

(W) 2017

**AGENDA**  
**DEAF AND HARD OF HEARING SERVICES~EAST/WEST CENTRAL**  
**WEST ADVISORY COMMITTEE MEETING**  
**October 10, 2017 12:00 pm – 1:30 pm**  
**Kandiyohi County, 2200 23<sup>rd</sup> St. NE, Room 2055 Willmar, MN 56201**

**I. WELCOME**

- a. New Members: Ade, Debra, and Carol

**II. INTRODUCTIONS**

**III. CALL TO ORDER**

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

**IV. WEST CENTRAL UPDATE (Diane Leonard)**

**V. HEARING LOSS MATTERS (DVD)**

**10 minute break**

**VI. 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!

**VII. OPEN DISCUSSION**

- a. How can DHHS make the AC more appealing to members and potential members?
- b. Suggestions for future topics

**VIII. REGIONAL UPDATE (Anne Janckila)**

- a. DHHS Change
- b. DHHS FY 18 Grant Programs
- c. Joint Meeting on December 12 in Paynesville

**IX. ANNOUNCEMENTS**

**X. FUTURE MEETINGS**

- a. December 12, 2017 2:00 – 4:30 pm

**ADJOURNMENT**



## West Central Advisory Meeting

October 10, 2017 12:00 pm – 1:30 pm  
Kandiyohi County Health & Human Services – Room 2055

Members: Adrienne Haugen, Carla Buzzeo, Rosanne Kath, Carol Herberg, Debra Bruflat, Rebecca Thiesse  
Staff: Anne Janckila – Acting Regional Manager, Kris Hulett, Diane Leonard, Christina Costello  
Interpreter(s): Judy Leach, Kris Haffley  
Note taker: Kris Hulett

Meeting called to order by Anne Janckila. Previous minutes were approved. MNCDHH update and an education update were added to the agenda. The agenda was approved.

### Regional Update:

As most of you know, Rich retired last year. Since Rich's retirement, Diane has been covering the entire region herself. Her current outreach work includes going to counties to do outreach work and trying to make a presence in the west central region. The next step is to focus on law enforcement, and specifically sheriff departments, to provide training to them. Rebecca Thiesse is willing to collaborate to help with other outreach work. Rebecca also works with the Sertoma Club in Willmar and is part of the hospital foundation in Olivia.

Diane has also been doing some deaf training, which is also known as Deaf 101 or Deafblind 101. An all-day training was initially set up for this Thursday in Madison, MN, but has been cancelled due to interpreters not being available and low registration numbers.

In the DHHS study, it was brought up that the west central felt ignored. In preparation for the west central/south west social event, please brainstorm some ideas of things you would like to see in the west central area. One thing that was brought up in the past was to have more social events and have learning programs. Since this has been a concern in the past, Diane is working with the southern region to have quarterly meeting/social events in the west central/south west areas.

The Sertoma club is very similar to a Lion's club or Kiwanis club. They are specific to hearing loss and have a camp in the Brainerd area for children of all ages. There are specific weekends that have been set up throughout the years for hard of hearing children to go up to camp with other hard of hearing children. It was suggested that DHHS could partner with the Sertoma Club in Willmar to host an all-day training.

One concern that was brought up is that it is difficult to communicate with DHHS. Some suggestions that were offered include: a social media presence, or to create videos to increase civic engagement,

#### MNCDHH Update:

There have been some concerns with interpreters. Although they may be certified, they may not work well with students or be qualified to work in the situations they are being asked to work in. Interpreters are also not required to teach ASL, which is another misunderstanding when it comes to interpreter roles. Sometimes the teachers for the deaf and hard of hearing don't always sign and this can be a communication barrier for students as well. The qualifications for teacher of the deaf and hard of hearing are being raised, but that also brings the question, if the qualifications are raised, will it prevent people from pursuing a degree as a teacher for the deaf and hard of hearing?

There was also a discussion on the use of the terms "deaf disabled" and "deaf plus". These are not appropriate terms but how do we replace them? Always ask the individual what they prefer, but how do professionals, such as interpreters, prepare to interpret an assignment if they are not told the person is deaf plus?

In terms of the goals that have been set-up, goal #5 relates to increased civic engagement. Some people reported that they found it difficult to communicate with Deaf and Hard of Hearing Services. More information on social media was also provided as a suggestion. There was also talk about creating a voting rights video to ensure that voters are aware of their rights.

Amy McQuaid-Swanson came and talked about the strategic plan. There is currently no a replacement for David's position yet. Marcy from the Moorhead office is retiring on October 17. Deaf and Hard of Hearing services will have their own stand-alone website instead of being on the Department of Human Services website. There is currently work being done to consolidate the Deafblind grant services, which will be sent to an outside source in the next year due to new grant funding that is now available.

MNCDHH is looking for increased organizational representation. Four of the eight members have terms expiring in January. If you know anyone who is interested, have them contact either DHHS or MNCDHH.

#### Education Update:

Minnesota Hands and Voices have had an annual event at Nelson's Farm for the past two years. This seems to be a sought out and successful event.

A regional event will be held for students in November. The first weekend in November is the Collaborative Experience Conference.

In August, Willmar set up a meeting for teachers and interpreters related to sex education and sex-related signs/terms. This is the second year that they have offered a teacher workshop. Family Tree came for free.

A Deafblind intervener training is being offered for Willmar school district licensed employees. This consists of different modules that are meant to train someone to be an intervener. ASL interpreters are not allowed to take the training, even though they want to take it.

A “Language Facilitator” is ultimately a paraprofessional who can sign. These paraprofessionals are not interpreters. The schools are suffering from a body issue as well as a certification problem with interpreters (in greater Minnesota), although Willmar has not had any issues.

#### Regional Update:

Due to time running short, a summary of the DHHS fiscal year 18 work plan, a list of the grant programs for fiscal year 18 and a brief regional update was handed out. Please look these over when you have time and contact our office with any questions.

Future meeting ideas: Camp Director for Courage North to present; Intervener expert to present.

#### Upcoming Meetings:

December 12, 2017 – Joint meeting in Paynesville (Mary Hartnett from the Commission will be coming) 2:00 – 4:30

#### Tentative 2018 Meeting Schedule:

January 23, 2018 12:00 – 1:30 at Kandiyohi County Health & Human Services – Room TBD

May 22, 2018 12:00 – 1:30 at Kandiyohi County Health & Human Services – Room TBD

September 25, 2018 12:00 – 1:30 at Kandiyohi County Health & Human Services – Room TBD

November 27, 2018 12:00 – 1:30 at Kandiyohi County Health & Human Services – Room TBD



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

<i>Program</i>	<i>Purpose</i>	<i>Agency</i>
<b><i>DEAFBLIND – General Fund</i></b>		
Children, Youth and Family Services & Adult Community Services	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Provide Support Service Provider (SSP) and other services to adults who are deafblind to establish and maintain their independence.</li> </ul>	DeafBlind Services Minnesota (DBSM)
DeafBlind Educational & Community Integration Activities	<ul style="list-style-type: none"> <li>• Provide educational events and community integration opportunities for people who are deafblind.</li> <li>• Promote empowerment of people who are deafblind through support of a self-governed deafblind consumer organization.</li> </ul>	Minnesota DeafBlind Association (MDBA)
DeafBlind Consumer Directed Services (DBCDS) Program	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Grant money is allotted to program participants who then establish individual budgets to pay for their direct benefits.</li> <li>• Consumer Directions, Inc. is the fiscal entity; DHHSD personnel are program staff and are not paid with grant funding.</li> </ul>	Consumer Directions, Inc. (CDI) & DHHSD regional offices
Technology & Training Access Program (TTAP)	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	DeafBlind Services Minnesota (DBSM)
<b><i>FAMILY MENTORS – General Fund</i></b>		
Family Mentor Services	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Deaf Mentors work with families and teach them about American Sign Language (ASL) and Deaf Culture.</li> <li>• Deaf/Hard of Hearing Role Models work with families who use other combinations of communication modes and methods (may or may not include ASL).</li> </ul>	Lifetrack
<b><i>SIGN LANGUAGE INTERPRETING – General Fund</i></b>		
Interpreting Services for Greater Minnesota	<ul style="list-style-type: none"> <li>• 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"> <li>○ 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)</li> </ul> </li> </ul>	ASL Interpreting Services (ASLIS)

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

**Update Report**  
**DHHS West Central Advisory Committee**  
**Anne Janckila, WOC DHHS Manager**  
**Diane Leonard, Deaf and Hard of Hearing Specialist**

**Staffing/Personnel:**

Marcy Shutt, regional manager in Moorhead, is retiring. Her last day will be Oct. 17; Jeanne Kolo-Johnson will take over as WOC Manager/Specialist.

Anne took over as a WOC regional manager in St. Cloud as of July, 2017. She will remain in the position until a new director is hired.

Claire Wilson, DHS Assistant Commissioner, announced that the search for a new division director is on pause. She is committed to working on stabilizing the division and doesn't want to rush the process, given what a key leadership position the director holds. Amy McQuaid-Swanson continues to work as the interim Director. Interviews for the director position were conducted in August, and a decision was made that those who were interviewed were not a strong fit for the position.

Former DHHS Director Bruce Hodek has been hired on a part-time basis to provide support to the regional office managers and to assist Amy McQuaid-Swanson.

**Workplan:**

See the handout for information on our Division-wide workplan. This plan aligns with Community Supports Agency (CSA)'s plans for FY18.

**New Info:**

Our Division is working to develop and implement a new process for data collection each quarter. We are working with MNIT staff to develop a new database. The TED program will be the first focus, followed by Mental Health, Regional Offices, and DHHS Grants, in that order. Once the full database is complete, we should be able to access and retrieve information much more readily and efficiently.





## 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.

