

JOINT Dec 2017

AGENDA
DEAF AND HARD OF HEARING SERVICES~EAST/WEST CENTRAL
JOINT ADVISORY COMMITTEE MEETING

December 12, 2017 2:00 pm – 4:30 pm

Paynesville Area Center, 1105 W Main St. Paynesville, MN 56362

I. WELCOME

Meeting Communication Reminders: Please RAISE YOUR HAND and wait to be recognized by the chair.

Also – Please SIGNAL TO HOLD if you notice CART provider cannot hear speaker.

II. INTRODUCTIONS

III. CALL TO ORDER

- a. Additions/Changes to Agenda
- b. Approval of Agenda

IV. MEMBER UPDATES

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!

V. MNCDHH UPDATE

Mary Hartnett

10 minute break

VI. DIRECTOR'S UPDATE

Bruce Hodek

VII. REGIONAL MANAGER UPDATE

Anne Janckila

VIII. EAST/WEST CENTRAL UPDATE

IX. ANNOUNCEMENTS

X. FUTURE MEETINGS

- a. East Central: February 6, 2018 4:30 – 6:30 pm; June 5, 2018 4:30 – 6:30 pm; October 2, 2018 4:30 – 6:30 pm; December 4, 2018 4:30 – 6:30 pm
- b. West Central: January 23, 2018 12:00 – 1:30 pm; May 22, 2018 12:00 – 1:30 pm; September 25, 2018 12:00 – 1:30 pm, November 27, 2018 12:00 – 1:30 pm

ADJOURNMENT

East/West Central Joint Advisory Committee Meeting

December 12, 2017 2:00 pm – 4:30 pm

Paynesville Area Center, 1105 W Main St. Paynesville, MN 56362

Members: Diane Schiffler-Dobe; Carla Buzzeo; Omar Ibrahim; Judy Leach; Michele Isham; Rosanne Kath; Rebecca Thiesse; Adrienne Haugen

Absent: Shane Grom; Jean Euteneuer; Mary Bauer; Kristin Francois; Melinda Brown; Carol Herberg; Debra Bruflat

Staff: Anne Janckila-St. Cloud Manager; Diane Leonard; Christina Costello; Bruce Hodek- Assistant Director of Deaf and Hard of Hearing Services; Jessalyn Ackerman-MNCDHH, Karen Salzl

Interpreters: Jenny Johannes; Sharisse Leier

Note taker: Kris Hulett

Meeting called to order by Diane Schiffler-Dobe.

Approval of Agenda and Minutes:

Two brief changes were made to the East Advisory Minutes from the meeting held on October 17, 2017. All suggested changes were approved.

Member Updates:

Diane: Region 507 had a social activity at St. Cloud State University today for an engagement experience. There was rock climbing and other activities for those who chose to participate.

Carla: A camp near Redwood Falls will have an event for all students in the area. The goal is to hold the event sometime in February or into the beginning of March. This event has been in the planning process for a year now.

Judy: There have been 10 meetings so far for interpreters related to workshops, ethical concerns, etc. to build up networking again. CDIs are always welcome to attend these meetings as well. The goal is to have more interpreters step up to lead our group in 2018. There has also been an interest in bringing in more of a variety with a different skills group the members may have.

Grant money is available for funerals. Families are already struggling so it is very beneficial to have the money through ASLIS available and for others to know it is there. Information on this grant is widely unknown around greater Minnesota and it's hard to find the information. How do we increase awareness? Some common questions people have when they hear about this is "How do we take advantage of this? And how do we let people know this is available?" Please think about this and let the committee know of any ideas you may have. Essentially, funeral homes should be providing interpreter services. Contact information for ASLIS is as follows: 763-478-8936 (voice) or www.aslis.com. Sharisse Leier was present and can start to look into this with ASLIS.

Ade: For many years, there has been work being done on outreach. There is now a group called Minnesota Speaking Deafblind group. So far, the meetings have mainly taken place through e-mail. The group started mainly because of concerns related to the Deafblind Consumer Directed Services. The group is currently looking for a Request For Proposal for grant money so that they can meet in person once per year. The goal is to plan a weekend in a central location (such as Breezy Point).

Karen: Brought some applications for the TED program. The FCC is discontinuing coverage for broadband internet services. The funding for discounted internet for low income people has run out and the FCC chose not to renew that funding.

Christina: Mental Health is still trying to find psychiatric services. More information should be available at the next meeting.

Omar: Filed a complaint against the St. Cloud Hospital. So far, he hasn't heard anything related to his complaint. He called and explained what happened and the hospital sent him to DHHS, assuming that DHHS provides community health workers for Deaf people. The hospital and CentraCare staff don't understand what's needed or the role of DHHS. Many times, family are interpreting in health care settings and it may not be accurate. This is why a community health worker would be beneficial.

Rosanne & Michele: The Commission had a retreat back in November. There are currently four new members on the Commission and many members will be leaving in June.

MNCDHH:

Jessalyn Ackerman was able to join us from the Commission of Deaf, Deafblind and Hard of Hearing Minnesotans. (PowerPoint attached)

This year is very critical in working with legislators. Please make contact with your legislators.

The difference between MNCDHH and DHHS was also discussed. MNCDHH actually started with regular community members – not state employees.

Director's Update:

Bruce introduced himself and gave a little background to those who have not yet worked with him. Bruce started with the state in 1982. After 30+ years of service, he retired five years ago. Now, Bruce is back on a part-time basis, working about 20 hours per week.

The main difference between MNCDHH and DHHS is that DHHS provides direct services while MNCDHH provides policy work.

The director position closed on November 30. This was the second time this position has been posted.

TED modernization is part of a legislative action. This will require another study to be done in collaboration with MNCDHH. The report from this study should be released to the public in January.

DHHS delivery of services will be evaluated by the Management Analysis Division (MAD). MAD's next meeting is tomorrow. The current office set-up for DHHS is based on a model from the 1980s. MAD will help to analyze other options and ideas for office set-up.

All of the specialists will be doing a review of county services. There are 87 counties in the state of Minnesota. The purpose of the meetings is to analyze the training needs for the counties. Staff will meet one-on-one with county directors for all the counties in their regions.

Mental Health billing is also an area that we are required to study. The mental health services currently offered are free. Some of the options to be considered are a split-pay, where a client's insurance would be billed for what they will cover and DHHS will cover the remaining expenses. In reference to a handout of the grant programs, much of the funding for the programs listed were fought for in the legislature by the MNCDHH.

A member expressed that their TED iPhone was not working correctly and they had to go out and buy a new phone. They also stated they felt the equipment was not good quality that they received from the program. The member was encouraged to contact our office so that we can obtain more information and try to remedy the situation.

Regional Manager Update:

An update was passed out with the agendas at the beginning of the meeting. Text to 9-1-1 is now available statewide.

Jeannie Kolo-Johnson is the acting work out of class manager in Moorhead. There is a posting for a temporary Specialist in the Moorhead office.

For 2018, we are starting a large outreach project. This outreach project is being done in collaboration with TED. Veteran's Service Officers came to the regional office last week. This will help us reach more veterans who may be able to benefit from our services. We will be sending out many letters, setting up meetings, and making phone calls for this outreach project. Please let us know if you can think of anyone or any agency that could benefit from our services and may not know about them.

East/West Central Update:

There has been a group meeting in the west central/southwest for about a year now. They meet in Olivia about once every three months. The group decided they want presentations on health issues and advocating for interpreting services in 2018.

The Disability Awareness Task Force had a celebration of abilities event. The speaker was a girl who was blind and included the barriers she face while growing up blind.

December 9 was the signing Santa event. The gift were donated by KIS. Minnesota Hands and Voices gave a demonstration on apps for parents to use as options for their children.

May 5 is our all day training. This training will be done as a collaboration with DEED. The location has been set for Kandiyohi County Human Services.

CSA had a listening session in Marshall. Diane and Anne participated. The topic is housing concerns. The purpose of the listening sessions is for CSA divisions to meet with community members to hear concerns related to each CSA division (ADAD, MH, and Housing). DHHS participated to share perspectives on hearing loss and how people with hearing loss may experience barriers in those settings.

Diane has been doing a lot more outreach. Recently, she held a training at Hazelden, which is a treatment facility in Center City. Diane partnered with Liz Brown and Mary Bauer from the

metro DHHS office. These were some very in-depth trainings that were taken by more than 900 people. This was possible as some were able to join over the phone or online and included people who work in Hazelden facilities nationwide. Unfortunately this training came as a result of a lawsuit related to communication access.

Meeting Adjourned 4:25 pm

TO: DHHS Stakeholders
FROM: Assistant Commissioner Claire Wilson
SUBJECT: Deaf and Hard of Hearing Services Update

I am writing with an update on Deaf and Hard of Hearing Services Division activities since last summer. At that time I announced that Bruce Hodek, former director of the Deaf and Hard of Hearing Services Division, was returning on a part-time, temporary basis to provide additional support and leadership for the division. I also told you that Amy McQuaid-Swanson was continuing as DHHS acting director while the search for a permanent division director was on hold.

Both Amy and Bruce are continuing in those roles. However, we are now moving ahead with interviews of new candidates for the director position. We have been challenged to find the right candidate with the right qualifications for this high-level position in a specialized field of work. We remain hopeful that our search, while taking longer than we had hoped, will result in a great new leader for DHHS.

Meanwhile, we are making progress on what the Legislature asked us to last year when it provided additional funding for the division.

For example, we are working on:

- Focusing the division's training to counties, social and human service staff, other divisions in DHS and other state agencies as well as to people who are deaf, deafblind, hard of hearing and their families
- Developing new partnerships to use technology for delivering training and regional office services
- Developing a stand-alone website with content in American Sign Language
- Getting ready to move the DeafBlind Consumer Directed Services program out of regional offices to a community-based provider
- Assessing and addressing the need for real-time captioning (CART) services throughout the state and expanding the website with the list of interpreters to also include CART providers
- Making changes so that advisory committee members can now serve consecutive terms.

We appreciate your support for this ongoing work and look forward to keeping you posted as we make more progress.

Related to above:

The RFP for DBCDS was released and we will be screening qualified applicants to determine which community-based agency will take on the grant funding to administer the DBCDS program seamlessly.

We will soon begin efforts to do outreach meetings with county directors in all 22 central MN counties that we serve. All regional offices will be working on the same project so we will make contact with all 87 MN counties.

Progress/Challenges/Barriers:

Software development for our new Agile Apps work- and data-tracking program is approximately 50% complete. We do not have a definite timeline on when we will begin using this program

Staffing Updates:

The Moorhead office has officially hired a new DHH Specialist, Jerry Geist. This is a temporary, 1-year position. Their office is also looking for an interpreter to take on a temporary position in their office due to a lack of interpreters in northwestern MN.

Activities/Special Projects:

Staff participated in a variety of booth opportunities at various events over the past quarter. Events include the Collaborative Conference at Breezy Point, Community Connect in St. Cloud and Elk River, the MN Statewide Activities Professionals Conference, and the MN Nursing Home Supervisors' Conference.

Quarterly Service Statistics (July-September, 2017)

Consumers Served:

23 Deaf

2 Late Deafened

32 Hard of Hearing

17 DeafBlind

2 Dual Sensory Loss

14 Hearing

90 Total Consumer Contacts

61.92 Total Hours of consumer contact

Agencies Served:

38 total agencies received information and referral and assistance services; the primary focus of the agencies served this quarter were medical, human services, senior citizens, and education.

14.33 total hours of agency contact

Trainings/Special Projects:

5 trainings and presentations were offered, 88 participants in attendance.

Staff were a part of 2 events, reaching a total of 42 participants.



Summary of changes from the 2017 Legislature

DHS Deaf and Hard of Hearing Services Division

June 9, 2017

New Duties and Responsibilities

- **Division-wide**

1. Division's purpose more narrow
 - a. Focus on developmental and social-emotional needs of persons who are deaf, deafblind, hard of hearing
 - b. Advocate on behalf of people who are deaf, deafblind, hard of hearing
 - c. Provide information and training about how to best serve people who are deaf, deafblind, hard of hearing

New Duties and Responsibilities

- **Division-wide**
 2. Provide information and training to other DHS divisions and counties about effectively serving people who are deaf, deafblind, hard of hearing
 3. Assess statewide supply and demand of real-time captioning services
 4. “Quad Agency Team” purpose is to advise DHHSD on its activities

New Duties and Responsibilities

- **Division-wide**

5. Create a stand-alone website that has content in American Sign Language
6. Report every two years to the legislature on the division's work
 - The law has specific requirements about what has to be reported

New Duties and Responsibilities

- **Division-wide**
- 7. Work with the Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans to develop recommendations for modernizing the Telephone Equipment Distribution (TED) program
 - Report due to legislature by January 15, 2018
- 8. Study the potential costs and benefits of DHHSD billing for the mental health services it provides
 - Report due to legislature by January 1, 2018

New Duties and Responsibilities

• Regional Offices

1. Have at least six 'regional service centers'
2. Develop ways to connect and collaborate with others; consider co-locating regional office staff with other agencies (public and private)
3. Partner with other entities that have technology capacity so we can offer virtual access to our services and training

New Duties and Responsibilities

• Regional Offices

4. Coordinate services for individuals who are deaf, deafblind, hard of hearing and refer them to other providers; directly assist individuals if other services are not available
 - Use technology to deliver services if the telecommunications and broadband services are good enough for effective communication
5. Provide training ourselves and collaborate with others to offer training for:
 - Individuals who are deaf, deafblind, hard of hearing and their families
 - Service providers such as social service, income maintenance, human service agency staff

New Duties and Responsibilities

- **Regional Offices**

6. Have mobile or permanent technology labs for consumers to try out equipment
7. Advisory committees
 - Have 8 advisory committees (one for each region of the state; regions are defined by DHHSD)
 - Include feedback from committees on regional needs and service gaps in the division's biennial report
 - Member terms are still three years; a person may now serve consecutive terms

New Duties and Responsibilities

- **Regional Offices**
- 8. Provide culturally affirmative mental health services
 - We already provide these services but it wasn't a duty in the law until now

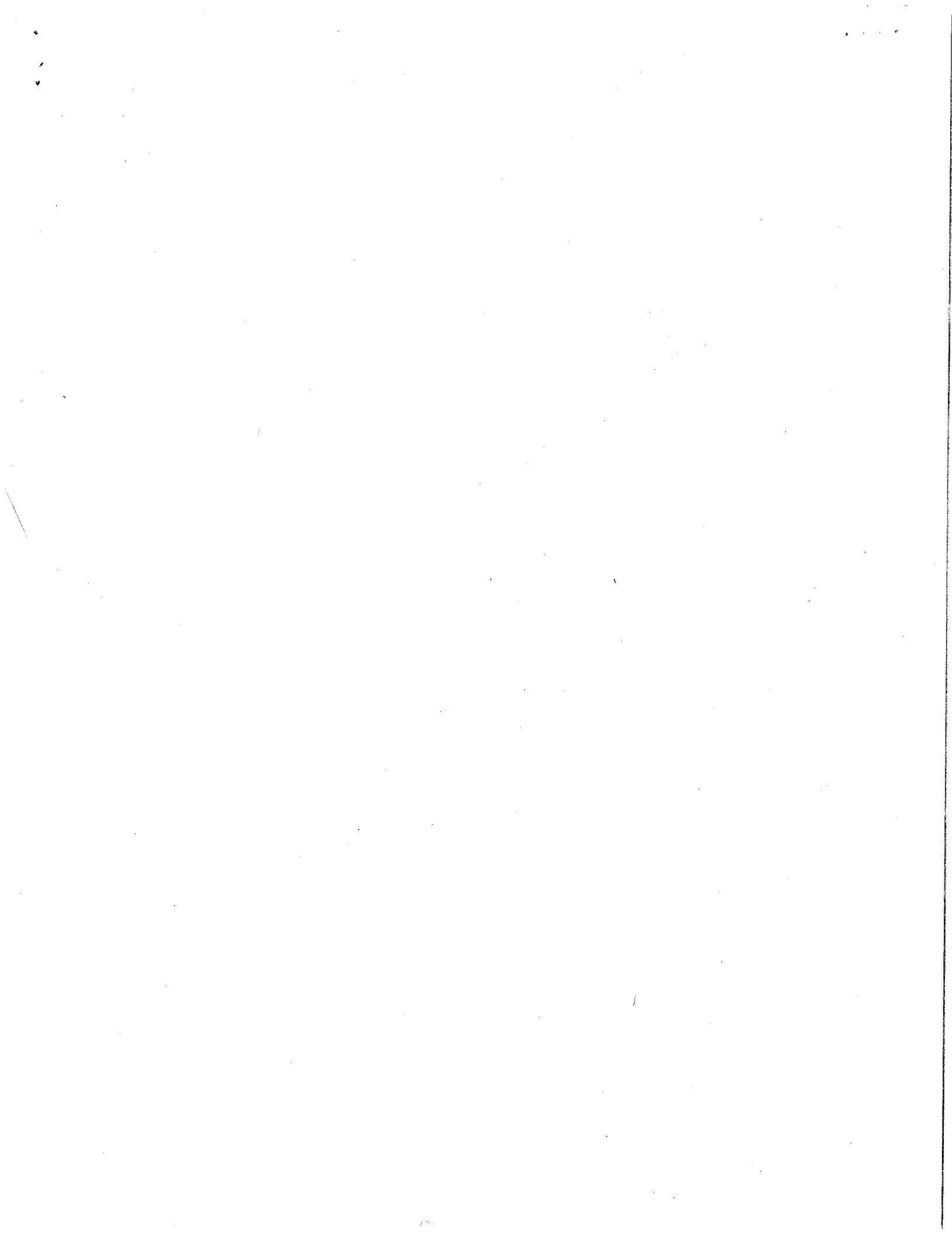
New Duties and Responsibilities

- **Grant-funded services required**

1. Children’s mental health services
 - Continue funding for services established 1 ½ years ago in northern MN
2. DeafBlind services
 - Continue training and technology program established 2 years ago
 - DeafBlind Consumer Directed Services program will move out of the regional offices; will be offered through a community agency through a grant contract
 - Training in a) ProTactile touch techniques to facilitate communication or b) other communication systems used by people who are deafblind

New Duties and Responsibilities

- **Grant-funded services required**
- 3. Increase funding for the family mentor program at Lifetrack
- **Grant-funded services optional**
- 4. Culturally affirmative psychiatric services
 - This may be offered if there is enough funding



DHHS Update
Joint East-West Central Advisory Committee
December 12, 2017
2:00-4:30 PM

New Information

- Minnesota finally released Text-to-911 last week. This opens up new options for people with hearing loss as they will be able to contact emergency services autonomously. Please see the fact sheet for detailed information. Links to articles about Text-to-911 are listed below:
 - http://www.postbulletin.com/news/state/text-to--now-available-in-state/article_187326f2-5c0e-5795-9441-d67743cf65c9.html
 - <http://www.startribune.com/text-to-911-is-minnesota-s-new-emergency-texting-service/462075943/>
 - <http://www.twincities.com/2017/12/05/minnesotans-can-now-text-to-911-with-an-emergency/>
 - <http://www.kbjr6.com/story/37001233/text-to-911-now-live-statewide-helping-the-deaf-and-hard-of-hearing-community#.WimjahtFOpQ.email>

Staffing

- The Director position was posted during the month of November. The position was closed on Nov. 30
- Jeanne Kolo-Johnson is now in the regional manager role in Moorhead. A temporary deaf and hard of hearing consultant position will be filled soon.

Future Plans

- We're gearing up to start a large outreach project through 2018. If you know of any places that we should specifically reach out to, please let Anne know.



Deaf and Hard of Hearing Services Division (DHHSD) 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; DHHSD personnel are program staff and are not paid with grant funding. 	Consumer Directions, Inc. (CDI) & DHHSD 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
	<p>include Moorhead, Brainerd, Duluth, St. Cloud and Faribault).</p> <ul style="list-style-type: none"> ○ 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. & DHHS 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)