

## DHHS Advisory Committee Meeting

February 28, 2017

9:30 – 11:30 a.m.

Golden Rule Building

Meeting called by	Marie Koehler
Note taker	Kristina Anderson
Attendees	Members: Robin Coninx, Blaine Newberg, Dave McAuliffe, Stephanie Ritenour, Kathryn Rose, Grant Watkins Angie Sundell (CART); Dee and Sharisse Leier (interpreters); Marie Koehler, Regional Manager
Absent	Kim Fishman, Katy Kelley, Izzi Mohamed, Christine Morgan
Others present	Guest speaker: Sarah Maheswaran (TED Administrator), Jan Radatz (DHHS Policy and Program Specialist)

### Agenda Topics

Call to order / Introductions / Welcome new members

*Marie Koehler*

#### Discussion

The meeting was called to order at 9:35 a.m. Members were welcomed.

Acceptance of Minutes from December 13, 2016

*Laura Godfrey*

#### Discussion

Rochelle sent a correction to the minutes which originally read “Lifeline began offering broadband for \$9.99 to low income users.” The correction is “beginning December 2016, eligible consumers can use their \$9.25 Lifeline discount on home internet or mobile broadband service.” The minutes were approved as amended.

## Discussion

Marie shared that another opportunity for DHHS staff to address the consequences of untreated hearing loss is at the upcoming Summit for the Service Providers of MN organization. They have an impressive membership. Going forward, in order to train more people, providing presentations at larger venues like this is exactly what DHHS metro staff hope to do.

Marie took a few moments to acknowledge and honor two incredible people who recently died. Kathy Moran worked as a sign language interpreter and the DHH specialist at Ebenezer. She passed away at the end of December. It was a huge loss for both Ebenezer and the Deaf community. Kathy Schumacher, who worked at Petra Howard House, the SALT program, and the Minnesota Employment Center during her career recently passed away. She was knowledgeable about resources, and an advocate for many individuals. Both women will be sorely missed.

## TED/MR Update

## TED Update (Summary of iPhone/iPad Pilot)

Guest Speaker: Sarah Maheswaran

Sarah explained that this project began in May, 2016 and continued through February, 2017. TED allowed both current and new clients to apply for the pilot. TED staff distributed the 6S,

6S Plus, 7, and 7 Plus iPhones. For iPads, they distributed the Air 2 and iPad Mini. Clients had to decide if they wanted to do Wi-Fi only or a 4G plan. TED distributed a total of 187 devices; 97 iPads- most were the iPad Air 2 - Wi-Fi only, and 90 iPhones. TED served the following people:

- 55 individuals who were deaf
- 61 individuals who were hard of hearing
- 8 people with speech disabilities
- 16 people with physical disabilities
- 8 individuals who were deafblind
- 25 consumers identified with multiple disabilities
- Ages varied, with the youngest being 12 and others over 80, but the majority were between the ages of 30-60h

Each device distributed ad pre-installed application packages, based on the disability. People who were deaf and hard of hearing received video relay service apps, facetime, captioning software, pro-loco, etc. Note: Marie will include a list of the apps with the meeting minutes.

Several people within the Somali community applied for the pilot. Recipients were served equitable statewide.

Those who participated in the pilot were asked to complete three separate surveys, 1<sup>st</sup> month, the 3<sup>rd</sup> month, and 6<sup>th</sup> month.

Results of the pilot now need to be analyzed and a report. It will be presented to the DHHS director and ultimately the Department of Commerce whose funding supports this program.

If TED gets approval to distribute this technology ongoing, it will begin July 1<sup>st</sup>. For now we are still accepting applications and putting people's names on a waiting list.

#### TED Program Audit

The TED program was audited for the first time two years ago. A recommendation that resulted from the audit is that TED follow-up with clients previously served in the program to see how their equipment is working. TED staff are currently contacting clients served 3 years ago. Staff have reached out to clients via letter and phone calls. Phone calls are proving to be the most efficient way to connect with them. In the metro area, 163 clients have been contacted. Of those: 12% are deceased, 9% needed additional services, 23% had a disconnected phone line, 5% no longer need the technology, and 23% did not respond (3 attempts made).

#### Old Business

*Marie Koehler*

#### New Chairperson for 2017

The metro advisory committee is in need of a Chairperson. Kathryn suggested Stephanie; Stephanie agree to be the chairperson for this year. Members were supportive of the decision. Marie explained that Kathryn functions as the representative to the MNCDHH board and attends their committee meetings as Metro's representative.

#### Visor Card Update- feedback at Deaf Awareness Day

At the last meeting, there was discussion about the possibility of the Metro office staff designing a car visor card that would serve as a communication tool for consumers who are deaf and hard of hearing when interacting with law enforcement personnel. Staff want to develop something that consumers will understand and will not be offensive to law enforcement personnel. Staff will solicit feedback from advisory committee member, community members during the Deaf Awareness Day event, from members of HLAA-TC and others. Marie passed out copies of 3 different visor cards used by different states. Please send Marie feedback on these cards; what you like, what you do not like.

#### New Business

*Marie Koehler*

Jan joined the meeting and passed out the DHHS Strategic Plan document for 2017-2021 and provided background information that led to the development of this document. The work noted in this plan was identified through the process of two separate division studies, a gap analysis process and a strategic planning process.

One of the first items in the strategic plan is to look at the law that governs our services. The original law was enacted over 30 years ago and that delivery service model is still being used today. The division was able to get a proposal in the governor's legislation, as did MNCDHH, so there are two slightly different bills related to the governance of DHHS services. DHHS and MNCDHH staff are meeting to discuss these differences and proposing amendments.

The division is looking to create something where we have flexibility for when the world around us changes. We may need to put staff in different locations, since staff in greater Minnesota spend more time in travel status than they do with consumers. One idea is to have fewer staff in office locations, but more locations so that staff doesn't need to travel as much. Other strategies in the plan include:

- Determine ways to diversify within our staff. We have diversity when it comes to hearing loss, but not ethnic diversity
- Create a succession/knowledge transfer plan since a large number of staff will probably retire in the next 5 years
- Strengthen leadership
- Enhance relations with external partners and create new ones.
- Partner and collaborate with other state agencies.
- Look at the division's role as a direct consumer service provider. (Kathryn expressed her belief that DHHS should be billing for some of the services they offer, or contract that work out to community providers. Jan explained that the mental health services offered through the division came about as a result of a Mediated Settlement Agreement. When the Deaf program closed at St. Peter Regional Treatment Center, the dedicated funding for this program was transferred to the DHHS operating budget, so we are obligated to provide this service. It's a "hybrid" of sorts in that the division offers part of these services and then contracts out for other mental health services. Jan said the division is also trying to work with other divisions within the department to have more federal dollars dedicated to the division's population base.)
- Develop a strong outreach/PR plan.
- Expand on the trainings provided to service providers

- Continue to assess interpreting service availability statewide

The division has requested from the legislature that its budget be sustained to allow for the continuation of positions that were temporarily funded in FY 16; those being a post-doc psychologist, a mental health specialist in the NW region, and a deafblind specialist in the Metro office. The Division also asked for additional operating dollars to help cover the increasing costs of doing business and to restore positions that we have not been able to fill due to limited funding. Jan emphasized that the strategies noted in the strategic plan may change depending on the outcome of this legislative session. Bills tend to go through a lot of changes as they move through the House and Senate and into Conference Committee. Final decisions will probably not be known until mid-May

Jan encouraged members to subscribe to the MNCDHH alerts so they can keep up to date with the legislative process. She also will send a link that people can access to view changes in bills proceeding through the legislature.

As a department, we cannot support anything that is not in the governor’s budget, even if we disagree.

Kathryn mentioned that there has been positive feedback about the services that deaf and hard of hearing consumers are receiving in the Moorhead area, especially when it comes to those who are in the reservation area.

W9 and Vendor Invoice for members

*Marie Koehler*

Each member received 4 invoice forms to use through the year to be reimbursed for parking and mileage. New members were told they would need to complete a W9 form.

Meeting dates and times for 2017

Typically, advisory committee meetings are held 4 times a year. Members decided that they would like to determine meeting dates for the entire year. Members also agreed to meet from **9:00 – 11:00 am**.

NOTE: this is 30 minutes earlier than members had been meeting. Meeting dates for 2017 are:

- Tuesday, May 23<sup>rd</sup>
- Tuesday, September 12<sup>th</sup>
- Tuesday, December 12<sup>th</sup>

Marie will send out meeting makers for the dates.

It was brought up in the last meeting that 2 hours might not be long enough to meet as it often feels we are rushing. It was suggested that members read/review the meeting minutes in advance of the meeting. Many members said they could stay longer if the agenda warranted it, but the issue is that CART and interpreters need to be booked in advance for a specific time period.

MCDHH

*Marie Koehler*

Kathryn shared that the Commission's work plan seems to be going well. The main thing right now is to participate. If you feel like you would like to help, there are a lot of ways to do so. The meetings always have a lot on the agenda. The two big bills that DHHS and the commission has is forcing the legislature to look at us.

Stephanie mentioned that there are several people in the deaf community quite upset about the education bill. Some community members feel that MNCDDH is listening to their concerns. Kathryn mentioned that Anna Paulson would be a good person to contact regarding this because her work is focused in the education arena. Feel free to talk to the commission at any time to discuss concerns and suggestions, including Mary Hartnett.

Announcements

*Committee Members*

No announcements from committee members.

Thank you for coming today. The meeting was adjourned at 11:35am.