



Arizona Commission

for the deaf and the hard of hearing

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acdhh.org

**Minutes of the meeting of the Arizona Commission for the Deaf and the Hard of Hearing, Board Meeting.
Meeting held November 17th, 2022 at 4:30pm.
Meeting was held remotely via Zoom, and streamed on the agency YouTube page.**

Call to Order & Roll Call

Commissioner Jantz called the meeting to order at **4:33 PM**

Commissioners present via Zoom: PV Jantz, Sarah Benton, Catherine Sienko, Fred Williams, Barbara Brimhall, Andrew Cohen, Melanie O'Rourke, Debbie Venkatesh, Susan Webster, Jennifer Scarboro

Commissioners absent: Missy Keast

Staff Present: Sherri Collins, Sue Kay Kneifel, Carmen Green Smith, Victoria Vaughn, Nikki Soukup, Ricky Gonsowski, Chyla Dalton-Nava

Also present: AAG Nick Bacon

Approval of Minutes

Commissioner Sienko Moved to approve the minutes from the August 18, 2022 meeting, Commissioner Jantz seconded, the motion passed unanimously.

Chair's Report/Summary of Events

Commissioner Jantz congratulated Commissioner Sienko on her recent award from Ben's Bells. She has been recognized for her work in the disability community and the Deaf community.

Executive Director's Update

Sherri Collins updated the Board on the agency's work, and explained that interviews for the two new positions- Family Services Specialist, and Communication Media Specialist will begin soon. The agency recently confirmed that Gallaudet University will be assisting us with a research study related to aging in our community. There will be English and ASL versions of this survey available in early 2023. The first phase of the design for the new aging website called Age of Access is in the works, and staff has been providing

feedback on the design. We hope that the website is ready to launch prior to the Senior Expo being held in March 2023. We have also received many requests for virtual training. Michele Michaels has done a few interviews on over-the-counter hearing aids, and more information on that is included in the quarterly report.

Annual Report

Commissioner Cohen moved to approve the Annual report; Commissioner Sienko seconded, the motion passed unanimously.

Public Policy/Legislative Update

Nikki Soukup informed the board that the Language Acquisition Task Force report has been completed and now is available in English, Spanish and ASL on our website. She encouraged the Board to view the report. She also reports that the agency provided support to the recent US Senator Debate, as well as the Arizona Gubernatorial interviews by assisting with using CDIs on screen for the live broadcasts. We are also continuing our partnership with Citizen's Clean Elections by translating Voter Education guides into ASL.

Interpreter Licensure Committee Update

Commissioner Benton reports that the last committee meeting reviewed licenses for 26 applicants- with 4 applicants being in the state.

Public Comments

Jessica Jones presented her comments by pre-recorded video on her complaint against Jennifer Morse. Commissioner Benton read the comments submitted by Lynn Eyrich on the complaint filed against her. Tamara Flanagan presented her comments on the interpreter complaint against her.

Interpreter Complaints/Inquiries

Victoria Vaughn gave a summary of each complaint one at a time.

Regarding Jennifer Morse: Jessica Jones filed a complaint against Jennifer Morse for not interpreting the complete message clearly and not rendering her request for a CDI appropriately during their interaction. A discussion followed. **Commissioner Sienko moved that this discussion be tabled until the next meeting to allow Victoria to find the prior complaints against Jennifer Morse so that the board can make a better decision on how to proceed. Commissioner Scarborough seconded; the motion was carried unanimously.**

Regarding Dianne Aiza Chua: Dianna Aiza Chua indicated on her application that her license had lapsed, and that she worked and received compensation in the settings of

virtual remote interpreting, VRS, and post-secondary settings for 30 days without a license. A discussion followed. **Commissioner Benton moved that Ms. Chua be fined \$300, \$10 per day for 30 days; Commissioner Brimhall seconds the motion, the motion carried unanimously.**

Regarding Lynn Eyrich: Ms. Eyrich failed to report to the Commission that her RID certification was revoked as required by A.R.S. R9-26-518, section A. Her certification has since been reinstated, and her license is current as of now. **Commissioner Benton Moved that a letter of reprimand be sent to Ms. Eyrich, Commissioner Sienko seconded, the motion carried unanimously.**

The board went on a break at 6:03 PM

The board returned to the meeting at 6:15 PM and confirmed quorum.

Regarding Tamara Flanagan: Ms. Flanagan failed to report to the Commission that the RID certification was revoked as required by A.R.S. R9-26-518, section A. Ms. Flanagan was notified of her certification revocation in April of 2022. Ms. Flanagan stated due to illness she did not know about the letter or revocation until ACDHH inquired in June of 2022. She has since paid her RID dues, and her certification has been reinstated. **Commissioner Jantz moved that Ms. Flanagan be sent a letter of reprimand. Commissioners Benton and Sienko second the motion; the motion carried unanimously.**

Regarding Brandy Resnick: Ms. Resnick failed to report to the Commission that her RID certification was revoked as required by A.R.S. R9-26-518, section A. Ms. Resnick's certification was revoked in 2021 and she failed to notify the Commission. Since then, her certification has been reinstated. A discussion ensued. **Commissioner Scarborough moved to go into executive session to obtain legal advice on the complaint against Ms. Resnick; Commissioner Sienko seconds, the motion carried unanimously.**

The board enters Executive session at 6:35 PM

The Board returns at 7:15 PM

Commissioner Jantz moved that the Board impose a letter of reprimand for a failure to report to the Commission when this individual's RID certification had been revoked and also a \$300 fine for the violation of statute R9-26-518, section A. Commissioner Scarborough seconds; the motion carried with Commissioner Cohen abstaining.

Regarding Shawn Vriezen: Shawn indicated in his renewal application that his Arizona license had lapsed, and that he worked a total 36 days without an Arizona license. The company Mr. Vriezen is employed by was contacted, and they report that Mr Vriezen did

602-364-0990 TTY 602-542-3323 V 480-559-9441 VP 800-352-8161 V/TTY 602-364-0581 FAX info@acdh.az.gov

not take any Arizona consumer calls during the time his Arizona license was lapsed.
Commissioner Jantz moved that the complaint against Mr. Vriezen be dismissed. Commissioner Sienko seconds, the motion carried unanimously. Nick Bacon left the meeting at 7:24 PM.

DeafBlind Draft Resolution

Nikki Soukup explained that the resolution would allow a DeafBlind individual to serve on the Board of commissioners as a Deaf representative, or an individual with combined vision and hearing loss could serve on the Board as a Hard of Hearing representative. **Commissioner Jantz moved to approve the DeafBlind resolution as written; Commissioners Cohen and Sienko seconded, the motion passed unanimously.**

SSP Services Update

Carmen Green Smith gave an update on SSP services in the state, and explained that the program provides up to 20 hours' worth of SSP services for every individual that is approved through our intake process. We are at a position at this time that if an individual needs additional hours, they can make that request for those additional hours to be provided. During the past fiscal year, 2,145 hours of SSP were provided.

Board Meeting Dates/Locations 2023

Commissioner Jantz moved to approve the following dates for the 2023 Board meetings: February 16th, 2023; May 18th, 2023; August 17th, 2023; and November 16th, 2023. Commissioners Sienko and O'Rourke seconded, and the motion passed unanimously. The commissioners discussed meeting locations as well as the possibilities of hosting hybrid meetings. **Commissioner Benton moved that the February 16th, 2023 Board meeting be held virtually; Commissioner O'rourke seconded, the motion carried unanimously.**

Officer Elections

Commissioner Williams moved to continue with the current officers; Commissioner O'Rourke seconded, the motion passed unanimously.

Accessible Facilities for Seniors

Carmen Green Smith reported that the agency is continuing to work with the Department of Health Services on accessibility and equal access. She encouraged the community to continue to reach out to the agency with any concerns.

Future Agenda Items

Commissioner Jantz would like to see the possibility of hybrid board meetings presented at the next meeting.

Adjournment

Commissioner Williams moved to adjourn the meeting; Commissioner Brimhall seconded, the motion passed unanimously. Meeting adjourned at 8:02 PM.

Dated this 21st day of November 2022 by PV Jantz, Committee Chair

The undersigned certifies that a copy of the attached notice was duly posted this 22nd day of November, 2022 at 5:00 pm by Chyla Dalton-Nava.