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Hard of Hearing Task Force Meeting Minutes: Virtual Mtg. via Zoom **August 21, 2020**

I. Call to Order, Introductions, Housekeeping - (HOH Specialist, Christy Abrams)

The Hard of Hearing Program Specialist called the meeting to order at 9:02 am

Voting Members Present: Barry Forst, Harvey Smith, Kimberly August, Melanie O'Rourke, Ron Tallman, Liz Booth, Roz Seibold

Absent Members: Cynthia Amerman, Fred Williams

ACDHH Staff Present: Betty McEntire, Director of Public Policy and Community Relations / Michele Michaels, HOH Program Manager / Beca Bailey, Community Engagement Liaison / Katie Lopez, Executive Assistant / Sonia Samaniego, Family Engagement Coordinator / Christy Abrams, HOH Specialist

Others Present: Karla Martin / CART provider

II. Public Policy & Community Relations Report (Betty McEntire)

Shared information on ACDHH's upcoming year long Employment Campaign "LET'S GET TO WORK". The Let's Get to Work initiative is the first-ever, statewide employment initiative undertaken by the Arizona Commission for the Deaf and the Hard of Hearing. Working with Arizona's business community and its leaders, we hope to reduce the unemployment and underemployment that disproportionately affects our community members. Explained we are using stories to promote the campaign in different ways; media interviews, spotlights on different issues, quotes and testimonials which we will be posting on our Website. We've had photo shoots, hosted casting calls, have models and some talent. We want to highlight people in all different fields to break down stereotypes. Betty shared the link in the chat for August 27th at 9:00 am for TF members to watch the unveiling of the employment campaign. Reiterated our excitement that this is a public education awareness of engaging businesses to engage the community that we serve for employment. Encouraged members to connect with us on Social Media, Twitter and Facebook. Shared the link: <https://www.changeyourperception.org/>.

III. Community Engagement Liaison (Beca Bailey)



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Beca highlighted the upcoming election and how we want to be sure our HOH community has access to all of the important information regarding voting. The link to the primary videos was added to the chat box for the HOH TF members. Betty chimed in to point out the amazing opportunity to bring awareness and education to the clean election and the importance of understanding how to make an inclusive video.

IV. Welcome New ACDHH Team Members:

- Katie Lopez, Executive Assistant and Sonia Samaniego, Public Policy and Community Relations introduced themselves and shared about their backgrounds and new positions with ACDHH.

V. Review & Approval of Minutes 02/21/20 (TF Members present at 02/21/20 meeting)

- Correction proposed under VI the very last line. Regina's name is printed wrong. With that, Kimberly made a motion to approve the minutes from 02/21/2020 and Melanie second the motion.

VI. Hard of Hearing Program Report (Christy)

- Shared on July 24th along with Emmett Hassen our Licensing and Certification Coordinator had the pleasure of participating in the ADA's 30th Anniversary: Framing Our Future in a COVID-19 World (we had 155 live participants and over 1,600 views!) <https://www.youtube.com/watch?v=yqZE5YI9vQ0&t=0s>
- Had the pleasure of presenting with the Arizona's HLAA Working Adults Chapter on Saturday, August 8th "Hearing Loss and the Importance of Connecting with Others, Even if only virtually!"
- Mentioned that I continue to participating in Audible Toastmaster which is the first Toastmaster in the world for people with Hearing Loss, we are gaining participation from other states as we are now meeting virtually on Zoom with RCC due to COVID-19. If anyone is interested, we welcome your participation and we would be happy to have you join us.

VII. ACDHH's Hearing Aid Program (Michele Michaels)

- Pointed out due to COVID-19, effective April 1st the ACDHH team along with 400 other state employees in our building have primarily been working from



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home. Shared she's grateful we've been able to do that and remain safe during the pandemic. Explained how busy we've been assisting HOH consumers to resolve issues regarding face masks. Shared we are helping folks to connect with Relay Conference Captioning (RCC) so they have that as an option for meetings.

- Discussed with excitement about the Hearing Aid Project and that we hope to have that off the ground by mid-September 2020. This program will be for adults age 21+, who are low income, with no Veteran's benefits or Medicare advantage or employer insurance and are below the federal poverty line. This is open to the entire state of Arizona. ACDHH has put together an agreement with ASU Audiology Department to get people tested and fit with hearing aids at no cost. We have a waiting list and Michele encouraged the group if they know someone that would fit this criteria to give Christy a call. Michele shared she hopes in time we will be able to expand the program. Noted that the hearing aid project with ASU has been designed, so that each person who is fit with a hearing aid, will also receive oral rehabilitation, opportunities to attend Living Well with Hearing Loss classes, receive materials; about oral rehabilitation, rights, and how to request assistive technology, etc. And of course there will be information about all of the HLAA chapters.
- Shared we've figured out that all of our trainings here at ACDHH can continue with Zoom! Presenting to; Community College Nursing Students, The Department of Public Health, also, we've had a request from the Arizona Indian Council on Aging
- Christy celebrated her 1 year Anniversary with ACDHH and Vicki continues to do great with AzTEDP.

VIII. HLAA Chapter Leadership Announcements (Liz Booth, Melanie O'Rourke)

- Liz touched on having to shut down the HLAA Sun Lakes Support Group due to the pandemic, their main concern being the wellbeing of their members. She pointed out that hearing loss in itself is very isolating, withdrawal is compounded with COVID-19 and the stay at home quarantine. They've been working to reach out to their members thanks to the Zoom platform. Gave praise to HLAA National and the great job they've done to provide virtual presentations / webinars all for free to reach out to people with hearing loss across the Nation with more than 2,800 people in attendance. Plan is for regular HLAA meetings to continue for now via Zoom. Reported



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their members are becoming more comfortable with this technology and that their regular church meeting location is still closed at this time.

- Melanie shared in the West Valley their last in person meeting was in March with Dr. Cliff Olsen presenting just prior to everything shutting down due to COVID-19. Shared their board has been meeting frequently. Fred Williams, Vice President and his wife Pat, Treasurer began a book club for the group. Melanie shared she keeps in touch with group members via email. Telling members about the HLAA national webinar and other pieces of helpful information such as an oral rehab practice website. They had a practice virtual meeting to teach members about Zoom and then began meeting virtually. She praised Fred and Pat for working so diligently to teach members about this technology. Also applauded their Secretary Shannon. Shannon has a blog called Golden Ears, she is an amazing writer and will be putting together a newsletter for their group. They will continue meetings virtually in the fall. The speakers that they are planning have agreed to present virtually. They will work to get the word out to their members in hopes to have good attendance.

IX. ALOHA Chapter Leadership Announcements (Cynthia Amerman)

- *Cynthia was unable to attend the meeting however did email this letter for the HOH Task Force: "ALOHA had to cancel its March board meeting due to the outbreak of COVID-19, and very soon thereafter, we began, with the help of our then Office Administrator Pat Lewis and the Executive Board, to hold Zoom meetings during our regular peer group discussion time every Tuesday from 1:00-2:00 PM. Karl, our President, also added a Zoom book discussion group called ALOHA Readers on Wednesdays at the same time in the afternoon. First, we read David Owen's Volume Control and have just finished Gael Hannan's The Way I Hear It. We learned how to "Zoom" successfully by keeping our faces visible to all members of the group for speechreading purposes, projecting our voices and muting and unmuting ourselves as necessary. We have Arizona Relay captioning, which most of us use with a separate device such as an iPad or smart phone. A third ALOHA Zoom group focused on tinnitus and run by Trudy Jacobsen has had a time change from fourth Mondays to fourth Saturdays meets on fourth Saturdays from 1-2:30 PM. Our new Office Administrator, Terri Rice, is working with Trudy to set up the group list. They have met for the last several months. Liz Booth and Ron Tallman have attended both ALOHA meetings and their presence is much appreciated. We even have a friend from Toronto, Ontario who attends and has begun to be a regular contributing member in every*



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sense of the word. We have about 12-16 people coming to each group— perfect size for discussion; we would also welcome others. Not everyone goes to all meetings but the numbers are steady. ALOHA Readers’ next selection is Smart Hearing, by Katherine Bouton. it’s easy to tell she has made her career writing for esteemed publications. Before concerns about the virus took over in March, Pat and I were scouting new venues for starting up the Oro Valley meeting again, which we plan to do in the future. Pat wants to continue volunteer for ALOHA even though she retired as of July. We need a place that has a loop and is closer to Tucson. Saddlebrooke has its own group for people with hearing loss, run by Jennifer Jefferis, who has a passion for hearing loss and leadership to match. That group was only a short distance from Santa Catalina Catholic Church where we previously met, and we wanted to be both more convenient to Tucson and to others in the main section of Oro Valley. Our treasurer, Stan Kruggel, has been collecting donations for the Jim Click raffle which has its regular three attractive prizes. Sales are down in 2020, but that is true across the board. We held a Zoom Board Meeting in April, and again became an Alliance group in this year’s virtual Walk4Hearing and are collecting raffle items. We have done so for the past four years of the Walk-AZ’s existence and very much enjoy working with other groups around the state to create a community of people with hearing loss and to raise awareness about how to improve quality of life for those of us who have found ourselves isolated and unable to communicate well as we once did. Ron’s leadership in Arizona and the whole national Walk4Hearing team have been outstanding. It is a great event every year. More next time, with thanks to you all for your advocacy work that helps many Arizonans with hearing loss and makes an impact beyond our borders, C.”

X. AZ Walk4Hearing 2020 (Ron’s Power Point) (Ron Tallman)

- Ron shared an informational power point with the group on the AZ WALK4HEARING which will be Saturday, November 7, 2020. This will be a Virtual Walk Day. The Walk sign-in begins at 9:45 am and the online program starts at 10:00 am. Register at walk4hearing.org. Stepping up for hearing health and uniting people with hearing loss for 15 year. Join us online to celebrate, share stories and learn about HLAA’s important work let’s come together and support each other.
- 2019 AZ Walk4Hearing raised \$51,806.00 had 400 Walkers, 42 Teams and 11 alliances and since 2016 Arizona raised \$187,832, had 1,775 walkers, 170 teams and 44 alliances.



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- **What Does Walk Day Look Like This Year?** Online Celebration / Walk opening, and top teams and walker recognition / Walk chairs participate as hosts / Teams and walkers share why they walk / Walk with Joss Kids Contest Winner is announced / Highlight on community impact and alliances / National and local sponsor recognition / Teams and Participants Walk / Teams and individual walkers plan their walk route in advance / Walk safely in your neighborhood, nearby park – yourself or with family and your team / Take photos or video and share on social media

What the WALK4HEARING Is:

- Community based – there are 20 walks, 12 walks this fall and 8 held this spring
- Volunteer driven – your role is key to spread the word that the Walk is on, what it looks like, and to continue to build relationships in our community
- Raise funds – funds raised support essential services and programs for people with hearing loss, alliances further extend our impact
- Call to action – inform people of the importance of hearing health, be a self-advocate and support one another Walk Day just looks a little different this year
- Walk Day celebrates community – this year, we will gather online

Leadership Role – Key Takeaways

- Talk up the Walk - “Let’s Go Virtual”
- Remain positive and excited
- Increase social media presence (like, share and comment on posts)
- Committee meetings - update & inform volunteers
- HLAA will continue to provide updates for you to reinforce locally
- Communication - chapters, alliances, sponsors, community
- Encourage their continued participation
- Stay in contact and provide updates (emails, zoom mtgs, etc)
- Logistics - rollover payment or fees to 2021
- Any permitting or reservations for equipment, etc.
- Look ahead - book date for 2021, in coordination with Walk Manager to celebrate, then walk individually, with family, or as a team

Douglas A. Ducey

Governor



Sherri L. Collins

Executive Director

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XI. Announcements / Share Information (All)

- No further announcement were made at this time

XII. Next Meeting date and agenda items

- Next HOH Task Force meeting is scheduled for November 20, 2020

XIII. Adjournment (Christy)

- Meeting adjourned at 11:06 am

DRAFT HOH TF MTG 08.21.2020