

OPEN MEETING MINUTES

Instructions: [F-01922A](#)

Name of Governmental Body: Council for the Deaf and Hard of Hearing - Quarterly Meeting			Attending: Steve Smart, Karl Nollenberger, Tom O'Connor, Nicole Everson, Michelle Cordova, David Seligman, Billy Mauldin, Amber Mullett, Hollie Barnes Spink, Sara O'Donnell, Kate Block, Sue G., Carly Bieri, Margo Lucas, and Dustin Mullett.
Date: 6/15/2018	Time Started: 10:05a.m.	Time Ended: 3:02 p.m.	
Location: Department of Health Services (1 West Wilson Street, Room 751, Madison, WI 53703).			Presiding Officer: Nicole Everson.
Minutes			

Action Items and Motion Items:

A. Action Items:

- Action Item:** If Council members have additional questions, or ideas for how the Council can help with the BEI implementation process they should contact Hollie Barnes Spink.
- Action Item:** If Council members have language change suggestions for the Medicaid hearing aid contract they should email Hollie Barnes Spink or Sara O'Donnell, who will then forward the suggestions to Theresa Walske. In order to be considered, please send any suggestions by the end of July/first week in August.
- Action Item:** Billy Mauldin offered to bring his historical CDHH binder to a future quarterly meeting for members to browse through and to help generate ideas for an orientation binder, and policies and procedures manual.
- Action Item:** A separate committee will work on developing the member orientation binder, which includes policies and procedures. Billy Mauldin and Tom O'Connor have offered to be part of the Committee with Nicole Everson.
- Action Item:** Members of the Executive Committee would like to schedule two Executive Committee meetings before the next quarterly meeting on September 7, 2018.

B. Motion Items:

- Motion Item:** A motion was made by Karl Nollenberger to approve the agenda. The motion was seconded by Tom O'Connor. Motion carried.
- Motion Item:** A motion was made by Karl Nollenberger to approve the March quarterly meeting minutes. The motion was seconded by Michelle Cordova. Motion carried.

C. Meeting Minutes

I. Welcome and Introductions by Nicole Everson, Chairperson

Council Members Present: Steve Smart, Karl Nollenberger, Tom O'Connor, Nicole Everson, Michelle Cordova, and David Seligman.

Ex-Officio Members: Billy Mauldin.

Council Members Absent (Excused*): Katy Schmidt*, and Lisa Woods*.

DHS Staff Support Present: Amber Mullett, Department of Health Services (DHS), Bureau of Aging and Disability Resources (BADR); Hollie Barnes Spink, DHS, BADR; and Sara O'Donnell, DHS, BADR.

Sign Language Interpreters: Kate Block, Sue G., and Carly Bieri.

Communication Access Real-Time Translation (CART) Service Provider: Margo Lucas.

Technical Assistance and Livestream Technician: Dustin Mullett.

II. Meeting was called to order at 10:05 a.m. by Nicole Everson, Chairperson

The meeting was available via in-person attendance and via remote video access <https://livestream.com/DHSWebcast/events/7040238>. The meeting was also available via teleconference by calling 1-877-820-731 and using the participant code of 567219. The meeting was not recorded.

III. Review and Approve the Agenda

- A motion was made by Karl Nollenberger to approve the agenda. The motion was seconded by Tom O'Connor. Motion carried. See Motion Item 1.

IV. Review and Approve March Meeting Minutes

- The Council reviewed the list of action items assigned at the March quarterly meeting. The items below still need to be completed.
 - Steve Smart and Katy Schmidt have been unable to meet to discuss how to improve the Council's relationship with Wisconsin residents. They will work on scheduling a time to meet.
 - Nicole Everson and Lisa Woods will continue to work on creating a Facebook for the Council. The email associated with the Facebook account has been created.
 - The Council has decided to hold off on scheduling a guest speaker to present on employment at an upcoming quarterly meeting until they have a better understanding of the process for securing a presenter.
- A motion was made by Karl Nollenberger to approve the March quarterly meeting minutes. The motion was seconded by Michelle Cordova. Motion carried. See Motion Item 2.

V. Community Updates from Council Members

- Tom O'Connor shared that him and David Seligman met with Representative Miller to discuss tele-coils and loop systems. Representative Miller was receptive, but no action was taken. The new legislation convenes in January 2019; there needs to be a recommendation that is bipartisan. Tom O'Connor also shared that he is attending the upcoming Hearing Loss Association of America (HLAA) national convention.

- Nicole Everson shared that she attended the Governor's Committee for People with Disabilities (GCPD) quarterly meeting on June 14, 2018. She is beginning to gain a better understanding of the Open Meetings Laws and the organizational structure of the Bureau and keeping councils uniform. She also shared that GCPD is happy to have a representative of CDHH at their meetings to provide updates.

VI. Updates from the Office for the Deaf and Hard of Hearing

- Amber Mullett introduced Hollie Barnes Spink, the new Office for the Deaf and Hard of Hearing Director.
 - Before joining the Bureau she served as the School Psychology Consultant for the Department of Public Instruction, specifically for Wisconsin Educational Services Program for the Deaf and Hard of Hearing.
 - Prior to being a Consultant, she served as a School Psychologist at Wisconsin School for the Deaf.
 - She provides a unique perspective as a Deaf professional with a diverse educational background.
 - Her primary areas of interest focus upon the unique socio-emotional and behavioral health needs of the Deaf, hard of hearing, and Deaf-Blind community.
- Hollie Barnes Spink introduced herself to Council members.
 - As the new Director for ODHH she looks forward to meeting partners, community members, staff, and employees.
 - She has collaborated with multiple stakeholders on a variety of issues impacting people who are Deaf, hard of hearing, and Deaf-Blind in Wisconsin.
 - She enjoys helping clients and professionals incorporate self-care techniques in their daily routines, and raising awareness about mental health stigma within the Deaf, hard of hearing, and Deaf-Blind communities.
- ODHH Strategic Plan
 - ODHH Strategic Pillars
 - 1. Provide leadership to the community
 - 2. Strengthen external partnerships
 - 3. Promote informed decisions
 - 4. Strong workforce
 - Strategic Priorities Within the Four Pillars
 - Host regional listening sessions throughout the state to share strategic goals and gather information from individuals regarding barriers and concerns they have, so ODHH knows whether or not they are aligning with the needs of individuals throughout the state.

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- ODDH Staff Vacancy
 - There is currently one Deaf and hard of hearing specialist vacancy. The three regional employees have stepped in to fill the void, along with the independent living center (ILC) in the northeast. If someone needs assistance in that area they should contact current staff, the ILC, and aging and disability resource center (ADRC) for support and assistance.
 - ODDH Data
 - One of the Bureau's strategic priorities is to develop a strong performance management system. One aspect of the system is to identify metrics (data) to evaluate both the impact of programs and services and to use for strategic planning and quality improvement.
 - More information will be shared with the Council once it becomes available in order to make policy and program decisions, and recommendations.
 - Communication Visor Card
 - During the first four months of distribution, ODDH has shared 5,000 cards with individuals, partners, and communities.
 - Long-term care facilities, assisted living centers, and managed care organizations are also sharing the cards with consumers.
 - The card is being used as a communication tool for non-English speakers.
 - ODDH plans to create a public service announcement to share best practices and how people are using it as a resource tool.
 - Telecommunication Assistance Program (TAP)
 - The TAP position is still organized within the Office for the Promotion of Independent Living; it is just located within the Office for Physical Disabilities and Independent Living as part of the Assistive Technology Program Coordinator position.
 - Rather than just being part of ODDH this office organization allows the opportunity to partner, so that consumers are also learning about assistive technology.
 - The location of this position has expanded resources, services, scope, and capacity.
 - State Plan for Assistive Technology
 - The State Plan for Assistive Technology public comment period is open. Please provide feedback and comments as it relates to individuals with hearing loss in Wisconsin.
 - Council Liaisons
 - Unlike GCPD and the Council for Physical Disabilities (CPD), CDHH is not required to have liaisons based on the Executive Order. CDHH is an executive branch of state government and is housed and supported by funding in DHS.

- Council by-laws allow liaisons and an ex-officio member to join the Council to provide support and input, but they are not voting members.
- CDHH could be requesting liaisons from other departments to be present at Council meetings as the Council has a responsibility to represent all aspects of issues of Deaf, hard of hearing, and Deaf-Blind individuals.

VII. Public Comments on Issues Affecting the Deaf, Deaf-Blind, or Hard of Hearing

- There were no comments made by members of the public.

VIII. Feedback Regarding Communications and Transition from Wisconsin Interpreting and Transliterating Assessment (WITA) to Board for Evaluation of Interpreters (BEI)

Amber Mullett, Director, Office for the Promotion of Independent Living, Department of Health Services

- DHS has received the contract back from Texas and is in the final process of collecting signatures to send back to Texas. DHS needs to begin moving forward with implementation and what the process will look like. In order to do so, DHS is asking for feedback regarding training, work, communication, and perspective, as the transition process begins.
- Next steps regarding communications and transition.
 - To effectively transition, ODHH needs to greatly allocate resources and staff time.
 - Provide ongoing communication about BEI implementation through a listserv, website, email, and other outlets. And offer trainings specific for interpreters, staff, council members, and communities.
 - BEI needs to be a community program. Council members should be able to speak to the high level questions about the program relating to background information and frequently asked questions (FAQ).
 - Invite Texas to come give training and extend the invite to Council members, so they can be involved too.
 - Create a robust FAQ, so Council members can respond to community member appropriately, or direct them in the right direction.
 - Have a centralized location for communications and clearly state who the correct contact person will be for questions.
 - Continue to include BEI updates on the Council quarterly agendas.
 - Have stakeholders select an individual from their organization to serve as a transition liaison and take part in a BEI stakeholder group. The group would be the central location for regular communications and the liaison would be asked to take the information back to their membership, so everyone stays up-to-date throughout the process.
- If Council members have additional questions, or ideas for how the Council can help with the implementation process they should contact Hollie Barnes Spink. See Action Item 1.

IX. Discuss the Medicaid Hearing Aid Contract**Theresa Walske, Policy Analyst, Bureau of Benefits Management, Department of Health Services**

- Theresa Walske provided the Council with an open-ended discussion on the Medicaid hearing aid contract.
 - The Council feels there is a need for increased consumer education about the benefits of tele-coils and hearing aids. CDHH would like to see the Medicaid hearing aid contract language strengthened to require all audiologists to speak to consumers about the hearing aid tele-coils, so that they can make informed decisions.
 - If Council members have language change suggestions for the Medicaid hearing aid contract they should email Hollie Barnes Spink or Sara O'Donnell, who will then forward the suggestions to Theresa Walske. In order to be considered, please send any suggestions by the end of July/first week in August. See Action Item 2.

X. Discussion Regarding Future Trainings/Requests

- The Council discussed potential training opportunities for all members to participate in.
 - Develop an orientation binder for existing and future members to reference.
 - Utilize the Office of Legal Counsel within DHS as a resource. They can suggest trainings, answer questions, and offer technical assistance regarding the Open Meetings Laws.
 - Create a Policies and Procedures Committee to determine the scope of the Council.
 - Partake in legislative advocacy training to learn how actions turn into bills, and potentially laws.
- Billy Mauldin offered to bring his historical CDHH binder to a future quarterly meeting for members to browse through and to help generate ideas for an orientation binder, and policies and procedures manual. See Action Item 3.
- The Council discussed which trainings they'd like to move forward with.
 - Complete the open records training webinar.
 - Develop an orientation binder.
 - Partake in quality improvement efficiency projects.
 - For example, attend Change Leader Academy.
 - Complete the refresher orientation training.
 - It was suggested that new Council members have one-on-one orientation training, and then the full Council membership would have refresher orientation training during the first half of the September quarterly meeting of odd numbered years.
- The Council would like to schedule a two hour training during the September quarterly meeting. Topics they'd like covered include a basic overview of Wisconsin government and the legislative process, the Council's role, and an explanation of the department structure.

This training would serve as a brief orientation refresher. They would also like to invite someone from the Office of Legal Counsel if they are available to present.

- A separate committee will work on developing the member orientation binder, which includes policies and procedures. Billy Mauldin and Tom O'Connor have offered to be part of the Committee with Nicole Everson. See Action Item 4.

XI. Discuss Council Strategic Goals

- Goal 1: By-laws
 - Tom O'Connor is the lead for this goal.
 - This goal has been completed.
- Goal 2: Employment
 - Nicole Everson is the lead for this goal.
 - Nicole Everson shared that at the GCPD meeting she asked Sarah Lincoln, from the Division of Vocational Rehabilitation (DVR), to include Deaf, hard of hearing, and Deaf-Blind data in her quarterly reports.
 - Nicole Everson will be taking a training to further develop her skills on how to better help with employment services.
- Goal 3: Hearing Loops
 - David Seligman is the lead and Tom O'Connor is assisting for this goal.
 - David Seligman shared that Representative Brostoff has requested the Legislative Reference Bureau to draft two proposals. The first is to require hearing loops be installed in public buildings. The second is to create a state law or administration rule that requires hearing aid dispensaries to discuss tele-coils with all patients, not just those enrolled in Medicaid.
 - David Seligman commented that Representative Miller shared the names of two republican senators he should contact this summer to engage with and familiarize them with the proposed bills and see if they'd be interested in co-sponsoring.
- Goal 4: Communication
 - Lisa Woods is the lead for this goal.
 - No update was available due to Lisa's absence from the meeting.
- Goal 5: Education
 - Michelle Cordova is the lead for this goal.
 - The Council discussed issues regarding education they'd like to further address, including, the lack of resources available (CART, note taker, interpreter) for someone who is Deaf, hard of hearing, or Deaf-Blind to obtain an educational degree. And if resources are available, where someone would go to utilize them and have them be easily accessible.

- **Goal 6: Public Relations**

- Steve Smart is the lead and Katy Schmidt is assisting for this goal.
- The Council discussed how they could improve public relations.
 - One suggestion would be to continue using the Council website and make additional improvements, such as offering a way for individuals to provide feedback to the Council through the website.
 - Another suggestion would be to contact other community groups and stakeholders to see if they have any comments and concerns they'd like to share with the Council.

XII. Public Comments on Issues Affecting the Deaf, Deaf-Blind, or Hard of Hearing

- There were no comments made by members of the public.

XIII. Council for the Deaf and Hard of Hearing Governor's Report

- A Council member shared that GCPD compiles an annual report each year and sends it to the Governor's office. They also develop a list of goals that the Committee would like to pursue, along with a work plan to achieve those goals.
- The Council agreed that they would like to create an annual report to send the Governor at the end of the 2018 calendar year.
- The annual report would summarize actions of the Council and list successes and logistics, including, current membership, meeting details, and activities accomplished. There would also be a recommendation section.
- The Council briefly listed items to potentially include in the annual report.
 - Medicaid hearing aid contract language
 - Involvement with the Communication Visor Card
 - Increased accessibility of Council meetings via Livestream
 - Feedback provided on the Chapter DHS 78 Telecommunication Assistance Program rule change
 - Revisions to the website

XIV. Next Steps and Closing Remarks

- Members of the Executive Committee would like to schedule two Executive Committee meetings before the next quarterly meeting on September 7, 2018. See Action Item 5.
- The Council discussed agenda items they'd like to discuss at the September 7, 2018 quarterly meeting.
 - In addition to standard agenda items they would also like to discuss the Council Annual Report, BEI, and partake in Council training. They also need to have an election of Council officers.

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- The meeting concluded with a closing remark from Hollie Barnes Spink. She is excited to be in the leadership role for the Office of the Deaf and Hard of Hearing and looks forward to working with the Council and creating successful partnerships.

XV. Adjourn

The meeting adjourned at 3:02 p.m.

Prepared by: Sara O'Donnell on 10/5/2018.

These minutes were approved by the Council for the Deaf and Hard of Hearing on: 10/8/2018
