



Arizona Commission

for the deaf and the hard of hearing

100 N 15th Avenue Suite 104 Phoenix, AZ 85007
acdhh.org

**Minutes of the meeting of the Arizona Commission for the Deaf and
the Hard of Hearing, Board Meeting.
Meeting held December 1, 2021 at 4:30pm.
Meeting was held remotely via teleconference and Zoom due to
COVID-19.**

Call to Order & Roll Call

Commissioner Jantz called the meeting to order at **4:35 PM**

Commissioners present via Zoom: PV Jantz, Sarah Benton, Fred Williams, Judy Huch, Missy Keast, Susan Webster, Andrew Cohen, Jennifer Scarborough, Catherine Sienko

Commissioners absent: Barbara Brimhall, Melanie O'Rourke

Staff Present: Sherri Collins, Carlos Castillo, Betty McEntire, Carmen Green Smith, Emmett Hassen, Victoria Vaughn, Jeremy McCown, Chyla Dalton-Nava

Approval of Minutes- August 19th, 2021

Commissioner Sienko moved to accept the minutes from the August 19th, 2021 Board Meeting; Commissioner Keast seconded the motion, the motion passed unanimously.

Chair's Report/Summary of Events

Commissioner Jantz updated the Board of the recent progress with their recommendation to ADOA for a salary base increase that has been approved by ADOA.

Executive Director's Update

Sherri Collins started by thanking the board for their work on securing her recent salary increase, and all of their support for the commission. She also gave the board some highlights from the recent quarterly board report. AZAD recently celebrated their 85th anniversary, and Sherri had the privilege of being a keynote speaker at their recent conference. One recent improvement was made to our postcards for the TEDP program. The agency is continuing to look for ways to improve our communication with our community. Our Toys to Avoid campaign is underway, offering tips for parents. Christy Abrams has been very active promoting this campaign, and recently did a Facebook live

program. We also recently did an interview with the Deaf actor Troy Kotsur during Deaf Awareness Month using the Facebook Live platform. The agency is finding more success with engaging the community using the Facebook platform, and we plan to continue to use this platform in the future for a monthly speaker series. We have also seen an increase of requests for virtual training, and we are receiving a variety of agencies requesting this training. We are also continuing our outreach with the latino community. The agency will continue to meet with DES to meet some of the challenges our community faces in line with using DES services. Our meetings with DES to plan the ASL 211 service will be held off until we have a chance to address some of those issues. We will continue to keep the board updated on the progress.

We will begin a new project to address the needs of our aging population- an area that we have not previously focused on. This will focus on caregivers, facilities, nursing homes, memory care, and independent living for our community. It can be very difficult to receive accessible services in Arizona, and we are currently doing a survey to figure out how we can assist with systems and policy change. Sherri, Betty and Carmen recently attended a meeting with a representative that handles the Arizona State plan for Aging. The agency's goal is to add language to our state plan for the Deaf and Hard of Hearing, to provide more than just an interpreter or captioning. There is a very clear need for Deaf-trained caregivers, as there is only one in the state of Arizona. At this time, no other state have a state plan that includes the Deaf and Hard of Hearing, or DeafBlind, so in this project, we can provide a model for other states. The survey will be completed in January, and we hope to have more information on the results by the end of that month. We will share those results at the February meeting. We would like to create a simple website for resources and information that is just for seniors. The agency would also like to create a position for a Senior Citizen Specialist, someone who can act as a service coordinator to help connect seniors with resources. The November Board Report had one amendment- which is a letter from Carlos explaining an issue encountered with entering the agency's five-year plan in to AZIP which is the system for entering these plans. There were some technical issues which resulted in parts of our old plan being submitted. Due to the plan already being sent to OSPB, the office of budgeting, changes cannot be made until January of 2023. This should not prevent us from our budget requests for the four new positions that we are seeking, or any other work for the year. This will also be posted on our website for the public. The board had a chance to ask any questions they had, and a discussion followed. Commissioner Scarborough mentioned that she has done some work with VCD to attempt to establish a training program for students who may be interested in becoming caregivers, and would like to see a partnership with ACDHH in the future. Sherri concluded her report by informing the board about the planned virtual conference for Seniors in the Spring of 2022, and that Betty and Michele will be attending a National conference on aging next week. Our Annual report will be presented at the February board meeting.

Public Policy/Legislative Update

Betty gave the board her update, beginning with the news that the 55th legislative session will begin January 10th, 2022. 12 members of the legislature have resigned and been reappointed, which is not common. Due to that change, the agency will not be seeking any proactive legislation with the exception of our budget requests which were approved by the board in August. Our focus will be on providing education and awareness on what the commission does, and build that awareness to new legislative members, as well as monitoring any new bills which will have an impact on our community. She continued by explaining that the Federal Drug Administration opened up their public comment review on the over the counter hearing aids. Anyone who is interested in providing their comments will have the opportunity to do so through January 18th, 2022. This directly impacts our community, and it is very easy to provide comments. More information on how to do this is in the policy alert Betty sent a few weeks ago. She is also monitoring the Build Back Better plan as it relates to the interpreting community and CART providers, related to the elements of the PRO Act which is the labor organizing bill that was dropped back in February of 2021. This may have an impact on the interpreting community. She will also monitor the audiology impact of the Build Back Better plan.

Interpreter Licensure Committee Update

Commissioner Benton updated the group on the work of the ILC since the last meeting. The last ILC meeting was held on October 21st, and 37 applications were approved. 10 were in state general licenses, and we had 2 in state legal applicants, as well as 3 provisionals, a B,C and D. Of the 37 applicants, 22 licences were from out of state.

DeafBlind Board Member

Commissioner Cohen expressed his concerns about the lack of an appointed DeafBlind commissioner. He would like to possibly see a DeafBlind commissioner added. A discussion followed. Sherri reminded the group that in order to have an appointed DeafBlind commissioner, a statutory change is required in the state legislature. Sherri will research other states' approaches to this issue, and provide her findings at the next board meeting. She also informed the board that we may also have the option of changing one of the four Deaf representatives to three Deaf representatives with the fourth being a DeafBlind representative. The group discussed some of the legislative challenges with the proposed changes, and agreed to do more research in this area.

Officer Election

The board decided to table this discussion until February's meeting, in the hopes of having a full board at that time.

2022 Board Meeting Dates

The proposed dates for next year's meetings are: February 17th, May 19th, August 18th, and November 17th. **Commissioner Sienko moved to accept the proposed Board Meeting dates, Commissioner Keast seconds, the motion passed unanimously.**

2022 Board Meeting Locations

The board discussed the possibility of resuming in-person meetings next year, and also the possibility of conducting hybrid meetings. **Commissioner Cohen moved that the first two meetings of next year be virtual. At that second meeting, we'll talk about our location for the final two meetings of the year. Commissioner Webster seconded the motion, the motion passed unanimously.**

The board went on break at 6:00 PM. AAG Jo-Ann Handy entered the meeting at 6:14 PM. The meeting resumed at 6:17 PM.

Public Comments

Commissioner Benton began by reading the rules for public comments. Lori Johnson, who was commenting on interpreter complaints, expressed that she intends to re-apply for licensure, and that she has not been working as an interpreter since the lapse in her license.

Interpreter Complaint/Inquiries

Emmett Hassen gave a summary of each complaint for the board one at a time.

Regarding Lily Pacheco:

Motion:

Commissioner Sienko moves that Emmett send Ms. Pacheco a letter of concern that will encourage her to apply for licensure. Commissioner Webster seconds the motion, the motion passed unanimously.

Regarding LaToya Tilman:

Motion:

Commissioner Jantz moves that a letter of concern be sent to LaToya Tillman through the hiring agency and also that a letter be sent to the hiring agency with a signature required confirming that they received this. Commissioner Sienko seconds, the motion carried unanimously.

Regarding Lori Johnson

Motion:

Commissioner Cohen moves that the board send a letter of concern, reminding her that she needs to apply for a license before accepting work, and to also thank her for volunteering. Commissioner Scarboro seconds, the motion passes unanimously.

Regarding Helen Young:

Motion:

Commissioner Benton moves that a letter be sent to Ms. Young and impose a fine of \$50 a day for the two days of working without a license. Commissioner Webster seconds, Commissioners Huch, Webster, Sienko, Williams, Keast, Scarboro, Jantz and Benton vote in favor, Commissioner Cohen abstains. The motion carries.

Regarding Robin Dears:

Motion:

Commissioner Benton moves that a letter be sent to Ms Dears illustrating the violation of both 3.0 professional conduct, as well as 4.0, respect for consumers. And it would be my recommendation that the board specify an additional number of professional development hours that Robin has to complete, specifically in the area of 4.0, respect for consumers. And I would recommend two additional hours in addition to the other hours that she has to complete for her annual requirement. Commissioner Cohen seconds, the motion passes unanimously.

Regarding Helen Young:

Motion:

Commissioner Keast moves that we go into executive session for legal advice related to Ms. Helen Young. Commissioner Scarboro seconds, the motion carried unanimously.

The board enters Executive Session at 7:08 PM.

Executive session is completed at 7:33 PM. A continued discussion follows.

Commissioner Cohen moves that the ILC create a matrix for penalizing interpreters who have a pattern of violations so that there is more of a transparency. Commissioner Benton offers an amendment to work with staff to continue to develop a fee structure to address historical and repeated offenses; Commissioner Cohen accepts the amendment. A discussion follows. Emmett asked

for more clarification on what the board would like to see added to the matrix. Commissioner Cohen states that he would like to have an analysis of the current matrix, and see if anything may be missing. **Commissioners Cohen, Benton, Huch, and Williams voted in favor, Commissioners Jantz, Scarboro, Webster and Keast voted against this motion. The motion fails.**

Motion (*Helen Young continued*):

Commissioner Benton moves the board imposes a fine of \$1,000 for the complaint brought against Helen Young, to be paid by January 1st, 2022. Commissioner Jantz offers an amendment that Ms. Young take an ethics course, five hours worth of ethical training in addition to the fine. The fine must be paid by January 1st, 2022, and that the course be completed by March 31st, 2022. If either of those are not met, then the license will be suspended for two weeks. Commissioner Benton accepts the amendment. Commissioner Keast offers an amendment of extending the suspension to one month if fees are not paid, and if the course is not completed. Commissioner Benton accepted the amendment. Full motion is \$1,000 fine to Ms. Helen Young to be paid by January 1st, 2022, with an additional requirement of completing a five-hour ethics course or training by March 31st of 2022. If either of those are not completed by their deadlines, the license will be suspended for a one-month period of time. Commissioners Keast, Scarboro, Sienko, Webster, Benton, Williams, Huch, and Jantz voted in favor, Commissioner Cohen abstained. The motion passes.

Future Agenda Items

Officer Elections, the Youth and family update from Commissioner Scarboro, update on licensure matrix, update on DeafBlind commissioner, and the ACDHH annual report.

Adjournment

Commissioner Scarboro moved to adjourn the meeting at 8:01 PM. Commissioner Webster seconded the motion, the motion carried unanimously.

Dated this 6th day of December 2021 by PV Jantz, Committee Chair

The undersigned certifies that a copy of the attached notice was duly posted this 6th day of December, 2021 at 5:00 pm by Chyla Dalton-Nava.