two new members joining us, Michele Isham and Diane Schiffler-Dobe

Interim Regional Manager: Craig Schield from Duluth DHHS office

Additions/Corrections to agenda and approval of minutes – see minutes from September 2016

MCDHH Report –

Craig →

- Regional Manager Report – Craig Schield**
- AC Meeting Changes**
- Legislature Budget Updates**
- Strategy Planning Updates**

*ANNE
March 25
July 2016*

Regional Update – Diane

Anyone interested for Chairperson

East African & Somali Cultural Diversity Workshop – tentative May 2017, held by Omar Ibrahim and Suleyman Nor, presenters

TED Program – Karen Salzl

Interpreting Services – Judy Leach

Mental Health Update – Christina Costello

Demonstration of Legislature-Funding Demo Equipment – Diane Leonard and Karen Salzl

Announcements or Information Sharing – All

Adjournment

*June 13
June 20
17
Foot*

Dec 19

Next Meeting Date: Plan for April – May 2017. **Location:** TBA



The commission of Deaf, DeafBlind and Hard of Hearing minnesotans had their regular Commission meeting in St. Paul on Friday, January 20, 2017.

Terry Wilding, Superintendent of the Minnesota State Academy of the Deaf and Aaron Gutzke, Director of Think Self, both made public comments regarding assistance from the Commission staff to lobby for their funding bills.

Goal 1 – Improved Education Outcomes. The results of the 2016 Work Plan were covered, and the 2017 proposed Work Plan was introduced to the group.

Goal 2 – Employment. Mary Hartnett reviewed the results of the 2016 Work Plan and updated the members about their 2017 proposed Work Plan.

Goal 3 – Age Related Hearing Loss. The results of the 2016 Work Plan were reviewed and members of the Commission were updated about the 2017 proposed Work Plan. Harriet Hendricks of Management Analysis & Development presented to the group about the state efforts to identify people with hearing loss in the state through surveys.

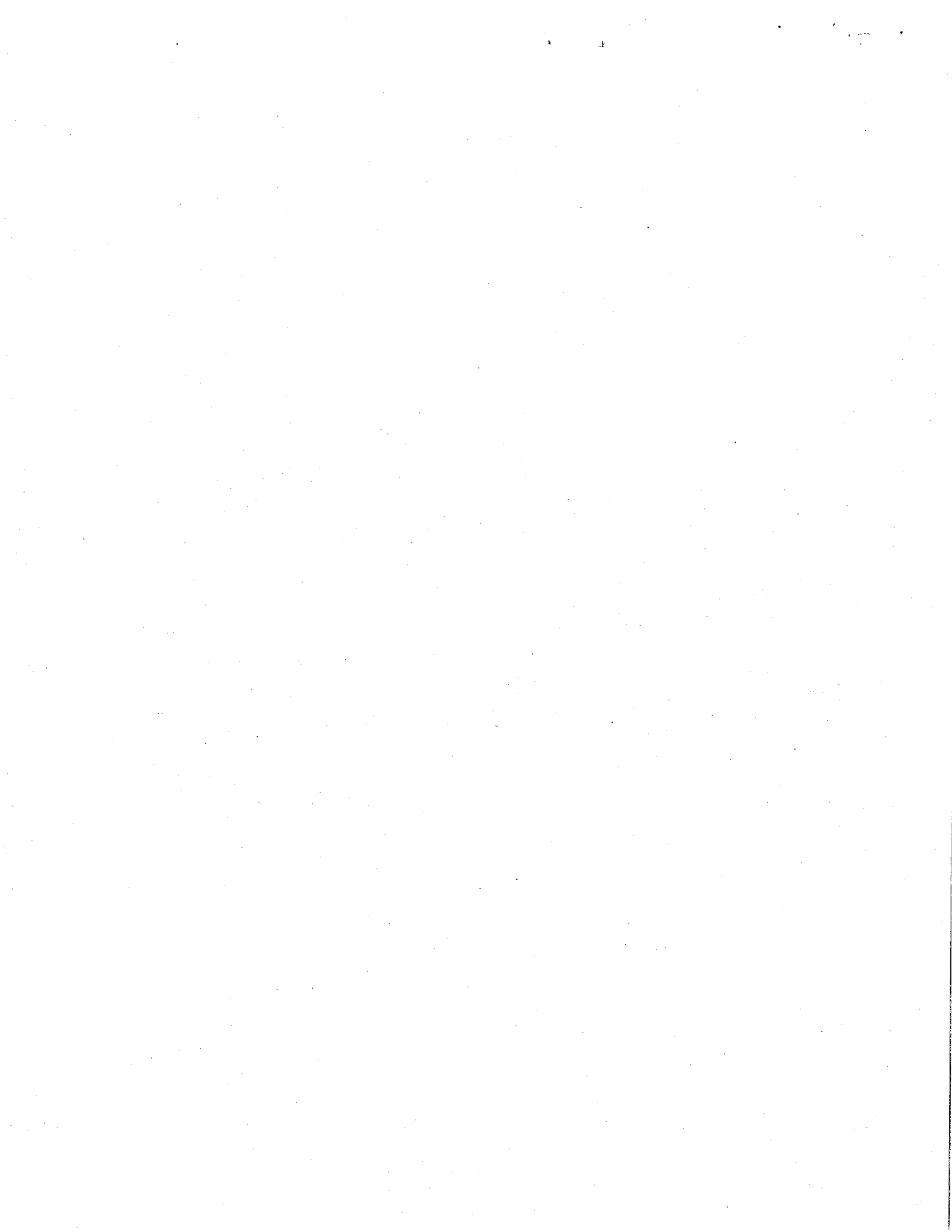
Goal 4 – Improved Communication Access and Stronger Regional Advisory Committees. Mary Hartnett reviewed the results of the 2016 Work Plan and updated the members about their 2017 proposed Work Plan. David Rosenthal of DHHSD gave an update on the Strategic Plan process. He shared copies of the high level Strategic Plan document (the same document you are receiving today).

Goal 5 – Civic Engagement/Leadership Skills. The results of the 2016 Work Plan were reviewed and members of the Commission were updated about the 2017 proposed Work Plan.

Goal 6 – Build Organizational Capacity. Mary Hartnett educated the members about the 2016 Work Plan results and expanded on the 2017 Work Plan items. The Executive Director's Performance Appraisal process was discussed.

Budget. Tami Ness presented the 2016 budget and explained the changes made to maintain better control of tracking expenditures. She presented the budget forecast for FY 17-18, which will be challenging.

Finally, the Commission members reviewed the Commission Legislative Agenda. The Commission's version of the DHHSD Bill was reviewed. The Commission voted to proceed with the legislative package as presented along with supporting MSAD and Think Self if time and priorities permit.



- In my last Director's update in November, I informed you about a strategic planning process meeting with representatives from the DHHSD Regional Advisory Committees, some community partners, and MNCDHH staff which occurred on Wednesday, November 30, 2016. At this meeting, stakeholders and DHHSD Managers reviewed the situational analysis, identified obstacles, and defined high level strategies for the purpose of helping DHHSD define its vision.

On December 1 & 2, DHHSD staff worked together and developed a mission, vision, as well as specific strategies and implementation plans, including specific action steps. This information became the basis for a strategic plan DHHSD will act on for the next 3-4 years. A high level strategic plan in its final draft form is attached for your review. DHHSD will focus on 7 focus areas:

1. Modernize DHHSD and TED Statutes by updating the legislative language
2. Staffing and Organization through modernizing our statewide service delivery system
3. External Partnerships and Collaborations through strengthening and expanding external relationships
4. Internal Partnerships and Organizational Communication via enhancing relationships within DHS
5. Outreach and Visibility by promoting our services to consumers and service providers
6. Training designed to improve Minnesota's capacity to meet the needs of people with hearing loss
7. Interpreting Services through enhancing interpreting service availability statewide

As always, we welcome your input and feedback as we proceed with designing and carrying out the activities related to the strategic plan.

- The legislative report based on the two studies of DHHSD and TED is completed and is in the hands of the DHS Commissioner for approval before being submitted to the Legislative Research Office. Once it is released to the legislators, this document will become public information.
- Thank you for your participation on the Advisory Committee! We look forward to your input and feedback as we move forward with our strategic planning process!

Mission Statements, Vision Statements, and Focus Areas

MINNESOTA DEPARTMENT OF HUMAN SERVICES MISSION

The Minnesota Department of Human Services (DHS), working with many others, helps people meet their basic needs so they can live in dignity and achieve their highest potential.



DEAF AND HARD OF HEARING SERVICES DIVISION MISSION

The diverse and skilled staff of the Deaf and Hard of Hearing Services Division (DHHSD) ensure that the unique needs of Minnesotans who are deaf, deafblind or hard of hearing are met and that agencies, organizations and service providers are empowered to effectively serve them.



POPULATION VISION FOR 2030

By 2030, Minnesotans who are deaf, deafblind or hard of hearing:

- ✓ Have equitable communication access
- ✓ Have information, knowledge and resources to obtain and effectively use technology
- ✓ Are empowered to participate in decisions for themselves
- ✓ Have a diversity of services to choose from including culturally affirmative services

DIVISION VISION FOR 2030

- We provide effective programs and services that promote self-determination, self-sufficiency and independence of Minnesotans who are deaf, deafblind or hard of hearing
- We balance general knowledge of service delivery systems and community resources with highly specialized knowledge of Minnesotans who are deaf, deafblind or hard of hearing
- We stay abreast of trends, gaps, resources, tools and regional differences and adapt our services accordingly
- We have highly effective collaborations and partnerships
- Our services and staff reflect the diversity of the people we serve



DIVISION FOCUS AREAS

- 1) *Modernize DHHSD and Telephone Equipment Distribution (TED) Statutes - update legislative language*
- 2) *Staffing and organization - modernize our statewide service delivery system*
- 3) *External partnerships and collaborations - strengthen and expand external relationships*
- 4) *Internal partnerships and organizational communication - enhance relationships within DHS*
- 5) *Outreach and visibility - promote our services to consumers and service providers*
- 6) *Training - improve Minnesota's capacity to meet the needs of people with hearing loss*
- 7) *Interpreting services - enhance interpreting service availability statewide*

