

JOINT 2018

AGENDA

**DEAF AND HARD OF HEARING SERVICES~EAST/WEST CENTRAL
EAST-WEST ADVISORY COMMITTEE MEETING**

October 2, 2018 2:00 pm – 4:30 pm

Paynesville Area Center, 1105 W Main Street, Paynesville, MN

- I. WELCOME
 - II. INTRODUCTIONS
 - III. CALL TO ORDER
 - a. Additions/Changes to Agenda and Minutes
 - b. Approval of Agenda and Minutes
 - IV. PACER (Deanne Curran)-45 minutes
 - V. BREAK
 - VI. COMMISSION FOR DEAF, DEAFBLIND, AND HARD OF HEARING (Jessalyn Akerman-Frank)-45 minutes
 - VII. MEMBER UPDATE

Please share any community observations as it relates to Deaf and Hard of Hearing Services and/or any other news you think is relevant to this committee. Thank you!
 - VIII. REGIONAL UPDATE (Diane Leonard)
 - IX. REGIONAL MANAGER/DIRECTOR'S UPDATE (Anne Janckila/Marie Koehler/Dan Millikin)
 - X. ANNOUNCEMENTS
 - XI. FUTURE MEETINGS
- ADJOURNMENT

Jessalyn
Bus to road to Done by
Came & talk w/
Deaf Community
Richard

July 24 SW/WC DALL event MTO
Aug train, Sara Gent, Deaf Home
Sept to closed
Oct 30 divialtois notes

outreach — any places you want we
to outreach, let me know
Did presentation with primary hours.
Have come facilities, Audiology
Clinic, and more.
will do several exhibits this fall
New Adult Foster care in Little Falls.

Dinner & Movie Oct 9

Celebration of Abilities Oct 23

Family Event Oct 13

Winter Wonderland Dec 2nd Sat

DHHS Joint West-East Central Advisory Committee Meeting

October 2, 2018

2:00 pm – 4:30 pm

Paynesville Area Center
1101 W Main Street, Paynesville, MN
56362

Meeting called by	Diane Schiffler-Dobe
Note taker	Anne Janckila
Attendees	Members: Todd Grabowski, Shane Grom, Michele Isham, Judy Leach, Diane Schiffler-Dobe, Jamie Speier, Roseanne Kath, Christine Kelley, Adrienne Haugen Interpreters: Michelle Remer and Judy Leach
Absent	Omar Ibrahim, Deb Bruflat, Carol Herberg, Suzanne Iwainat
Others present	Anne Janckila-WOC Regional Manager/DHHS Staff, Diane Leonard-DHHS Staff, Marie Koehler-DHHS Supervisor

Agenda Topics

Call to order / Introductions / Welcome

Diane Schiffler-Dobe

Discussion

The meeting was called to order at 2:05 pm. Members introduced themselves and were welcomed.

Presentation: PACER

Deanne Curan

Discussion

Deanne started at 2:15pm. Deanne passed out folders and materials to all attendees. Deanne has been with PACER for 6 years, and has 2 Deaf children with Usher's Type 1 with other communication and social delays. Prior to coming to Minnesota, Deanne lived and worked in South Dakota in a variety of roles. She started the SD School for the Deaf Foundation, where she was able to connect with Deaf adults and alumni and learn ASL. Deanne's son went to SD School for the Deaf. When the dorm closed, he transferred to MSAD in Minnesota. One year later, her

family moved to Minnesota. Deanne's daughter had been denied access to a Deaf school in South Dakota three times, but was able to attend a school in Minnesota after the family moved. Deanne previously worked as a paraprofessional, giving her another perspective for how things are approached in the educational setting. Her specialty and advocacy work is with students who are in 9th grade through transition age, and are students who are Deaf, DeafBlind, Hard of Hearing, and those with autism.

PACER is a parent training center in Minnesota; every state has at least one parent training center. Deanne explained programs that PACER offers, including the Coalition of Disability Groups, where various organizations dedicated to serving those with disabilities (for example, the Minnesota Disability Law Center). They typically meet around legislative sessions to discuss priorities. PACER has other boards, including parent boards. Most boards are made up of parents and children with disabilities.

October 24 is Unity Day, a day supporting National Bullying Prevention. PACER encourages people to wear orange for Unity Day, and to take pictures to post on their website. Initiatives include the Keep Kids Safe at School Act.

PACER also runs the National Parent Center, which emphasizes resources for disabled youth who have finished school and completed their transition program. PACER serves children and youth of any age, but works mostly with students still in school. However, they do have resources ready for people of any age who are disabled.

The Health Information Center has a wealth of information for parents. Information is included in the packets that were passed out.

Simon Technology Center can provide consultation about the benefits of assistive technology to students with disabilities. Consumers select a time to meet, fill out an application explaining what you need technology to do, and a session is set up to teach specifically what the consumer needs to know. For example, there are consumers who haven't learned about how to use technology to communicate. In that case, they set up a session to technology customized to the child's needs so the child can come to try out the equipment.

- Marie asked if they have equipment for D/HH.
- Deanne said that they would defer to DHHS if someone needs that technology, and that there is a lack of equipment for DeafBlind individuals.

PACER has a Lending Library at their Bloomington location.

PACER hosts a symposium on mental health in an effort to keep kids in school and prevent suicide, among other topics. PACER provides services statewide and their advocates will travel throughout the state to provide services.

Three advocates provide language workshops (Spanish, Hmong, and Somali). They also try to educate professionals on cultural sensitivity in schools. Deanne passed out their cards and encouraged attendees to refer to these advocates as a necessary resource. If anyone does need to contact these advocates, they should mention their names when calling so they are transferred to the right number right away.

Health Information Center: Offers a variety of resources online. Two advocates answer all calls. They will provide resources to students and families regardless of whether the issue is related to the student in the school setting or during the after-school hours. They can provide information on:

- Private insurance (MNSure applications, how to handle appeals on decisions regarding hearing aids, for example);
- Public Insurance (MA) (this can be accessed if a family is denied based on their income but they have a child with a disability, and the Health Information Center can explain how to apply for that through TEFRA); and PCA waivers under public insurance (which provides support to the student outside of the school day);
- They will ask whether the student has had a MNChoices assessment. The student doesn't need to be on MA to have an assessment done. Once they've had the assessment, eligibility may be able to be proven. This doesn't guarantee anything, but the assessment can be done to determine what the child may be eligible to receive. If the child is eligible for MA, it can be used for copays, transportation reimbursement, etc. This can be a cost effective insurance for the disabled student;
- Social Security questions, which are especially important around the transition age. Many youth are denied due to family assets, but at age 18, the child can be processed separately from the parents and SSI can be re-determined;
- Education and third-party reimbursement: School bills MA for services, which is being used more often now.
- Health plans: I have a medical condition, how do I care for it at school?

More information can be found on their website.

Partnership with the University of Minnesota: This program pairs families and medical/pediatric residents at the University of Minnesota to learn from each other. This helps residents

understand the family perspective and shapes the next generation of medical providers. Deanne mentioned another program, Gopher Buddies, but there is not much information on that yet.

PACER offers workshops for teens related to innovation. This allows teens to learn science, technology, and science and allows them to test things that can work for them (for example, 3D printers, robots, etc.) There are also workshops for parents and workshops specific to girls. Some workshop topics include learning to code and robots; programs that encourage teens to get involved. More information can be found on PACER's website.

PACER is most well-known for special education advocacy resources. Seventeen advocates cover the state of Minnesota. PACER advocates do not attend IEP meetings. Instead, they empower the parents before and after the meetings. They do attend some meetings, in a specific capacity, but only after the parent has tried different avenues without success. PACER will first provide the parents with resources and help them to feel they can successfully advocate for their child. They realize that, if PACER attends every meeting with the parents, the parents start to depend on the advocates rather than becoming empowered. PACER will only attend very specific types of meetings.

PACER hosts 4 workshops in greater Minnesota and 2 in the metro region. The workshops are geared for teens. Deanne presents workshops to parents, Rachel presents for teens. These workshops put more focus and emphasis on working with teams. They encourage parents to be on boards and give parents resources to bring with them when advocating for their children.

Advocacy:

- Section 504, Understanding the Special Education process. Does the child have a medical diagnosis? It's important to take care of it sooner rather than later.
- Special Education process video: ASL, Spanish, English, etc. versions available online.
- Figure out who the IEP manager is; how to communicate well with an IEP team; and how to communicate with the school.

Finally, there is a website specific for student and young adults.

Ade asked what ages PACER serves. Deanne responded that they serve children of school age and in transition programs primarily, but they will offer resources to anyone, of any age.

Presentation: MCDHH

Emory Dively and Shawn Vriezen

Discussion

Emory and Shawn presented information on voting and knowing your rights as a voter. They shared resources including MCDHH and the Minnesota's Secretary of State website.

- Registering to vote
- The importance of knowing your representatives and what they support
- Understanding that voting is your right and a civic duty

Personal stories were shared to emphasize that everyone should feel empowered by voting.

MCDHH's Lobby Day was also introduced. Shawn and Emory explained that Lobby Day is an important day to learn about the political process, get information from various vendors, and-most importantly-meeting your legislators.

Emory and Shawn presented on voting. They shared the Commission's plan for visiting regions around the state to present voting information; locations include Ada, Brainerd, Olivia, and Owatonna.

- Ade commented that the outreach should have a broader reach (especially the far northwest and southwest).

They explained that you can register early and vote early, or register on voting day. An ID isn't required unless you are registering to vote. If you've voted in that precinct within the last 4 years, you do not need to show an ID, as there is not a voter ID law in our state. This makes it easier for the D/HH/DB communities to vote, as they don't need to communicate with the election judges. All that is needed is to show up at the polling place and sign your name if you're a registered voter in the precinct. Emory and Shawn showed the Secretary of State's website which contains sample ballots, absentee ballots, voter registration, etc.

- Ade asked about the machine used in the polling places. She commented that, as a DB person, it was a struggle to use the machine. Can an SSP help with selections?
- Emory: YES, or the election judge can help with the process. Each county is different with machines and processes they use. There are 3 kinds of machines used in Minnesota and you typically can't see the machines ahead of time. MCDHH is hosting a workshop in the metro for DB individuals to learn about the voting process. Hopefully they have all the machines to show at the workshop. At any rate, the election judge can help with the machine. The workshop is neat because several metro counties will have their machines so you can practice and see what it's like. That way you're ready and will know what to expect. DB specialist will be there, too. The workshop will be hosted at Lifetrack. They will have a training for SSPs so they, too, can prepare for the voting process when going

as an SSP to assist a DB person. There will be transportation for DB individuals to go to their polling places. We are not familiar with what's available in greater Minnesota.

Immigrants have been able to gain more exposure from these voter outreach presentations so that they are know and understand the process when they become citizens and registered voters.

Emory and Shawn handed out flyers for Lobby Day, March 6, 2019, from 9am-4pm at the Minnesota State Capitol. This event happens every two years. The capitol building was recently renovated and is now open again. There will be booths and vendors; people can register to vote; go to learn information on voting; and will feel empowered. There are usually 2 presenters who are trained to work with the legislative staff. Attendees will share stories, and there is plenty of training and idea sharing related to what you can do as a citizen and what what your representatives do. The schedule is arranged so that you are able to address your legislators, which can be done one-on-one or as part of a group. The trainings provided will help you to feel empowered when meeting with your legislator. Training is also provided for voter education and lobbying. A rally begins at 1pm. This is typically a large event and is a great opportunity for you to meet with legislators. You see them and THEY SEE YOU. It is their opportunity to hear you, and your opportunity to see their faces to know who they are. This hopefully encourages familiarity among citizens and legislators. Those relationships will grow as familiarity continues to develop, which supports ally-ships and relationships between legislators and their constituents. With each election cycle, representatives change. Thus the need for continued involvement so the new representatives see and recognize their constituents, too.

This is also important because, as our state agencies—including MCDHH—work to pass bills, constituents must be working to lobby their representatives to fund those bills. Passing a bill is one thing, lobbying for funding is another thing. Lobbying is also an important civic right!

Ade: I have a new group, MN Speaking DB Group for people from Greater MN. I want to point them who to contact. Should I direct them to the commission website and go from there?

Emory: It's best to contact Jessalyn Ackerman-Frank as she handles the outreach work. She's wonderful; you can contact her directly. Self-help for hard of hearing groups and other organizations want this information, too, so we need to get into greater Minnesota more often.

MNCDHH Update

Michele Isham and Roseanne Kath

Michele pointed out that Roseanne had typed a summary of the MCDHH meeting and that members can take a copy and read it on their own time. Roseanne stated that the summary was based on the notes she took at the meeting. If anyone has any questions, they should contact Roseanne and/or Michele for more information.

Member Updates

All

Discussion

Jamers: New, recently graduated interpreters have been moving to our region. These interpreters are not yet certified, nor is there support available for these interpreters. There are limited qualified interpreters in the region, so the resources to support a new-to-the-profession are slim. Often, agencies aren't willing to work with them. Many new interpreters over the years have felt forced to move to the metro in order to expand their skills, though some take jobs they shouldn't take. It's important to expect good work for the deaf community, but we need more support, perhaps from the state.

Also, I'm on the board for the MN interpreter licensure. If you have opinions on that, get in touch with me.

- A discussion was had about E2E and why it's no longer happening in our region. Jamers explained that it wasn't benefiting our region at the time. No interpreters signed up for the program. Marie pointed out that we seem to have several interpreter who would benefit from the program, but Jamers and Anne clarified that this is all due to timing; the new interpreters moved to the region very recently, after the decision to stop E2E was made. That then spun into a discussion related to interpreter in the community, ASLIS grant dollars from DHHS are based per region. Anne had a discussion with Jon Ainsworth from ASLIS on what the central region needs. I listed several workshops identified by interpreters in the central region, thus the ASLIS grant money will use money from the central region to provide workshop the central region.

Regional Update

Diane Leonard

Discussion

Diane shared information about her work in the last few months:

- SW-WC D/HH/DB meeting had a deaf nurse present and share great information in July; this month's topic will be voter outreach on Oct. 30.
- Other voter outreach events have happened in our region: Brainerd, St. Cloud, here at the AC meeting, and finally in Olivia.

Dinner and a Movie with the Disability Awareness Task Force will be held next week. The public is welcome to attend. This event highlights a different disability each year and is a fundraiser held in partnership with the center for independent living (ILICIL). Tickets can be purchased for \$10 and include pizza, a beverage, and attendance to the movie screening. This year, the movie highlights autism.

The annual Celebration of Abilities, another DATF event, will happen on Oct. 23. Paralympic Gold and Silver medalist Mike Schultz will present the keynote address. Mike Schultz lost a leg in a snowmobile accident and, since then, he has competed in the Paralympics. More information will be sent to members.

Since member Suzanne Iwainat could not attend, Diane presented information for MN Hands and Voices on her behalf:

- MN Hands and Voices will host a family event on Oct. 13. The event will feature a panel of parents/students/professionals presenting on "I wish I knew then what I know now." The event is from 10a-12p.
- Diane Schiffler-Dobe mentioned that another event also occurs on Oct. 13 in Brainerd. The annual Trunk or Treat in Brainerd will be held from 1p-3p.
- MN Hands and Voices will host the annual Winter Wonderland event in St. Cloud on Dec. 8. This year's topic will likely be Advocacy.

Regional Manager and Division Update

Marie Koehler and Anne Janckila

Discussion

Anne shared that Jamie Chapin is the new Mental Health Specialist serving central Minnesota. She also shared that she (Anne) has transferred positions and locations. Anne now serves the north/north central region as a Deaf and Hard of Hearing Specialist.

Marie shared information related to the redesign:

- Technology is expanding and booming; you probably noticed in your communities. More offices are doing co-locations/hubs, instead of brick and mortar spaces. Our goal, though it is still very early in the process, is to spread staff throughout greater Minnesota more so consumers and providers aren't as distant from staff.
- This is happening in phases: Marie started supervising southern region in July; St. Cloud/Anne in September; Duluth in November; and Moorhead in January. She will rely heavily on technology. Fortunately staff rely on video and we can connect more easily face to face.
- Staff will not be supervised per office; instead, they will be aligning per function. Specialists statewide will become a team under Marie, TED will become a team under Sarah Maheswaran, Mental Health specialists have done this for quite some time under Dr. John Gournaris. These changes won't happen overnight; this is a big change for staff.
- Some staff are concerned, worried, change is difficult. It may take a few years for it to be up and running smoothly. DHHS will finally be hiring a communication coordinator, who will work to get out information on all programs statewide and will work with our stand alone website. We are currently working on a stand-alone website, similar to what we had prior to DHS changes. The current website is harder to navigate. This happened due to legislative updates advocated for by MCDHH.
- Part of the redesign includes a centralized information and referral. Referrals statewide will be directed to one general number for voice lines and one number for VideoPhone calls. There will also be one generalized email. There will be two Information and Referral Specialists who will triage all calls and refer them to the appropriate region.
- Two lead Deaf and Hard of Hearing Specialists will be appointed to work closely with Marie to help oversee day-to-day work of the D/HH Specialists.
- DHHS is growing and expanding. Some people feel that eliminating the middle management positions is disappointing, but this allows DHHS to have more staff doing direct consumer work. This is what was identified as a need during DHHS's community studies and surveys, where community members and stakeholders were able to provide feedback on DHHS.
- DHHS acknowledges that the redesign may be risky, and that we may experience some failures along the way. However, that is how we will learn, which will allow us to go back and try something new. We will be experimenting along the way, by efforts that include trying new technology and moving offices into co-located spaces.

Ade asked where the redesign started. Did the new director make all of these decisions?

- Marie: No, this is something that was $\frac{3}{4}$ finished when the new director started and he has been charged with seeing it through completion.

Marie brought communication cards and emphasized that they are useful for both police and consumers! Members are able to take more additional cards to share with their communities after it was asked whether they could deliver them to their local police departments.

Announcements

Anne Janckila

Because the meeting ran over the planned end time, there was no time left for announcements.

Dates for Future Meetings

Anne Janckila

Future dates were not discussed due to the meeting running over.

Meeting adjourned at 4:36pm.

**AS ALWAYS, THANK YOU FOR ATTENDING THE DHHS ADVISORY COMMITTEE
MEETING AND OFFERING YOUR TIME AND FEEDBACK!**

Manager's Update:

Staffing Updates:

-Christina Costello officially left our office in July.

-We welcomed Jamie Chapin as the new Mental Health Specialist to our office in August. She has begun working with consumers and is getting to know our region immediately. We're thrilled to welcome her and excited that she will be providing vital mental health services to our D/DB/HH community.

-Anne Janckila recently transitioned to a new role in a new location. She is now taking the role of Deaf and Hard of Hearing Specialist and serves the north central region of the state. She has moved with her family to Virginia, but works primarily out of Grand Rapids.

Activities/Special Projects:

-D/HH Specialists statewide recently established a collaboration with the Aging Eyes Initiative in order to provide more resources to clients with a combined hearing and vision loss. This is currently a pilot collaboration, but this has opened up new possibilities for the specialists and their clients. Each specialist has a kit in their possession full of resources for clients with a combined hearing and vision loss, including Pocket Talkers. Specialists are able to give these resources/equipment to their clients at no cost.

-Our outreach activities have continued to open new doors and produce more results. Staff have been asked to present in more settings in the region, including presentations to local audiology clinics and the VA Medical Center.

-The MRID Fall Conference is coming to our region. The conference will be held Oct. 28-29 at Breezy Point Resort. There are 16 workshops offered, plus poster sessions, and 3 keynote addresses. Participants will have the opportunity to earn .2 RID CEUs (20 hours of continuing education/20 ASL hours for teachers). The topics offered are diverse and will apply to interpreters, Deaf professionals, and D/HH teachers, as well as other interested individuals. This conference is being presented fully in ASL. We are thrilled to have this conference brought to our region!

Progress/Challenges/Barriers:

-The DHHS redesign is forging full speed ahead. We are unsure of how this will fully affect our region, apart from staffing, but new details will be forthcoming in the very near future.

-Agile Apps, our new database, has been implemented for the TED program. The Mental Health program will start using it next, followed by DHHS.

Quarterly Service Statistics (January-March, 2018)

Consumers Served:

43 Deaf

0 Late Deafened

30 Hard of Hearing

17 DeafBlind

0 Dual Sensory Loss

23 Hearing

113 Total Consumer Contacts

48.42 Total Hours of consumer contact

Agencies Served:

36 total agencies received information and referral and assistance services; the primary focus of the agencies served this quarter were medical, human services, business/employers and education.

14.5 total hours of agency contact

Trainings/Special Projects:

7 trainings and presentations were offered, 126 participants in attendance.

Staff were a part of 2 events, reaching a total of 28 participants.

Minnesota Commission for the Deaf, Deafblind and Hard of Hearing
U of MN- Continuing Education and Conference Center
Summary of the September 21, 2018 Meeting

Human Resources Update-

- Several steps have been approved to help the MNCDHH Executive Director, the Board, and the Staff work together better as a team.
 - A few staff positions are being looked at and may be reclassified as there is more work involved in their positions than they were originally hired for.
 - Office of Continuous Improvement and IT will be looking for ways to improve accessible project management and file sharing software. It is hoped that there will be ways to work smarter and better by having these consultants assess the business needs of the Commission.
 - Succession Planning for Staff
 - Mary Hartnett will be retiring in September 2019
 - The Board needs to decide what kind of leader will the Commission will be looking for to take over her position.
 - The Board really needs to learn its role and what direction it wants to go in the future.
 - We need to have a better idea of what Board Governness is and what those duties would involve.
 - It will be a learning process to help decide where the Commission would like to go from here.
 - How many hours per year is the Commission Board together in meetings and is it enough time?
 - How can the Board make the best use of that time?
 -

Video Conference with Sonny Wazlowski-

- Mr. Wazlowski has been involved with local legislature Rep. Brian Daniels, who has a deaf child, wants to establish licensure statute for sign language interpreters
 - Wants an occupational license
 - This process is very slow
 - The goal would be to have licensure to put in place and then phase in people's needs to get licensure over time
 - Ways to check on interpreters' credentials and ways to address concerns of interpreters who are not doing the best interpreting
 - Working on access via captioning and how we can get that to be more effective.
 - Want to be sure everyone can have access to everything that is going on.
 - It planned to be working with RID. They want to establish a minimum standard
 - If someone is looking to be an interpreter, then they have a list of rules they need to follow to be interpreters
 - It was thought to exempt educational interpreters because they are already covered under the Dept. of Education
 - However, interpreter licensure is just a broad-band licensure
 - Not under a specialty such as education

Goal 1: Introduction of Potential Educational Policy Proposals

- Professional Education Licensure Standard Board (PELSB)
 - They were allowing Tier 1 people to teach within hard of hearing classrooms
 - A special provision is wanted
 - PELSB is interested in creating an advisory committee that would take advice on how to deal with this problem
 - It is good that they are open to feedback with the DHH Community
 - MNCDHH was once very concerned, however, now that they are willing to hear feedback from us then maybe we don't need policy change
 - Three sub-committees are being set up on MNCDHH involving licensure for ASL teachers
 - Becky Thomas with the Commission will be able to set up some sort of licensure that matches the community needs
 - This will be discussed further in November
- Emergency Policies
 - What do schools do to alert DHH students in the event of an emergency such as a fire, or even a school shooting?
 - Are light systems available?
 - Are vibrating pagers or watches available to student?
 - Maybe a modification to an IEP might be a good route to go

Goal 2: Employment

- In 2014 the Commission Board supported an increase in funding for people with disabilities, but it has since decreased significantly
 - Result= Executive Order 14-14
 - Moving from a 2-3% employment rate to a little over 7% for the disabled
 - The Commission proposes a request for the new governor to extend that goal and continue to increase employment and hiring
 - Most goals from 2014 have been satisfied so we need to establish new goals

Goal 3: Age-Related Hearing Loss

- Alzheimer's Association of MN
 - We are looking to partner with them because there is a lot of correlation between hearing loss and Alzheimer's
 - Emery David Dively will attend 3 Meetings (in Cities, New Ulm and Duluth)
 - Want to add hearing screenings added to general physicals
 - A Pilot Program to begin:
 - Test to see if low-cost hearing aids would help quality of life for some elderly people
 - Hearing Loss Screening for people 50 and up

Goal 5: Organizational Capacity

- Board Retreat will take place in November
 - At the retreat we will learn about governance and how to be better board members

Goal 4: Increased Communication Access

- Dan Milliken from DHHSD came and spoke to the Commission about the redesign taking place between DHHS
- Emergency Communication Executive Order
 - Need policy established to with the 9-1-1 system
 - There must be language within the policy regarding interpreter services in emergency services
 - Anne Sittner-Anderson got State Policy change within MN State Government!!!
 - From now on: (Instead of having a law passed) now whenever there is going to be an announcement by the governor, there must be an interpreter present and captioning present.
- Chemical Dependency Program
 - Fairview needs help in funding
 - They are a drug treatment facility that serves the DHH community.
 - They are at risk of closing if they do not get help financially.
 - One of the few treatment facilities in the region so it is important to get them the help they need before it is too late.

Goal 6: Build Community Capacity

- There are several events that Jessalyn Akerman-Frank plans to attend to help get the word out to the DHH community that they need to vote as well as how to get to the poles
- Five New Registration Areas are in Rural Minnesota
- All Political Ads should be captioned

Deaf and Hard of Hearing Services Division (DHHS) SFY 2018 Grant Programs

<i>Program</i>	<i>Purpose</i>	<i>Agency</i>
DEAFBLIND – General Fund		
Children, Youth and Family Services & Adult Community Services	<ul style="list-style-type: none"> • Provide intervener, family education and other support services to children who are deafblind and their families to enhance their communication skills and develop experiential knowledge of their environment and community. • Provide Support Service Provider (SSP) and other services to adults who are deafblind to establish and maintain their independence. 	DeafBlind Services Minnesota (DBSM)
DeafBlind Educational & Community Integration Activities	<ul style="list-style-type: none"> • Provide educational events and community integration opportunities for people who are deafblind. • Promote empowerment of people who are deafblind through support of a self-governed deafblind consumer organization. 	Minnesota DeafBlind Association (MDBA)
DeafBlind Consumer Directed Services (DBCDS) Program	<ul style="list-style-type: none"> • Provide goods and services to adults and children who are deafblind to establish and maintain their independence, increase self-sufficiency, develop knowledge and skills, and participate fully in their community and/or family. • Grant money is allotted to program participants who then establish individual budgets to pay for their direct benefits. • Consumer Directions, Inc. is the fiscal entity; DHHS personnel are program staff and are not paid with grant funding. 	Consumer Directions, Inc. (CDI) & DHHS regional offices
Technology & Training Access Program (TTAP)	<ul style="list-style-type: none"> • Enable adults and children who are deafblind to receive technology, equipment and training access to establish and maintain their independence, increase self-sufficiency, develop knowledge and skills, and participate fully in their families and/or communities. 	DeafBlind Services Minnesota (DBSM)
FAMILY MENTORS – General Fund		
Family Mentor Services	<ul style="list-style-type: none"> • Provide families with children who have hearing loss with adult mentors who also have hearing loss and support the families and their children in the development of communication and other life skills. • Deaf Mentors work with families and teach them about American Sign Language (ASL) and Deaf Culture. • Deaf/Hard of Hearing Role Models work with families who use other combinations of communication modes and methods (may or may not include ASL). 	Lifetrack
SIGN LANGUAGE INTERPRETING – General Fund		
Interpreting Services for Greater Minnesota	<ul style="list-style-type: none"> • Improve access to quality interpreting services for deaf, deafblind and hard of hearing consumers in Greater Minnesota. Projects include: <ul style="list-style-type: none"> ○ Provide Deaf, DeafBlind and Hard of Hearing Mentors to interpreters to enhance their skills and increase their ability to fill freelance requests for interpreting services (current 'Education to Excellence' program locations 	ASL Interpreting Services (ASLIS)

Program	Purpose	Agency
	<ul style="list-style-type: none"> include Moorhead, Brainerd, Duluth, St. Cloud and Faribault). ○ Coordinate interpreting services for 12 Step Program meetings, funerals, and other events where no entity is obligated to pay for communication access. ○ Coordinate compensation for travel expenses incurred by the filling of interpreting service requests that serve critical needs. ○ Provide educational workshops about communications access for people who are deaf, deafblind and hard of hearing. 	
MENTAL HEALTH – General Fund		
Deaf/Hard of Hearing School-Based Mental Health Services	<ul style="list-style-type: none"> • Provide culturally affirmative mental health services to children who are deaf, deafblind, and hard of hearing in the Twin Cities, St. Cloud, Rochester and a satellite clinic at Minnesota State Academy for the Deaf in Faribault. • Offer workshops and trainings on children’s mental health. 	Volunteers of America – Minnesota
Deaf Mental Health Services – Drop-In Center	<ul style="list-style-type: none"> • Provide community-based mental health support services for people who are deaf, deafblind and hard of hearing and have a mental illness. • Includes a drop-in center in Minneapolis and community living housing outreach program for the Metro Area. 	People Incorporated
Health and Wellness Program Serving People who are Deaf and Hard of Hearing	<ul style="list-style-type: none"> • Provide culturally affirmative mental health services to children, adolescents, and adults who are experiencing an emotional disturbance or behavioral disorder or who are coping with a mental illness; based in St. Paul. • These services cover consumers who have no other means of paying for treatment or therapy. 	Regions Hospital Health and Wellness Program
GM Launch PAD Assessment Program	<ul style="list-style-type: none"> • Provide specialized and culturally affirmative psychological assessment and follow-up services to benefit children and their families in Greater Minnesota. 	Metropolitan Educational Cooperative Service Unit (Metro ECSU)
Certified Peer Support Specialist Program	<ul style="list-style-type: none"> • Provide peer support specialist services to people who are deaf, deafblind, and hard of hearing and have a mental illness. • Grant money pays for certified peer support specialists. • Consumer Directions, Inc. is the fiscal entity. 	Consumer Directions, Inc. & DHHSD mental health program
Deaf/Hard of Hearing Children’s Mental Health Services	<ul style="list-style-type: none"> • Provide culturally affirmative mental health services to children who are deaf, deafblind, and hard of hearing in Northwest and Northeast Minnesota. 	Therapeutic Services Agency, Inc. (TSA)
TV CAPTIONING – Special Revenue		
Real-Time TV Captioning of Live Local News Programming	<ul style="list-style-type: none"> • Provides funding for real-time captioning of live commercial TV news programming in Minnesota. 	<u>South:</u> KAAL-TV, LLC <u>Northeast:</u> KBJR Television, Inc. <u>Northwest:</u> Lakeland Public Television <u>Statewide:</u> Twin Cities Public Television, Inc. (TPT)



Deaf and Hard of Hearing Services Division FY18 Workplan Summary

Strategic Plan Focus Area 1: Modernize DHHSD and TED Statutes

Strategy: Modernize DHHSD statutes is completed.

Strategy: Modernize the TED program and update TED statutes is underway.

Task: Establish a new work group and, in consultation with MNCDHH, complete the legislative report required by the 2017 legislature with recommendations for modernizing TED.

Strategic Plan Focus Area 2: Staffing and Organization

Strategy: Design a modern service delivery system that provides equitable services; consider a centralized information, referral, intake process for people contacting the division; increase the diversity of the DHHSD staff; develop a succession plan and process for knowledge sharing.

Task: Hire a division director to lead this strategy.

Strategy: DHHSD improves its services to minority communities.

Task: Internal DHHSD work group will develop recommendations for strengthening the link between DHHSD and immigrant populations and improving services to those populations.

Strategy: DHHSD has an efficient and effective data and outcome collection system

Task: Work with MN.IT to customize AgileApps as the data base to be used for all DHHSD programs.

Strategic Plan Focus Area 3: External partnerships and collaborations

Strategy: Expand relationships and develop new ones; improve partnerships with state agencies.

Task: Hire a division director to lead an overall strategy. In the meantime, each regional office and the TED and mental health programs will continue to build partnerships as part of their daily work.

Strategy: Implement changes to the DHHSD Advisory Committees statutes

Task: Establish a standard protocol and reporting tool to collect the required information from the advisory committees.

Strategy: Support internet expansion in rural Minnesota drawing on the FCC's Connect America Fund plans; advocate for reduced internet rates for individuals

Task: This recommendation from The Improve Group study of the TED program is outside the scope of DHHSD's work. DHHSD encourages the Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans to pursue this recommendation.

Strategic Plan Focus Area 4: Internal partnerships and organizational communication

Strategy: Enhance DHHSD as a direct service provider within the Department of Human Services (DHS).

Task: Identify barriers within DHS that keep DHHSD from being as effective as possible in providing direct services and propose solutions to address the barriers.

Strategy: Improve partnerships with other DHS divisions and implement the new legislative requirement to work across divisions to improve their understanding of the needs of people who are deaf, deafblind, hard of hearing.

Task: Identify priorities for this work in FY18 considering the many divisions within DHS.

Strategy: Update internal DHHSD service delivery policies and procedures to reflect 2017 legislative changes.

Strategy: Modify existing data collection tools and develop temporary tools as needed to collect data for the new biennial report that is required by the 2017 legislature; design AgileApps so data are automatically collected and more easily reported.

Strategic Plan Focus Area 5: Outreach and visibility

Strategy: Develop a robust statewide outreach plan to effectively promote DHHSD's services and programs to consumers and service providers.

Task: Continue development of a division-wide outreach plan that includes all DHHSD programs.

Task: Develop a stand-alone website for DHHSD as required by the 2017 legislature.

Strategic Plan Focus Area 6: Training

Strategy: Expand on training opportunities for service providers and others as required by the 2017 legislature

Task: Establish an internal work group to review the new training responsibilities and develop a plan for implementing those responsibilities.

Task: Explore partnerships with entities that have technological capacity to deliver training.

Strategic Plan Focus Area 7: Interpreting services; CART services

Strategy: Maintain DHHSD's responsibility to address interpreting service availability in Greater Minnesota and expand this responsibility to include CART services as required by the 2017 legislature.

Task: Develop a plan to evaluate the supply and demand of CART services statewide; identify whether existing grant funding needs to be re-directed to address supply problems; update the division's website to comply with the new requirements from the 2017 legislature.

Task: Evaluate the programs in the interpreting services grant program to determine their effectiveness in addressing the supply of Greater Minnesota interpreting services

Strategic Plan Focus Area 8: Partner with the state's Medicaid division to consider development of state plan or HCBS waiver services for people who are deaf, deafblind, hard of hearing

Strategy: Meet with DHS staff who work in these areas.

Strategic Plan Focus Area 9: Consider consolidating deafblind grant funded services into one program

Strategy: Transition the DeafBlind Consumer Directed Services program out of the regional offices to a community provider as required by the 2017 legislature.

Task: Establish an internal work group to plan the transition including development of a Request For Proposal and contracting with a community provider.

Strategic Plan Focus Area 10: Research and develop best practices and recommendations for emerging issues as required by the 2017 legislature

Strategy: Define how the division will define and identify "emerging issues" and how "best practices" will be developed; includes identifying which staff will be assigned this responsibility.

Strategic Plan Focus Area 11: As required by the 2017 legislature, analyze potential costs and benefits of having DHHS bill for the mental health services it provides

Strategy: Hire an independent researcher to conduct the cost-benefit analysis and develop the required report to the legislature.

Strategic Plan Focus Area 12: Implement new grant funding services required by the 2017 legislature

Strategy: Plan how funding will be allocated between the new required services; contract with community based providers to deliver the services.



SOARING HIGH DHHS Specialists' HIGHLIGHTS FROM 2018



- ✦ DHHS and State Services for the Blind initiated a pilot program that allows all statewide DHHS Specialists to serve consumers in an expanded capacity. Specialists have begun to distribute vision loss related devices to seniors with a combined hearing and vision loss. Part of this pilot includes the ability to distribute PocketTalkers, an assistive listening device that enhances consumers' communication access.
- ✦ The new Specialist in the north central region established a networking group of individuals who are deaf, hard of hearing and deafblind residing on the Iron Range to meet and learn about current trends and technology. This Specialist is also collaborating in new ways with other agencies, including DEED and the Alzheimer's Association
- ✦ Metro's DHHS and TED Specialists joined forces May through November to offer 11 combined "Hear for the Health of It" and TED presentations to various groups of seniors.
- ✦ DHHS NW Specialist worked with a consumer who is deaf and lives in an assisted living center. She has brain disease that affects her motor skills, thus creating even more communication barriers. The Specialist deciphered what this consumer wanted and coordinated the installation and upgrade of a video phone which was tucked away in a closet. Nurses received training on how to use the Video Phone. Two weeks later, this consumer met her first born granddaughter, via video phone.
- ✦ DHHS NE Specialist collaborated with the Minnesota Association of Deaf Citizens (MADC), to organize a Town Hall Forum for community members who had an opportunity to "hear" from the Superintendent of the Minnesota State Academy for the Deaf, the President of the MN Association of Deaf Citizens (MADC), and the Division Director of Deaf and Hard of Hearing Services Division.
- ✦ As part of Minnesota's Text-to-911 roll-out, and in partnership with the Department of Public Safety, the DHHS Specialist in the southern region provided two presentations to statewide 911 providers on "Texting with Consumers who are Deaf/Hard of Hearing/DeafBlind."
- ✦ A Specialist serving the NW region provided a well-received training to approximately 30 county providers in collaboration with the TED Program Specialist. One of the participants pointed out the fact that, although she has attended multiple trainings from DHHS staff, she looks forward to more because she always learns something new. Another provider shared the DHHS staff "don't mess around."
- ✦ The two NW Specialists partnered with one of Metro's Specialists to offer a well-received and DHS-endorsed webinar presentation to 60 housing case managers across the state.

~Continued~

- # The Specialist serving consumers who are DeafBlind successfully transferred consumers served in the DeafBlind Consumer Directed Service (DBCDS) program to its new contracted provider. Before doing so, she completed FY '18 paper work and initiated FY '19 paper work for each DBCDS consumer she served.
- # After the Specialist serving the central region demonstrated technology to a group of seniors at Benet Place in St. Cloud, the manager of the facility was so impressed with the groups participation and responsiveness to the technology, that she purchased a group FM system for their meeting room.
- # NE Specialist participated in 3 StandDown booth events in Grand Rapids, Virginia and Duluth, and also at a Health and Wellness Fair at a Veteran's Home in Silver Bay.
- # The DHHS Metro Specialist provided a presentation at the 2018 national Say *What Club* Convention on the topic of Clear Speech.
- # The central region Specialist continued to contribute her time and talent to an event called "Winter Wonderland," which is an annual event offered in partnership with MN Hands and Voices. This thank you note was received after this year's event.
"Words cannot describe how grateful we are. Your participation and donations over the years for events mean more to us than you will know. We both have the same mission: Helping Families. I am so blessed to have support from you and cannot thank you enough!"

