Minutes

Florida Coordinating Council for the Deaf and Hard of Hearing (FCCDHH)

Hyatt Regency Coconut Point

5001 Coconut Road

Bonita Springs, FL 34134

Thursday, November 7, – Friday, February 8, 2019 | Meeting called to order by Karen Goldberg

# Call to Order – Thursday, November 7, 2019, 9:00 a.m.

Karen Goldberg, Council Chair, called the meeting to order, and asked each person to introduce themselves

*Council Members Present*: Karen Goldberg, Chris Littlewood, Eugenia Halliburton, Debra Knox, Mary Hodges, Glenna Ashton, Debbe Hagner, Cindy Simon.

*Council Members on Phone & Chat*: Darlene Laibl-Crowe

*Council Members Absent:* John Johnson, Cecil Bradley

*Staff Present*: Tiffany Baylor, FCCDHH Coordinator, Shay Chapman, DOH Bureau Chief

**Introduction of Service Providers**:

Karen Goldberg introduced the providers for the day: Netza Rodriguez, Vanguard Audio Visual, Lisa Johnson, CART Provider, Rebecca Barkowitz, Rebecca Blitch, Roger Home, Sharon King, Interpreters-Absolute Quality Interpreting Services

# Approval of Minutes and Agenda

The minutes were read from the August 8 – 9, 2019 Meeting and approved with the no corrections.

Karen Goldberg requested that all Council Members take time to review the minutes and note any needed corrections or additions.

Debbe Hagner motioned to the accept the minutes as read. Debra Knox seconded the motion.

Karen Goldberg requested that all Council Members take time to review the agenda and note any needed corrections or additions.

Cindy Simon motioned to accept the agenda as read. Debbe Hagner seconded the motion.

# DOH Update

Tiffany Baylor, FCCDHH Coordinator, gave the DOH Update and Action Items Report. The points reported were as follows:

* Add Sunshine Standards refresher to Nov Agenda
* Add Coordinator to Facebook site as an

Administrator to monitor/access site

* DOH to collaborate and develop outreach

Program – train Patient Advocates and Companies

* Change the Minutes to a more “detailed” format. (See Council Member’s provided format)
* Place Bylaws Discussion on next agenda

(90-minute segment)

* Use “GoToMeeting” or “Vsee” to facilitate a meeting on Friday, October 11, @ 4pm. Discussion. The focus is Special Projects, (i.e. Deaf Nation and Rally to Tally)
* Have Webmaster update Meeting/Hotel Dates and Address in a timely manner.
* Update photos on website
* Rally to Tally Preparations 30-year Anniversary of the Americans with Disabilities Act (ADA)
* Speak with APD to check on partnering with them, rather re-inventing 30-year celebration from scratch. The ADA Celebration “ADA Celebration 2020”
* Protocol for reserving the Rotunda at the Capitol, including permission required to bring a large group, and what are other Disability Awareness groups doing at the Capitol to commemorate? Is it during the Legislative Meetings?
* Check on having a speaker from APD at Next Meeting
* Check on having a speaker from Text 911 do discuss progress and process for getting it in all counties
* Advertising through Google My Business
* Move 1 (one) Public Comments opportunity to the morning portion of the agenda.
* Send an email to Tampa Hospital Patient Advocate department regarding accommodations for people who are deaf & hard of hearing.
* Update needed on the status of submitted applications for renewal to Governor’s Office.
* Update Business Cards per Recommendations
* Create Newsletter with topics to include: Health care, Education, Disability Rights, Available Committee Seats, Highlights from each presenting agency, Public Emergency Access – hurricane prep, Caption 911/Text with once per quarter updates.
* Sending Council letter to FDOH Legal for feedback
* Securement of vendor space for It’s a Deaf Thing
* Location and date of next FCCDHH Council meeting
* FCCDHH Council Review of Bylaws
* Council to send links to Shay for Bright Expectations Website
* Completion of the hiring process for new Coordinator
* Website analytics
* PSA follow-up
* Council vacancy follow-up

Presenter – Teri Wilson, Director of Case Management & Maureen Decker, Director of Social Work Tampa General Hospital. An Overview of Service Provision for Patients who are Deaf or Hard of Hearing
10:00 a.m. – 10:45 a.m.

Teri Wilson & Maureen Decker presented on the services provided at Tampa General to patients who are Deaf or Hard of Hearing and the variety of services that are offered at no charge to the patient and family.

The main points included information regarding:

* The variety of services that offered (i.e. live interpreters to video relay to TTY)
* Honoring patient choice and preference
* Pre-Planning for patients who are Deaf or Hard of Hearing by Contracting with Nationally Certified Interpreters on Call
* VRI Machines & Communication Boards
* Protocol in place if a patient is not satisfied with service/interpreter.
* Educating their Tampa General Hospital staff

Following the presentation, Teri Wilson & Maureen Decker addressed questions from the Council Members.

A signed ‘Thank You’ card was presented to the Teri Wilson & Maureen Decker following the presentation.

# Break - 10:45 a.m. – 11:00 a.m.

A 15-minute break was called and observed by the Council.

Public Comments

The Public Comments agenda item was opened to the members of the public, either in the room, on the phone, or joining us on the internet chat at 11:00 p.m. by Karen Goldberg. All persons interested in speaking during the Public Comment were asked to complete a public comment card and submit to the FCCDHH Coordinator.

Lunch - 11:45 a.m. – 1:15 p.m.

The meeting was called to order by Karen goldberg at \_\_\_\_\_\_\_

The meeting resumed at 1:17 p.m. Karen Goldberg called the meeting back to order.

Presenter – Debra Noel, Regional Program Supervisor, Community Affairs and Wait List Lead, Agency for Persons with Disabilities, (APD); An Overview of APD Services - 1:15 p.m. – 2:00 p.m.

Presenter Debra Noel, Regional Program Supervisor, Community Affairs and Wait List Lead, Agency for Persons with Disabilities, (APD); An Overview of APD Services. The presentation’s topic focus areas were:

* Agency Goals
* Customers by Primary Disability
* Wait List Versus Medicaid Waiver
* Community Supports
* How APD’s Mission is Carried Out
* I-Budget, Supplies/Equipment, Residential Services, Support Coordination, Therapeutic Supports and Wellness, Prescribed Services, Five Work Streams (Waiver Services, Clinical, Quality Assurance, Community supports, Fiscal).

Questions and comments were asked by Council Members.

A signed ‘Thank You’ card was presented to the Debra Noel following the presentation.

Public Comments - 2:00 p.m. - 2:45 p.m.

The Public Comments agenda item was opened to the members of the public, either in the room, on the phone, or joining us on the internet chat at 11:00 p.m. by Karen Goldberg. All persons interested in speaking during the Public Comment were asked to complete a public comment card and submit to the FCCDHH Coordinator.

Audience member Jenny Losey, representing AQI shared information regarding the FEMA Certification Course for Interpreters. Jenny Losey reported that she is one of the first deaf people in the state of Florida to be involved in this FEMA certification for emergency response to become instructors. The certification allows her to go all over the state of Florida to do workshops to prepare for national disaster, fires, hurricanes, floods. The certification also allows her to help other interpreters when they're called for emergency situations. Jenny Losey also shared that the National Cert Conference is in Missouri next summer, 2020.

Audience member Jenny Losey, representing AQI shared information regarding partnering with Pasco County and the Tampa Bay Area to spread the word, that they offer a three-day condensed (Friday, Saturday, and Sunday) to get interpreters CEUs, and trained to be certified individuals who help other Deaf community members.

Audience member Analia Camarda shared information and concerns related to employment for people who are Deaf, access to educational opportunities, equity in hiring practices, provision of appropriate workplace accommodations. Information and resources were offered by council members.

Bylaws Discussion for Update – 2:45 p.m. – 3:15 p.m.

Karen Goldberg proposed that although the next item on the agenda was a discussion about bylaws, the scheduled 3:15 p.m. speaker was early, and should be allowed to present ahead of the Bylaws discussion. The council members were unanimously in favor when put to a vote.

Karen Goldberg introduced the speaker from 9-1-1 Collier County

Presenter: Bob Finney III, ENP Director, Communications, Collier County Sheriff’s Office
3:15 p.m. – 4:00 p.m.

Bob Finney III, ENP Director presented to the FCCDHH Council information regarding the Text-to-911 in Collier County: First in the State to Implement the Service in the Text-to-911 System. The main points of his presentation were:

* 9-1-1 The History
* The Challenge
* The History
* Next Steps
* FCC Ruling on RTT in Lieu of TTY
* National Emergency Number Association (NENA)

# Break - 4:00 p.m. – 4:15 p.m.

A 10-minute break was called by the Chair, Karen Goldberg, and observed by the Council. Following the break, the decision was made to postpone the Bylaws discussion to the next day, November 8, 2019. Karen Goldberg requested that the Coordinator provide each Council Member with their designated bylaws section to review overnight and be prepared to discuss on the second day of the Quarterly Council Meeting.

Committee Updates – 4:15 p.m. – 5:15 p.m.

Karen Goldberg requested that the committees provide an oral report to the Council and community. The committee’s reports are summarized as follows:

* Web Committee: Debbe Hagner, (Co-Chair), reported that FCCDHH has approximately 893 people that look in on Facebook. The Web Committee would like to see that increase more. In an effort to effect and increase, the Web Committee has been trying to share different important information on Facebook related to Hard of Hearing and Deaf.
	+ The Committee Co-Chair suggested adding other sites to the FCCDHH social media outreach, such as Twitter and Pinterest. There was concern that adding other social media venues would be difficult to manage, when it has proven difficult to manage Facebook alone.
	+ Shay Chapman reminded the Council that Department of Health is not allowed to facilitate in any kind of social media.
	+ Karen Goldberg shared that she was pleased to notice that Darlene Laibl-Crow has posted quite a bit from Florida and Virgin Islands Deaf-Blind Association.
	+ Chris Littlewood stated his agreement that FCCDHH should limit social media presence to Facebook. Chris Suggested that branching out to other methods, would become too cumbersome to manage.
* Education, Medical Outreach, Technology Committee: Eugenia Halliburton, EMOT Co-Chair, reported that the committee participated in a teleconference in September. The focus of the meeting was:
	+ One-two-page newsletter, (print vs electronic). Decision – Electronic
	+ The information will Include a summary of meetings/presenters, resources, emergency preparedness, parents' rights; medical providers guidelines for providing accommodations, etc.
	+ Vlog on Facebook
	+ Contacting Agencies/Liaisons to introduce FCCDHH face-to-face. Build relationships with agencies and become a resource for them to share.
* Legislative Committee: Glenna Ashton, Legislative Committee Chair, reported that the committee would like to plan a visit to the Florida Capitol to meet with Legislators. The Committee is allowed one to five to meet with the legislation, and a full day is needed. This is because some Legislators have meetings in the mornings, and others the afternoon. Therefore, in order to be available to all sought Legislators, a core group would need to go visit legislators the whole day. The Council Members that expressed an interest in attending were: Eugenia Halliburton, Glenna Ashton, Cindy Simon, Chris Littlewood, and Debra Knox. Shay Chapman stated that it would be wise to provide an exact number and date soon for DOH to ensure that there is a hotel day added for Council Members for the extra day.

* Budget Committee: Cecil Bradley, Budget Committee Chair, was provided with a copy of the budget to approve prior to the meeting. The budget was approved. Tiffany Baylor was asked to provide the report to the Council in his absence. The July 2019 – June 2020 Budget report was read by Tiffany Baylor.

Public Comments – 5:15 p.m. – 6:00 p.m.

Karen Goldberg opened Public Comments at 5:15 p.m. and inquired whether there were any community members on the phone line or on the chat that had joined the Council Meeting and wished to make public comments.

Audience member Jenny Losey shared information regarding the Governor’s Hurricane Conference to be held in West Palm Beach, FL on the 17th – 20th 2020, and one in Orlando April 6th – 9th 2020. She encouraged council members and community members to get involved.

Audience member Analia shared that there are special hotel room rates from Marriott for Rewards Members of $69.00 during the time of the council’s possible Legislative visit in February and The Rally to Tally. (Code MMF)

Audience member Lisa Schaefermeyer, of AQI Interpreting shared planning suggestions for meeting with Legislators such as, having a booth in the Capitol and stopping Legislators who are passing by, and holding a meeting on the 22nd floor area.

Audience member Lisa Schaefermeyer added comments to a discussion on Emergency Management Interpreters about a letter developed from the FCCDHH that kind of mirrors the NAD standard practices on guidelines for news agencies to use when they have a sign language interpreter on the screen. Lisa offered her assistance with the related research to draft a letter.

Audience Member David Richardson from New Tampa added a comment via CART, “been watching the meeting all day. Great work, everyone's awesome discussions. She asked if anyone was here and I answered yes, people are watching the CART.”

Audience member David Richardson from New Tampa added a comment via CART, “The ADA isn't structured for a single person, it has helped so many people. The ADA is a blunt force object. It is to be used only when needed, but with hospitals, businesses, media, and others. It is NEEDED, and at times to be used.

Discussion by council members involved Statement topics to share with Legislators such as, accessible emergency management for deaf and hard of hearing people, minimum standards for interpreting in a medical setting, mental health, function equivalent telecommunication for the deaf and hard of hearing.

Glenna Ashton suggested having everything on paper, when mentioning the bills. Legislators will want to know specification and the Council have that ready on paper, (i.e. the bill number, who's the sponsor, background information, interpreter information or text to 911, information). The Council should have the information ready in nice folders to hand to them.

Karen Goldberg requested that council members provide the council with an Organizational Update.

* Chris Littlewood reported for ALDA: Open positions, National Conference in Kansas City, next year's convention in Niagara Falls, Transcribing assistive technology for IPhone.
* Debra Knox reported for AG Bell: New board members, goals and committees on Florida A.G. Bell, and FLASHA Conferences, so that they families learn more about helping their own children.
* Debbe Hagner reported for HLAA: HLAA Florida State Association reconstruction, modifying the bylaws and following along with what the National Association recommends, and the HLAA convention this year in Rochester, New York.
* Glenna Ashton reported for FAD: The State Conference the end of October in Fort Lauderdale with good workshops, good speakers, and good food. There were Board elections as well.
* Mary Hodges reported for Elder Affairs: The Department of Elder Affairs was one of six other state agencies to attend an interagency meeting that was hosted by CHAD. The keynote speaker was the First Lady who talked about suicide and suicide prevention. The agencies are all working together in this effort. Mary Hodges asked if there any data that is available in terms of suicide in the deaf and hard of hearing population? Her work group is developing a strategic plan on suicide prevention in Florida.
* Cindy Simon reported for Audiologists: Sixth Annual Mentophonia meeting for consumers and we bring in speakers doing research around the world. Audiologists are waiting to see what's coming up with the bill to pay for children’s hearing aids.
* Karen Goldberg adjourned the meeting for the day at 6:03 p.m. and informed all Council Members of the Call to Order time the following day.

Florida Coordinating Council for the Deaf and Hard of Hearing (FCCDHH)

Thursday, November 7 – Friday, August 8, 2019 | Meeting called to order by Karen Goldberg

# Call to Order – Friday, November 8, 2019

The FCCDHH Council Meeting was called to order at 8:00 a.m., by Karen Goldberg, Chair. The Chair called for introductions.

Council Members present were: Mary Hodges - Elder Affairs, Glenna Aston – FAD, Debbe Hagner – HLAA, Karen Goldberg – HLAA, Chris Littlewood – ALDA, Cindy Simon – Audiologists Rep, Debra Knox AG Bell Florida Rep., Eugenia Halliburton – FRID Rep., Darlene Laibl-Crowe – Deaf/Blind Rep., (via phone)

Council Members John Jackson – Department of Children and Families Rep., and Cecil Bradley – Department of Education Rep., were not present at the meeting.

The staff present were: Shay Chapman – DOH, Tiffany Baylor – FCCDHH Coordinator.

# Committee Updates Wrap-Up/Updates & Sharing

Karen Goldberg requested that the Co-Chair Eugenia Halliburton run chair the meeting for Friday, November 8, 2019. Eugenia Halliburton called the first order of business to be the identification of the next Quarterly Council Meeting’s location, date, and time. The dates and times are listed below under the heading, “Review of Upcoming Meeting Dates and Locations”. Other items of discussion were:

* The dates for Rally to Tally
* Perspective Council Member participants to Rally to Tally
* Securing Flights for Rally to Tally, and hotel reservations for the 4th of February
* Location for meeting location in May including choosing a location that provides accessibility to the community members and reaches an unreached population of people who are Deaf or Hard of Hearing.
	+ Suggestions were: Broward, Miami, Key West, Hollywood, Tampa, Lakeland, Gainesville, Kendall. The final decision was Dade County/Kendallarea.
	+ Discussed possibility of adding a Zoom Meeting to reach those community members outside of the area of Miami.

Eugenia Halliburton recapped the final council decision on the Rally to Tally in conjunction with the February Quarterly Council Meeting. The agreement is for the Council members who are participating in the Rally to Tally is to arrive on the 4th of February. Council members will then participate in legislative visits on Wednesday, the 5th of February from 9:00 a.m. - 1:00 p.m., and from 1:00 p.m. - 5:00 p.m. The regular Quarterly council meeting will take place on Thursday, the 6th of February, and the half-day meeting will be on Friday, the 7th of February in Tallahassee.

Eugenia Halliburton called a 5-minute break before the Sunshine Law Training. Eugenia Halliburton called the meeting back to order and all council members had returned.

Sunshine Law Training 8:45 a.m. – 9:45 p.m. Tiffany Baylor with Permission from Patricia R. Gleason, Special council for Open Government, Attorney General’s Office, FL

Tiffany Baylor shared PowerPoint presentation prepared by Patricia R. Gleason, and provided discussion and clarification on the following topics:

* Scope of the Sunshine Law
* Three Basic Requirements
* Applicable Parties
* Exemptions
* Penalties for Violations
* Term: Public Records
* The Provision of Public Records (from requests)
* Public Records Act/Fees
* Retention of Records
* Penalties for Noncompliance
* Additional Resources

Bylaws Discussion for Update – 9:45 a.m. – 10:45 a.m.

# Review of Upcoming Meeting Dates and Locations

The upcoming FCCDHH Meeting dates are:

Thursday, February 6th – Friday, February 7th, 2020.

The meeting location and times are:

Betty Easley Conference Center, Southwood State Campus

4075 Esplanade Way, Tallahassee, FL 32399

Thursday 9:00 a.m. – 5:00 p.m.

Friday, 8:00 a.m. – 12:00 p.m.

The location for the Hotel will be:

Springhill Suites

1300 Executive Center Dr.

Tallahassee, FL 32301

Room reservation information, including booking window, will be provided shortly.

# Review of Public Comments

Eugenia Halliburton directed the council to the next agenda item: the review of public comments and asked if there were any responses/comments related to the comments provided during the previous day’s comment about the need for qualified interpreters having support for employment that Annalia, an audience member made.

A second item of review was the possibility of FCCDHH be represented at the two upcoming conferences shared by audience member, Jenny. One will be on April 6-9 in Orlando. The other will be May 17-20 in West Palm.

Shay Chapman researched the Exhibitor fee for the Governor’s Hurricane Conference on May 17-20 in West Palm and learned that a table would cost $1800.

Chris stated that he would reach out to a resource to request a reduced cost/fee for FCCDHH

Eugenia Halliburton opened for discussion by the Council audience member, Lisa's suggestion on research and the importance of having the camera on the interpreters during emergency/hurricane announcements. Giving a presentation at the Hurricane Conference may allow for a decrease in the price of the exhibitor fee.

Shay Chapman shared that the Department of Health did a post study last year, in which the data will be published soon of the Keys and Hurricane Michael. Representatives went door to door and did some surveys of residents and asked them questions about one-year post what they were experiencing. DOH was looking into mental health issues, like emotional well-being after the storm, but also access to resources.

Tiffany Baylor brought before the Council a request for a decision regarding the 8th Annual Hearing Text Expo at the Manatee Technical Institute, in Bradenton Florida on Saturday, February 15, 2020. The decision was to send Tiffany to represent FCCDHH. Debbe Hagner will attend representing HLAA.

Glenna Ashton suggested speakers for the May Quarterly Conference. The possible speakers were John Paul Jebian, Coordinator of the waving hands. He could explain the organization, and the way it involves families and children. The presentation would have to be at the school on Thursday afternoon because he is an ASL teacher. The second suggestion was Debbie Majors, The ADA Coordinator for the City of Boynton Beach where they have been really reaching out to the Deaf community, because there is a lot of deaf retired people that live in Boynton Beach.

Debra Knox suggested Dr. Aliette Alphano (sp) from FAU, who works with Deaf Family Literacy.

Cindy Simon suggested Lynn Miskiel who is very involved in preschool education.

Bylaws Discussion for Update – 9:45 a.m. – 10:45 a.m.

Eugenia Halliburton acquiesced the Chairman duties to Karen Goldberg. Karen Goldberg then called each council member to state their suggested updates to their assigned section of the Bylaws.

Each Council Member discussed their assigned section and proposed updates to the rewording/terminology, and format of the Bylaws.

Due to technical difficulties with the coordinator’s computer, Debra Knox was tasked with taking drafting the changes and sending to Tiffany to share with the Council Members. Tiffany will then prepare an official draft to be voted upon at the upcoming February Quarterly Council Meeting.

# Break 10:26 a.m.

Karen Goldberg called a break for 4 minutes to prepare for Public Comments.

# Public Comments 10:30 a.m.

Audience member, Jenny, with AQI Services provided further information on the Basic Certification Training through FEMA. The three-day workshop and final exam allow the participant to become FEMA certified instructors. The website www.FloridaSertTrac.org was provided to access the course.

Chris Littlewood shared that he provided information regarding getting involved with a local certified team.

Audience member, Jenny, also shared information about the Florida Cert Conference in 2020, and a possible training on the CERT at that time.

Audience member, Lisa Schaefermeyer, commended the Council on the “energy and the same positive work that has been done and continues to be done here, and I see that.” Lisa also shared that the Florida Cert Conference might be another area where FCCDHH would want to have an exhibitor’s table.

Audience member, Jenny with AQI discussed their efforts in ensuring that Emergency information during Hurricanes has a CDI and a certified ASL interpreter present at press conferences.

Adjournment

Karen Goldberg adjourned the meeting at 12:00 p.m.

August 9, 2019

Hyatt Regency Coconut Point

5001 Coconut Road

Bonita Springs, FL 34134