



Minutes of the Thursday, January 20, 2011 meeting of **the Arizona Commission for the Deaf and the Hard of Hearing (ACDHH)** held at the Comfort Suites Glendale, 9824 W. Camelback Rd., Glendale, AZ 85305.

Approved with corrections at the May 19, 2011 Commission meeting

Call to Order & Roll Call

Commission Chair Schneck called the meeting to order at 4:35 p.m.

Commissioners Present: Commission Chair Schneck, Vice Chair Wasisco, Secretary Jones, Commissioners Hollabaugh, Bolduc, Schafer, Muller and Seibold

Commissioners Present by phone: Commissioners Clevenger, Hill and Ramos

Assistant Attorney General, Ron Johnson

Staff Present: Sherri Collins, Carmen Green, Lynn Wakefield, Curtis Humphries, Emmett Hassen, Bryanna Alton, Melinda Villela, Beca Bailey and Michele Michaels arrived at 5:15

Approval of Minutes – November 18, 2010

Commissioner Muller moved to accept the minutes as written, Commissioner Wasisco seconded, the motion unanimously carried

Chair's Report/Summary of Current Events

Chair Schneck presented Commissioner Bolduc an appreciation award for her service to the Commission. Vice-Chair Wasisco wished her good luck and thanked her for her service, she will be missed.

Chair Schneck shared his vision for the year. He expressed his concern regarding upcoming budget cuts. The agency will need to be creative going forward on how to help the state and our constituency. He would like to see meetings directed as to where we are going in the future and rural needs.

Committee assignments have not been updated yet as we are waiting for new Commissioner appointments from the Governor.

Commissioner Clevenger stepped down as the Policy Committee Chair, Commissioner Hill has been selected as the new Policy Committee Chair.

Executive Directors Report and Summary of Current Events

Sherri Appleby's husband passed away last Thursday. He was in a tragic motorcycle accident last year and was a quadriplegic. His passing was peaceful and she and her girls are doing well. Sherry was past board Chair and served several years of dedicated service to the community and to the Commission.

Thank you, Commissioner Muller, for serving as Chair of the board and being supportive to staff.

Thank you Commissioner Bolduc for your commitment we have come a long way together. You have served the best interests of your community. You will be missed.

Staff participated in a meeting with Vocational Rehab to see how both can better serve the Deaf and the Hard of Hearing community. Meetings will continue to be held quarterly.

Visioning conference dates are on the front page of the ACDHH website. Flyers will go out by the end of this month. Commissioners are encouraged to attend the conference near them. RSVP is required. There will be online or phone registration options.

The Phoenix Visioning Conference is on the same day as the Mata Expo. Mata coordinators have been advised about the ACDHH event and our inability to participate in their event.

Michele Michaels appeared on CBS 5's mid-day show in a segment about noisy toys. The viewership for the segment was 7,500. This was great exposure for the agency.

The public comments from last meeting regarding Deaf Transportation and Deaf phone directory have been researched. Beca Bailey made contact with Maricopa County regarding transportation options, and then met with the individual who made the comment and advised him of the options available. Arizona Association of the Deaf had previously agreed to produce the community telephone directory. Beca followed up with the President of AAD regarding the directory.

Legislative issue – in 2010 Medicaid discontinued coverage of auditory implants (Cochlear implants and Baja) a group of stake holders have come together on the issue and ACDHH will support efforts to have this coverage reinstated. There is a special meeting on February 2nd. Michele Michaels is gathering statistics from Department of Health regarding cost of implant vs. cost of Governmental services to the Deaf and the Hard of Hearing.

ACDHH is participating in the Arizona Disability Advocacy Coalition's Day at the Capitol. A flyer will be available next week.

The ACDHH office will be moving across the street from our current location. The move date is not yet determined. Future Commission meetings will be at the office. The meeting room is one large room that can be divided into 2 meeting rooms. It will be fully accessible including captioning, wireless internet, looping, as well as ample parking, The first meeting in the new location will be in September along with an open house, if all goes well.

On Monday Sherri will travel to Baton Rouge to conduct a site visit at Hamilton Relay, the Arizona Relay Services contract holder.

Finance Report – Lynn Wakefield reviewed the Governor’s proposed budget for FY2012 and 2013 the agency can expect \$200,000 less in appropriation than was received for FY 2010, as well as a \$200, 000 sweep and an additional sweep for this year.

ADCHH Position Paper – License Expiration

Commissioner Muller moved to go into executive session to obtain legal advice, Commissioner Hollabaugh seconded, the motion unanimously carried at 5:30 p.m.
Pursuant to A.R.S. 38-431.03 (A) (3)

The Commission returned to public meeting at 5:45 p.m.

A break was taken at 5:46 p.m. the meeting resumed at 5:56 p.m.

Public Comments on Agenda and Non-Agenda Items**

Chair Schneck thanked the community for attending and encouraged public comments.

Chasity Clavercamp, Provisional C licensee - thanked the community for coming to show support and thanked Commissioner Bolduc for her service on Commission. Commissioner Bolduc has set the bar high for the person that replaces her. Commissioner Bolduc is a dedicated teacher, mentor, peer and friend. She expressed her hope that the Interpreter Representative position does not remain vacant for very long.

Ander Bolduc – thanked Commissioner Boulduc for her 3 years of volunteer service. This will be their last meeting as hey are moving out of state. He encouraged interpreters to take ownership of our profession by being present at meetings and making public comments. He hopes the Interpreter Representative position will be filled quickly.

Darcy Crane – thanked Commissioner Bolduc for all of her hard work on the Commission and at the college. It is important for us to have an Interpreter Representative on the Commission as soon as possible.

Lauren Greenburg , RID Treasure – thanked Commissioner Bolduc for all of her work on the Commission. She also expressed her concerns that hospitals are starting to use Video Remote

Interpreting (VRI). Many of the interpreters employed may be in another state and may not be licensed. She is interested in how the law applies to them and what can the Commission do about the issue.

Robin Dragoo, AzRID President - shared his personal experience with VRI in the hospital setting. He has had a Deaf parent in the hospital. Hospitals are imposing the VRI system on Deaf patients even when they request a live interpreter. Is there something that the Commission can do to educate hospitals regarding deaf individual's rights especially when VRI technology is not going their way?

Juliann Wasisco – expressed her concern regarding police departments not providing interpreters right away (or not at all) when people are arrested. Deaf people don't file complaints because they are embarrassed that they have been arrested. She told of her recent experience that lasted 8 hours and 30 minutes in isolation, handcuffed with no interpreters, pen/paper or call to a family member or friend. After waiting two hours she was taken to a TTY but there was no phone with it to make a call. She was denied use of a computer to make a video phone call. She strongly urged the Commission to take action to educate police departments.

ADCHH Position Paper – License Expiration - discussion

Discussion ensued regarding the current notification given to interpreters prior to their license expiration. Many other licensing boards do not send notification. What occurs if upon re-application an interpreter divulges that they have worked during the license expiration period?

Commissioners Muller, Hollabaugh, Seibold, Bolduc, Wasisco and Carmen Green participated in the discussion

Discussion ensued regarding adding questions on the application regarding a licensee's Registry of Interpreters for the Deaf (RID) certification expiration and reinstatement.

Commissioners Bolduc, Muller and Carmen Green participated in the discussion.

Commissioner Muller moved to adopt option B “move forward with a revised application and staff questioning work history since expiration as part of the administrative completeness process” as proposed including a modification of the application to ask if a person worked within the expiration period, Commissioner Schafer seconded

Commissioner Hollabaugh proposed a friendly amendment to include a question regarding if the RID certification has remained intact during expiration on all applications, Commissioner Bolduc second the motion, the friendly amendment unanimously carried

The amended motion reads adopt option B “move forward with a revised application and staff questioning work history since expiration as part of the administrative completeness process” as proposed including a modification of the application to ask if a person worked within the

expiration period and if their RID certification remained intact during the expiration, amended motion, unanimously carried

At 6:20 Ron Johnson, AAG left the meeting.

Education Session: - Lisa Furr - Hamilton's management of blocked IP calls

Lisa Furr introduced John Fechter outreach Coordinator from Hamilton.

She reviewed the FCC consumer advisory. The FCC receives from complaints from business regarding credit card scams using relay as well as consumer complaints from Deaf about hang ups from business. FCC provides guidelines for business to identify scam and how to report to federal trade commission. Hamilton has an FCC community advisory letter that can be provide to businesses that hang up on consumers. Hamilton has developed a relay friendly program. They will educate business statewide about relay, free of charge. Participating business will be listed on their website, are given a decal to display and ultimately increase their revenue. Education reduces hang ups and increases sensitivity to the Deaf and the Hard of Hearing consumers.

At 6:39 p.m. Commissioner Hill disconnected from the conference call

IARC Update - Approval of Sign Language Interpreter License

Commissioner Wasisco thanked Commissioner Bolduc for establishing the IARC, the committee is what it is today because of her. Commissioner Wasisco further reported that 4 applications were reviewed one of which was a CDI, all of which were approved to be submitted to the Executive Director for issuance.

Substantive Policy Statement - Continuing Education Documentation

Carmen Green reviewed the audit process as it relates to continuing education documentation. Prior to renewal licensees who are selected for audit are notified in their renewal letter. If audited a licensee must provide proof of continuing education units (CEUs) which under current rules would be a certificate of attendance. There are other appropriate trainings that do not provide certificates. The substantive policy statement allows for documentation other than just certificates of attendance When conducting an audit ACDHH can request 3 years of information.

Discussion ensued regarding the moratorium on rule writing being lifted and how it relates to the substantive policy and that the substantive policy is not limited by the rules if the rules are not effective. Commissioner Muller and Carmen Green participated in the discussion.

Commissioner Hollabaugh moved that the substantive policy statement be adopted, Commissioner Muller seconded, the motion unanimously carried

Advisory Committee for Interpreter Licensure (ACIL) Update - Member Selection – 5th Member

Committee Chair Jones reported the Interpreter Advisory Committee's name changed to the Advisory Committee for Interpreter Licensure (ACIL) at the last Commission meeting. She honored the years of service provided to the Commission and interpreting community by Commissioner Bolduc, her Co-chair on the ACIL.

Policy committee did not meet today in turn the ACIL did not meet. The ACIL will meet as necessary before the board meeting.

Commissioner Bolduc expressed her confidence in Commissioner Jones and hopes that when the Interpreter Representative is appointed that the committee will go back to having co-chairs. Commissioner Jones and Bolduc reviewed who the current committee members are and the need to select a 5th member, preferably a provisional interpreter.

Committee Co-Chair Jones moved that the Commission accept the 5th member recommendation of Bob Cacioppo, Commissioner Wasisco seconded, the motion unanimously carried

May 19, 2011 Commission/Committee meeting time change

Sherri Collins explained the need for a work session in the morning prior to the meeting to review the Visioning Conference findings prior to the Commission meeting. The work session will be from 12 -4 p.m. The IARC will be the only committee that meets unless an unforeseen need arises.

Discussion ensued regarding Commissioner availability, All Commissioners are available with the exception of Commissioner Muller who has a prior obligation.

Commissioner Self Evaluation

Commissioner Wasisco reported that she and Secretary Jones reviewed the Commissioner Self Evaluations. The results were very average. There are a few areas that need improvement ie "board reviews agenda materials and is prepared for meeting", received a rating of 1. There were several comments that have been forwarded to the Char Schneck and Sherri Collins. At the time of the evaluations there were 11 commissioners on the commission, three of which did not respond and two whom responded with 0's as they were newer Commissioners and did not feel qualified to answer the questions.

Dangerous Decibels

Sherri Collins reported that about 200 kits were purchased to be used by the public school system to educate students about hearing loss. The curriculum was created by the Oregon Hearing Research Center. ACDHH has distributed about 80 kits to be used by middle school teachers. A press release was done and a media story at a valley elementary school. Michele Michaels tells about dangerous decibels at events and Commissioner Schafer is advertising through the Lions Club. Historically the

Department of Education has been difficult to get through to; hopefully we can build a better relationship with Superintendent Huppenthal at the department

Commissioner Schafer reported that Cochlear America has come on board and will pay for additional kits once the current supply is exhausted, so that every school in Arizona who wants the program can receive it. He reviewed national statistics, what your ear looks like when hearing is damaged, and encouraged every Commissioner get involved by contacting their local schools. Contact Michele Michaels for materials.

Announcements

Arizona Hands and Voice is holding an educational event on Saturday, January 22nd in Chandler. The focus is literacy and hearing loss.

Arizona Registry of Interpreters for the Deaf is sponsoring a Tri Lingual workshop presented by Sergio on March 25th and 26th at Phoenix Day School for the Deaf for more information go to AZRID.org

Future Agenda Items

There are no agenda items at this time.

Adjournment

Commissioner Bolduc moved to adjourn the meeting at 7:46 p.m. Commissioner Wasisco seconded, the motion unanimously carried

Dated this 25th day of January, 2011

Chris Schneck, Commission Chair

The undersigned certifies that a copy of the attached notice was duly posted this 25th day of January, 2011 at 1:15 p.m. by *Melinda Villela*, Assistant to the Board of Directors