

**FLORIDA COORDINATING COUNCIL  
FOR THE DEAF AND HARD OF HEARING  
Quarterly Meeting  
Tallahassee, Florida**

Thursday, February 8, 2018  
9:00 a.m.

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[Please standby. Working on the polycom].

>> SHAY CHAPMAN: Good morning. Let's see if Cindy can hear us now.

[Pause].

>> GLENNA ASHTON: Good morning.

>> SHAY CHAPMAN: Good morning.

>> GLENNA ASHTON: It's 9:03.

>> SHAY CHAPMAN: Adam, can you tell on the phone line to give us just one minute?

[Pause].

[Telephone beeps].

>> SHAY CHAPMAN: This is a test to see if those on the phone can hear us now?

[No response].

>> SHAY CHAPMAN: David, the people on the phone are saying they can't hear us, they're only still hearing music.

>> DAVID BLODGETT: I could hear you guys fine a second ago.

>> SHAY CHAPMAN: I wonder....

>> PATRICK: Probably if they hearing music, they haven't logged in.

>> DAVID BLODGETT: They may need to hang up and call back in. But I could hear you guys.

[Pause].

>> DEBBE HAGNER: Lisa, can you type something? It's not coming up.  
[Please standby. Working on polycom]

>> SHAY CHAPMAN: Can we ask Glenna if she just wants to get started and we'll continue to work on the phone issue?

>> GLENNA ASHTON: Okay.

[Telephone beeps].

>> GLENNA ASHTON: Okay. It's 9:09 and we'll call to order the council meeting, even though we still have phone problems in making connections, with the Florida Coordinating Council for the Deaf and Hard of Hearing, we start at 9:09. We will have a roll call starting with the people here, and hopefully people on the phone will be connected by the time we get to them. Gina?

>> GINA HALLIBURTON: Good morning, this is Gina Halliburton representing the Florida Registry of Interpreters for the Deaf.

>> DEBRA KNOX: Good morning, Debra Knox, I represent A.G. Bell Florida.

>> DONNA DRAKE: Hello, this is Donna Drake from St. Augustine and I'm representing the Florida Association for the Deaf.

>> GLENNA ASHTON: Glenna Ashton from Boca Raton representing the Florida Association for the Deaf.

>> DEBBE HAGNER: My name is Debbe Hagner, I represent HLAA and I live in Port Richey.

>> CHRIS LITTLEWOOD: Good morning, this is Chris Littlewood, I live in Seminole, Florida, work for St. Petersburg College and I represent the Association of Late-Deafened Adults.

>> CECIL BRADLEY: Good morning, everyone, this is Cecil Bradley, I represent the Florida Department of Education and I work for the Florida Division of Vocational Rehabilitation and I'm from here in Tallahassee.

>> MEGAN CALLAHAN: Good morning, this is Megan Callahan representing the Florida Department of Health.

>> SHAY CHAPMAN: Good morning, this is Shay Chapman representing the Florida Department of Health.

>> SHAYLA KELLY: Good morning, my name is Shayla Kelly representing the Florida

Department of Health.

[Pause].

[Telephone beeps].

>> GLENNA ASHTON: Do we have anybody on the phone?

[No response].

>> DEBBE HAGNER: We have Cindy on the chat.

>> GLENNA ASHTON: Okay, Cindy is on the chat. Is anybody else on the chat or phone? Cindy? Darlene? Julie? Anybody?

>> DEBBE HAGNER: Cindy Simon representing the audiologists.

>> GLENNA ASHTON: Okay. Thank you, Cindy. And we also have our great team here, with Lisa Johnston, our CART, Adam, Rebekah, Tamara, Diane, the interpreting team, and Patrick with AV.

>> SHAY CHAPMAN: Julie is also on the chat representing the Deaf Service Center Association, Julie Church.

>> GLENNA ASHTON: Okay. So we have a quorum. Remember to identify yourself for the CART and remember to raise your hand to be recognized by me first, if I don't notice, then Debbe. We have the minutes from November, it seems like a long time ago! Last year.

[Laughter].

>> GLENNA ASHTON: What tab number is it, Megan?

>> MEGAN CALLAHAN: Seven.

>> GLENNA ASHTON: Seven, seven. So do a quick look-through.

[Pause].

>> GLENNA ASHTON: Okay. Do I have a motion to accept the minutes?

[No response].

>> GLENNA ASHTON: Donna?

>> DONNA DRAKE: I move that we accept the minutes as written.

>> DEBBE HAGNER: Debbe seconds.

>> GLENNA ASHTON: Okay. All in favor? Okay. Have you all had a chance to look at the agenda for today?

One thing I do want to mention, on the public notice, it says that the public comments was 4:00-6:00 but we have a slightly different schedule today, we're doing it from 4:30-5:30 and then review the comments from 5:30 to 6:00 o'clock, but if anybody actually shows up at 4:00 o'clock, we'll go ahead with them. Does anybody have any questions or anything with the agenda?

Oh, also, you'll notice that we finish very early Friday morning, and this is for the first time we have no presentations. We've had two presentations for a while. We tried to get presentations for Tallahassee, but we couldn't get one, so.... That's why we're ending early. So my flight is at 11:00 o'clock.

[Laughter].

>> GLENNA ASHTON: Okay. So, we shall go ahead with Shay.

>> SHAY CHAPMAN: Good morning, this is Shay Chapman for the Florida Department of Health. Very short on the updates. You all had the opportunity to meet Shayla Kelly. Shayla is my new assistant. Monica received a promotion, so she's still within the bureau, but moved on to a higher-level job, so Shayla is now assisting me, which means she will be assisting you as council members with your travel and at break, she will get you to sign the forms that Monica used to get you to sign and I think you'll find that you'll enjoy working with Shayla, she's a wonderful addition to our team.

>> GLENNA ASHTON: I have a question for you. And that's going to lead into the next topic, which is the legislative visit from yesterday.

We weren't sure, when you proposed a budget for DOH and you have a budget for this Council, it's not a line item, is it. Or is it?

I mean, where is it?

Because one of the last persons we visited, he was looking at the DOH budget and he couldn't find us at all and we were, like, where are we? [Chuckles].

>> SHAY CHAPMAN: Historically at one point it was a line item that you all received and in the General Appropriations Act the Council had a specified funding listed.

At some point, I believe that was two years ago? It didn't show up in the GAA, the General Appropriations Act, that we received from the Legislature, so at that time, because we're statutorily mandated to support the Council and because we want to support you, we identified funding within our own department's budget, some funding that we have discretion to spend on what we think is appropriate.

And so that funding was then moved to be dedicated to the Council.

And so as far as we know, for the future, that we still have that funding available and then hopefully at some point we, each year, propose for them to put another line item back into the GAA.

But if that doesn't happen, we'll continue to support the Council with the funding we have available.

>> GLENNA ASHTON: So we used to be a line item and then they stopped it?

>> SHAY CHAPMAN: Yes, it was removed. And we don't know why that happened.

>> GLENNA ASHTON: It probably happened because we're not making enough noise and being physical, so....

So that's a point that we realized yesterday.

>> DONNA DRAKE: This is Donna. It's -- maybe it is that we're not making enough noise, enough visibility, but also I think that people who deal with the funding and the expenditures, you know, that's something that changes constantly every year, so....

>> GLENNA ASHTON: This is Glenna. It feels like we got demoted or something.

>> DEBBE HAGNER: Cindy said I think we were a line item until they tried to cut us along with the other cuts. Then they stayed and moved around without our own line item.

>> GLENNA ASHTON: So that means all the more reason to be in contact with the Legislature to get that line item back into -- make them more aware of us.

>> DEBBE HAGNER: Julie Church says are we going to be able to assess the meeting via the phone?

>> SHAY CHAPMAN: This is Shay. I'm unsure why Julie and Cindy can't access the meeting that way. We've tested it twice here, both with Patrick and with David, and they both can call in using the information Megan provided.

>> PATRICK: Is there any way to confirm the phone number?

>> SHAY CHAPMAN: Megan has sent a confirmation for the phone number out, and there is a different number for tomorrow, correct, Megan? Make sure you use today's number. Patrick was able to call in, that's the audio/visual provider, as well as David, our IT guy here at the Department of Health.

>> MEGAN CALLAHAN: This is Megan. I'll go ahead and put the phone number and participants code on record so you can all see it on the CART. Hopefully you'll be able to access it after this.

So the main dial-in number is 888-670-3525. And the code for today is 8338411399# and that should give you access to the meeting.

>> DEBBE HAGNER: Cindy said the phone number used was the same that was put in on the chat and it's the same as that's on the agenda.

[Pause].

>> SHAY CHAPMAN: We apologize; I'm still just -- I really don't know why they can't get in, because like I said, we were able to all get in from phones remotely here.

>> DONNA DRAKE: Did they use the pound symbol?

>> DEBBE HAGNER: Cindy said that's the same code and I tried it twice.

[Pause].

>> SHAY CHAPMAN: Glenna, may I be recognized?  
It's up to the chairperson, if she wants to pause the meeting and we can try to troubleshoot longer, or if you want to continue.

>> GLENNA ASHTON: We can pause, because it's only 9:20, so we're already ahead on the schedule, so we'll pause to see if we can figure out the phone problem.

[Pause].

>> PATRICK: It's a sun com problem. I got through the first time and now it's going to music.

>> MEGAN CALLAHAN: So it's not us?

>> PATRICK: Give me your phone again so I can make sure I have the right code.

>> SHAY CHAPMAN: Megan, I'm getting music too.

>> MEGAN CALLAHAN: That's what he was saying. Do you want the log-in code?

>> PATRICK: Whatever you had before.

>> DEBBE HAGNER: It says Julie says that maybe somebody needs to sign on as a moderator to accept us?

>> SHAY CHAPMAN: We did that.

[Pause].

>> SHAY CHAPMAN: That's a different participant code than this one, Megan. Give them that participant code.  
Can you give me that?

[Pause].

>> SHAY CHAPMAN: Tell me what it is and I'll put it in here.

>> MEGAN CALLAHAN: 2986885090.

>> PATRICK: This is Patrick. It's working, with the other passcode.

[Telephone beep].

>> CHRIS LITTLEWOOD: There are two codes?

>> PATRICK: That code up there. The code on the agenda is off.

>> JULIE CHURCH: I think I'm in; this is Julie Church. Can you hear me?

>> ALL: Yay!

>> JULIE CHURCH: The other code was the trick!

[Pause].

>> DEBBE HAGNER: Cindy, are you on?

[No response].

[Telephone beep].

>> CINDY SIMON: Okay. Am I there?

>> ALL: Yay!

[Pause].

>> GLENNA ASHTON: Okay. Karen texted that she was on her way; I don't know where she is.

Okay. So Karen and Donna and I went to the Capitol yesterday. Allllll day. It started at 9:00 o'clock and finished at 6:00 o'clock.

I went a little crazy with making appointments. In the morning, they were, like, every 15 minutes we were running around and in the afternoon it was a little bit better. So, we had a total of 14 appointments.

Generally they were all very supported and were interested in learning about the Council and seemed supportive of the idea that we should have more budgeting. And because there were five bills that related to the deaf, we discussed those.

I purposefully picked the people who were sponsors of those -- any of those five bills, but people who were in my local area. And other people that were known to be supportive before. And so that was the reason why I got so many appointments. A few we actually saw the representative.

>> DONNA DRAKE: This is Donna. In the morning --

>> GLENNA ASHTON: Yeah, in the morning, and in the afternoon it was mostly aides. It was tough doing the appointments because both the House and the Senate had afternoon session meetings. I remembered to take pictures two times, and another time I forgot.

[Pause].

>> GLENNA ASHTON: Anything general you wanted to add, in general?

>> DONNA DRAKE: This is Donna here. I've done these visits over the years several times. This year, I don't know if it was just me, but I got more of a positive response, I felt like, this year, than in the past. And many of them this year, you know, saying it's not really a great year for making new policy -- [microphone turns off].

>> PATRICK: Sorry, that was me.

>> INTERPRETER: Okay.

>> DONNA DRAKE: New, you know, organizational changes. They're mostly focusing on appropriating money to existing organizations and entities and such. So, they think that next year would be a good year, so we'll just kind of keep that in mind. I did enjoy the visits, though.

>> GLENNA ASHTON: Yes, we need to start working now! To make contacts with everybody. And it really makes a difference for all of you to go visit your local legislators; it really has to be an ongoing effort.

>> DONNA DRAKE: Donna again just adding here, it did say -- they did say that it's an election year, I was going to say that's probably why they're not doing as much. They kind of -- they're doing what's already existing and not trying to take on any new things.

>> GLENNA ASHTON: This is Glenna. We're not new! We just need more money, that's all [chuckles]. That was another reason why I got so many appointments because it was an election year [chuckles]. Okay. Do you want to go ahead and get the names?

>> DONNA DRAKE: Okay. So I'm just going to give the names. Don't ask me where they're from, though. So we saw Representative Joseph Abruzzo.

>> GLENNA ASHTON: My local rep. I have not yet met the actual person. In a few years, I've been trying to get appointments.

>> DONNA DRAKE: Then it was Representative Bill Hager, Representative Richard Stark, Representative Amy Mercado. She was very, very sweet, by the way, a very nice person. Then it was Representative Evan Jenne, I was very, very impressed with that representative as well. Then we saw Representative Lori Berman, we missed that one. Then it was Representative David Silvers. Representative J. Cortes. And then we missed with Representative Emily Slosberg. And then Senator Kevin Rader. Representative Katie Edwards-Walpole.

[Cell phone ringing].

>> DONNA DRAKE: Senator Greg Steube, Senator Lauren Book, Senator Travis



Hutson, my local representative, and Joseph Geller.

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>> GLENNA ASHTON: I wanted to add comments. Like I said before, Russo is from my area, his office is actually, like, almost around the corner from my house, but I couldn't get an appointment.

Anyway.... Hager, his office is near my son's house in Boca Raton also, and I had gone to visit his home office about two months ago and I saw his aide, Troy, who was taking sign classes, and before the appointment, at home and again here up in Tallahassee, he was practicing his signs.

[Laughter].

>> GLENNA ASHTON: So he was good, he said "My name is Troy, and are you ready for the meeting?" So it was cute.

But it meant that because he has an interest, he had the eye, not the ear, but the eyes and ears of Hager, so that's one ally in that.

Stark, Karen is on her way, I don't know what happened to her, but Karen, we started sweating because we were getting behind with 15-minute appointments, that's how they scheduled, everything is 15 minutes and you have to go in with elevator speeching and then leave, and I sent Karen to go see Stark and she sat there, waiting, waiting, waiting, and finally she saw him, and Stark is a sponsor of the bill about emergency TV broadcast, to use interpreters, certified interpreters.

And -- I'll discuss the bills later, more in detail later.

But anyway, the point, he was all excited to meet us, and I'll explain more about that when we go through the bills.

We ran over there to meet him. And then Amy, and she was really nice. It's interesting, she does everything on her iPhone!

[Laughter].

>> GLENNA ASHTON: All the notes, all the information from the website, the House, the representatives, everything we talked about, blah, blah, blah, it was, like, her brain....

>> DONNA DRAKE: This is Donna. Her desk had nothing on it!

[Laughter].

>> GLENNA ASHTON: But she was very interesting, because that was new for her. But she's from the Orlando area. So I emphasize there's a lot of deaf people in Orlando.

Evan Jenne?

>> DONNA DRAKE: Evan was very friendly and asked questions about the Council.

>> GLENNA ASHTON: Lori Berman we missed, but I had already seen her, she is near me in Boynton Beach area, and I had visited her two months ago in her home office, and she had already been one of the supporters of the interpreters licensure bill before, so she knew about the deaf and hard of hearing, and we were supposed to

meet with the aide and we were late, so I wasn't worried about it, because I already saw her before.

>> SHAY CHAPMAN: Glenna, there's a question in the chat.

>> GLENNA ASHTON: Yes.

>> DEBBE HAGNER: Julie Church says question: Did they demonstrate an awareness of the interpreting issues facing Florida?

>> GLENNA ASHTON: Yes. What I'm doing now is I'm going through the general summary of the visit, and then finish with them, but then I'll go through each of the five bills and what happened with each legislator, you know, and what was the response and what they had to say about it and whatnot, so I will get to that. But because if I do it now, I would be repeating, so I'm going to kind of group it all together with the legislator bills.

Okay. David Silvers, we started out with the aide and then Silvers showed up and I had seen him, about two years ago, and "nicely" he remembered me, or so he says.

[Laughter].

>> GLENNA ASHTON: He asked a lot of questions and we kind of got off the point, because he was sponsoring a bill on the Baker Act. And Karen was there, so, of course, that's her field. But we were reminding him, you know, deaf people can get involved in being misunderstood and may be Baker Acted or whatever, you know. So, we kind of found a way to hook [chuckles].

John Cortez, you have to say J. Cortez because there's two Cortezes in the House. This is John. He was a former New York corrections officer and a lot of things were new to him, but he was very interested in the bills.

And ended up talking about deaf prisoners and he said, you know, he saw them all the time in New York. And I was telling him the story about -- I can't remember his name, maybe you know -- that case of Felix... I know it's Felix something, that was stuck in prison for 20 years and his brother and sister had lied and they finally confessed he didn't do it and they still didn't let him out of prison. Do you know what I'm talking about?

>> DONNA DRAKE: Yes, I do. I can't remember his name, though.

>> GLENNA ASHTON: Okay.

>> DONNA DRAKE: Maybe Cecil will remember.

>> CECIL BRADLEY: I'm sorry, I missed what we were talking about, I'm sorry.

[Karen Goldberg enters the room].

>> CECIL BRADLEY: Oh, yes, I had heard about that, with Felix. He's still in jail, I don't think they've let him out yet.

[Cell phone ringing].

>> DEBRA KNOX: This is Debra. I just googled it, he's still in prison.

>> GLENNA ASHTON: He's still in prison? His brother and sister admitted they had lied and he didn't do it and he's still stuck in prison. I told him about that story and I'll have to remember to send him information about that. Emily Slosberg, no, nobody was there, no aide, no rep, nobody was there. But, again, I wasn't worried because I saw her two months ago.

[Pause].

>> GLENNA ASHTON: Senator Rader, we saw the aide, he was involved with the bill. Senator Edwards-Walpole, we saw the aide. By that time we were getting tired, in the afternoon! [Chuckles]. Senator Steube, we saw the aide. The next senator, we saw the aide and the senator came back, and she just -- no, not just, she had almost one-year-old twins and they had changed their whole office into "senate babies" so they were there all day with their caretakers and she had come back, but she was focused on the babies, so we were talking to the aide. But as we were getting ready to leave, I said, you know, babies can learn signs and oh, yeah, we do it [singing].

[Laughter].

>> GLENNA ASHTON: And I was trying to teach them "ball", you know, a bounce house, I was trying to teach them ball, and I thought oh, there's a way we can make a connection there! Hutson, an aide. Geller, we had the appointment and we were finished at 3:30, we had an appointment at 5:45 to actually meet with Representative Geller, the interpreter informed us it's not Geller like your shoes, but Geller and she went ahead and met with the aide. And we explained about the Council, using the talking points with all of them, and then we went on to the bills. And like I said before, a lot of them were sponsors of the bills.

One had found out from Adam was about hate crimes, where they want to change the definition of the disability. The old way they described it was that you had to have two things. One had to be, like, a mental problem or issue or condition or whatever, plus whatever the disability is, both of them had to be there before they were labeled.

They want to change the definition so it's just a regular -- just a disability defined same as ADA, you know, removing that, so that it would apply more broadly.

That is -- and the Senate is moving along and the House is still stuck on a first reading. Text to 911, all of them were very interested in that. And the Senate is moving along. And the House, it's stuck on the first reading.

The TV interpreting -- yeah?

>> DONNA DRAKE: This is Donna, just to add to that, the Text to 911, even though it's moving to the Senate and hasn't moved in the House yet, you know, I was trying to ask what happens if it passes in the Senate and not in the House? Let's say it does pass in the Senate, they can ask the House has to do a hearing. If that hearing passes, then the bill would pass. That's what they told us. So it seems possible still that the Text to 911 could --

>> GLENNA ASHTON: Just to remind you, that Text to 911 will require all counties to have a plan to transition to e-911 prior to 2020. There is no money attached to it, just requiring the counties to get moving on it. Then we have the TV interpreting, which said that if there's an emergency, like a hurricane or the Tampa killer, they must hire a certified interpreter.

One change needs to be made, in that somebody was not informing them enough, it should be certified by RID. FRID no longer does a state certification, so we have to get that fixed.

And most of the representatives/senators already heard about what happened in Manatee in Tampa with the interpreters and most of them were aware of that TV interpreting issue. And because they made a point, you know, you see what happens with an emergency, and that's tough, and they're --

>> DONNA DRAKE: This is Donna, and that one is, I think, on the Senate floor so they should be voting on that one very soon.

>> GLENNA ASHTON: Yes, the House is moving along and the Senate is moving along too.

>> KAREN GOLDBERG: This is Karen. Is this on?

>> PATRICK: Yeah.

>> KAREN GOLDBERG: Okay. This is Karen. I don't know if you already mentioned it, but about Representative Stark, he was the sponsor of 1109 --

>> GLENNA ASHTON: I'm getting to that.

>> KAREN GOLDBERG: Okay. And also ask for volunteers.

>> GLENNA ASHTON: Stark is the one who was excited to see us and waiting to meet, his bill is going to the -- he's expecting it to go to the floor sometime next week and he wants people to come and testify, so.... Adam or Cecil or somebody could go next week to testify at the committee or the floor or whatever it is. You could contact Stark directly to find out which day and time and all of that. But he really wants interpreters and deaf people to show up to testify to that. So, hopefully we can figure out who we can contact to encourage to go next week.

The motor vehicle registration, where they add a line to have the option to say our deaf

or hard of hearing passed already. There was one quote they added to the amendment, they added another amendment to say they must provide \$1 for -- and what was that? It was out of the blue and it's obvious that a lobbyist is looking to find anything to attach to something, something.... I don't know if it's still there or not. So that passed.

Insurance for hearing aids for children are alive and they were interested in that and I emphasized, if that passes, that's great, and hopefully they will expand it to cover adults. Children become adults and adults lose their hearing and so forth. So this is in the House and in the committee and in the Senate, and it hasn't moved.

Representative Plakon called me with VRS yesterday and wanting a last-minute meeting, either to go and meet or go meet him or he comes down to the chamber and I'm, like.... we're already running around. Well, thank you.... But he was the one that was sponsoring the appropriations for HLAA Expo in Lakeland for \$6,000. And they were stuck on the first reading.

And the last one was the appropriations for the oral school. Last year they got 500,000; this year they're asking for 875,000. To our knowledge, that money for the oral school only is for serving from birth to three-years-old, and maybe Debbe, you know more about it?

They serve very small numbers, maybe 30, around the state. That's it. There's one in Jacksonville and one in Tampa and maybe one in Miami -- Miami. Maybe 30, that's all. And I'm, like, you're leaving out everybody else! Because you're only offering one way, you're not offering all the options, you're not including the mainstream, you're not including the School for the Deaf, so really emphasizing, you know.... That's a lot of money for a small number of people, babies, yeah.

Oh, toward the end, interesting, toward the end, the aides started trying to educate us about how to make visits and how to get more recognition and so forth.

But they were ready to point out that doing it once a year was not enough, it has to be an ongoing effort; going to visit home offices, calling, e-mails, and I asked, do they really pay attention to e-mails? Yes, they do.

Okay, so it's very easy for all of us to just e-mail information about the Council, e-mail whatever about the bill, e-mail, e-mail, e-mail. They do look at them all. Call. Visit home office, so.... Karen? No, Karen first.

>> KAREN GOLDBERG: This is Karen. I think that's a wonderful idea to send the e-mails but I think we have to have a uniform e-mail that we're sending so that we're consistent with who we're e-mailing, it should consist of, I think, thank you for the time for yesterday, we had wonderful people who we met with, but maybe follow it up with a thank you, and we want to give you some additional information. Maybe even send them the biennial report in case they misplace it on their desk to get some consistent things and things we would like to see in terms of the bills.

>> GLENNA ASHTON: I already plan to follow-up on doing all of the thank you things and follow-up on all of that. I will take care of all of that.

>> KAREN GOLDBERG: Okay.

>> GLENNA ASHTON: Because I am the one that made contact and I will follow-up with the thank yous. The bills and the Council information and also providing information that -- we used to be a line item and we're not anymore, so we can start for asking for that back first and then go from there.

>> DEBBE HAGNER: This is Debbe. I was wondering if any of them have actually received the biennial report?

>> GLENNA ASHTON: We brought copies with us, we gave everybody a copy, so we didn't --

[Telephone beeps].

>> GLENNA ASHTON: Nobody seemed to recognize it anyway, so.... Gina?

>> GINA HALLIBURTON: This is Gina. Glenna, do you have any specifics on the volunteers that Representative Starks wants like date and time? The president of FRID does great presentations and he can also delegate someone who can do it. And also I can get Deaf people, people who are Deaf to come, but I need to know specifics. Do you have any date and time?

>> GLENNA ASHTON: Yeah, right, we have to find out that, and maybe today, we have to look at the website. I signed up for tracking, so if it shows up, then I can let everybody know. But we have to have somebody ready to go next week, which day, time.... Karen?

>> KAREN GOLDBERG: This is Karen. Representative Stark, I met with him before you came in, he said sometimes we don't know until a day or two before, and he couldn't really give me a date.

>> GINA HALLIBURTON: That's terrible.

>> KAREN GOLDBERG: Unfortunately that's how it works. They don't know unless yours is coming up for committee tomorrow or vote tomorrow, so he would really like to have somebody there that he can call and say can you make it for an hour tomorrow or something?

>> DEBBE HAGNER: Julie Church says I had a conversation with Representative Ben Diamond -- diamond -- from St. Pete. I did send him the report and we discussed the issue.

>> GLENNA ASHTON: Okay, good. And does he seem receptive, Julie?

>> DEBBE HAGNER: Julie said VERY receptive.

>> JULIE CHURCH: I'm on the call now. Yeah, he's a new representative and he was really interested in the issues. He wants to follow-up on the conversation, so I will

contact him again. If there's anything you want me to urge him to do.

>> GLENNA ASHTON: One thing that I started mentioning yesterday, and I wish I had remembered to mention it all day, was that I said that the Agency For Disabled Persons which really focuses on developmental disabled has a huge budget. The program services for the blind, they have a pretty good budget, and we get almost nothing, even though deaf and hard of hearing are much larger numbers than the developmentally disabled and the blind, and that really seemed to make a point with them, you know. The budget for the population and the budget, if they don't match, we should be getting the bigger one.

So, anyway....

But that seemed to be a point worth making, so....

>> JULIE CHURCH: Thanks. I'll keep that in mind.

>> GLENNA ASHTON: Karen? Donna? Anything more to add?

>> DONNA DRAKE: You covered it all.

>> CHRIS LITTLEWOOD: This is Chris. Just on the Agency For People With Disabilities, APD issue, I spoke with a few people that work for that agency, and like you said, it is true, and my understanding is the only time that people that are deaf or hard of hearing are considered within that budget is if they have another disability.

So, something cognitive or visual or something like that, then they are more covered by APD. But the APD does not really include people that are deaf or hard of hearing. And I have never quite understood that.

Also, I did want to say, I have many, many questions, you've covered so much from yesterday, but the first thing I wanted to say is outstanding job!

I mean, it's obvious you did a lot of work yesterday. And as a member of the Council, I really appreciate it.

>> GLENNA ASHTON: Thank you. The Agency For Disabled People, they did expand it to include developmentally disabled, CP, other similar things like that, but it didn't include deaf or hard of hearing or blind or things like that. I'm not sure if it included autistic or not, I can't remember.

But -- and the other point that we made to them, that there are fewer Deaf Service Centers now than before, so there are a lot more deaf and hard-of-hearing people falling through the cracks and when they go to one place, they're sent to another place, and they just get the run around, and that was another point that really got through too.

>> DONNA DRAKE: This is Donna. I just wanted to add to that. Some people, you know, we had seen before because of the interpreter licensure bill over the last, what, three to four years that we've been going up there. They did recognize me and they realized this year there was no licensure and yeah, we explained we're kind of going back to the drawing board on that.

But we will be back next year with them [chuckles].

But they do remember. And I think that was the take-home message.

>> GLENNA ASHTON: So the good thing about being back next year for the interpreter licensure bill is we had all of these five bills showing up this year, with Text to 911 and the TV interpreting is looking pretty good to pass.

That means we'll have more people aware about deaf and hard of hearing and we should be able to get more support for the interpreting licensure bill next year. That would be good to build on that for this year for next year, hopefully.

>> DEBBE HAGNER: Julie says that agreed, and great work.

>> GLENNA ASHTON: Thank you. Does anybody have any questions?

>> CHRIS LITTLEWOOD: This is Chris. I'll ask the questions I can remember. But the first one I guess is a stupid question, I missed the second day of the November meeting, so I don't know what was done for the final planning, but how were the interpreters arranged to go with you for the meeting? Is that something the State provided or already had or did the Council set that up? Or how did that work?

>> GLENNA ASHTON: The Capitol had a person responsible for booking the interpreters. You had to contact the office. There's a web page, that I had, I couldn't find it, Megan sent it to me and then I found it, but there was a person to contact by e-mail or phone and you have to let them know two weeks ahead of time, so what I did, I let her know, like, a month before that get ready for us, we are planning to come on February 7th.

[Laughter].

>> GLENNA ASHTON: We will have appointments and we will let you know. And then because they don't get the meeting schedule until two weeks or a week and a half before that day, they can't commit to making an appointment, so what I did, was I sent out e-mails, a whole bunch! To representatives, senators, like three weeks before. A few went ahead and started making appointments. The rest said oh, we have to wait for the schedule.

So, the day I knew the schedule came out, I e-mailed them all right away! And then I started getting responses right up until yesterday.

So each time I got an appointment -- I made a list and then I sent the e-mail to the person responsible.

She got an interpreter ahead of time ready for that day, all she needed to know was the appointment.

So I sent her a schedule of the appointment and finally she said here are the individuals, and here is the total -- okay, fine....

[Laughter].

>> GLENNA ASHTON: Tuesday morning I sent it!



But there was no problem, really.

>> CHRIS LITTLEWOOD: This is Chris again. What about for local office visits? Because I have to be honest, one of the things that's probably kept me from making a local office visit is if I don't have a friend or somebody that's an interpreter that can go with me, I'm reluctant to go, because the communication, even though I voice, I'm very oral, but I still worry about there being a communication breakdown.

>> GLENNA ASHTON: Yeah, it was taken care of at the Capitol home office. The home-home office would have to pay for it and find interpreters for that; yeah, yeah.

>> DONNA DRAKE: This is Donna. For me, I always just bring a friend who happens to be an interpreter. That's just the only way for me.

>> GLENNA ASHTON: And in Palm Beach County, Chris Wells (sp) will provide interpreters for voter-related things and for first-time ever using an interpreter, and then they can take whoever is using it to hire an interpreter after that.

>> CHRIS LITTLEWOOD: Maybe VR? I mean.... would they --

>> GLENNA ASHTON: That's not job related.

>> DONNA DRAKE: This is Donna again. I'm wondering, what about inviting that representative to one of your local meetings? You know, that way it would be -- he would be able to hit on meeting with a lot of people at the same time. And then it would kind of maybe wake him up to say oh, it's not just one person, there's a lot of people that have the same issue.

>> GLENNA ASHTON: Right, and this year is a good year to be inviting the reps and senators because they're running for re-election in 2018 and this year would be a good year to invite them. Anything else? Yes?

>> DEBBE HAGNER: This is Debbe. I was wondering if Adam can give us some suggestions as to how we can get interpreters for you -- or for us?

>> GLENNA ASHTON: Glenna. I'll answer. Sometimes, you know, you want to be friends with the local interpreting agency, and sometimes they can do pro bono interpreting. If you get somebody that is willing to do it for pro bono, you know, if they're available, then they can go with you and would not charge. So that can be done too.

You need to be frank with the interpreting agency and the interpreters and find people that's willing to do it pro bono.

Gina?

>> GINA HALLIBURTON: This is Gina. The challenge is true, that most interpreters have, like, a 10% threshold for pro bono, however, the challenge of pro bono is the quality of interpreting that you get.

It's really easy to get free interpreters who are not necessarily as qualified as one that you would pay.

[Pause].

>> GLENNA ASHTON: Okay. It is now 10:00 o'clock, it's time for a short -- oh, one more last comment, and then a break.

>> DONNA DRAKE: I just wanted to respond to -- this is Donna -- just to respond to that as well.

Within the local community, of the Deaf community, we'll know who the interpreters are, who are qualified, and they would be asking those people. They would probably not ask an unqualified person to go with them, you know, so that's always been the best way, is ask someone who you know that is qualified.

>> GLENNA ASHTON: Okay.

>> DEBRA KNOX: This is Debra, just before we break, I wanted to mention that there are two auditory oral bills that I'm aware of, one is the early intervention, one that you mentioned and that one is actually through the Department of Health, and that one, the funds are not reoccurring, but then there's a separate auditory oral bill that is through the Department of Education and that is through age seven and I believe what that does is it specifies that a child who is deaf or hard of hearing and the family chooses an auditory oral option that on the matrix for the IEP, there are added points, so that it provides additional funding so that they can receive the services from --

>> DONNA DRAKE: A matrix? Is that what you're talking about?

>> DEBRA KNOX: Yes. That funding is through the Department of Education and that is reoccurring funds, so that's really the only two differences that I know, is where the funding is allocated but also one is recurring and one is not.

>> GLENNA ASHTON: The bill that I mentioned is under DOH.

>> DEBRA KNOX: Yes.

>> GLENNA ASHTON: Yes.

>> DEBRA KNOX: Early intervention.

>> GLENNA ASHTON: There are two bills and trying to get money for both. Okay. Break until 10:15.

[Break].

>> GLENNA ASHTON: Okay. Shay?

>> SHAY CHAPMAN: Yes, Julie is requesting the code again and Megan has it on her phone. Megan is outside trying to get the air adjusted for us, I know it's a little hot in here.

Here is the code, Julie. 2986885090 #.

>> GINA HALLIBURTON: For what?

>> SHAY CHAPMAN: For the phone line.

>> PATRICK: To log on to the conference call.

>> SHAY CHAPMAN: You don't need it, Karen, Julie does.  
And I don't think we recognized earlier, Darlene has been in and out on the chat and we probably want to recognize that she's in attendance.

>> GLENNA ASHTON: Okay. We have Darlene here and hopefully everybody else is still online here.  
Gina?

>> GINA HALLIBURTON: Yeah, Glenna, I just want to back up before break when you were talking about the interpreters and this is directed to Shay, Shay, I may have missed this memo somewhere but where does the State Department come in in terms of supporting legislator meetings? Is there anything the State can do to offset that?

>> SHAY CHAPMAN: That's something I would have to research. As Glenna said, they do have the interpreter available at the Capitol upon request, but on the local level, I don't know that the State could support that or if they have any resources to do that.

>> GINA HALLIBURTON: Thank you.

>> GLENNA ASHTON: Okay.

>> DEBBE HAGNER: Darlene says whew. Had to find the public comment to get the correct information.

>> GLENNA ASHTON: Darlene, what do you mean?

[No response].  
[Pause].

>> GLENNA ASHTON: Okay. Next is general Council discussion. That's what we put in because we had no presentations.

>> CHRIS LITTLEWOOD: This is Chris. I just wanted to, if we could backtrack and continue the discussion. You covered so much yesterday.  
There's a few more questions or things that come to mind that I would like to continue to ask about, if that's okay?

>> GLENNA ASHTON: Yeah, sure, we can continue the discussion of the legislation because that's really important we discuss what happened not only yesterday but for the future, too, and maybe have a plan.  
Go ahead, Chris.

>> CHRIS LITTLEWOOD: Again, amazing job.  
The subject of the Text to 911, you know that's a thorn in the side for me because it's

really the only direct access that people that are deaf or hard of hearing have for calling 911, and it's still not available in the majority of counties in the state of Florida, and I'm certain you addressed that well yesterday with the legislators.

[John Jackson enters the room].

>> CHRIS LITTLEWOOD: I know we talked about it before and maybe it fell through the cracks or we got side tracked, but just a reminder as far as any updates, I know FCC does a list of the counties that do have it and Megan was going to send us the updated list, like, monthly, so we know what the change or quarterly at least. If we can just try to get back to that, that would be text.

>> MEGAN CALLAHAN: This is Megan, I apologize that I stopped doing that, but I will continue. I'll do it at the end of every -- is it the end of every month or the beginning of the month that it's changed and updated?

>> CHRIS LITTLEWOOD: I don't know. And I honestly don't -- because the bureau chief is different in the FCC since I stopped working with them on a regular basis up in D.C.

It may not even be updated monthly anymore. But if you could check it monthly and see if there's any change or let us know.

You know, my apologies, too, I've been remiss and if it's not buried in my face, that's why I asked if you can help to send an e-mail.

There's not an e-mail that you send that I don't read. Sometimes I just read it and move it to a folder and look at it later, but I read them all, I promise you.

[Laughter].

>> CHRIS LITTLEWOOD: The other question or comment that I wanted to make was about the interpreters for emergencies. And I'm just curious what the legislators had to say about that.

>> GLENNA ASHTON: Well, that bill -- Glenna -- that bill is Stark, he is really, really, really very motivated to get that through and see that passed.

The other people that I talked with all seem to be very supportive. And like I said, most had already heard about the two incidents with the interpreters, the hurricane and Tampa killer. So, they were aware of that.

The only thing that we have to change -- or dropped -- there was one line that said that must be certified by RID or FRID, we need to get FRID dropped because they don't -- I'm assuming Adam will take care of fixing that, because he had meetings on Friday with the two sponsors.

Donna?

>> DONNA DRAKE: Yes, this is Donna here. I would like to add a brief comment to that. Yes, I want to emphasize that it is very important for not only the Deaf people, but for the hearing people as well, you know, like if you're on a text message and you get the text warning, so it goes to everybody, not only to the deaf and the hard of hearing but the hearing people, a lot of times they don't realize how they can benefit from this as well.

Oh, you're talking about TV interpreting? I'm sorry! I misunderstood. I thought you were talking about 911; I apologize.

>> GLENNA ASHTON: Yeah, that Text to 911, I took the opportunity that it's not just for hearing --

[Background noise on telephone].

>> GLENNA ASHTON: -- it will benefit more for people than just the deaf and hard of hearing, so it can be with domestic violence and shootings and those that can't talk and so forth, and if people don't want to use voice or can't use voice, and I used the opportunity to say it's not just for hearing loss, it's really for a deaf gain. Chris?

>> CHRIS LITTLEWOOD: This is Chris. I think that's the most important issue for us to address on Text to 911 to make sure that people know that it really benefits all constituents.

Active shooter situations, an armed burglary situation, domestic violence situation, where somebody can't talk or use their voice and they need to depend on texting to 911. Everybody can benefit from that.

And what's remarkable is all four carriers, major cell phone carriers, has said that they can do it. They all do it now, but in the near-60 counties in the state of Florida that don't have the ability to process those calls at the public safety access point, you just get a bounce-back message.

So the idea of having a plan in place to do something before 2020 is great, but 2020 is twelve years away! And I have a problem with that. We should be able to do that a lot -- well, that's what I thought was said before.

>> DEBBE HAGNER: It's three years from now, not twelve.

>> CHRIS LITTLEWOOD: Oh. Time flies when you're having fun, I guess.

[Laughter].

>> CHRIS LITTLEWOOD: Two years away. Okay. So that's much, much better. But we want something to happen as soon as possible.

>> GLENNA ASHTON: When we -- yesterday when we discussed all those bills, I emphasized that we were the most interested -- I emphasized we were most interested in Text to 911, that was our number one interest. So we emphasized that quite a bit with all of them.

>> CHRIS LITTLEWOOD: This is Chris. That's just the easiest for everybody to do, it really is.

I mean, we would like to see the full availability of direct access for video phones to 911 and caption phones and things like that.

But texting to 911 is the easiest access, deaf gain, and the best way to benefit everyone.

So we just have to continue to push that as a group.

>> GLENNA ASHTON: And Chris, the bill includes having a plan to set up e-911, but that bill did not appropriate any money, so the department said the county had to find money to do it, right?

>> CHRIS LITTLEWOOD: It costs nearly no money to do it. It's just a transition thing. And, you know, people don't like change. So from the public safety access point, they're worried about a flood of texting calls and things like that. And that, historically, has not happened across the country that have made texting to 911 available. So, there are inexpensive ways. And you keep saying "e-911," it's NG911. E-911 is what's in place now for everybody. Next generation, NG911, is the next step. So, a lot of people haven't updated their networks to NG911 and they have to find a way to make texting to 911 compatible on e-911. So, it's an easy mixup, I understand.

>> GLENNA ASHTON: Could you do a short and sweet one-page paper explaining how to change to NG911 or something where we can give to the county responsible for doing that? And say no, not just actual, do it, and say here, we have the information ready to give them. Can you do that? And here's how to do that? Would that help?

>> CHRIS LITTLEWOOD: Could I do it, me personally, no, I cannot, I'm not big enough brain in that area. I can talk the talk but I can't walk the walk.

[Laughter].

>> CHRIS LITTLEWOOD: But I have colleagues that work on number for emergency -- NEMA, I forget what it stands for, for 911, and they have the information, even when a PSAP in this country has the ability to receive TTY calls and they have a way to use that TTY software to receive texting to 911 calls.

So, I need to learn more about that. I know a little bit that it exists, but I need to find out more about that, and I will put it on my list to get in touch with those folks and see if we can make a short white paper that we can share with the legislators? That would be great.

>> GLENNA ASHTON: Okay. We'll get that information and then we'll do that and then we don't want them to go ahhhh, and if we have information ready, we can have something encouraging and do that and find out. Just to have a list and find out the technical information, something that would get them started. Debbe and then Debra.

>> DEBBE HAGNER: Darlene said it took me from 8:45 to now to figure out the PC issue and locate the CART information. Now I need to troubleshoot the phone line, too much static. And then she wrote BRB.

>> GLENNA ASHTON: Oh, okay. I hope you're back, Darlene.

>> CHRIS LITTLEWOOD: This is Chris. Should we maybe put that corrected

conference code in for Darlene again in the chat, just so that it's right there for her to see?

>> DARLENE LAIBL-CROWE: I am here, I'm here. Can you hear me?

>> KAREN GOLDBERG: Yes, we can hear you.

>> MEGAN CALLAHAN: Hey, Darlene, this is Megan. We can hear you. Can you hear us okay?

[No response].

>> DARLENE LAIBL-CROWE: Sorry, everyone, I think we finally got the phone situated; this is Darlene.

>> GLENNA ASHTON: Darlene, have you been able to catch up reading on the chat what we have discussed this morning so far?

[Pause].

>> DONNA DRAKE: I think she's reading it now.

>> DEBRA KNOX: This is Debra --

>> DARLENE LAIBL-CROWE: No, I haven't, but thank you, Glenna; this is Darlene.

>> DEBRA KNOX: This is Debra, I just wanted to let you know I found some information on NG911 on the internet. I don't know how reliable it is, but it looks pretty technical in terms of what the information that's there. I'll send it to you, Megan.

[Pause].

>> GLENNA ASHTON: Okay. Gina?

>> GINA HALLIBURTON: This is Gina, I just want to piggyback and support what Chris was saying, last week, like the granddaughter had a break in when she was alone in New York and be able to text the police and text her mom and everything turned out well, because she could not talk because they were in the house.

>> DEBRA KNOX: That's true.

[Pause].

>> CECIL BRADLEY: Madam Chair, this is Cecil here, I would like to make a comment related to the interpreting bill, the emergency interpreting bill if I can comment now? Thank you.

I would just like to make a few comments. I realize there are issues related to the bill and removing FRID as a certifying body, but internally in our group, we feel strongly that

we need to expand the national certification, not only to include RID as a certification body, there's DI and other types and we know what happened recently with the RID issues, and, however, the problem is there's one organization and there are so many interpreters out there. However, we need to be sensitive to other organizations that show up as a certifying body.

We're not going to change the whole system now, but looking to the future to amend the bill later, when the law becomes a law, because many interpreters are out there who are not RID certified. So that's just something for everybody to think about. Thank you.

>> GLENNA ASHTON: Glenna. As far as, they could change the bill now and they could do amendments, but I'm sure, Adam, do you want to take the time to talk about that bill?

>> INTERPRETER: Sure.

>> GLENNA ASHTON: He'll be meeting tomorrow with the sponsors and FRID took a stand about that.

>> INTERPRETER: This is Adam. I'm the president of Florida Registry of Interpreters for the Deaf. I do have a meeting tomorrow with the senator who's sponsoring the bill, Senator Farmer is his name and I will have a phone call with Representative Stark tomorrow afternoon to talk about the bill language.

That bill is actually just an amendment. They're amending existing statute, and so it's a very simple bill, it's really only a few sentences long. They're just changing basically the rules and requirements for the Division of Emergency Management and so it would require that during emergency broadcast, that they have to provide a qualified interpreter and they define "qualified interpreter" like Cecil said, certified through Registry of Interpreters for the Deaf. But it also does mention FRID in there.

Our suspicion is they kept that in there because other existing statute uses the same language because FRID used to provide screenings for interpreters. But we no longer do that.

So I'm assuming that's why that's in there; they just don't know we don't do that anymore.

Just one other comment on national certification with RID. Currently, it's a bit complicated. Like Cecil alluded to, RID has had some issues over the past several years, but testing, the NIC test which RID has administered is now being administered by a separate organization called CASLI, C-A-S-L-I, and that's where the NIC test now lives in CASLI. RID is in charge of certification, that process, and defining what it means to be a certified interpreter, so they're going to come up with criteria for what is -- what would it take for someone to be certified?

So it would most likely include having some sort of college degree, having passed some sort of written exam, having passed some sort of interpreting exam, possibly a portfolio.

So as far as which tests they will accept for showing proficiency in interpreting, it will be



the NIC, but it will probably, I suspect most likely they're also going to recognize the BEI down the line.

It will still be RID certification, but you could get your test from other organizations like the BEI or through CASLI with the NIC.

That's where it looks like it's probably going. The RID membership is the one that's going to decide what the criteria will be for that and which test we want to accept.

And I would say my sense is a majority of RID members are in support of accepting the BEI as national certification.

So although we may not -- I probably won't encourage them to change the language in the bill when I meet with them tomorrow, because that's getting into some muddy waters and it's a bit complex.

Hopefully RID will accept other tests and so that would kind of encompass more of the qualified interpreters that exist.

>> GLENNA ASHTON: Glenna. Question. But you will tell them to drop FRID?

>> INTERPRETER: Yes.

>> GLENNA ASHTON: All right. And what about DI? I mean so far the ones that showed up were CDI, but there may be other DI, so how will we take care of that?

>> INTERPRETER: With regard to deaf interpreters, we did talk about that internally on our board.

There are several deaf interpreters who interpreted during the hurricanes, some who are certified and some who are not.

So the ones that are certified, obviously, would still be covered under this law. The ones that are not is where it gets challenging.

And we didn't want to bring it up because it just kind of opens a door to allowing uncredentialed interpreters to be interpreting for those emergency situations.

So, I am trying to get a meeting with DEM, the Division of Emergency Management. My thinking is that maybe on the other side -- so, a deaf interpreter will always have to be with a hearing interpreter, so if the hearing interpreter is a certified interpreter, then I would suspect that would satisfy the law, even if the deaf interpreter doesn't currently have certification.

The problem is is right now there is no certification test available for deaf interpreters and there won't be for at least probably two years.

So that is a big issue with them.

>> DONNA DRAKE: This is Donna. If I could ask for clarification. RID and the NIC are now separate is what you're saying, correct? Okay. So that means the RID signs the NIC over to be evaluated?

>> INTERPRETER: So RID, um.... basically gave birth to [chuckles] CASLI, C-A-S-L-I,

is the other organization. CASLI's only responsibility is to administer the test, the NIC test.

They're developed, they're going to be working on developing new tests, which would include the NIC, a test for deaf interpreters, possibly specializations for legal, medical, or mental health, whatever they end up coming up with.

But RID does -- is kind of conferring the certification. They're saying you are nationally certified because you have a college degree, because you have submitted a portfolio, because you've passed a written test, because you've passed some sort of performance-based interpreting test, whether that's the NIC, the BEI, EIPA, whatever they end up deciding to accept.

>> DONNA DRAKE: Okay. So then as a result, in other words when the law says certified by RID, then we could include the NIC, BEI, and all the others that you had mentioned. We wouldn't have to mention them name-by-name, just RID under the umbrella to cover that, correct?

>> INTERPRETER: Correct. As long as RID and the RID membership vote to accept other tests other than just the NIC.

>> DONNA DRAKE: Understood. Thank you.

>> GLENNA ASHTON: Thank you, Adam.

>> INTERPRETER: No problem.

>> GLENNA ASHTON: I want to go back to Shay and John. How much can the Council campaign for things, you know, like can we do anything about requesting to be put back on as a line item? Because we lost that.

What can we do moving forward to, except keep sending e-mails and phone calls and visiting legislators, saying that -- trying to get funding.

I'm trying to figure out what can we do in the future to get back that line item? Apparently it would make a difference and then asking for a budget. How can we encourage that to happen?

>> CHRIS LITTLEWOOD: This is Chris. We cannot do that, because campaigning is lobbying. And we can educate, we can go around and do Capitol visits and we can tell them what we do, we can ask questions.

We can, like was mentioned before, we can represent our organizations that are part of the Council, but we can't go to any legislator and say we need a line item for the Council again as representatives of the Council, we cannot do that.

We can go -- I can go as the president of ALDA or as a board member of ALDA and I can say ALDA would like them, but I cannot say that I'm on this Council.

We have to be very, very careful about the difference between educating and lobbying

as members of the Council.  
It's even problematic for me to wear both hats.

>> GLENNA ASHTON: Yesterday we explained about the history of the Council, how we started with 250,000 and we got cut down and we're back up and we explained what it covers and what it doesn't cover, making it clear that we needed more funding. They were receptive to hearing that.

>> CHRIS LITTLEWOOD: Making clear -- this is Chris again -- making it clear, but we cannot say "We need more funding." We're not allowed to say that, I don't think. That's where the line is drawn then it becomes lobbying, I would think. Maybe John, our resident lawyer, can say something more on that. No?

>> KAREN GOLDBERG: I'd like to -- this is Karen, I'd like to hear from me.

[Laughter].

>> KAREN GOLDBERG: I had it on off. I would like to hear more on the legality on that, because clearly there was a line that was allocated for this Council that's been slashed significantly. And people -- I think the Department of Health is trying to figure out ways to keep it funded.

If we don't say anything, it's just gonna go away. So I don't think it's the same thing as lobbying at all.

This is a Council, this was set up by the Government, and I think that the Senate and representatives in the House need to know the funding was cut, and that we do need a line.

I don't think that's lobbying, that's to keep this thing afloat or it's just gonna dissolve.

>> SHAY CHAPMAN: This is Shay. You know, it's a fine line, but I think it is what we talked about before. You can educate and so you can say we used to have funding and now we don't. I think that they'll understand what you're talking about without you saying "I want more funding."

However, when you tell them this, then when it comes through next year as an item that the Department of Health is requesting, maybe it will ring a bell in their head hey, those are the folks that came and talked to me and said they had lost their funding. But you cannot go and say "We want more funding."

>> CHRIS LITTLEWOOD: This is Chris again. Remember, or if you were not aware, the line item was cut from the budget by the Governor. The Governor is responsible for approving the state budget. Since that was cut as a line item, we don't have that line item in the state budget anymore.

However, like Shay has said, we are statutorily mandated to be a Council for the State, so the Department of Health still finds a way to support us and the funding; we just no longer have the line item. That's correct, right?

>> SHAY CHAPMAN: Correct.

>> GLENNA ASHTON: Are we in big trouble? All we were explaining was the budget and we were missing. No?

>> KAREN GOLDBERG: Can we hear from John?

>> JOHN JACKSON: I've got my own ethical restrictions that I have to work under and they've gotten bigger since our last meeting, actually, and so any kind of legal advice, I am going to defer to Health from this point on.

That being said, when you think about lobbying in general, another way of anything about lobbying is you're asking for something. If you're asking for something, you're lobbying. If you're asking for something, you are breaking the rules if you're asking for something for the Council as a Council. So just keep that in mind.

But, again, like Shay said, if you go in and you start informing legislators of the history of the Council, including our funding, the message is going to be very clear.

And like Shay said, if it pops up again in a Health budget down the road along the lines, it's clear, and if it pops up, there are other ways to remind necessarily the Council itself or representatives representing the Council doing so.

But beyond that, as far as any kind of legal advice, beyond that on lobbying what the Council can do, I would have to defer to Health's Legal.

>> KAREN GOLDBERG: So -- this is Karen -- then I do not want to be set up by this Council to get myself into trouble when I go and meet with legislators.

I need to have specific language of what I can and cannot say, so that I'm not putting myself or the Council in peril. I feel like it's not been very specific. It's very vague. You can say our line of funding got cut but you can't say we want our funding back.

So, you know, when they ask questions of well, what happened? I feel like I'm going to sit there and look like a deer in the headlights, so I need specific language of what I can and cannot say when I meet with legislators.

And they want to have ongoing conversations with us. I mean, certainly Representative Stark is eager to have more conversation with us, but I'm not going to want to take phone calls now.

>> SHAY CHAPMAN: This is Shay. I know last year we brought in our general counsel to kind of do an update for the whole Council on the Sunshine Laws as well as what the Council can do and we can revisit that again if anyone would like a refresher?

>> CECIL BRADLEY: This is Cecil speaking. I have to agree with all the comments. Really, the most effective way to convince the legislation to come through is to state organizations they partner with, FAD, ALDA, HLAA, all the various Deaf Service Centers, all of them get together -- lobby -- excuse me, advocate for what they need to do related to funding.

We represent the state agencies or the councils. We cannot say "We need finances." Otherwise we would be in deep doo-doo. What else can I say? Thank you.

>> JOHN JACKSON: I'm actually surprised that the Council already doesn't have anything in writing, because this issue has certainly come up in the past 14 years.

[Laughter].

>> JOHN JACKSON: But that being said, you know, I would ask that Health's Legal to give us something that we can actually keep and have for future council members, and also at the same time for something for us to see laid out, because we might have questions about what legal is asking or telling us and then, you know, we can help them in developing the document so it doesn't sound like lawyer talk, it sounds like the rest of us talk.

So, but and again, it provides something valuable for council members in the future as well.

[Telephone beep].

>> CHRIS LITTLEWOOD: This is Chris. I do believe that it's in the bylaws or the statute, I just don't know exactly where, as far as the guidelines of what we can and cannot do; that we're an advisory board, we're allowed to educate, but not lobby. And personally --

[Telephone beep].

>> CHRIS LITTLEWOOD: -- it sounds like everything you all did yesterday was in line with what we're allowed to do, so I don't want everybody to feel like everything went astray from what we were supposed to do yesterday.

It sounds like everybody just let the legislators know the current issues and where we stand as a Council. That's educating, that's not lobbying.

We just have to be careful. We cannot say "We need this" and put a dollar. I don't think we necessarily did that.

>> DONNA DRAKE: This is Donna. I did not feel that we were lobbying in any way, shape, or form. We had only explained the historical finance decreases and then they kept asking questions related to the Department of Health and we never mentioned -- or they talked about line items in the Department of Health and that's all we mentioned. So, that the Department of Health would be the ones that would be checking the services.

So, you know, they really wanted more details from us; however, we never said we wanted anything in that way.

>> GLENNA ASHTON: I think we were pretty good -- I'm trying to remember -- but I know when we explained about the history, we explained how we lost the position and we would like to have that position back and they said oh, so you will need more money for that position? And that was okay, right? We lost that position and the fact that we

lost that position.

>> SHAY CHAPMAN: Do you want to answer?

>> JOHN JACKSON: I'm not going to comment on the specifics, so if you want to comment --

>> SHAY CHAPMAN: It's a little gray. What we'll do is re-send the bylaws out and the statute and revisit those and have our counsel send out a statement so everybody wants to feel good, and if we need an updated training, then we can do so.

>> CINDY SIMON: This is Cindy, may I --

>> CECIL BRADLEY: This is Cecil. I believe we can mention that -- we can mention that we are not as effective as we used to be, that would be a great point, you know, for TV emergency services and interpreting services proves that we need a body to oversee qualified service provisions, for example, and so those are some things that we could point out in crisis situations to help and reinforce the need for a general idea. So that's something to take advantage of --

>> GLENNA ASHTON: Yeah, we did emphasize the need for someone to go out there and do training. We did emphasize that.

>> MEGAN CALLAHAN: This is Megan, I just wanted to remind you all that a copy of the bylaws are in your binders under tab three, I believe, it's tab three.

And I also wanted to mention that if you all would like, I can invite the person who came to speak to us last year from the General Counsel.

I can invite her to call in to the next quarterly meeting that we have, to kind of refresh on the Sunshine Laws and lobbying and Karen would have her opportunity to ask what can be said and what can't be said and you would ask questions of her what's crossing the line and the gray areas, if you all would like that. I think that would be very beneficial.

>> CINDY SIMON: This is Cindy, can I add something?

>> KAREN GOLDBERG: She was waiting, Cindy was waiting.

>> DEBBE HAGNER: Darlene said Megan, can we go on a lunch break so you can send me the CART document so I can read up on what occurred to date? I had to hang up on my land line call in using the iPhone. I am on now, but no clue what's being discussed.

And then Cindy has her hand up. Cindy, go ahead.

>> CINDY SIMON: I would propose that getting someone in to see what we can or can't do, we should probably make that a routine thing to do every other year, because there are occasions where someone from State told us one thing and someone else was in that position two years later and said no, that's not true, you can't do that. So, maybe we need to update every couple years with whoever is there to make sure we do the proper thing.

>> JOHN JACKSON: This is John. That's one thing about having it in writing. It really helps, because there are times when lawyers can interpret things differently or lawyers be asked to interpret things differently by their leadership.

So having something in writing is more than just saying well, hey, two years ago Bill said this, it's much better to say hey, we were provided this guidance and we have been working under it.

So don't just tell us know, explain to us why Bill's guidance is wrong that we've been living under for a couple years and we've had in writing and we've had on our website and everything else.

Secondly, I would encourage -- you know, this is going to be back and forth, what we're describing here and trying to get some answers about this stuff and establish answers that we could take forward for council members in the future.

This is going to be a back and forth. Otherwise, I mean, the general counsel is going to come down and do your basic presentation on public records, Sunshine, and lobbying, which is not what we need.

What we need to do is be proactive. I believe wholeheartedly when you read the bylaws and read the statute and anything else you can find relative to this Council, you will find more questions than you have answers.

So don't waste time and wait for the presentation. Do the questions and provide them ahead of time, when the speaker comes in, we can jump ahead a bit and moving forward a little faster.

Because some of us have had these presentations off and on for years so I think we're beyond the general, you know, you can't ask for anything.

I think we need to, you know, have more detailed questions and really flesh it out because it also might require, odds are, it will require our legal advisor to go back and look for more information themselves.

You know, I mean, there's only -- and just asking for someone to come down and do a presentation, that's great. We need it. But really, we're just going to touch/scratch the surface in a presentation like that.

And for 2/3 of that, been there, done that.

If we're going to set it up, let's set it up and get something out of it as opposed to a repeat.

Otherwise we can just pull up a transcript from four years ago and hand it out. Which may not be a bad idea along with the bylaws and read and see if you have any questions.

But my point is figure out your questions now, would be a good idea.

>> CINDY SIMON: So, this is Cindy. Maybe what we need to do is come up with a list of questions, everyone submit them to Megan, and then pass it out to everyone and

see if anymore are thought of.

Having it in writing as soon as people change and change their minds, I discovered in one of the issues when they changed their minds, I actually sent the transcript of the individual from the department who lectured it and had their words in writing and was told well, they were wrong. Therefore, that's why I suggested once you have a document, running it by whoever is there every couple years to ensure no one has changed opinions.

>> KAREN GOLDBERG: Hi, this is Karen. Two thoughts. The first is that I do think that we need to have the presentation when we have new council members come on, because some people are not as savvy with the -- me included -- with the legalese, so it's really good to have that presentation and understand what are the Sunshine Laws and what are my responsibilities as being a member of the Council. That's the first point.

I don't know if that's every four years? Or every two years? Or whatever we have. But I think we do need the basics.

You know, I think we got an orientation, didn't we? Didn't I do a slide presentation or something? Okay. I remember that [chuckles]. Probably I did an exam just to make sure I knew it.

But the other point I would like to make is I think we need a script of what we are going to say to council -- I mean to representatives and senators. I need to run that script by the Legal Department, making sure that it is okay, that this is what I plan to say, here is the script, and we as a Council will stick to this script and we will not go off point, this is what we will stick with.

I really have no interest in violating any laws [chuckles], so I think that's reasonable.

Glenna, you put together a beautiful bullet points and the different laws and bills that are coming up, and you did a beautiful job speaking.

I would like to have that, like, when we peeled off, I would like to have my own little script to make sure I don't do anything, because I do get the question of "How much money are you guys looking for?" And I'm, like, coughing, eh, eh, eh, I need a script of what to stick to.

Just as an aside, I am on the committee for the American Academy of Child and Adolescent Psychiatry and we're meeting with Congress again, like the same thing we do here, and we have a script and here's our script. You don't have to be a robot when you go, but you know you're not violating a law when you have that script [chuckles]. And I feel really good about it, so I think we should do it here.

>> DEBBE HAGNER: Darlene says here's a website with the questions and answers about the Sunshine Law, <http://myFloridalegal.com/pages.ns/main/321B47083D80C4CD85257>, and it keeps going.

[Laughter].



>> DEBBE HAGNER: Do you want me to read the rest?

>> KAREN GOLDBERG: Just Google it.

>> SHAY CHAPMAN: We'll find it.

>> GLENNA ASHTON: Ask Darlene to send the link to Megan and she can send it be out to us.

>> DEBBE HAGNER: Darlene, send the link to Megan. Thank you.

>> JOHN JACKSON: Just very briefly, just so you know, that's going to give you some good -- they fairly decent instruction on public records and Sunshine and it will leave you with questions, after that, it won't give you anything at all on lobbying, just so you know.

>> CHRIS LITTLEWOOD: Sunshine Law can be, as John has kind of said, a little bit different of an issue where it's about sharing public information and not necessarily with discussing our needs with the legislators.

I encourage everybody to read the statute and the bylaws for this Council. Section 3 of our statute is the role of the Council to serve as an advisory and coordinating body, blah, blah, blah, goes five lines on and then several-lettered sections. It's very important to read that, for everybody.

You can get to it just by going to our website and it shows our statute link right there on the home page. So it's real easy to find.

If you can find our home page, you got it. If you have any problem finding our home page, I'm sure Megan can help direct us. But we all need to be reading both the statute and the bylaws as a first step to all of this.

>> DEBBE HAGNER: Somebody wrote non-legal opinion would be anything that is in the RT, we can say when we are -- wait a minute....

>> SHAY CHAPMAN: It's from Julie and she just said her non-legal opinion is it would be safe to say anything that's published in the report.

>> DEBBE HAGNER: I scrolled wrong.

>> JOHN JACKSON: Does the report ask for anything?

>> SHAY CHAPMAN: Refers to statutorily information.

[Pause].

>> GLENNA ASHTON: Anything else relating to discussion about legislators visit?

I sent out an e-mail and Megan sent out encouraging you all to make appointments with your home office. Did any of you do that in the last two months?

[No response].

>> GLENNA ASHTON: Okay.... [chuckles].

That's where we need to improve on, to set up, on behalf of contacting our own local representatives or senators, not only in our own districts but in neighboring districts, and the representatives at the state level and also representing whatever organizations we represent too.

It's really easy. All you just do is send an e-mail -- well, all the information is on myflorida.gov or flsenate.gov and you just click on the whole list of representatives and senators and districts and right on that page they tell you which county they cover, in parts of this county, or all of this county, so it's easy to make your own list of who to contact.

And you can just send it -- and you can click on the representative or senator and you send an e-mail right there and that's it, and then just go in and make an appointment.

It's very easy to make an appointment, and you can do that through e-mail or phone call.

It's not that hard to do; you just have to make time to do that, to develop your list of who you can go see within your driving distance and just send an e-mail to say, you know, you can just send information about the Council or information about your organization, and then when you're ready to make an appointment, to ask for an appointment.

It doesn't have to be with the rep or the senator, it could be with an aide. The aides are there all the time anyway. And you can actually meet the rep or the senator.

I did it two months ago and they're very good at responding, they're really good at responding, and I had no problem with that. It's easier than you think.

>> GINA HALLIBURTON: Glenna, I just want to tell you, I know that that is important, but the operative word is "making time." I really try! I really try. But every time they were available, I was not. But I will continue to try, because I do know it is very important.

>> GLENNA ASHTON: Actually we all have that time management thing.

[Laughter].

>> GLENNA ASHTON: So, I would like to see that all of you will try, keep trying until you finally see somebody. Or even if you just do e-mail and sending them information, they will read it, so even if you don't have the ability to go meet them, still send them information, okay.

[Pause].

>> GLENNA ASHTON: Oh, and with the question about the -- what we're allowed to say, are we allowed to discuss the bills? Yeah?

[Telephone beep].

>> GLENNA ASHTON: Are we allowed to discuss bills? The bills? When we discussed the bills yesterday, we're allowed to do that?

>> JOHN JACKSON: This leads to another -- I have another question I'm definitely going to want answered by Legal. Can the Council take a public position, when I say that, public position on the bill, an example would be can we put on our website that the Council supports certain bills?

>> SHAY CHAPMAN: We'll ask that question, because I do not know the answer.

>> JOHN JACKSON: I think that's important as far as the question you're bringing up, Glenna, to what degree we can discuss bills and show our support for bills. The support as a Council for a bill may not necessarily be the same as lobbying under certain rules, so I think we should look into that as well.

>> GLENNA ASHTON: That's part of advocacy, you know, discussing the bills that benefit the deaf and hard of hearing, I would think that's part of advocacy to say, you know, it's good.

I'm looking at the bylaws and.... I'm looking at information and assistance, and a few of them said they want to know information, correct information, because they hear from different people, you know, like, for example, the bill where it's mentioned FRID, we said no, that's wrong, that's not valid anymore.

So several of them said they wanted to make sure they had correct information, so that is part of our role, is to provide information so we can do that as part of the bill.

>> DONNA DRAKE: The same as the terminology -- this is Donna here -- we had terminology, we had that changed.

>> GLENNA ASHTON: Yeah, that was changed, the deaf and hard of hearing, and information like that. Debbe, then Karen.

>> DEBRA KNOX: This is Debra, in the bylaws on page two, it says duties and roles and it says the role of the Council is to serve as an advisory and coordinating body in the state which recommends policies that address the needs of deaf and hard of hearing and late-deafened persons, yada-yada-yada and to provide information and assistance to the State Legislature.

>> KAREN GOLDBERG: This is Karen. So are we crossing any inappropriate lines if, say, a representative wants us to support his bill in front of a.... I don't know what they have.... a committee or whatever for a vote? I feel like I don't want to volunteer for anything.

>> SHAY CHAPMAN: As of right now, I would not represent the Council in front of any committee. You can represent your individual organizations, and then we will get that

clarified from our Legal.

>> MEGAN CALLAHAN: This is Megan. I wanted to go back to the idea of submitting questions for a legal point of view.

If we could establish a deadline for when those should be submitted, I think maybe a week from now, to give you guys a week to review everything, to see what you can come up with, so maybe by 4:00 o'clock on next Friday, which would be the 16th, would that work for everyone? And then that way, I was planning on putting them into, like, a Word document-type thing, sending it to you all, and we'll also send it to the General Counsel as well.

>> GLENNA ASHTON: Megan, send us a reminder e-mail.

[Laughter].

>> DONNA DRAKE: Hi, Donna here. Yes, I would just like to second that. You know, I don't want to have just a basic presentation somebody covering the bylaws. What I would really like to see happen is maybe we need to develop, say, what we call a script, what we can talk about and how we can present those ideas without using inappropriate language.

You know, we need to break it down of what we can say and what we cannot say, the basic language, like the statute presentation is just the law -- is legalese, so things that we are most interested in which we know is the line item, but what can we do and what can we say for that.

If we have a senator ask us about a line item question, how do we respond to that? What is an appropriate response to that?

You know, do we say -- do we tell them well, you're going to have to call the Department of Health for that answer? I'm sorry.

[Telephone beep].

>> DONNA DRAKE: So we just need, you know, examples of what we can say. Appropriate responses and responses to avoid as well.

>> GLENNA ASHTON: Glenna. I want you to remember, I typed up the paper called talking points. Maybe you could use that as a starting point and revise what we should eliminate and we could do that as a starting point. That's what we used yesterday. And I can already think okay, we need to eliminate this, eliminate that, and maybe we can use that as a starting point to develop a more precise script/guideline, whatever.

>> MEGAN CALLAHAN: This is Megan. Donna, if you want to send me that question and I'll be able to put it -- I'll be sure to put it in the document.

>> DONNA DRAKE: I will.

>> DEBBE HAGNER: Cindy, you have your hand up? Go ahead.

>> CINDY SIMON: Yes, thank you. My question would be maybe rather than a basic presentation, they can gather things that have happened in the past that were problematic for the different groups in the state and give us examples, so it would be more of a troubleshooting various issues don't fall into this pitfall-type of thing for training.

[Pause].

>> SHAY CHAPMAN: So the sidebar conversation was just to make it clear that the guidance is just for you as a council member. If you have the authority and the ability to advocate as a member of your organization that you represent, then go downtown and represent that organization and then you can advocate as much as you want. You just can't be representing the Council.

But we will provide the guidance, I think. We heard your feedback. We'll get the questions and we'll get some clear answers and if possible, we'll get some examples.

Sometimes, sorry, John, lawyers don't want to give a hypothetical, they want to be very factual. But we can see what we can do.

[Laughter].

>> GLENNA ASHTON: Yesterday we did identify ourselves as FAD and HLAA, we did do that.

[Pause].

>> GLENNA ASHTON: Anything else related to legislation? Does anybody else have any ideas how they can follow-up at home? Remember, e-mail, phone call, it doesn't have to be an office visit, you can do e-mail and phone calls. Send materials.

>> DEBRA KNOX: I just had an idea. If we, as a Council, our role is to provide assistance and support for the needs of our constituents for legislators, perhaps when we have our public comment sessions, at whatever city that we're in, we should specifically send that public comment invitation to the local legislators that might be in that area.

>> GINA HALLIBURTON: This is Gina. Is it appropriate, we have not had a lot of public comments from the Deaf in the last few meetings, but is it appropriate in the e-mail that we send to the legislators to include those public comments?

>> JOHN JACKSON: Why not?

>> SHAY CHAPMAN: That's your decision.

>> GINA HALLIBURTON: Okay, thank you, thank you.

>> GLENNA ASHTON: Okay. Is there anything else more related to legislation/legislators?

[No response].

>> GLENNA ASHTON: Okay. If not --

>> DONNA DRAKE: I do have one more comment, it's not really related to legislation -- yes, Donna here again -- I didn't want to forget to provide a copy of the biennial laws to the organization. I was just sitting here thinking about that and realized I never sent it out!

So, we need to send it to FAD, if you could, and the biennial report, is there one on the website?

>> SHAY CHAPMAN: Mmm-hmm.

>> DONNA DRAKE: There is? Okay. Then if you could give me the website number (sic) and I'll go ahead and take care of that biennial report.

>> GLENNA ASHTON: I ran out of biennial reports and I need some more and I ran out of some business cards yesterday.

>> MEGAN CALLAHAN: This is Megan, I have some more business cards with me and I will get those to you during this meeting. And I will check into printing some more reports.

>> GLENNA ASHTON: Okay. One thing I want to bring up that's not on the agenda is -- okay, Cecil.

>> CECIL BRADLEY: I would like to add a comment related to the legislative discussion. And I do think it would be a good habit, because some of you have done it already, but it would be a great habit to represent the organization back to the Board as much as possible, to show how the Council functions without the support, the Council would not be able to continue without these separate organizations and individuals. So we encourage strongly, that type of comment.

>> GLENNA ASHTON: We do need to report to FAD when they have their quarterly meeting, we always report about the Council and what's happening.

>> DONNA DRAKE: This is Donna. In written and public speaking as well.

>> KAREN GOLDBERG: And for HLAA as well for the Board.

[Pause].

>> GLENNA ASHTON: So everybody is reporting back to their organizations; yeah. It's not on the agenda, but I wanted to mention that we recently got a resignation letter from Rosie because of her situation in the Keys is still badly affected by the hurricane, and so now we have three vacancies: The hearing aid specialist, CART, and now a parent.

I had asked a hearing aid specialist to apply; they lost it. And she's applying again and

I haven't heard anything what's happening with that.  
CART has tried, I don't think she's applied yet.  
And now we have just lost a parent.  
Do you think that June....

>> DONNA DRAKE: I don't --

>> GLENNA ASHTON: I'm thinking of one person already, a parent, June LaFord lives in St. Augustine, she has a girl, her husband is deaf, she has a little girl who is deaf and hard of hearing and she's had different kinds of schooling information with each one and she's faced everything that could happen with a parent.  
So, I'm thinking of maybe asking her.

And if you know of any other hearing aid specialists, CART, or a parent, please encourage them to apply.

>> CHRIS LITTLEWOOD: This is Chris speaking. I know the positions are very important, but I just don't want to forget the people behind the positions and what Rosie in Key West has had to go through, it's really been terrible.

If nothing else, I mean, a card that we're thinking of her to her and her family I think is important. If there's anything we can do personally as members of the Council to find out how we can help Rosie, I know it's difficult, but, again, people first.

>> GLENNA ASHTON: What happened yesterday was the Florida Keys Day yesterday at the Capitol and they were everywhere! And they were thinking about getting more help because of the hurricane and at the end of the day, one little thing, we got some free food from the Keys, including a key lime mini lollipop ice cream, it was good!

[Laughter].

>> GLENNA ASHTON: So they were there yesterday about that.

>> DONNA DRAKE: But, you know, as committee members, we shouldn't have done that, we shouldn't have taken that key lime!

[Laughter].

>> GLENNA ASHTON: What also happened, the firefighters were also over the Capitol too, they were supposed to play a softball game against the legislators because it was raining, boom!

Yeah, and we -- everybody had to run around and use the elevators and get up and down the floors, so we happened to go one time in the elevator and the whole crowd of tall firefighters, and we were short.

[Laughter].

>> GLENNA ASHTON: They came in and I thought, okay, I asked them, do you get

any training dealing with the deaf and hard of hearing? Nope. Oh, well, what happens with communication? Oh, every second counts. Well, we need somebody to come train!

And then I told the rep later on, after that happened, I told the rep what happened in that elevator and he said well, I'm going to -- in Palm Beach County firefighters, I'm going to ask them to get training.

So every -- we took opportunities to talk with people.

>> CHRIS LITTLEWOOD: I was just going to mention because of what you were talking about about firefighters and training, St. Pete College just got a grant through the Florida Attorney Generals Office and victims of crime and we are doing a two-day training for public safety and healthcare workers and we're going to -- I'll talk about it later -- but in several locations in South Florida and we will be continuing to do that throughout the state all this year, so hopefully we'll be able to share that with the same people.

>> GLENNA ASHTON: So that's the March 14-15 you were talking about?

>> CHRIS LITTLEWOOD: That one is in Boynton Beach, yes.

>> GLENNA ASHTON: Debra?

>> DEBRA KNOX: Chris, I don't know if it's possible to find a way through your grant funding to actually create an online course so it could be disseminated even more large scale.

>> CHRIS LITTLEWOOD: This is a delivery project, so it's face-to-face delivery.

One of our next steps is going to be developing an online training. But we certainly have that in mind and we'll keep it in mind so it's not forgotten. Thank you.

>> SHAY CHAPMAN: Thank you, Chris, for the suggestion. We will pick a card up on break that the members can sign and we will mail out to Rosie tomorrow.

>> CHRIS LITTLEWOOD: Great. Any contact you have with Rosie, too, if you can find out what she needs. I don't want to send her a bunch of stuff she doesn't need, but if we could ship something, I want to contribute, too.

Also I just wanted to share a funny, ironic -- not funny ha-ha story -- but I did evacuate with Irma, I have small children, and we came to the conclusion and we were out of there and we packed from our home in 90 minutes from the Tampa Bay area and we went out of state.

But it was funny when we got to 95 and we were heading north out of the state of Florida, there was a Key West police car in front of us.

[Laughter].

>> CHRIS LITTLEWOOD: So it was just funny. I was wondering, they were impacted



awful hard, but where is this guy going?

[Laughter].

>> GLENNA ASHTON: Okay. It's 11:30. Is there any other general council discussion things that you want to bring up before we move on to the next topic?

>> CHRIS LITTLEWOOD: Madam Chairwoman, you decide, but just let me know when you want to discuss the hotel that we had this time around.

[Laughter].

>> GLENNA ASHTON: Oh.... Megan? Don't use that hotel again, please! Period!

Again, I've been asking every time, why does it take so long to get a hotel that's so close to the meeting? They already know the days in the area way ahead of time that we have established for the years.

Why can't we get the reservations earlier?

>> SHAY CHAPMAN: I'll let Megan speak to the time turn around, but for the reason, we did have a hotel secured early for this meeting, the hotel you've stayed in in the past, the Hilton Garden Inn and they changed management and called us back and said they could not accommodate the group for the accommodations needed and the rate and we were left scrambling to find a hotel at the last minute and as you know, the Legislature was meeting and lots of rooms were taken in hotel and what was left for the money was very limited.

>> GLENNA ASHTON: All about the money again, right?

>> CHRIS LITTLEWOOD: This is Chris. I at least wanted to mention this one point that I learned this morning that I would venture to guess is incorrect, but the hotel tried to tell me that we, as the Council, were supposed to have brought the stuff for accessible rooms and that it was agreed upon that the lights or whatever were going to be brought by the Council. And I'm, like.... that's not the Council's responsibility, that's the hotel's responsibility.

>> KAREN GOLDBERG: That's terrible.

>> CHRIS LITTLEWOOD: They had one room they told me that. They didn't tell me that on the phone when I made the reservation and I know we had that conversation beforehand that you probably contacted them.

So, I don't know. But I've had a bad experience. I was concerned about it before I arrived. I had a bad experience before, and then when I arrived, you know, for me personally I know I sincerely apologize to everybody, I sound like a broken record saying this again and again, but the accessible room thing is kind of like an education thing for me to hotels and I think it's a service we provide as the Council, because there are other people certainly in need more than I that may stay at the hotel in the future and hotels need to be thinking about these types of things.

I also do have personal stories of my own where in the last six years, I've had two incidents where rooms had to be evacuated, one where I had an accessible room and one where I did not.

So that's why it's very important to me and why I bring it up every time and why I talk to the hotels about making sure that they have it.

I will also say that the Hamilton Inn and Homewood Suites, I don't know if they were available this time around, but they have always been the best in the past. And I know part of it is just making the arrangements early.

>> GLENNASHTON: Megan?

>> MEGAN CALLAHAN: This is Megan. So, unfortunately, like Shay said, we were forced to find a different hotel, and with session being in, it was very difficult, and so this was kind of a, like, one of those hurry-up situations, unfortunately, because we thought we had what you guys normally stay in and like you said, new management, they said actually, we can't accommodate you, which I found was very bizarre.

I will say however, we already have the hotel for the November meeting, that contract has been signed, I think the deadline to make those room reservations is in October, towards the end of October, so I was just going to send that as that meeting came up, and I think that is a Hamilton Inn, so that will be nice.

The hotel for the May meeting in Ocala, the Pink Hilton that Cecil recommended, we have been in contact with them, still have a couple of questions for them, but we should be getting that locked down soon.

So the only thing that we are still looking for is the hotel for the August meeting in West Palm, so if you all have any suggestions, I can send them to the travel coordinator's way, but we are getting the hotels taken care of quite quickly.

And I wanted to lock down the dates for the February meeting next year and we can lock this down and get the hotel taken care of immediately.

>> DEBBE HAGNER: Darlene said wouldn't it be more economical to bring in the hotel in advance because we made a decision of where we all meet ahead of time? Maybe create a contract with one specific hotel, like the Embassy Suites and they can give us a specific special rate?

Then she said I like to have accessible bathroom. I am so careful in the shower and so on, because of my vision, my balance issue due to my hearing loss.

Then Julie Church says can the Council purchase some accessible kits to use for this situation?

And Darlene said great job, Megan.

[Pause].

>> CECIL BRADLEY: I would like to -- this is Cecil speaking -- I would like to comment related to the hotel. I don't know if any of you have experienced this, but I have been

through a lot of trainings in the field the last few months attending different areas and one in Miami, the other one recently was in the St. Augustine area specifically, and I did notice the hotels are moving from cable to a satellite dish service or satellite TV service. That creates an issue related to captioning. Of course, it's rather disgusting for us.

And I can't remember exactly the tech struggle, but the captioning only works for some channels because it's a digital signal or if it's an analogue signal. You cannot have both is the point, so that's very frustrating for people like me.

So, when I go to watch a program at night for rest time after being all day and, you know, possibly you may not have that captioning. So the issue has popped up quite a bit and it might pop up again and again. I know that's causing less and less accessibility towards captioning. So thank you.

>> DONNA DRAKE: This is Donna. So that means no TV for a while last night because of the storm, so we didn't have any because of that digital signal.

>> DEBRA KNOX: Since we discussed in the past, and I think we have been doing the EMO letters as follow-up after public comment, maybe to Chris's point about the education component that we could provide is that perhaps the EMO Committee could send a letter to Quality Inn corporate to let them know of the experience and what happened, for the education, of course.

>> CHRIS LITTLEWOOD: This is Chris. I would love to see that happen. Quality Inn will probably be getting a letter from me personally also.

[Pause].

>> GLENNA ASHTON: Megan, you're saying the next meeting is....?

>> MEGAN CALLAHAN: May.

>> DEBBE HAGNER: Ocala in May.

>> GLENNA ASHTON: In Ocala, in May, I will not be here and you will be running the meeting. I will be in Israel.

[Laughter].

>> GLENNA ASHTON: So she will be running the meeting in May in Ocala. Then August is West Palm Beach? I'll send you suggestions in West Palm Beach, Boynton Beach, Boca Raton area, I'll look for hotels right off of I-95 that's easy for deaf people to come. And then November is....?

>> MEGAN CALLAHAN: This is Megan, November is in Sarasota.

>> GLENNA ASHTON: Do you have anything for November?

>> MEGAN CALLAHAN: Yeah, we already have that hotel finalized.

>> GLENNA ASHTON: November. Okay. So Ocala you're working on? You think you'll have something soon?

>> MEGAN CALLAHAN: We should, yeah. Like I said, there's still just a couple of questions that need to be answered from them, but ultimately that should be taken care of very soon. And I know I've said that in the past and I'm sorry, but yes.

>> GLENNA ASHTON: Okay. May -- I mean August, I need to send suggestions. Okay. Then February '19, anybody have a February '19 calendar?

[Pause].

>> GLENNA ASHTON: February 7-8 would be Thursday/Friday. If we want to do the annual legislative visit, that would be February 6th, Wednesday.

[Pause].

>> GLENNA ASHTON: Megan?

>> MEGAN CALLAHAN: Chat.

>> GLENNA ASHTON: Chat.

>> DEBBE HAGNER: Cindy said the phone is starting to cut in and out.

>> CHRIS LITTLEWOOD: This is Chris. You mentioned February 7-8 for next year. In the bylaw meetings, it's supposed to be the second Thursday/Friday of the month. It's always flexible, but, I mean historically that's what we've always gone with the second Thursday and Friday of the month, I thought.

>> GLENNA ASHTON: Yes, the first is the first Friday, so February 8th is the second Friday.

And the next one is 14-15 and that's Valentine's Day and President's weekend, so it would have to be 7-8.

>> JOHN JACKSON: I don't want to spend my valentines with you guys.

[Laughter].

>> GLENNA ASHTON: Okay. So, we have the dates to try to grab a hotel now for next year.

I thought there was a new -- it looks like there's a new hotel being built across from the Quality Inn. Maybe we can grab it now.

>> DEBBE HAGNER: This is Debbie. If it's a new one, there should be more accessible accommodations for a new one if they're following the law.

[Telephone beep].

>> GLENNA ASHTON: We could contact them and ask them questions about that now while they're still building the outside.

>> DONNA DRAKE: Maybe Motel 6? This is Donna.

[Laughter].

>> GLENNA ASHTON: Okay.

>> DONNA DRAKE: I see the building but there's no signage out front. Maybe it's Motel 6, you never know!

[Laughter].

[Pause].

>> GLENNA ASHTON: Okay. The next topic that's going to be after lunch, we can start it now and maybe use the lunchtime to think about it and come back with more ideas.

As you saw in the bylaws that some of you have quoted already....

[Pause].

>> GLENNA ASHTON: We are supposed to provide information and assistance to the State Legislation. Provide technical assistance to other state agencies. Provide information and referral services. Get assistance from all state departments and agencies to get expertise.

Get information and assistance from state or political subdivisions, cities, officers, governments, department, whatever.

Apply for money from local or state government or federal government or agencies or private -- we're not doing much of that, okay. Which is why I thought to have a discussion about actually formally reaching out to all of the government agencies and organizations so that we can start a partnership of sharing information and looking for support.

We're not doing much of that.

And it's my understanding that when we have the outreach/education positions, they did a lot of that, and we have nobody now.

So we need to figure out how we can redefine laws and doing all of that outreaching and information-sharing and so forth and we have to figure out where to do that. And that's what I want to discuss next.

What we have discussed already with the Legislature in writing papers about NG911 and sharing information about the Council and also about the organizations that we represent, we can probably use that in sharing, like when Gina was looking for opportunities to send the EMO letters to, we probably could expand that to cover more ground.

I guess what we have to do is to figure out who to reach out with to --

[Telephone beep].

>> GLENNA ASHTON: -- to contact and start a partnership, something.

>> SHAY CHAPMAN: Cindy has her hand up.

>> DONNA DRAKE: This is Donna, go with the Governor's office and start there.

>> GLENNA ASHTON: Maybe I'll wait for the next governor.

[Laughter].

>> SHAY CHAPMAN: Cindy has her hand up in the chat.

>> GLENNA ASHTON: Okay, Cindy.

>> SHAY CHAPMAN: Cindy, go ahead.

>> CINDY SIMON: All right. I think that we started creating something like this back when Thom DeLilla was there and if we go back in the CART, that's were divided up and ready and who we were going to target to contact and kind of become "buddies" with and keep them up and hopefully become a source of information for them. So, maybe we need to go back to that CART. We spent, like, three meetings, 3/4 of a year on creating that.

And maybe we need to look at it rather than reinventing the wheel from scratch, and see what we can salvage from it and go on from there. Because we already have everyone we would want to partner with listed.

>> GLENNA ASHTON: Megan, do you have all of the previous CARTs from how far back so you would be able to look through it?

>> MEGAN CALLAHAN: This is Megan. I know Cindy shared with me all of the council files that she had on her computer when I first started, so I can look. But I'm not sure if I have that CART. I'll look, though.

>> GLENNA ASHTON: Cindy, could you help by being more specific about which year it was?

>> CINDY SIMON: Um.... hang on, give me half a second, since I am conveniently at my computer.... let me see if I can pull up something. I want to say it's gonna be somewhere around 2014. All I did was look at my computer for Thom DeLilla's name.

Let's see what's on this CART.... I actually have a couple.... a couple of those CARTs here.... 2014.... uh.... looking at the main.... I can look and see what meetings I have and try to find them for you during lunch.

>> GLENNA ASHTON: Okay. Gina?

>> GINA HALLIBURTON: This is Gina. Cindy, would that information be in those archived documents that you sent from the previous EMO group? Would that information be there?

>> CINDY SIMON: No.

>> GINA HALLIBURTON: No? Okay.

>> CINDY SIMON: No. What I sent Gina dates way back to Thom DeLilla was there. We still had funding at that time. Thom was around when I was Chair, so I think that was 2014. I'm pretty sure.... and so it probably carried over, possibility, we were just being moved and he was in his last year. So, I can try to find it over lunch and forward it to Megan. If I can find the specific one.

The Department wants us, and we went through this whole thing, they had a consultant come in who looks at goals, we created goals and created the information to go, we created all of the different departments that we were going to partner with and help advise. And so we have that blueprint already. It's just digging it out.

>> GLENNA ASHTON: Okay. That would help if you can find it.

>> DEBRA KNOX: This is Debra. Was that part of maybe a strategic plan?

>> CINDY SIMON: Yes, yes, that was the strategic plan!

>> DONNA DRAKE: Donna Drake here. I do vaguely remember, my first term, and I hope that you can find it, because I really do remember Thom, just before he finished out his term. I think his computer had crashed and lost everything, so I truly hope that you can find it, so.... I do remember discussing it before. So that's a good idea, yeah, good luck, I hope you can find that.

>> CINDY SIMON: So Donna....

>> DEBBE HAGNER: Darlene says, Cindy, can you also send a copy of the strategic plan too? And Darlene said I can't find the copy that I had.

>> CINDY SIMON: Oh, um.... if I have all of that in writing, I can look for it. I would, of course, combine that along with the CART, but it's very detailed in the CART and names all the departments that we were going to partner with and have contact with on a monthly basis, I think it was going to be.

So, I will hunt for that and anything else associated with it and send it out. It may have to wait until I go home; it may be in the computer at home. So I just have to dig through everywhere.

>> GLENNA ASHTON: Okay. It is now 12:00 noon, almost 12:00 noon. Perhaps, Cindy, you could use the time to see if you can find it on the computer and then send the link to Megan and then when we come back from lunch, we could review it quickly and continue discussion.

If you're not able to find it, then maybe somebody else can find it during lunchtime.

>> CINDY SIMON: All right. Glenna, just so you know, I am not at home --

>> GLENNA ASHTON: Right.

>> CINDY SIMON: -- doing this, I have -- my mother-in-law has some major issues, that's why I'm not there.

So, if I don't have it and I can't pick it up where I am, then I'll check it at home. There are no such things as links, I have to send a document over.

Secondly, before we break, I have to get this off my chest, because I've been dying to tell you guys. For New Years, I was in Boca at -- where is where all the people retire to?

Anyway....

I was invited there for entertainment, because the runner-up from "The Voice" was doing the entertainment and they had someone there who was signing.

And I have to tell you, those people who sign the songs, they're practically doing as much or more entertainment than the entertainer and certainly working harder, because it's not just the dance steps and the.... it's how they sign it.

I have to tell you, it was so amazing! I found myself watching that sign language interpreter more than I watched the entertainer! Who was very popular.

Oh, it was Century Village in Boca and it was really nice to see and hear this is someone who does it regularly for their entertainment.

[Pause].

>> GLENNA ASHTON: It sounds like -- Glenna -- it sounds like it was more of an entertainer or an interpreter -- it sounds like maybe she crossed the line or something, maybe?

>> CINDY SIMON: No, we were told she was an interpreter and she specializes in music.

>> GLENNA ASHTON: Okay.

>> CINDY SIMON: And she was --

>> GLENNA ASHTON: Did you get her name?

>> CINDY SIMON: I did not, but I can try to get it. It was just so beautiful. It wasn't that she was dancing, but the way she did it, you could tell how he was prolonging but



how she moved her arms.

I was figuring out the signs for different things in music by just watching her, and it was so beautiful! It was totally amazing to me, how you can get that sense of the music without the music, just by watching her.

>> GLENNA ASHTON: Okay. Thank you.

>> CECIL BRADLEY: Hi, this is Cecil. I recently saw on Facebook, there was a group there interpreting and there were comments saying how awesome and wonderful they were on their performance.

It was actually more of, like, ASL, I don't remember who it was, but it was a reflection of the vibrations of the sounds correlating to the movements.  
So, I don't know, maybe that's what you saw? I think that's awesome.

>> GLENNA ASHTON: Is she a little bit heavy? She has pink hair. Her name is Amber something. And she's the one that travels around the country doing music concerts.

>> CINDY SIMON: No, she's local. She interprets for them. She did not have pink hair.

[Laughter].

>> CINDY SIMON: She was dressed for evening and she was probably middle-aged.

>> DEBRA KNOX: So, young.

>> GLENNA ASHTON: Amy Hare? She's real thin with long brown hair?

>> CINDY SIMON: From where I sat, it would be really hard to say if she was thin or normal. She looked normal to me.

[Laughter].

>> GLENNA ASHTON: Okay. Well, thank you.

>> JOHN JACKSON: Define normal.

[Laughter].

>> GLENNA ASHTON: I mean, Boca Raton, that's my area, and I know pretty much all of the interpreters and I'm trying to figure out who, who, who, that's what we in the Deaf community we do, we know who.  
Okay.

>> DEBBE HAGNER: Darlene said awesome.

>> GLENNA ASHTON: Okay. We're going to break for lunch, it's 12:00 noon, and we

have an hour and 15 minutes.

Be back on time at 1:15. And hopefully Cindy will find something that can help us continue this discussion about outreach.

Okay? 1:15.

[Break].

>> GLENNA ASHTON: Hello! We are back.

>> MEGAN CALLAHAN: This is Megan. Real quick. I just want to say for those of you who are in attendance, that I have a card that I picked up to send to Rosie. I'm going to be passing that, that's going to be going around the room, so if you'll just sign it, and then Karen, when it gets to you and you're done, I'll come pick it up and I'm just going to leave it here, in case John comes back today, and then he can sign it.

>> GLENNA ASHTON: Thank you, Megan, for doing that. Okay. Apparently Darlene has lots of comments on chat. But first we have to do roll call. Starting with Shayla.

>> SHAYLA KELLY: Shayla representing Florida Department of Health.

>> MEGAN CALLAHAN: Good afternoon, this is Megan Callahan representing the Florida Department of Health.

>> CECIL BRADLEY: Oh, me? Sorry. Hi, this is Cecil Bradley representing the Department of Education and I work for voc rehab and I live in Tallahassee.

[Laughter].

>> CHRIS LITTLEWOOD: Good afternoon, this is Chris Littlewood representing the Association of Late-Deafened Adults from Seminole, Florida.

>> DEBBE HAGNER: This is Debbe Hagner, I represent HLAA and I live in Port Richey, Florida.

>> GLENNA ASHTON: Glenna Ashton representing the Florida Association of the Deaf from Boca Raton.

>> DONNA DRAKE: Donna Drake here representing the Florida Association of the Deaf and I live in St. Augustine.

>> DEBRA KNOX: Debra Knox, I'm representing A.G. Bell, Florida, and I live in Oviedo, Florida.

>> GINA HALLIBURTON: Gina Halliburton representing the Florida Registry of Interpreters for the Deaf and I live in Jacksonville.

>> KAREN GOLDBERG: Karen Goldberg representing HLAA Florida and I live in Tampa.

>> GLENNA ASHTON: We're back from lunch and seven of us went to a restaurant that was deaf friendly, it had a large round table with its own light overhead, so it was nice.

We're going to -- Debbe's going to read comments from Darlene.

>> DEBBE HAGNER: Darlene said --

>> MEGAN CALLAHAN: This is Megan. I don't know if Darlene's comments in the chat were to me specifically, but I was answering her back, so you don't -- I mean, if you want to for record, you can, but you don't really need to.

>> DEBBE HAGNER: Okay. I'll skip that part. But she did say this is Darlene, I am on the Council as an individual who is deaf-blind. I represent Florida Deaf and Blind Association and live in Palatka.

>> CINDY SIMON: Hi, this is Cindy here, I'm back.

>> GLENNA ASHTON: Julie? Anybody else?

[No response].

>> GLENNA ASHTON: Okay. For the afternoon agenda, we do have two visitors coming at 2:30, and then the committee reports, and then public comment.

So, whatever time we have, until 2:30, I don't know if we need a break, maybe a bathroom break, so we'll continue these discussions about government agencies and organizations.

I looked at the e-mail from Megan, it looks like we got something?

>> MEGAN CALLAHAN: This is Megan, I've been sending a lot of e-mails; hang on.

[Laughter].

[Pause].

>> MEGAN CALLAHAN: This is Megan. Are you referencing the advocacy suggestion?

>> GLENNA ASHTON: Like, Cindy was going to find some things?

>> CINDY SIMON: This is Cindy.

>> GLENNA ASHTON: Did Cindy find them?

>> CINDY SIMON: This is Cindy. I've sent her a lot, a lot of files, one of them actually separated out and delineated who, what, and where, I think it was in the fourth e-mail, and it says specifically swat (sp) analysis and all of this other stuff, so it's going to take her a while to figure out which document is what.

>> GLENNA ASHTON: Okay. I had a short e-mail from Darlene, where she says a lobbyist is a person who takes part in an organized attempt to influence legislators.

And an advocate is a person who publicly supports or recommends a particular cause or policy.

And I don't know if that helps.

This is from Megan.

[Pause].

>> GLENNA ASHTON: So Megan, you didn't send out what Cindy sent you yet, right? Still figuring out the correct e-mail to send out?

If you could do that before tonight, so that we all have time to study it tonight and discuss it tomorrow morning.

>> MEGAN CALLAHAN: This is Megan, I'll try. She did send me five different e-mails and I think one of them had three separate folders attached, and Cindy was saying it was going to take a long time but I'll see if I can get through those quickly.

>> GLENNA ASHTON: Okay. So maybe if you could get it done tonight by 8:00 o'clock tonight?

>> MEGAN CALLAHAN: I will try, but it is also my birthday and I'll be doing stuff with my family.

>> ALL: Awww!

>> CECIL BRADLEY: [Clapping].

>> GLENNA ASHTON: Happy birthday!

>> MEGAN CALLAHAN: I will try and I will hopefully get to it before we leave.

>> CHRIS LITTLEWOOD: This is Chris, I make a motion to back off that request since it's her birthday.

>> GINA HALLIBURTON: I second that motion, this is Gina.

[Laughter].

>> CINDY SIMON: This is Cindy --

>> CHRIS LITTLEWOOD: Happy birthday.

>> CINDY SIMON: Happy birthday.

>> MEGAN CALLAHAN: Thank you.

>> CINDY SIMON: And you told everyone you're engaged as well.

>> MEGAN CALLAHAN: This is Megan. I just got engaged in December.

>> ALL: Yay!

>> CINDY SIMON: There are a lot of e-mails I just sent her, including whole CARTs, and there's probably two more CARTs to look at. Any documents to do with this, I sent her. Some are duplicates, Megan, and some you can take a look and say okay, I'm not sending them the whole CART.

But I think there was a lot in the August CART, there's some in the May CART, and the November CART.

I know I got you.... [Sighs].... two of them, I want to say February and May. The others are probably on another computer in another location.

But, again, I sent you anything I had to do, including a blueprint for this long-term thing. There are two people who helped us with it and they actually came and facilitated this entire meeting.

So, basically I sent Megan everything. And it will take her time to separate.

>> GLENNA ASHTON: Okay. Thank you.

Since we don't have all the information in front of us to not waste our times discussing reaching out and being in partnership with the agencies and organizations, do we want to go ahead and discuss it or do you want to wait for the material or what?

>> CINDY SIMON: This is Cindy, I would wait and see what we have.

[Pause].

>> GLENNA ASHTON: Okay. It's 1:45 and we should go ahead with the committee update reports until the two people arrive. Is that okay?

[Pause].

>> DEBBE HAGNER: Darlene said I make a motion that once the information is recovered, that we review it and discuss it at the next meeting.

>> GLENNA ASHTON: Which is May. Do we want to wait that long?

>> DONNA DRAKE: I second.

>> GLENNA ASHTON: If we wait that long, by May, the year is already half over.

>> DONNA DRAKE: Or maybe we can have a phone conference?

>> GLENNA ASHTON: We can have a phone conference?

>> DONNA DRAKE: I hate that, technology --

>> GLENNA ASHTON: That doesn't work very well, but....

>> CINDY SIMON: This is Cindy.

>> GLENNA ASHTON: Think about that today, tonight, tomorrow morning.

>> CINDY SIMON: Just so you're aware, most of those with the CART mentions the state, that may be a little different than what you're thinking, but these are the people who work there and other agencies with whom we should have connections that would do all this referring and introduction.

So that's where that strategic plan was. Not so much with who in politics to go talk to.

>> GLENNA ASHTON: Yeah, that's what we're discussing, the same as what you're saying; yes.

>> CINDY SIMON: Yeah. And there was also mentioned in there we had talked about, I want to say in '13 maybe, it might have been '14, round-table meetings where we would invite the local politicians to attend our meeting and sit around a round table to --

>> DONNA DRAKE: I remember that.

>> CINDY SIMON: -- yeah, and even maybe discussing issues with public comment. The citizens there to show. Our population.

>> GLENNA ASHTON: With the department agency thing like that, maybe we can plan for that for next year February? The people are here in Tallahassee.

>> CINDY SIMON: This was supposed to be ongoing throughout the year, with communication. The round table was whatever area we're in, you invite the local politicians at every meeting. And that came about after a talk by Joan and Chris going back to the origins, and if anybody needs that cut, I have that saved as well.

>> GLENNA ASHTON: Okay.

>> DEBBE HAGNER: This is Debbe. I was wondering, Megan, how much of all the department instructors/agencies have changed since the last time this was done that Cindy has all that?

>> MEGAN CALLAHAN: This is Megan. I wasn't here back in 2014. I'm not sure. Once I look through all of this, I might have a better idea if it does mention some specific things like that, like the department structure and things like that. But for right now, I'm not really sure.

>> DEBBE HAGNER: I thought maybe there was a flow chart or a structure chart already now and then we can use that as something is better than nothing.

>> MEGAN CALLAHAN: This is Megan. I want to say that there is. I can reach out to people at the department and see if we have that flow chart. And if I get that, I'll send that to you all.

>> DONNA DRAKE: Donna here. If I recall correctly, the My Florida website or one of those websites has that kind of a flow chart that you're looking for. Maybe it's the Governor's page? I'm not sure. But I think the flow chart of all the departments is

available online. I think it's myflorida.gov.

>> GLENNA ASHTON: Anyone else have any thoughts or ideas or anything?

[No response].

>> CECIL BRADLEY: This is Cecil, yes, I want to respond to that, please. It would really be nice to have follow-ups, because there are so many changes that have happened within the agencies. And also, I'm curious about DCF. What is going on with DCF? With Allison and I think she moved the Civil Rights Office? And she has more responsibilities, not just for deafness. I haven't spoken to her in a long time, maybe over a year.

And there's several other people I would be curious of having an update to the different programs that are happening. Even something short.

>> DONNA DRAKE: This is Donna. I like that idea. And maybe we could invite two agencies to attend each meeting. And then we could change the meetings every quarter and come either live or send a videotape of themselves. I think it would be nice to have an update of everything.

>> DEBBE HAGNER: This is Debbe. I was just wondering from the Department of Health, how serious is the flu? This past weekend, I went to the Healthy Hearing Expo and everybody was so paranoid about food and touching and, you know, they were going like this [indicates], you know, and nobody is shaking hands, nobody is giving hugs, they're doing knuckle and elbow.

[Laughter].

>> DEBBE HAGNER: I thought holy moly! I mean, is the flu really that bad? Are people dying in Florida? How serious is this flu?

>> MEGAN CALLAHAN: This is Megan, people are actually dying in Florida from the flu.

I've actually heard that there is another strain of the flu going around as well, which is more severe.

Regardless, it is very serious.

I've been very cautious in what I touch and who I'm around.

>> DEBBE HAGNER: I mean, I haven't seen the official word, nothing has been in sign language about -- on the news or anything. So maybe we should have some kind of PSA on how serious is the flu? How to avoid getting contact with the flu.

>> MEGAN CALLAHAN: This is Megan. Granted, I don't really watch the news that much because to me it's all bad news [laughs], but with that being said, I'm not sure they really covered it that much in the news.

I think it's just something that's, like, everyone's becoming aware of it because it is so serious.

I mean, there's videos from nurses, you know, all on Facebook and things like that just

from telling their experiences of how many people are coming into the ER and how many people are being exposed to it and things like that.

So I'm not really sure if it's even been on the news that much. I think it's just kind of something that's become, like, a wide-spread informational-type thing.

>> GLENNA ASHTON: I have my Purell ready.

[Laughter].

>> DONNA DRAKE: This is Donna. I was watching CNN and they had doctor.... I forget his last name, one of the doctors, a famous doctor who is on CNN all the time, and he was explaining that this year the flu vaccination is actually not effective against the flu that is being spread around.

And whoever made the vaccine did not include the correct strain of the flu. So a lot of people have the vaccine, but it's not helping them, and that's the reason why the flu is so prevalent this year.

>> KAREN GOLDBERG: This is Karen. I just wanted to clarify that every year's vaccine is based on the flu strain from last year, so they may or may not be able to incorporate whatever is the current. It's not that they missed it, it's just that that's just how the vaccine is made. The flu strain is very serious this year and young healthy people are contracting it and dying from it. If you read the news, you're seeing that children are dying. And it's very -- it's tragic.

So, in terms of any kind of a PSA, that really should come from the Department of Health and I believe there have been PSAs put out from FOH -- FDOH.

>> MEGAN CALLAHAN: It's a big possibility.

>> KAREN GOLDBERG: Hmm?

>> MEGAN CALLAHAN: This is Megan. It's a big possibility that they put PSAs out. I wouldn't put it past them to do that, that's a very smart thing to do. You know, I'm not sure -- I don't get informed of the PSAs that the department puts out. However, that is something that would need to be put out by the department, like Karen was saying.

>> GLENNA ASHTON: Glenna. Maybe you can check with them if and when they do PSAs like that, to make sure they put captions in them. And maybe add a little bubble interpreting.

>> MEGAN CALLAHAN: This is Megan. I know that we've spoken with James about that, who is doing our PSA. I don't know if they have been doing that on all of their PSAs that they put out, but I do know that we have made that request, because it shouldn't have to be requested, but I know that we have made that clear, so hopefully they're doing something like that, but I'll check with them and see what all they're doing with that.



>> CHRIS LITTLEWOOD: This is Chris speaking. Glenna, I was just going to say what you said, that the only responsibility we have or should have is making sure that they are accessible to people who are deaf or hard of hearing. Captions and possibly also a video in American Sign Language.

Am I understanding correctly, Megan, you're not sure if they are including captions in a lot of DOH PSAs?

>> MEGAN CALLAHAN: This is Megan. That's right, I'm just not sure, I would have to ask. I mean, I'm not informed of all of the PSAs that they put out, like I said, so I'm not sure. But that's definitely something that I can ask James and see what they're doing with that. And if they haven't been doing that, I think that we really need to educate them and let them know that that needs to be something that probably needs to be done.

>> CHRIS LITTLEWOOD: This is Chris, we absolutely do, because, again, it's federal law that if something is put on by a state agency, it should include accessible options for somebody that has any type of disability.

>> DEBBE HAGNER: This is Debbe, I'm speaking -- reading what Darlene wrote. From what I remember, Cindy said that there's a lot of information to read, so it would be best to wait and discuss after we have reviewed.

Then Shay wrote down the website to prevent a flu, the link, and you can put that on there, or e-mail it.

And then Shay said here is the PSA information from the department on the flu.

[Note from chat box]: [Www.Floridahealth.gov/program-and-services/prevention/flu-prevention/index.HTML](http://Www.Floridahealth.gov/program-and-services/prevention/flu-prevention/index.HTML).

>> GLENNA ASHTON: Anything more?

[No response].

>> GLENNA ASHTON: Okay. Shall we move ahead with the committee reports?

Chris? The Web Committee. I believe a lot of the committees met in January, so that's good. Chris, Web Committee report?

>> CHRIS LITTLEWOOD: This is Chris, bear with me a second, I'm multitasking. Okay. Web Committee report. This being my last one because we appointed a new Chair and Co-Chair in the meeting, at least right now while I've got some other duties and I just want to make sure this very important committee gets the attention it deserves.

So, Debbe and Darlene are going to be taking over as co-chairs.

The first thing that we talked about was on the home page of our web page, we had talked about putting up a feature video on the home page for our web page -- let me say that one more time -- the home page of our web page -- I'm just kidding -- anyway.... the

feature video just says feature video and you have no idea what it is, so we talked about the importance of getting a little bit about our description, whatever the link to the video was.

And in this particular case, it's the Marlee Matlin video for police and interaction and public safety video that exists for people that are deaf and hard of hearing, and law enforcement.

So, I know Megan's going to be in contact with the people that are doing the web stuff and I believe Dave Blodgett and the other folks from the web will be here shortly, so we can ask them more about that when they get here.

Also, I stress the importance of anybody making any comment of anything that they see related to reorganization or an addition that needs to be made to the website, just sending an e-mail to Megan.

What we've done, this has worked very well in the past, after she receives an e-mail, she says hey, what do you think of this, she sends it to me, and I say let's put it here in this area or wherever, and we move forward like that, and they've been pretty quick about doing that and I'm assuming that it will at least in transition work very well doing the same thing.

Just sending the e-mails to Debbe and Darlene instead for right now. I'm still going to try and participate in the Web Committee; I just don't want to take the lead on it right now, so....

The other thing we talked about, and this is a biggie, is accessibility to the website. And I'm always a thorn in the side related to federal laws and accessibility and stuff like that, but we're talking about a state-run website that you can navigate through the website with a keyboard. So if we have one of our constituents that's deaf-blind or other disabilities where they cannot use a mouse, they cannot use our website.

We also ask some questions about mobile friendliness of our website and that has to direct more questions, and that's one of the reasons we have the web folks coming into the meeting here today.

The final thing that we discussed or mentioned, I sent out an e-mail that I believe Megan sent to everybody is some updated statistics that are put out by FTRI that is their new county breakdown numbers for the state of Florida that, again, shows the numbers for people that are deaf or hard of hearing higher than three million people instead of the 2.5 million we've used in the past for the biennial report as requested by the State Surgeon General.

So, you know, what I've said previously about statistics are never completely accurate, but in this case it's a higher number, it's a more important number, and it does not include anybody that does not self-identify as being deaf or hard of hearing.

So, it's important for people to know that that's a much larger number when there's little over 18 million people in the entire state, when we're looking at over three million people that are affected by some degree of hearing loss, we're talking about a significant

number.

And we should have that information on our website.

So, I think Megan was going to talk to them about putting that chart on the website also. That's all I have.

>> GLENNA ASHTON: Thank you. You got a lot done in discussing the committee meeting, and that's good. Cindy? Technology Committee?

>> CINDY SIMON: Okay. We did have a meeting and it was Darlene and myself from the Council. They did not yet get a representative for the PSA for the veteran or the person who lost their hearing from chemo.

James also thought that it would be nice to have, what I understood he said, was some pictures of actual testing going on, and I think that's how Megan understood it as well. So, I had my partner testing my secretary and sent pictures and now he's asking for video.

So, he said if he has more than one thing, he can find another job and maybe do, you know, combine things.

I found the perfect vet, 35, having a problem with his job duty, hearing loss from the military, so, Megan, if he'll come, you know, I sent you that he could do a video of a test and see this guy. And I'm still working on finding someone in their 20's with hearing loss due to some kind of ototoxicity, whether it be chemo or antibiotics.

We also discussed future PSAs. It's in, I think, tab five of your folders. And we wanted to run it by everyone, so think about it for the next meeting; hopefully this one will be out.

And James said that, you know, he'll discuss the timeline and what to do when it's complete. Which now I hope will be soon.

We were talking about doing one for pediatrics or one on things, you know, that people can do to help, you know, showing everyone, with a CART Provider, the interpreters, um.... et cetera. It's all written out for you. Or even about services.

So, you have, like, five different things in your folder to look at and to look over and maybe discuss at the next meeting.

I was also asking, so Megan actually changed the last part of it, but Chris, I'll need your help on this.

I was trying to attend your Website Committee meeting. We used to have a place with links everywhere. I think it would be nice to have a place on the website where we can either copy from those organizations that let us copy or a link by title to things like effective communication, you know, how -- you know, hints for listening in noisy places, things like that, where I know HLAA has a lot of material that they've written; better hearing -- what is it -- BH -- Better Hearing Institute has a lot of things like that that we can actually copy direct input up there.

Maybe we can have a spot on our website for tips and hints and have all these different documents that people who go to our website can look at and they can choose from. And when I know what James wants to do, then we'll hold another meeting.

That's my report.  
Questions?

>> CHRIS LITTLEWOOD: This is Chris speaking. Cindy, I just wanted to say, I recall the effective communication document or at least one of them that you're mentioning. I believe it was originally drafted by Valerie Stafford-Mallis years ago and it was on the website.

I don't know if in transition or other changes, it's not gone there. If I could only ask that you send Megan a reminder to forward to the Website Committee for us to look at seeing if there's one buried somewhere in the website now or if we need to redraft an effective communication document that would be helpful to everybody. I think that's a good idea.

>> CINDY SIMON: So, Chris -- this is Cindy -- so I'm thinking that this can be a living document. Our organizations are always coming out with one pagers of hints and tips. HLAA has a ton of them. BHI has them.

Maybe what we can do is get these documents or copy them and put them there, along with the source, and then they're just there. And whenever someone sees a really good one that they think would be applicable, they can send it to Megan and it can go in.

>> DEBBE HAGNER: Okay. This is Debbe, I will add that -- I will do that, yes.

>> GLENNA ASHTON: Chris and Cindy, do you have questions ready for when James -- Joshua and David come? Do you have your questions ready?

>> CINDY SIMON: Oh.... I was supposed to have questions?

[Laughter].

>> GLENNA ASHTON: Well, because at 2:30, Joshua and David are coming and I thought those two are the ones that you want to ask your questions to, from the Web Committee and the Tech Committee.

>> CHRIS LITTLEWOOD: This is Chris --

>> CINDY SIMON: Okay.

>> CHRIS LITTLEWOOD: This is related to the plan forward of accessibility to the website and discussions of mobile friendliness and things like that. And we'll let the guys talk about --

>> PATRICK: Mic, Chris.

>> CHRIS LITTLEWOOD: My apologies, apparently my mic was not on. This is Chris speaking. My questions to the web team are simple: Just simply asking about accessibility to the website and what the plan forward for correcting some of the issues that we've discussed in the past.

We had a few meetings, at least a year ago, and I know they're working on it from a more global perspective from the Department of Health. But we'll just have to see what they have to say. The other issue about mobile friendliness and how the website is viewed on a mobile device.

>> CINDY SIMON: And from my end, we were asking James issues about, you know -- talking about where it goes and he said to wait until it was all done.

And if I had, you know, enough for him to do, he could combine a trip with something else and get it done here, if I had it, you know, the people for him to film here.

But in terms of putting it out, he just suggested we not ask and leave it up to them, whoever we're supposed to leave it up to after it's done.

So, I was just listening to what he said.

But, of course we have questions about timelines, the best way to do it, where to put it, and costs.

>> GLENNA ASHTON: Okay, good.

>> DEBBE HAGNER: This is Debbe. Darlene said, this is Darlene, I was hoping that Debbe and I can meet with the IT team to discuss the possibility that Cindy had suggested. I know that we might be able to use the other website as examples to work from, for example, the Florida building commission has had their information organized into a table, so this might be something that the two can be adopted to our website.

>> GLENNA ASHTON: This is Glenna. I thought that the website is under DOH, which means DOH has their own template/design that we all follow, but the buildings are different.

>> DEBBE HAGNER: No, what she's saying is using their idea and apply it to ours.

>> GLENNA ASHTON: I remember something, it seemed like we didn't have a lot of flexibility in designing the website because they had to match with all of DOH. Did everybody look at tab five, with the ideas for future PSA? Tab five. There's five different ideas that were given.

[Pause].

>> GLENNA ASHTON: Those were the five ideas that Cindy had mentioned. Does anybody have any strong feelings right now, which ones you would like to see? Or just to have an idea for a future direction?

>> CINDY SIMON: Darlene and I worked on these together.

>> GLENNA ASHTON: Right, and I want to see what the Council feels strong to, which ones they like, or leave it for future discussion. But sometimes one might jump out, so I'm just curious if anybody is really drawn to any particular one? Or not yet.

>> DEBBE HAGNER: This is Debbe. We need to be very careful about the abbreviations. What is SSP? I know what it is, but the others might not. ALD or HAT (sp), we need to avoid all of those abbreviations.

>> CINDY SIMON: Debbe, this is Cindy, this was a quick write-up that I was sending out. We don't use abbreviations in the PSAs. So you are correct, nobody would know what that is and we would never use that.

>> GLENNA ASHTON: Gina then Debra.

>> GINA HALLIBURTON: This is Gina. In terms of the suggestions for the PSA, number two and four are very similar, just saying what services are available and giving a description of those services, because it is true, a lot of people and a lot of businesses don't even know about CART and the benefit that it provides. They don't understand how to use an interpreter. They don't understand about SSPs at all, they have no idea what that means. I think those are very educational.

>> DEBRA KNOX: This is Debra, I personally like number three, because of the pediatric aspect. Because I see more and more families that their child passes the universal newborn hearing screening and they automatically assume that that means that their hearing is fine forever.

And I've seen more children who have a progressive loss after they've passed the universal newborn hearing screening. So monitoring a child's hearing throughout the years is very important.

>> CINDY SIMON: If I can piggyback on Debra, I don't know if everyone knows this, but screening can often prevent a mild hearing loss that can affect these children because they're not exact, and you can have up to a 30-40 dB loss and have otoacoustic emission screening, and so that screening is usually a 30 dB on auditory brainstem response screenings, so these children could have hearing losses. There are things they could have, like CMV that they were infected with on the way out of the canal that will allow them to pass now because [indiscernible] we ourselves are attending, I think, Darlene, tell me if I'm incorrect with regard to pediatrics, but we thought making people aware of everything else out there was very important as well, which is why they're all [indiscernible].

[Pause].

>> CINDY SIMON: The last word was included.

>> LISA (CART CAPTIONER): Thank you.

>> DEBBE HAGNER: This is Debbe. Julie says the first PSA deals with seeing a professional hearing person. I prefer the one leading to FCCDHH. And then Julie says we need something directed to the Deaf people.

[Pause].

>> GLENNA ASHTON: Anyone else have any particular reaction to what they like?

>> CECIL BRADLEY: This is Cecil. As I'm reviewing them all, I'm thinking about we recently did a law enforcement one, we did -- the recent incidents with the law enforcement and emergency services. I'm wondering if maybe we should do something regarding safety and just providing reminders for everyone in the state about the importance of shoring communication, not only regarding safety issues, but other examples.

Maybe we could show a short skit of an accident or a hurricane or some vignettes, actually, to give people a taste of different situations that would require communication and we could develop a PSA regarding that.

I know it's not on this list, but that's just something that came to me.

>> GLENNA ASHTON: Glenna. Similar to number four?

>> CECIL BRADLEY: Well, that's about CART.

>> GLENNA ASHTON: No, different ways, different options.

>> CINDY SIMON: Just remember this --

>> CECIL BRADLEY: I'm talking about real-life situations. Things that, you know, a crash situation, an emergency situation, a weather, you know, trying to educate the public, but also the emergency providers about how important communication is. Something simple, because we tend to forget things like that.

>> GLENNA ASHTON: Cindy?

>> CINDY SIMON: And so the point here was that we can create that scenario. We can create that emergency scenario. And, you know, where that happened and here's what you got at the hospital based on that scenario.

And, of course, with all of this, as with the ones that were trying to finish the production up, it will revert everyone back to our website for the information, which is why I remembered that we should have a spot for effective communication, for what can you do with this. We can put all of that in there, so when people go back to our site, they do get that information.

I agree, Cecil, but it would be, like, you can make your child with a fever to the hospital and then demonstrate one of these methods with that.

So, that would be a safety thing. You could show a shelter, bring that in. We can do anything. We just --

>> JULIE CHURCH: This is -- oh, I'm sorry, go ahead.

>> CINDY SIMON: Go ahead. I just was saying, we could sign on this as a group and then we'll come up with something.

>> JULIE CHURCH: This is Julie. What if we did something to the effect of, I think you had it in one of the scenarios, I'm not looking at it, this is what effective communication looks like and then go into a few different scenarios that show CART, that show interpreters, that show a few different situations, and it's just a message that, you know, effective communication takes many different forms. And if you don't hear very well or if you're deaf, then there's a lot of options out there for you.

>> CINDY SIMON: Well said, Julie. And that was really what was in our minds when we were doing some of this.

>> JULIE CHURCH: That's what I thought.

>> CINDY SIMON: We could even have the scenario going on with a narration going through both sign, R rated (sp) and captions and so it goes from one scene to another. Which would also cover what Cecil was talking about.

>> JULIE CHURCH: That's what I was thinking; this is Julie.

>> GLENNA ASHTON: Glenna. Question. Does this PSA plan to be put on TV wherever we can afford to put it on TV and also on our website? And Facebook page, right?

>> CINDY SIMON: So that was one of the questions we had, Glenna, and that came up in our meeting with James, and he said we're not ready for that yet. And when we're ready, then we'll call and they'll give us all the ideas and suggestions and it shouldn't take too long. And that was it. Which is why I didn't come prepared with questions, because he said to wait. Did I get that right, Megan?

>> GLENNA ASHTON: So the PS -- Glenna -- so the PSA is being planned to be uploaded to our website and Facebook page?

>> CINDY SIMON: I don't know anything about Facebook. I'm sure we could have it on our website. I was thinking of it on television and James said well.... that's not necessarily the way to go anymore.... maybe, you know, they do it on Facebook or on Google. They'll tell us the different options.

>> GLENNA ASHTON: Because I'm thinking if we get it on YouTube that shows up on Facebook and our website, we can find ways to help make it go viral.

>> DEBBE HAGNER: This is Debbie. Darlene said don't forget the visual description for those who are visually impaired can be understand what is happening. I think this is a great time to put our creativity hats to be thinking about what -- thinking about it before we decide on the next PSA.

>> GLENNA ASHTON: Okay. We have the two people here to talk about the -- Joshua and David? Okay.



It's 2:25, so we'll take a five-minute break so they can set up and everyone can run to the bathroom and come back and be ready to go at 2:30, okay?

[Break].

>> GLENNA ASHTON: Okay. We're ready for Joshua and David?

>> DAVID BLODGETT: Hello, I'm David, I work with the Division of Community Health Promotion with Megan, helping with the website and other things.

>> JOSHUA ELLIS: Hello, I'm Joshua Ellis, web master for the agency. I look forward to any questions you may have.

[Pause].

>> CHRIS LITTLEWOOD: I'm trying to think of how to begin, in the presence of such greatness!

[Laughter].

>> CHRIS LITTLEWOOD: You guys are like the Gods of the Cloud.

[Laughter].

>> CHRIS LITTLEWOOD: We appreciate everything you do. So when we ask questions and there are needs, don't let us confuse that back by our anxiousness to get things straightened out, you know, or that -- it's sometimes where we as a group may not understand what needs to happen.

I personally think it was a really good idea for the Council's website to become part of the State's website. I think uniform distribution of media can work very well as a part of the information that's under the State umbrella for the different councils and organizations.

We do, however, have very specific needs for people with disabilities and they may be a different part of the target audience.

The target audience always being Floridians, tourists, things like that, but people with disabilities, that's where universal design comes in and accessibility, and that's the tricky part of universal design, as I know, and I'm always working in a lot of what I do professionally as well.

So, if I guess I could kick off a conversation, and maybe you can speak about it a little bit, we have had some ongoing concerns about the accessibility of the website for keyboard navigation for anybody that can't use a mouse, and I just wanted to know if maybe you could share a little bit about the plan forward for that or if that's been addressed?

I know we had a meeting, like, a little over a year ago in discussing that and I haven't seen a lot of change just yet.

So, take it from there.

[Laughter].

>> JOSHUA ELLIS: Absolutely, I would be happy to. The web accessibility is a huge part of what my team does.

Now, that being said, a lot of what we do is training on web accessibility.

We train and try to educate web content contributors around the state and we've maintained the template, the environment in which these web content contributors work.

Now, the template has been updated with some keyboard accessibility, as a direct result of your and I's conversation and mega menu has been updated to the keyboard accessibility, you should be able to tab through the menu at the top, of what it is now, and the directors and I have had a nice conversation, and you should be able to tab through all of the sections of the sub navigation components, the left hand navigation on the side as well.

Any content on the site that is directly menued by the content contributors, the keyboard accessibility component of the content areas would be the direct responsibility of our web managers around the state. And we're more than happy to work with them, as problems are identified.

So I encourage anyone, if you notice a problem, bring it to our attention. Never see it as a problem to fix things, we would be more than happy to work with anybody.

[Telephone beep].

>> GINA HALLIBURTON: This is Gina. Since you guys are the Gods of the Clouds --

[Laughter].

>> GINA HALLIBURTON: -- I have a question about being in the Cloud. Are there any plans for a way -- there was a talk about great videos, short videos inside and showing different options that people have. Is there any plan or way that you could give us a segment in the Cloud that is our little Cloud and we could upload videos there and maybe give links to our receiving audience so they can go and get that information?

>> JOSHUA ELLIS: I can take it.

>> GINA HALLIBURTON: Now, Gods, don't fight.

[Laughter].

>> JOSHUA ELLIS: Right now our website is not hosted in the Cloud directly. We encourage all of our video content to be uploaded to the Department of Health YouTube site and that's managed by the Office of Communications.

With that, they get some review of the content, but then you can embed their YouTube videos, the Office of Communication approved YouTube videos, you can embed them

and have them played.

If you have your own YouTube channel, then you would have to link to that video. The user would click on a link, open a new window, and go to that video.

Or if you were hosting a video anywhere else, Vimeo, for instance, then you would click on a link to your site and go to that video in a new window.

>> GINA HALLIBURTON: Thank you, Gods.

[Laughter].

>> DEBBE HAGNER: This is Debbe. A couple of things came to my mind, is do we have the website mobile friendly? One.

And do we have a complete SEO for everything from those websites so that anybody can search for flu that would come up or whatever the issue that our page would come up?

Everybody is complaining that the information is getting lost and they can't find it. They're going to somewhere else. We want them to point within Florida, FCCDHH.

>> JOSHUA ELLIS: There are a couple of ways we can tackle the root problem. Whenever a user can't find a specific topic, we can work with your web manager to maximize SEO so that's a relationship between your web manager and my team. We will help them with all of the Google SEO to do on that site, if there's anything more we can do.

We also have another approach we can take. The Floridahealth.gov website has its own search engine with its own unique search bar and when we type a search in there, you're not using Google, you're not using Yahoo, you're using Floridahealth.gov search feature and we can customize that quite extensively. We can use key words, we can use custom links and customize that particular search.

>> KAREN GOLDBERG: Do I need to use this? This is Karen. I have a question. Does the website have links to all the agencies that have members on the Board?

>> MEGAN CALLAHAN: [Nods head].

>> DAVID BLODGETT: Megan is saying yes over there.

>> DEBRA KNOX: Yes, I'm on it. Yeah, there are.

>> KAREN GOLDBERG: More than just our names. I mean it actually has links to the agencies?

>> DEBRA KNOX: It's under resources.

>> MEGAN CALLAHAN: This is Megan. Not only is it under resources but it's under state agencies and organizations and non-state agencies organizations and also when

you go to the membership page, it's underneath your name, the link to your website, to the website of the organization that you represent.

>> KAREN GOLDBERG: Okay.

>> DEBRA KNOX: Yes, it is.

>> DONNA DRAKE: Some of them aren't links, though. It's not, like, you know how they're blue normally? It seems like some of them don't have a -- it's not, like, a live link, it looks like. Because I was on the page yesterday and I noticed that.

>> DEBRA KNOX: In looking at it, some of the ones that don't have a link may be because there's multiple represents, like Hearing Loss Association of Florida -- oh, okay, so it's different. Never mind.

>> DONNA DRAKE: Are they all, like, live links, Debra?

>> DEBRA KNOX: Hearing Loss Association of Florida does not have a live link. Deaf Service Center Association doesn't have a live link.

>> DONNA DRAKE: Would you look -- I know mine didn't either, would you mind looking at mine, for Florida Association of the Deaf?

>> DEBRA KNOX: Well, Glenna's has it.

>> DONNA DRAKE: Okay.

>> DEBRA KNOX: Oh, yeah, yours has it too.

>> DAVID BLODGETT: This is David. If you find there's a missing link or if it's incorrect, it really should go somewhere else, that's something that we can easily fix; we just let Megan know and I can work with her and we can get it taken care of.

>> CHRIS LITTLEWOOD: This is Chris. Quick question, when you were responding before to Debbe's comments, you mentioned that the web master or web manager should contact your team. From our group's perspective, you consider that to be Megan, correct?

>> DAVID BLODGETT: [Nods head].

>> CHRIS LITTLEWOOD: Okay. One thing I wanted to point out to everybody also in this room, it's very important that we don't just look at the website and what needs to be corrected and changed when we meet quarterly.

Any time there's a problem, like Dave was just saying, where there's a link that needs to be updated, a broken link, a live link that's not working that you would like to see inserted, that should be sent to Megan directly and just with a title of the e-mail subject line that says "website" and then it can be addressed by Debbe, Darlene, and other members of the committee.

>> DEBBE HAGNER: This is Debbe. Have you also run the web AIM against the website?

>> JOSHUA ELLIS: Right now we do not have any automatic review tools that we run against the website.

We are looking at purchasing a few that would generate reports to our web managers and allow some automatic review and feedback on a regular basis.

But as it stands right now, when a change is made to the website, it comes through a review process and we provide feedback, accessibility feedback, at that time. But there is no standardized feedback based off of any of the WCAG or web AIM.

>> CHRIS LITTLEWOOD: This is Chris. The wave tool that used to be owned by Firefox is now by Google is a free tool that can check any website for any problem for accessibility. That's not something that needs to go out -- that you have to go out and purchase or anything.

So, I found that to be helpful for just very large, big problems up front and the little stuff, you get to it later or when you can, I understand.

The other thing I was noticing, when you said for accessibility for keyboard navigation, I just now, sitting here, gave it one more try, and I haven't, or egg on my face or a change that's happened in the last few weeks, I'm able to do keyboard navigation that I wasn't able to do before on the FCCDHH website. That's good, I don't care how it happened, who cares.

[Laughter].

>> CHRIS LITTLEWOOD: The remaining question for me is if I am using keyboard navigation and I go to our website, you have to tab a lot or hold the tab button for a long time before you get to those FCCDHH links.

Is there not a place where we can have a site map that comes up directly, so if a user is using JAWS or another accessibility tool, that it allows them to go quickly to our links and find what they're looking for, to do a search like that?

>> JOSHUA ELLIS: Absolutely there is. We have a hidden link on the site just before the mega menu that will take a JAWS user directly to the top of the left-hand navigation on the page.

>> CHRIS LITTLEWOOD: So if I'm understanding you correctly -- this is Chris again -- I'm just not seeing that because I'm not using JAWS and I don't use JAWS because I can't hear and JAWS talks to you, but the JAWS user sees that site map link or whatever that helps them up front and we don't -- you can't see that if you're a visual user, is that correct? That's good, I believe.

>> JOSHUA ELLIS: That is correct, yes, sir.

>> CHRIS LITTLEWOOD: Okay.

>> DEBBE HAGNER: This is Debbe. Is all of the pictures have a visual description for people who are blind so they know that this picture is whatever it is, a description of that?

>> JOSHUA ELLIS: An alt description on images is a requirement whenever we review a page and whenever we review changes that have been submitted to the website.

There is and always has been a conversation between my team and the content contributors over the quality of that content, have that alt description. But it is a requirement, whenever content is submitted to the site.

>> CECIL BRADLEY: This is Cecil, I apologize, I haven't really scrutinized the website, but I just caught this one thing, there's a bit of funny wording under "communication assistive technology," I clicked on that one and it's got -- I did notice that the one that's missing from there is video phones, it's not in there.

But the funniest thing that I can share with you, there was a -- it says Florida Replay Service instead of Relay Service. It says Florida reply --

>> INTERPRETER: I'm sorry.

>> CECIL BRADLEY: Florida Reply Service, so that needs to be corrected.

So, my question then is how often are we making updates, you know, Chris specifically, I know you guys are responsible for making revisions and corrections to the websites. What's the process for making improvements to the website? Are.

>> CHRIS LITTLEWOOD: Again, exactly the process is to e-mail Megan and she sends it to the team and make sure that it's okay and then she sends it to them.

>> CECIL BRADLEY: How quickly?

>> CHRIS LITTLEWOOD: I mean, it's when they can. And I'm not saying that it happens in an hour or a day or a week, I don't know. But usually pretty fast. I mean, if I've asked about a change that's needed, it happens pretty well.

>> CECIL BRADLEY: I just wanted to be sure and I understand that and get some clarity on that and make sure we're on the same page, you know, with all the different people involved.

>> MEGAN CALLAHAN: This is Megan. First of all, the Florida Reply Service or however it's stated, I've seen that before too and I've actually gone into the server that the Department uses to make updates to a website and things like that, to go in and edit it, and it shows up fine there, and I've even tried redoing that, like typing it incorrectly, but for some reason, I don't know what it is.

I did try that a while ago, so I can go in again and try and see if it will work. If not, then I'll reach out to them.

Another thing is, so the process, like Chris was saying, if you have any updates or links or anything for the website, you can e-mail me. And if it's something like a link to be updated to the website, I will e-mail now Debbe and Darlene to make sure that that's okay to be uploaded to the website.

From there, as I was stating, that server where we go through to make those changes, all I do is I log into that server, put that link in or make that change, and submit that to what they call a work flow, and that's where Josh was saying, that's the process of it goes through different people to make sure that links work, things like that.

And once it goes through that whole process, either it's updated to the website or they come back and tell me that something didn't check out, then I go back in and change it.

So, it can take a little while, depending on how many work flows are submitted from different people, obviously.

But, like Chris was saying, it's normally within a week, if not the same day or two. I've always seen a quick turn-around time, within a week at most.

>> CHRIS LITTLEWOOD: This is Chris. That point about relay/replay and all the different ways it's come up, the only thing that I'm thinking about is maybe some auto-correct or something is not working right or it's not updating correctly. I don't know. Bouncing whatever web server --

>> DAVID BLODGETT: This is David. I'll get with Megan and we'll straighten that out, that shouldn't be a problem.

>> CHRIS LITTLEWOOD: Thank you.

Yeah, the last thing we probably should touch on is people looking at the websites, like I check everything with this [indicates], with a mobile device, and I've had an iPhone, whatever somebody is using for a mobile device, one thing that I have found on our website, it does look really good on a mobile device, but if you click for one of the links, you can see that it's going to a new page, but it's not scrolling down automatically for you, like, for example, if you click on "membership" which is the first link of the page, it brings it up, but your page does not change in your media view, you have to know to go down, to scroll down and find whatever it is before the feature programs and information and DOH and I don't know if there's a way to set it automatically to scroll down to the new content.

Is that possible?

>> JOSHUA ELLIS: I'm not familiar with the site enough to know which type of link that is. But it sounds like it's something that may be possible. I would certainly be interested in looking at that more closely.

>> CHRIS LITTLEWOOD: Okay. I'll put that in an e-mail to Megan and you guys can look at that.

>> JOSHUA ELLIS: Thank you.

>> CHRIS LITTLEWOOD: Is there any concerns that you all have as far as mobile viewing or accessibility that we need to be addressing, other than we need to be

reviewing stuff on a regular basis.  
What else can we do to make your job easier?

>> JOSHUA ELLIS: My team absolutely values the feedback from this Board, so anything you send us is looked at immediately and looked at as valid feedback with critical eyes.  
And we certainly do not discard anything --

>> CECIL BRADLEY: This is Cecil, I was thinking about what you just said and I tested it and I did have the same problem, because I clicked on the link and it looked like nothing happened, but I had to scroll down to find the new page, so I'm wondering even if there's a way to add a statement or something that says when you're using a mobile device, you need to scroll down.

If we could just do something to help people who might be a little naïve and not know to scroll down, that they can still use this on a mobile device.

Yes, the WiFi was weak, but I was there. And I tested it and I tested -- I clicked on "membership" and nothing changed, but when I scrolled down, like Chris said, it was there.  
So if we can't change it, perhaps we can add the caveat.

>> DEBBE HAGNER: This is Debbe. Darlene said I'm slowly evaluating each page of the website. We need to discuss with the IT team to see what can be done for some of the things I have noticed. Is it good for you?

She mentioned something about YouTube. I already told you about the visual descriptions, so you've already covered that.  
Anything else, Darlene?

[Pause].

>> DEBBE HAGNER: Are you there, Darlene?

[Pause].

>> DEBBE HAGNER: "No, only if I can work with them as I go."

[Pause].

>> GINA HALLIBURTON: This is Gina, I just want to say thank you to the Gods of the Cloud that came in because I really appreciate you coming out here because IT is not something that we're comfortable with and you're probably not comfortable with people, but we're glad you came.

I want to piggyback on what Cecil and Chris said, because it took me forever to figure out -- I thought our website did not work, to be honest with you, because I was so accustomed to hitting a link and it goes to the page I hit. I had no idea that I had to scroll down, so that's a really good fix, if you guys could do that. So thank you.



>> DAVID BLODGETT: This is David. If I could talk to that real quick. I know when we moved your site over to the Department's site, it wasn't that long ago, but most of the testing we do here is on regular Windows computers and it is a pretty big site with lots of pages, so if you come to a page that's not working correctly in mobile like that, where you have to scroll or any problem like that, please let Megan know, we can look at it.

We want to know about that. We can't look at every page on every device, so that's good to know.

>> DEBBE HAGNER: I thought -- this is Debbe -- I thought there was a tool that will automatically check against Firefox, Mozilla, IE, and then you have the new one called Edge, I thought there was an app for that that automatically checks.

>> JOSHUA ELLIS: There are quite a few tools that are good for individual users to use on a site, but most of the things that we have to implement at our level have to be applicable and affect the entire agency.

So the solution that we're looking at is a reporting tool that will provide feedback and tools and training to all of our content contributors, not just my team.

We're talking about web managers around the state who have no training on web accessibility at all, being able to get a report on what parts of their content are not accessible and training on how to fix it in realtime, that's the types of enterprise solutions we're looking at now.

The free tools would be able to tell each individual user but they would each have to install the tool and learn how to use it.

>> DEBBE HAGNER: Another question that I have, is there any way we can get a report from you how many people are actually visiting our page or the various pages that belong to FCCDHH so we have some kind of statistics?

>> JOSHUA ELLIS: Absolutely. We are using Google Analytics on the site and you should have access to -- or your web manager should have access to a Google Analytics web statistics for some feedback on how many people are visiting each page.

>> DEBBE HAGNER: Is that something, Megan, you can do on a monthly basis or we as an individual would have to do that?

>> MEGAN CALLAHAN: This is Megan. I'm not sure how to do that, but I can get with David and figure it out.

And I can do that on a monthly basis, that wouldn't be a problem. I just need to figure out how to do it first.

>> DEBBE HAGNER: I don't know if that would be of interest to the Council or individuals, how important that is. But I think it would be good to see how many people are hitting our page and knowing if there's a benefit of people looking at it. If we need to improve to see what we're missing or lacking.

>> CINDY SIMON: This is Cindy. And we used, way back, we used to get a Google

Analytics on the website at every council meeting, so I'm sure this would be good to tell us just how much we do get hit on.

But we used to do it for -- yeah, we did it for the website, so....

If it's -- it would be just more of the same, I assume. And it's good statistics to know, whether they're going past one page or where they're looking.

But I'd also like to ask the guys before they're done if they had any suggestions for the PSA?

To me, because I'm so not into social media, all I think of are television spots. But James was saying that may not be the only thing.

Could you speak a little bit to that?

>> JOSHUA ELLIS: As the web master for the agency, I send a lot of our PSAs and event notifications and all these types of announcements that have to go out to a wide audience through our Office of Communication. They have access to established social media accounts that are looked at by the media. They have contacts with the appropriate media and they have the experience and the branding to get your message out there in the appropriate format to the people.

>> CINDY SIMON: All right. That's pretty close to what James was saying. So we wait till it's done.

>> JOSHUA ELLIS: I would like to follow that up with the fact that the Office of Communication works closely with my team to allow additional features for any YouTube videos or featured articles or topics that they approve inside of our web content management system.

So, whenever the Office of Communication receives an actionable item that they can integrate into cascade, it gets more notice on the website and it allows your web manager more flexibility on your website.

>> CINDY SIMON: Okay.

>> GINA HALLIBURTON: This is Gina again --

>> CINDY SIMON: I'm lost when you get there.

[Pause].

>> DEBBE HAGNER: Go ahead.

>> GINA HALLIBURTON: This is Gina. If I understood your answer to my previous question about our PSAs and other information that we put out and sign on a video, you said we could put it up in a YouTube area.

Now, does Google Analytics analyze that as well so we know how many people actually use those videos?

>> JOSHUA ELLIS: Our Google Analytics account is associated with the

Floridahealth.gov domain name, so it would only track the visits to the website itself.

Now, I cannot recall off the top of my head if the Office of Communications has set up any type of matrix on their YouTube account. It's very likely that they have. They've had the YouTube account for some time and they may be able to provide some matrix on some individual videos.

>> DEBRA KNOX: This is Debra. If we do go through the Communications Department for the YouTube videos or what have you, did you say also that then once it's approved, it could be put on to our site?

>> DAVID BLODGETT: [Nods head].

>> JOSHUA ELLIS: Yes, ma'am, that's correct.

>> DEBRA KNOX: Okay. So if we got to that point where it was approved and embedded in our site, then the Google Analytics would capture that.

>> GINA HALLIBURTON: Okay, thank you.

>> DEBBE HAGNER: This is Debbe, Darlene said if the PSA is posted on YouTube, can we place a link to the website and also share with others?

>> JOSHUA ELLIS: Yes, that's correct.

>> GINA HALLIBURTON: That's good.

>> CECIL BRADLEY: I have another question -- this is Cecil -- so I've been looking at the website and when I first open it up -- actually I have two questions for you. Is there a way for somebody to reach Megan directly? Or if they have a question? I'm not clear.

The website shows Division of Communication and Health, but I'm not sure where that link goes to. Does it go to Megan?

>> DAVID BLODGETT: This is David, the link of the contact link on the right-hand side does not directly go to Megan, it goes to a Division inbox where e-mails from external Floridians -- or external department go and from there it's routed to the appropriate people. So that's how they have it set up, to make sure things don't get missed, they all go to one mailbox and then routed to the appropriate staff.

>> DEBBE HAGNER: This is Debbe, I have a concern about that. We're losing time with that, being routed, routed, routed, routed. Is there any way we can shorten that so it's more specific and straight to Megan?

>> DAVID BLODGETT: They could, I mean, it's something that could be discussed. I think that's a general policy they moved to, but that's something they could look at.

I believe there are people that look at that mailbox throughout the day, so it's not like it's checked once a week or something like that; there's somebody that's assigned that is

always looking at it.  
So there shouldn't be a lot of a delay.

>> CECIL BRADLEY: What about e-mails? It doesn't say who to send -- who you're sending an e-mail to.

Is it possible to put, like, a question box for somebody to type a question and it gets routed to the Council? You know, if somebody has a question for the Council, just if we could embed a box and then it goes directly to Megan, I think that's more friendly. And like Debbe said, it would go directly to her.

It just seems like there's no direct link to the Council on this website. And it doesn't seem very friendly for me. I mean, for deaf people, you know, a deaf person on the street, it feels a little bit cold.

>> DAVID BLODGETT: This is David, that is certainly something we could do, we could create a link called "contact the Council" or something like that, that has a short form where people could free-type a question and put in an e-mail to get a response or leave contact information.

>> CECIL BRADLEY: That would be great.

>> DONNA DRAKE: I like that idea.

[Pause].

>> GLENNA ASHTON: Is there anything you want to share with us that we haven't asked about that you thought you wanted to share?

>> DAVID BLODGETT: I will just say while you have some specific concerns, a lot of general concerns about, say, mobile friendly sites, that's something that's shared across the division, across the programs. We want all our pages to be viewed by more people, we want it to be viewed easier on our phones or our tablets, that's becomes more and more the way people access this. So, we look forward to those changes too.

>> JOSHUA ELLIS: And this is Josh. The solutions that we build as a director's feedback to this group do apply to the entire agency to the Floridahealth.gov site as a whole, so, for example, the keyboard navigation around the mega menu, that was not justified to your site, it was applied to the entire Floridahealth.gov site to all of our customers.

In a similar fashion, I'm going to look at this mobile view, how the left-hand application acts in a mobile view, when you click on a link, it does not scroll to the content. We're going to look at that. And if we do come up with a solution for that, it will be applied to the entire site, not just your site. So feedback from this group is very important to us.

[Pause].

>> CHRIS LITTLEWOOD: This is Chris again. When a solution is applied to the site, will you let us know? I mean, that's one of the things I was thinking about with the keyboard navigation. I am sensing that something was fixed since the last time I was asking and no one told us that it was fixed.

And I quite often, because I've got my hands in several different pots, don't get a chance to look at everything everyday, so it would just be nice to know that I'm not asking questions about something that's already resolved. And I know it may take an additional e-mail or phone call or whatever, but if you would just share that information back to Megan and she could, you know, share with all of us, that would sure be appreciated.

>> JOSHUA ELLIS: Absolutely, we would be happy to. Whenever we receive a request through any official channel, we try to follow-up by e-mail. And I'd be happy to share that feedback e-mail with Megan to share with the entire group.

>> CHRIS LITTLEWOOD: Thank you. The probably -- hopefully the last question I have -- is about PSAs that are shared with you from the Communication Department or whomever to go on the YouTube channel or the Department of Health, is it always made sure that there are captions for those videos, no matter who it's for?

>> JOSHUA ELLIS: That is a requirement that I've.... well, I require on the web team. I cannot say that that is an official requirement for the Office of Communication for every video, but I have had conversations with the Office of Communication about that requirement and have encouraged that closed captioning be a requirement for every video. Whether or not that has been done, I do not know.

>> DEBBE HAGNER: This is Debbe. There's a difference between closed captions and open captions. The difference is open captions are permanently, you don't have to have a decoder, with the closed you have to have a decoder. Am I right?

There is a difference between them. You have to press the button to have closed captions turned on and off. So it's, in my opinion, it should be open captions permanently.

>> JOSHUA ELLIS: That may be an option in the YouTube settings to have open captions or closed captions, but I am not sure.

>> DEBBE HAGNER: But be aware the one on YouTube is voice recognition captions, it's not been verified or accurate. It's usually summarized, so we have to be careful that something official from the Department of Health has been reviewed and captioned correctly, rather than voice recognition.

>> JOSHUA ELLIS: There is an option in YouTube to upload a text file that is the caption for the video. It does take a little bit of work to type out the caption and add the time stamps in a manner that is recognized by YouTube. But that feature is available

to the Office of Communications and the individuals submitting those videos to the Office of Communications to post them.

>> CHRIS LITTLEWOOD: This is Chris, submitting a transcript is what has to happen. The auto-generated YouTube is what Debbe was referring to, that's not captioned, that uses voice recognition and that's not acceptable captions.

I'm not sure I necessarily agree with making everything open caption because there are a lot of people, even people in the deaf and hard-of-hearing community, that don't want to see captions on their video.

So, so long as it at least has closed captions, that's probably an option, in my opinion.

>> JOSHUA ELLIS: We have always requested there be a transcript with every video, but since we have released the YouTube channel to the Office of Communications, their requirements may have changed.

I do not know if they rely on the voice recognition at all.

I agree that voice recognition on YouTube is abysmal.

>> CECIL BRADLEY: This is Cecil. And I'd rather have the Department produce the captions and have them on our PSA than relying on the YouTube auto-generated ones. That's my advice on that.

>> CHRIS LITTLEWOOD: This is Chris. If I'm understanding you correctly, it's the Office of Communications that has to put the transcript there. And if they are or are not, there's still PSAs that may be going out there without correct captions, is that correct?

>> JOSHUA ELLIS: The transcripts are most likely required of the submitting party. Whomever is submitting the PSA to the Office of Communications may be required to provide a transcript or the transcript may not be required.

The Office of Communications does not have an exorbitant number of staff in typing up a transcript to be put into every video that they receive; would take quite a bit of time.

>> DEBBE HAGNER: This is Debbe, I'm speaking for Darlene, and she says there's also a difference between captions and visual description. Captioning is a dialogue, visual description is narrating the scenery action in the video. The transcripts are good, but if visual effects are part of the video, then a description will need to be included.

>> DARLENE LAIBL-CROWE: This is Darlene, I'm going to go ahead and finish what I was saying.

The captioning on the videos are good, but since there are so many different varying degrees of vision loss, many of us have a hard time seeing the videos. So when the captioning is placed at the bottom of the videos and if you are using -- say I'm going to use myself as an example -- I use high contrast black. That makes pictures and everything white.

So, if there is any captioning at the bottom of that screen, I can't see it because that whiteness takes over. Which is why it's good to have transcriptions available for people who require that through reading.

But then you have to think about captioning and transcripts and more about dial-up, so if there's anything in the video that needs to be scene for visual cues and things like that, then those that can't see that video are mentioned out on those cues and that's why a visual description is needed to talk about those cues.

In other words, to narrate it, the actions, the scenery, the facial expressions. These are just some examples. It doesn't have to be all of them. It's just namely what is emphasized to the listener, the viewer, what the video is about.

>> DAVID BLODGETT: This is David. I was going to say, a number of years ago we did some PSAs for the Sexual Violence Prevention Program and with those, besides just the video, we posted almost like a shooting script, so it wasn't just the dialogue, it had other cues in it to let people know what was going on as a separate file.

And one thing Josh and his team is always drilling into us is that we should have textual equivalence for anything visual on the website.

So that's definitely something that we want to do here. Again, as Josh said, we can't guarantee that it's always being done by everybody, but that is what, you know, the best practice is and what we're supposed to do.

>> DARLENE LAIBL-CROWE: Yes. The Helen Keller National Center had a video out that was published years ago and they included a narrative, a narrator within that, and the first scene was a deaf-blind person walking to a train station and using his iPhone to check the schedule and things like that.

So, the narrator -- I'm just not verbatim here, but the narrator basically described a deaf-blind person going and checking, using his phone to check the schedule. So that is what video description is about. And it's actually included into the video.

>> JOSHUA ELLIS: This is Josh. The video and how it's provided to the Office of Communication may have some requirements, one of those being a transcript.

The -- any other documentation that may assist your users in consuming the information can be included on the page that has the video embedded in it.

So, whenever the video is approved, the video can then be embedded on your website and you can have the textual equivalent or the narrative or the script linked to on your page, along with the video.

>> DONNA DRAKE: This is Donna, I'm just trying to understand. So I'm thinking a deaf-blind person can't hear at all, right? How can there be captions plus visual descriptions? Is it two lines of -- is it, like, a row of captions and then a row of visual description? I don't -- I'm trying to understand what that looks like on a video where it would have captions and a visual description. Maybe Darlene can explain?

Yeah, I'm thinking about deaf-blind people who cannot hear, they have to be able to read the captions and the visual descriptions.

You know, is there an interpreter on the screen too? I'm not sure; I'm trying to understand. You know, it's something I've been thinking about over here.

>> CECIL BRADLEY: This is Cecil. For everybody, a question here: Now, so I've seen some unique videos that will have, you know, some text and things in the video, you know, in different spots and plus it will have captions. It may be in a different sequence or whatever. But I'm thinking that the PSA is very limited with time, what are we saying, less than a minute.

How much can you put in there? We'd have to have still pictures maybe instead of live action then because then, you know, it would be a picture with some description, you know, and I'm just thinking of the time, since we're limited on that.

I'm wondering if you've ever seen anything like that where there's a PSA where there's, like, sort of a narrative with a picture, you know, a picture with a narrative and then it keeps kind of switching.

I'm just wondering if there's anything like that, has anyone seen that? What would that look like?

[No response].

>> DONNA DRAKE: You know, I think we'd be best asking a deaf-blind person, one that can't hear, what would they think? What would they like to see? You know, maybe they don't watch YouTube videos at all.

[Laughter].

>> DEBBE HAGNER: Darlene, do you have any comments on that?

[Pause].

>> DEBBE HAGNER: I was thinking that maybe you guys can contact the Helen Keller Institute, maybe they can share with you some ideas what's behind the scenes or whatever.

>> DONNA DRAKE: Good idea.

>> CHRIS LITTLEWOOD: This is Chris. I just -- I see the idea that you mentioned as problematic, because if you put the picture on a video, then people that are deaf-blind can't see the picture.

>> CECIL BRADLEY: Right, this is Cecil, just to respond. You know, I know she was saying she has the white background with the black lettering, so if the PSA was designed, you know, to sort of expose the public where maybe it was inverse color with black background with white text, just more of exposure to the general public even.



You know, the problem with the PSA, we have to think of the general public of who's going to be watching it, you know, benefits to a deaf-blind person trying to watch it.

You know, if it was just a bunch of pictures with a narrative may not work, but I was thinking, what could be a benefit to the deaf-blind person, you know.

So I was trying to throw that question to Darlene, maybe she could help us.

So, if people have limited vision, some people have limited vision or, you know, fully blind, I'm just trying to understand from Darlene, maybe there's ways of working it out where that could be of additional benefit to the public from doing it that way.

You know what I'm trying to say?

>> DARLENE LAIBL-CROWE: This is Darlene. There are several deaf-blind people who do watch TV and they use assistive listening devices so that they can hear.

As far as actually seeing the TV, some of them are able to do it, some aren't.

I haven't been able to do it for the last two years.

So it's really difficult to tell. But there's varying degrees of vision loss out there and they watch TV just like everybody else.

Unfortunately, there are some that do not watch it, which I no longer watch TV at all.

But whether they watch it or not, it would be nice to have it available so that they can have that option. Thank you.

[Pause].

>> GLENNA ASHTON: Okay. I think we pretty much touched on a lot of things. Having complete accessibility in every way possible to meet all of the different needs.

And we have to -- every time we go to the website and notice anything, send it to Megan so that it can be passed on.

Nothing can happen unless you do something or inform someone.

Okay. Thank you very much.

>> MEGAN CALLAHAN: Thank you.

[Applause].

>> GLENNA ASHTON: Okay. It's 3:30. We started with the committee reports, we talked about the web and the technology, and the next is the Education/Medical/Outreach Committee, which is Gina or Gayl.

>> GINA HALLIBURTON: This is Gayl Hardeman speaking for Gina Halliburton [chuckles].

We had a conference for the EMO Committee, but we did not have a successful meeting because the EMO Committee is made up of the busiest people in Florida.

[Laughter].

>> GINA HALLIBURTON: And so the challenge was getting the time to match everybody, so we don't have a lot to report on that.

However, on the same line of thought, though, I want to dovetail on what Debra's suggestion was earlier about having a letter from the EMO Committee to the different hotels where we reside about the issues that our people are having with accessibility.

And because -- I'm bringing that up, because Megan did a great job making a one-drive place for EMO comments. And if those that have been adversely affected by lack of accessibility could put their comments in that place, then the EMO Committee, the next time we have our teleconference, can draft a letter that would address these kinds of issues.

And the second part of that is, my question is by adding something from the EMO Committee, educating the restaurants and hotels where we are having meetings and using, like, the canopy experience that Glenna brought up today as an example to what a user-friendly place looks like and that, to me, is a very positive way of educating the cities where we have our meetings as to what they can do to get our business, basically, and that's just a matter of letting them know what makes a user-friendly place and what does not.

>> GLENNA ASHTON: Deaf-friendly place.

>> GINA HALLIBURTON: Yeah.

>> GLENNA ASHTON: Okay. Legislative Committee?

>> DONNA DRAKE: So, this is Donna, similarly we tried to have meetings, but a lot of people couldn't make it. We did use the time to discuss some logistics with Megan about our visits to the Legislature.

It was a very, very brief meeting, but, you know, everything went very smoothly yesterday, it was very successful.

Oh, and this morning, we let you know the different bills that we're kind of tracking and those are the ones that -- specifically the ones that were related to deaf or hard of hearing.

>> GLENNA ASHTON: I signed up for tracking the bills and certain -- tracking the bills and certain representatives and senators to follow and so forth. And yesterday I didn't see anything new, no new actions on the bills, so hopefully next week we'll see something.

>> DEBBE HAGNER: This is Debbe, I'm speaking for Darlene, she said I cannot use OneDrive because it won't let my PC display the settings to change it to the format I use.

Okay, so I will let Megan know when she comes back.

>> GLENNA ASHTON: Yeah, okay.

>> CINDY SIMON: Can someone explain what OneDrive is?

>> GLENNA ASHTON: Budget Committee?

What? OneDrive is same idea like Google Drive or Microsoft Drive. It's up in the Cloud and what we did was to put the EMO letter on the Cloud so that when we need to adjust it for each situation, we want to use a letter, we have that ready as a template and then people are invited to join in a OneDrive for that document and everything so everybody can go in and look at it, instead of sending out e-mail, e-mail, e-mail, and then e-mails go back and we get all confused, you go to one place. That's what the OneDrive is, that's where you should put all of your FCCDHH documents, you could find all your things.

>> DONNA DRAKE: It's like a file cabinet. And then if somebody wants to revise something, they can just edit it there and everybody gets a copy of it and it also tracks who made the suggestions. It's really nice; very creative.

>> DEBBE HAGNER: Megan? Darlene said that she cannot use OneDrive because it won't let her PC display the settings to change it to the format that she uses.

>> MEGAN CALLAHAN: Darlene, this is Megan. What you can do is send me any documents that you want to upload to the OneDrive and I can upload those for you.

As well as if you notice a document that's come through an e-mail that's also being uploaded to the OneDrive and you have a comment or any revisions on that, you can send me those revisions and I can make those for you and send that e-mail out and upload that to the OneDrive as well.

>> GLENNA ASHTON: I think, Megan, I think she is not able to read what's been put in OneDrive.

>> MEGAN CALLAHAN: This is Megan. Okay. In that case, if everyone from the EMO Committee, whoever is uploading something on to the OneDrive, can you also e-mail it to me as well? And that way Darlene can have access to it. And if she has any changes that she would like made or anything like that, we can make those changes.

>> GINA HALLIBURTON: This is Gina, yes, we can do that.

>> GLENNA ASHTON: Okay, Darlene?

>> DEBBE HAGNER: She did say thank you very much, Megan.

>> GLENNA ASHTON: Okay. Next is the Budget Committee. Cecil?

>> CECIL BRADLEY: Okay. Madam chairperson, thank you, members of the Council, and DOH staff, what you have in tab four is a copy of the budget.

We did not have a committee meeting. We have not had one for a while. I believe

Darlene and Glenna are on the committee with me. But all of the money comes from DOH. We do not have any new programming, we do not have any funding, our needs have not drastically changed, there is no reason to call a committee meeting.

I have been in contact with Megan, we have been in touch and we have updated this document in front of you. And it represents the up-to-date funding and spending through January of 2018.

So currently if you look at the budget, we are halfway through the year. And if you look at the first column, you will see the allocations. And we had \$33,000 -- \$133,000.

And then if you go to the second to last column, you will notice that we have spent \$53,324 -- or 324.04, so considering we're halfway through the year, we're in pretty good shape.

But if you'll remember, all of our money comes from DOH. Thank you very much, DOH!

Again, I want to remind you that the blue represents what's left, what money has already been encumbered and what's already been promised to us.

It's like a contract, for the contracts, a contract for the hotels, interpreters, all of that stuff, that's what's left to use to the end of the year. If you see the red numbers, that's Megan's position.

To be honest, this is very updated. I did have to fix a little bit of the formatting, but this worked out very well. Any questions?

>> DONNA DRAKE: So if I read this correctly, what I have -- what we have left, if I have my magnifying glass --

[Laughter].

>> DONNA DRAKE: -- is \$19,000? Is that is that blue? 18,000?

>> CECIL BRADLEY: No, the blue represents what's encumbered, it means what we've contracted, what we've been promised. That's what -- for example, if you look in the first row, it tells you what we've committed to the audiovisual. And you can see the difference between the third column and the last column. So we've spent 53,000, which means we have about \$80,000 left, approximately, 80, 80,000-ish.

And we have five months remaining in the year, so -- wait a minute.... this meeting and the next meeting is what we have, so we have plenty of money to cover our expenses; we're not going to spend that much, maybe about 100,000 on the nose or something, but I expect we'll come in under budget. We've never gone over budget over the past three years.

Any other questions? Yes?

>> KAREN GOLDBERG: This is Karen. If we come under budget, can we turn it over to the next year? We cannot? We cannot.

>> CECIL BRADLEY: No, we cannot.

>> KAREN GOLDBERG: So what do we do? Do we give it back?

>> CECIL BRADLEY: Sorry. We lose it. It's use it or lose it.

>> KAREN GOLDBERG: I think we should use it.

>> CECIL BRADLEY: You have to remember -- well....

>> KAREN GOLDBERG: I think we should use it.

>> CHRIS LITTLEWOOD: This is Chris. You didn't get your bonus check?

>> KAREN GOLDBERG: It's not that.

[Laughter].

>> KAREN GOLDBERG: We've been saying that we need a certain amount to be able to do effective things, then we should be using some of the money we do have for those effective things.

>> CECIL BRADLEY: This is Cecil, the Council has to request to use the money from DOH because the money has been allocated to different categories, so we really can't predict how much money is going to be left until after this meeting and we don't know if anything else is going to come up that we need. But we would first have to ask DOH for permission to change the money to a different category.

>> KAREN GOLDBERG: I see.

>> CECIL BRADLEY: And even the next meeting, we still won't know how much we have left because we have to pay the costs of the meeting. So -- I'm sorry, it's very hard to figure out.

The Executive Officer would have to discuss with DOH with the money that's left; I'm not quite sure how that would get handled.

>> GLENNA ASHTON: That line, with the miscellaneous expenses, 8,400, I see so far, it's a little bit over 1,000 that's been spent for miscellaneous expenses?

>> CECIL BRADLEY: Yes, that is correct.

>> GLENNA ASHTON: Miscellaneous, 8,400 and so far we've only spent a little bit over 1,000. That miscellaneous expense, assuming we still continue to not spend much, that means we can use that, like if we have an opportunity to have a booth, to travel, something like that? Can we use that.

>> CECIL BRADLEY: This is Cecil. If you're talking about traveling for training --

>> GLENNA ASHTON: For a booth.

>> CECIL BRADLEY: Or for the PSA, I don't know. We would have to ask again.

>> CINDY SIMON: Hand up.

>> CECIL BRADLEY: I'm not sure whether the money -- we have to watch it very carefully, because the next meeting is May and we need to see how much money we have in May. We will need to spend it in June?

>> CECIL BRADLEY: This is Cecil.

>> CINDY SIMON: This is Cindy.

>> INTERPRETER: Hang on one second, Cindy.

>> CECIL BRADLEY: This is Cecil speaking. Right before the last meeting, we will not know how much money is going to be left until after our meeting.

>> GLENNA ASHTON: Right, so we have -- so we would need another report, after this meeting, to see how much money was spent for this and how much money we have between this meeting and May meeting and kind of guess how much we will need for the May meeting to have an idea what would be left and then hurry up and try to find ways to use it.

>> CECIL BRADLEY: This is Cecil, I could ask for an April update about what we spent for March and then I can disseminate that.  
And then the Executive Board or Committee or whatever we're called would request from DOH something to do --

>> GLENNA ASHTON: And what would be allowed to -- we have to ask DOH for permission for what we want to do with the leftover money?

Remember we had discussed wanting to go to different conferences and have a table, and this would pay for the table and travel, if we have an opportunity, before June, or to spend more for a PSA or -- well, let's be ready with options. Because we actually have money to play with, let's be ready with options and we don't want it to go bye-bye and say now we need more money.

So I want all of us to keep an eye out for possible conferences that are truly statewide and draws a lot of variety of different people.

I'm guessing it would be a PSA or maybe creating material for.... well, the exhibit idea that we would be happy for -- if we use the money for that, I don't know.

Gina?

>> GINA HALLIBURTON: Question: If we wanted to have, like, a council members,

all or some, come do, like, a presentation or a town hall meeting, would that be something to cover we could use?

Like if we set up something for a community educational piece, would you guys pay for the Council to come do that?

>> MEGAN CALLAHAN: This is Megan. I would have to check just to make sure, but I believe, you know, whatever money is in the budget is, you know, free for the Council to use, whether it's a booth at an event or another PSA or, like, speaking at a town hall meeting or something, a presentation, if it's something that has to do with the Council and there would be Council presence and that kind of stuff, I think that would be okay.

I know that they always say, you know, use the money [chuckles], don't lose the money, kind of thing, so whatever's left over.

But whatever suggestions you guys have for using the money, I can always send to our budget coordinator and to Shay and make sure that that's something we can use the money for, just to be safe.

But I believe you would be able to use it for....

>> GLENNA ASHTON: I just thought of something simple that we used to have. I don't know if they still have any left, but we used to have pens and paper pads with FCCDHH logo and we used to pass them out. That would be a quick way to do that. Any of us could, just like we had the business cards and the biennial report, to add those on, having those little pads and pens, we can order some more of that and each one of us, everywhere we go, pass them out, that would be one quick way to use the money. We could put in a new order before June and have it ready.

>> DONNA DRAKE: This is Donna, I would love to have a table at two different events. I don't know if we have time to do that, but I would like to go to a doctors' convention and an insurance companies -- insurance meetings, places where there are lot of people who talk a lot about access. I think they need to be educated about deafness, make doctors aware of interpreters and that it does not cost \$1,000 an hour!

There's so many misunderstandings that are out there in the medical community. I would love to be able to address that.

So I'm wondering if we have any statewide meetings for the medical field or insurance companies. I think either of those would be great opportunities.

>> GLENNA ASHTON: Karen?

>> KAREN GOLDBERG: Donna, I think that's a great idea, I would love to see FCCDHH represented at some of these conferences.

I'll tell you, there is one conference, the Florida Summit, Children's Summit is coming up in August and the deadline for exhibitors is coming up soon and I'm also applying to be a presenter there, to talk about, you know, psychiatric care for kids.

And I think that's something that gets prominence for the Council to let the state of Florida know that we're here. And that is through the Department of Children Services

and that's government based. That's one thing.

The other thing is, would it be possible, I don't think it's very costly, to have some of the business cards with our names on it?  
If that's possible?

>> MEGAN CALLAHAN: This is Megan. I know when we were first discussing the idea of business cards, I know we discussed having individual business cards with everyone's name on them.

I believe we decided not to do that for right now, just to see how many business cards we would use, kind of give it a test run type thing.

So if you guys want to use the money for personalized business cards, I'm sure we could probably do that. I'll check with Shay, but I don't think it should be a problem.

>> KAREN GOLDBERG: I don't think that would be a high-cost item. I mean, they're pretty cheap. But it's, like, a bunch for \$10.  
But what I think more of the money is, I love Donna's idea. I just love it.

>> DEBRA KNOX: This is Debra, I was just looking at different conferences that are coming up and there are some, for, like, the Florida Medical Association, I don't know if that would be the right one for us to participate in, we could do some more research to see what might be the best option, but this one, for the Florida Medical Association is actually in August and it will be held in Orlando.

But likely you would have to sign up to be a vendor before the end of our fiscal year, so if any money that we would have available would be to register for that early.

>> DEBBE HAGNER: This is Debbie. I was thinking Chris and I went to the Family Café and that was all disability -- I mean, that was a total wake-up call for me to see that many and a safe place for those people.  
I think if we can try to get a booth again.

>> CHRIS LITTLEWOOD: This is Chris. We did get a lot of inquiries, both when we were there and I think, Megan, you probably got a lot afterwards, whether they said they were reaching out because they met us at the Café or not, is probably not evident, but I'm sure that that did happen.

>> KAREN GOLDBERG: I did find the site for the Florida Children's Summit, I'm going to send that to Megan and she can disburse it to everyone.

>> GLENNA ASHTON: Okay. I'm excited we have extra money! And what we can do with it.

>> GINA HALLIBURTON: Oh, we can spend some money.

>> DEBBE HAGNER: Shay said that we should need to approve to make sure that we have the amount of money in the correct categories.  
If it is in the travel category, for example, we cannot use for printing or booth rental,



et cetera.

>> GLENNA ASHTON: Shay, I was looking at the miscellaneous expenses, where there was 8,400. And we've so far only spent a little over 1,000, which means we have, about six thousand something.

So if the pattern continues, that category, miscellaneous expenses is where it seems to be more flexible, what we can do with the leftover money.

>> DEBBE HAGNER: Shay says --

>> CECIL BRADLEY: Two categories we can look at closely are travel and miscellaneous expenses.

There's the possibility of surplus in both of those. So we should keep an eye on that and what we spent for this meeting.

And then maybe the Council can recommend or -- I'm sorry, tomorrow morning, actually, maybe when we talk about the business, we can set down our priorities of what we would like to use any surplus funds for. And then we can bring it back to DOH and see if it's possible.

>> DEBBE HAGNER: Shay just said we can use the miscellaneous expenses for booth rentals.

Shay said we can use the miscellaneous expense for booth rental.

>> KAREN GOLDBERG: This is Karen again, I've just gotten really jazzed and excited about this idea!

[Laughter].

>> KAREN GOLDBERG: There is the 2018 Disability Matters conference in Jupiter, Florida, at the end of April. So I was going to send that one too.

>> GLENNA ASHTON: Glenna. I live near Jupiter, so there would be no travel expense for that, if I were to go.

Oh, wait.... end of April, no, that's when I'm in Israel.

[Laughter].

>> KAREN GOLDBERG: So you can -- so there will be a travel cost for you to come back from Israel.

[Laughter].

>> GLENNA ASHTON: Okay.

>> CECIL BRADLEY: Any other questions? Then I guess that's it.

>> GLENNA ASHTON: Now, what would happen if we went ahead and spent the "extra money" and then we found out that the expenses in all the categories ran out and we went over. Would we still be covered?

[No response].

>> DEBBE HAGNER: We'll probably be penalized next year.

>> GLENNA ASHTON: Well, it would show that we really need more money!

>> DEBRA KNOX: This is Debra, I mean, if after this meeting and we have one more meeting in May, what we can do is, you know, determine an estimate of what the May expenses would be and estimate high, so that we make sure that things are covered, and then we would know still what was remaining.

>> GLENNA ASHTON: That's why I wanted another report before -- after this meeting, to see how much was spent for this meeting, before the May meeting, when we have an idea for the May meeting, that would give us a better idea of really how much extra money do we really have to play with.

>> MEGAN CALLAHAN: This is Megan. Keep in mind after this meeting, the travel expenses will be less than they normally are, because we have four members on the council and Shayla and I also -- well, Shayla, I guess not me, because I'm in Jacksonville, but Shayla also who lives in Tallahassee. So they didn't have to get a hotel, they, you know, they'll have to be reimbursed for all that. And we aren't using a meeting room at the hotel, which means that's not an additional expense either.

So, just keep that in mind. We will have a little bit more in the budget for travel than usual, if you compare it to other meetings.

>> GINA HALLIBURTON: The Family Café that Debbe and Chris just referenced, they're opening their registration for the 20th annual event on -- it opens February 14th and the event is going to be June 15-17 in Orlando. That's not far at all.

>> INTERPRETER: Can you repeat the dates?

>> MEGAN CALLAHAN: This is Megan --

>> INTERPRETER: Hang on a second, Megan, I'm behind.

>> GINA HALLIBURTON: The actual conference is June 15-17 and the registration opens next week February 14.

>> INTERPRETER: Thank you.

>> GINA HALLIBURTON: You're welcome.

>> CHRIS LITTLEWOOD: So weekend, I think.

>> MEGAN CALLAHAN: This is Megan, I was just going to say that Debra sent me the information for Family Café that I was going to forward to you all. And Karen sent me the information for the Florida Disabilities Matters conference so I'll send that to you all as well.

>> KAREN GOLDBERG: This is Karen again. I think the Family Café may be the better of the two. I think the Disability Matters, it looks to me, I'm going to look at it some more, but it looks like an awards ceremony or something, and I think the Family Café might be better. I'm sending it now.

>> DEBBE HAGNER: Julie said just remember, approvals can take a while and all of our money must be spent by June 30. We cannot book a conference in August with this year's funds.

>> MEGAN CALLAHAN: This is Megan. I believe that's correct. I know last time when Glenna and I did the Florida Council on Aging conference, that was in August. However, for the booth, we had to end up getting an advance payment, we had to submit an advance payment request of the next fiscal year's budget to be able to pay for it.

>> CECIL BRADLEY: This is Cecil. Maybe I would suggest that maybe tomorrow when we're discussing some of the business, we could go ahead and vote related to the Family Café. I feel confident that we would have enough money in the budget for that one event.

You know, with the travel that we have and the miscellaneous expenses, I think there's enough wiggle room in those that we can go ahead and bring up a motion tomorrow to go ahead with that one.

>> DEBBE HAGNER: This is Debbe. We need to consider who is willing to volunteer for that also, if we have enough people to go ahead and do it.

>> GLENNA ASHTON: Everybody would need to check their schedule. I would hate to vote for it and then have nobody available.

>> KAREN GOLDBERG: This is Karen, I'll volunteer.

[Laughter].

>> KAREN GOLDBERG: I can just tell you, at my work --

[Talking over one another].

>> GLENNA ASHTON: That's in Orlando and that would be good to stay one way there --

>> KAREN GOLDBERG: Where I work at USF, I have to give two months' notice to take days off because of my patients' schedules, and this would be no problem to do that, as long as I know in advance I'm going.

>> GLENNA ASHTON: Okay. So it looks like we don't have to worry about availability of people. Debra?

>> DEBRA KNOX: So I'll just throw this out there, but I have an idea, that the Florida

Hospital Association has a meeting in October of 2018 and I thought since we've had some communication from the public in the past about some of the concerns with hospital communication, I mean, that was another thought that I had, that maybe we could look at that as well.

>> GLENNA ASHTON: I wonder if there's a way, not just to have a booth, but maybe try to apply to give a presentation.

>> DONNA DRAKE: You read my mind. I would say for both.

>> DEBBE HAGNER: This is Debbe. Does the presentation we give on the behalf of the Council have to be approved and reviewed by the Council beforehand?

>> MEGAN CALLAHAN: [Nods head].

>> GLENNA ASHTON: I'm thinking if we do a presentation like that, maybe not just be like the Council thing, but involving other people, like the people who were involved in lawsuits, the lawyers, like FAD organization is very involved in that, so maybe we could have a group of people connected with the presentation, you know. Make it a real statewide representation of everybody.

>> DEBBE HAGNER: Darlene says is it possible we can use some of that funding for a small reception, inviting the public and the elected officers -- officials to the Ocala meeting, the Council in the question and answer session? Maybe do this for 30 minutes before the public comments? And we can extend it if there is no one in the audience.

And then Shay just immediately said we cannot pay for food or entertainment.

[Pause].

>> GLENNA ASHTON: Okay. Anything more related to money? We can spend it all, huh?

[Laughter].

>> GLENNA ASHTON: Okay. Next is the Biennial Report Committee. I think I'm the only one that did not call a committee meeting, okay.

But we had discussed it quite a bit at the last meeting already. We already decided we want to keep the same format for the trifold and that we want to have pictures and that we want to have it done in an attractive way.

And the only question was do we want to write it the same way before? Do we want to change how we want to write it?

The only thought I had was so far, the report focused on what the issues were and suggested recommendations.

I'm wondering if there's another way to do it would be to do a survey or research on the direct services that is actually provided, you know, what VR is doing, we know what the

schools are doing, we know what training is being provided and that kind of thing, in the different areas, and then point out the gaps where the needs are not being met.

I don't know how that would work.

Do you understand what I'm getting at?

In other words, set up the issue of services, what's out there, the services, and then the gaps that are missing from the services.

Like, for example, we have a program for the deaf and hard of hearing in most counties and we have teachers -- we have training teachers of the deaf, we have interpreters.

[Background noise on telephone].

>> GLENNA ASHTON: However, there is a shortage of training teachers of the deaf and a shortage of qualified interpreters.

[Background noise on telephone].

>> GLENNA ASHTON: We could say yes, we have those services being provided, but there are gaps, it's still not 100%.

VR, they do provide services, but because of the different tier categories, we're not able to get -- we're not able to reach out to all of the different deaf people, so there's a gap in the Deaf community needs and what VR is able to provide for services, so we need to compare what's actually out there with the services and the gap, as an example.

>> CECIL BRADLEY: This is Cecil, I'm glad that you brought that up. So VR, if I'm -- let me remember -- it's all of them. So the most significant disabilities, then, you know, pretty significant disabilities and so deafness usually follows deaf and hard of hearing, and the third is least significant -- but there's a law that passed a couple of years ago about serving the third category, where they were in danger of losing their jobs.

So it was basically whoever was at most risk of losing a job would get the immediate service, whereas the others would have to wait.

My boss was telling me just a couple of months ago that they may be closing some of that. Right now we're serving all of the first, second, and third. The third level is on an as-needed basis.

>> GLENNA ASHTON: My question is, where does a deaf person who does not work for a deaf signer, does not work for a few years, doesn't have much in way of job skills, are they in the first priority?

>> CECIL BRADLEY: We look at multiple impairments, so, for example, they may not -- if they have maybe possibly behavioral issues, they don't follow instructions well, there are multiple categories where that would be considered a little bit more of a higher priority, the high priority.

Those are the folks that need training --

[Background noise on telephone].

>> CECIL BRADLEY: So over the last few months, we have been putting a little more emphasis on jobs instead of services, where the employer has to be involved as well. A lot of times we're having the person having to do some homework, the person is looking --

>> GLENNA ASHTON: We can work with --

>> CECIL BRADLEY: -- not just relying on VR.

[Background noise on telephone].

>> CECIL BRADLEY: Yes, we do have several private providers as well.

[Background noise on telephone].

>> DEBBE HAGNER: Cindy? Do you have your phone on? Or Julie?

>> CINDY SIMON: Yes, I do have my phone on. I'm still here.

>> DEBBE HAGNER: We're hearing background noise.

>> CINDY SIMON: No, my phone was on mute. I have the car on mute, I had to unmute it to answer you.

[Laughter].

>> DEBBE HAGNER: Okay, sorry.

>> MEGAN CALLAHAN: This is Megan, we are hearing some background noise on the phone, as well as some echoing, so whoever is on the phone, if you don't have it muted, would you please press star six to mute and unmute, and also please don't have it on speaker phone so we can hear you clearly.

[Background noise on telephone].

>> CINDY SIMON: There's conversation in the background somewhere.

[Background noise on telephone].

>> CECIL BRADLEY: Okay, sorry. This is Cecil, getting back to our discussion.

[Background noise on telephone].

>> CECIL BRADLEY: We do serve --

[Background noise on telephone].

>> CECIL BRADLEY: I'm done, I'm done, I guess I'll just stop talking. Thank you.

>> DEBBE HAGNER: Darlene, do you possibly have another person in the room?

[Background noise on telephone].

>> MEGAN CALLAHAN: This is Megan, if you're on the line, please press star six to mute your telephone. Thank you.

[Background noise on telephone].

>> KAREN GOLDBERG: This is Karen. Do we have a list of people who are online right now?

[Background noise on telephone].

>> KAREN GOLDBERG: Do we have a list to know who has called in? And do we have the ability to cycle through? Can we cycle through ourselves and mute everybody?

[Background noise on telephone].

>> PATRICK: No. You may call them on another line or something like that.

>> KAREN GOLDBERG: Okay. Maybe we need to do that.

>> PATRICK: But you can't boot someone off the phone.

>> KAREN GOLDBERG: No, not boot them off, but maybe we can cycle somebody.

[Background noise on telephone].

>> CINDY SIMON: This is Cindy, I'm hearing a conversation about an eye doctor somewhere.

[Background noise on telephone].

>> PATRICK: The only thing I could do is kill the phone.

>> KAREN GOLDBERG: All right. Tell -- maybe tell the people who want to be on the line to call back in.

>> GINA HALLIBURTON: Yeah.

>> PATRICK: Well, that person's not listening.

>> KAREN GOLDBERG: Right, that's fine. But the other two who are would call back in.

[Background noise on telephone].

>> PATRICK: We would need to get Dave in here because it's integrated call in-house.

[Background noise on telephone].

>> CINDY SIMON: This is Cindy. I'm on mute.

[Telephone beep].

>> DEBBE HAGNER: Okay. We believe you, Cindy. But here in this room we are hearing other conversations.

[Background noise on telephone].

>> DEBBE HAGNER: I make a motion that we kill the phone line and start over.

>> PATRICK: It will be a little bit.

>> KAREN GOLDBERG: Well, it's quiet anyway now. Maybe they had to go to their GI appointment.

She heard that. Oh, no, she did!

[Laughter].

>> DEBRA KNOX: Or their eye doctor.

>> KAREN GOLDBERG: Was it GI or eye?

>> DEBBE HAGNER: Okay. I guess we can move on. Cecil?

>> CECIL BRADLEY: Okay, this is Cecil. Let's go back to what we were discussing.

We work with workforce, yes, not just them, but we have a few others. We tend to hire other providers as well who are looking for jobs with our clients, the consumers.

But we say that they have to be assertive and try to find them a job as well, so they have a lot of options. Sometimes the counselors are able to find them, putting more and more emphasis on the labor market, you know, what jobs are available and see the ones that might be a little bit more long-term.

We're required -- the consumers have to go through an orientation about what VR is, and also, you know, what we're going to have them be doing, so they have to come up with, like, three jobs that they wouldn't mind doing for a long-term.

And then they kind of start looking more into that.

Then we'll do some training, possibly, job placement.

So it's definitely more emphasis on job preparedness. And I think it's a positive thing. We don't want to just put someone into a job that doesn't want to be there. We want them to be more invested in it.

And so I don't know, I hope that answers your question.

>> GLENNA ASHTON: I'm just wondering how much VR changed --



[Telephone beep].

>> GLENNA ASHTON: It used to be that all people went to VR and get jobs and schooled and all of that and now I'm hearing nothing, oh, VR does nothing for me, VR does nothing for me. Where do they get that from?

>> CECIL BRADLEY: Well, it's possible that they're disappointed, they want a quick fix, they want a job very quickly.

They may want, you know -- you know, they had something that didn't fit them, they want to go to college but they may not pick a college that's suited for them. But it's all, you know, about what's going on in the labor market.

So sometimes you have to be sure that the provider is leading them to the right job and sometimes, you know, to be honest, I have a few consumers who have had a lot of frustrations because, you know, the job for them just isn't there, what they were trained in or their old job, maybe they got laid off and then they basically have to retrain and they're very resistant to that, they don't want to switch, they like what they did, and we say well, that kind of job just doesn't exist anymore, and that's one of the challenges. Some are disappointed. Some are excited about how it's going. I know it's probably possibly more layoffs coming in certain jobs, and that's just unfortunate, just changing landscape.

>> DONNA DRAKE: And just to add, you know, I've been away from the school now for about ten plus years and, you know, we would get -- I would get some kind of updates, usually, on where we are with Deaf children, are we doing okay with regard to education of Deaf children and I wondered if maybe we could invite someone in from -- I forget what it's called.... BEES?

>> INTERPRETER: What is it?

>> DEBBE HAGNER: [Away from microphone and unable to clearly hear] what was the name of the school?

>> DONNA DRAKE: It's Bureau of Exceptional....

[Pause].

>> GLENNA ASHTON: Megan and I tried to invite someone, and we sent an e-mail and then in two days, it was, like, oh, I forgot! She was going to come and the next meeting we invited her to come and she explained everything that was happening with the DHH program.

>> CECIL BRADLEY: Are you talking about Victoria?

>> GLENNA ASHTON: Yes, yes. So, for the May meeting, we'll go ahead and invite her so she has time to get approval to come to the meeting.

[Pause].

[Telephone beep].

>> GLENNA ASHTON: Back to the biennial report. Is there anything with the idea that I had about services and guests? Or any issues or recommendations?

>> CINDY SIMON: Glenna, I have a question; this is Cindy. For the biennial report, would it be helpful to do like what Gina did and make a one-note space and as people have things that they think might be good for the biennial report, like if we get the PSA out, I would put that in as a positive thing we've accomplished. And that way by the time you're putting it all together, you have a plethora of items to opt from and incorporate into it.

>> GLENNA ASHTON: Okay. You mean --

>> CINDY SIMON: That way everyone's working on it throughout the year.

>> GLENNA ASHTON: Yeah, you mean to set up a OneDrive where we could put in last year's biennial report and put in statistics, that's the most important point, actually, statistics, we need to continue gathering statistics, we have to set up a OneDrive for a biennial report. I think we did that already, didn't we? Yes.

>> MEGAN CALLAHAN: This is Megan, we set up a OneDrive report for the 2017 report and we can do it for this report.

>> GLENNA ASHTON: Do it for the 2019 report, now that it's 2018 already. We put in the old biennial report 2017 into 2019 so we can look at it to see what to change and if there are any statistics, we put it in there. And pictures that you find, put it in there, in the OneDrive and we invite everybody, the whole Council.

>> CECIL BRADLEY: This is Cecil, I was thinking if we have several things accomplished this year, if the bills do get passed, then we could recognize the Legislature and say thank you for passing these bills successfully. It would be nice to include that in the report so that they can have a little "love."

>> GLENNA ASHTON: Are we allowed to do that?

[Laughter].

>> DEBBE HAGNER: This is Debbe, I was wondering, do we have the list of how many phone calls, people calling? We can maybe add that into the report? How effective our Council is?

>> MEGAN CALLAHAN: This is Megan, that's in your binder under tab nine.

[Telephone beep].

>> GLENNA ASHTON: Nine, yeah. So yeah, we would have the past three years' statistics of how many phone calls, how many e-mails, what are the different issues, and plus the Google Analytics for the website, that's another category of statistics that we could use.

>> DEBRA KNOX: This is Debra, another statistic that we can use is that all of the infants that are born and the outcome of their universal newborn hearing screening is tracked by the Department of Health Early Intervention and they track the number of days from the time the child received the screening to the time that the child had a follow-up appointment.

They also track then the number of days or how much time until they got hearing aids, I believe.

So, those are some really nice numbers to look at, because in different -- and it's by hospital throughout the state.

So, we can look at total numbers, but we might also want to look at where things are going really well for the identification and follow-up of the babies that are born with hearing loss.

>> GLENNA ASHTON: Interesting, last year when we visited legislators, they asked for statistics. Yesterday they didn't ask for statistics. Interesting....

Okay. But we should have it anyway.

Okay. It is 4:20 and it's supposed to be time for public comment, and we do have -- oh, before we do public comment, we'll take a ten-minute break and start with the public comments at 4:30.

[Break].

>> GLENNA ASHTON: Okay. Are we back?

[Pause].

>> GLENNA ASHTON: Are we back? Cindy? Julie? Darlene? You here?

[No response].

>> CINDY SIMON: This is Cindy, I'm here, but soon I'm going to be on CART only.

>> GLENNA ASHTON: Okay. We have one visitor, Reverend Mark Erlichman from Crestview, which is west of here, near Alabama?

>> AUDIENCE MEMBER: It's an hour east of Pensacola.

>> GLENNA ASHTON: Okay. Thank you for coming. Go ahead with your comment.

>> AUDIENCE MEMBER: Thank you for having me. As Glenna says, I'm Reverend Mark Erlichman, director of agency for deaf advocacy and services, recently established October last year.

I moved here in 2016 June from Maryland, where I had been involved in deaf advocacy and prison ministry for over ten years. Criminal justice advocacy, counseling, mentoring, and education work in special needs schools, seven years as a para-educator, mostly with autistic hearing kids, teaching them some signs, vocabulary

to the non-verbal.

Studied under three different behavioral protocols.

I am on the board of a national non-profit organization called HEARD, Helping to Advance the Education to the Deaf; been on the board for seven years, past president.

I'm a pastor and I am currently teaching a class on Monday nights about relationships, it's not about church, it's not about religion, but about relationships to the Deaf community.

Agency for Deaf Advocacy and Services, ADAS, which is established to serve a need that we noticed when we moved to the Panhandle of Florida, a great need for services and advocacy in helping individuals to achieve their goals.

I, myself, am deaf. I was born deaf. I grew up orally. I had nine years of speech therapy. I did not learn signing until 19 years ago. Which I am very grateful for. But I recognize my role as a bridge between the hearing and the Deaf.

And the importance of increasing education and understanding among each other so that we can work together and achieve a stronger community for all.

I was informed about this meeting last week by a little bird. For what reason, I don't know. But I'm glad I came, to be able to just sit and listen and observe, and recognize the commonality of the struggles that we all face with hearing loss, and the impact that we have on hearing loss for all of us and for the hearing as well.

And I wanted to share with you some of what I have learned, discovered, and experienced since I moved here to Florida. And the clients that we have been in contact with.

Number one priority that I see -- there are actually two, but the number one priority is empowerment with knowledge for the Deaf community, people who work with the deaf, including families and hearing members as well, to understand self-advocacy; to be able to express the needs they need to be able to achieve their life goals.

The second priority is educational interpreting system, which there is no state standard for the quality of interpreters that are provided for deaf and hard-of-hearing kids in the education system.

The investment in the deaf kids' education is not on par with that of the hearing, which I find appalling, because those kids have a right to have communication access to help them achieve their goal.

And with that communication access, to be able to have an understanding of all the different communication tools that are available to them.

And in my counseling with families, I always encourage them to research everything! Every kind of communication tool that is available for all people, so that they can make an informed decision and not an uninformed decision just based on a little bit of information.

They need to be able to provide that opportunity for themselves and their kids, the confidence that they have looked at everything before they make that final decision.

[Sneeze].

>> AUDIENCE MEMBER: Because education is an investment that has no price. And take it from me, from my personal experience, I'm thankful for the education I got when I grew up, but for communication access purposes --

[Telephone beep].

>> AUDIENCE MEMBER: -- I did not have sign language when I was growing up.

There are no words to express the freedom that I felt when I first started learning sign language. Being able to independently understand communication without having another person telling me.

A reader's digest person would tell me later and that later never happened.

So, the importance of having communication access is the key component, it should be a number one priority, and that is making sure that any information that is available on the website is accessible. How that information is written and expressed for the understanding of the community that looks at that information.

The quality of the services that are provided, that we establish a standard upon which we can feel confident knowing that that language reflects real-world language.

So all the experiences and cases that I am currently involved in, many involve or will involve some component of the legal avenues, which is sad, but may be necessary because it's the last resort of having a wakeup call for all society to recognize the need to provide communication access equally.

One situation, they would withhold services to a client if they do not use this one particular method. But the client prefers this other method. And that's some with a state agency, I will not divulge anymore than that. Those are several cases that I have with them.

The lack of information sharing from the school systems to parents in understanding the options they have available for them, for their child, I find it appalling, because the parents that I meet were not informed of the options and they were not given the full breadth of information available for them to be able to advocate appropriately for their child.

The teaching of the deaf, the deaf and hard-of-hearing teachers, I find some struggles, some conflict. Perhaps it's related to personal issues between -- but there's some resistance to the introduction of the various -- the current models of communication that the Deaf community uses, like video phones, have been resisted in the school system.

For whatever reason, I do not know. I am going to find that out. Because hearing people use cell phones; Deaf people use cell phones. But in the school system,

students cannot access their cell phones that way because of the WiFi system, with the firewalls. So hearing students are able to call their parents, but the Deaf student can't. Can't get the video phones, the apps on their cell phones, they have to have the WiFi systems to break through.

So then they -- that leads me to think well, why not just install a video phone in the school? Why not just install a video phone in the hospital? That's providing equal communication access in a space of public need.

Press conferences that police have or politicians have, are they accessible for the deaf and hard of hearing?

I was sitting in the lobby of a jail helping a hearing client with a visit from her boyfriend and it was a video visitation. As they were sitting in the lobby, I heard a PA announcement almost all the time.

There was also a TV monitor in the lobby, but there was no captioning.

I was sitting there and thinking to myself, boy, we are a forgotten people in audio-centric world. We have no equality in the audio-centric world.

So how are we going to be able to recognize when an emergency happens? When we go to a restaurant or a doctor's office and we're looking at TV monitors that have no captioning or even interpreter bubbles and we can't make an informed decision without having someone tell us what's going on?

Oftentimes, people are not going to share with us, because they're going to make informed decisions of whether they should stay or not in every situation.

So I'm being very blunt in what I'm observing, because I am tired of it.

I'm 60-years-old. I felt like I've been a born-again pioneer all my life, trying to educate, educate, educate the hearing world, to understand the importance of what life is like with a hearing loss.

I can stand here and start talking [mouthing words, no audio].

Okay. That's a brief experience of what hearing loss is like. Live 24/7 with that.

That's something, that's the language that you can use in the advocacy and in education in helping the hearing world understand.

Would they be able to experience that life and the way that we are living now? And not having that equal access, would they be happy with it?

So I'm here to be a resource. I'm a supporter of you guys.

I have been on the Maryland Governor Advisory Board for three years, I was appointed for Telecommunications Relay in Maryland. And the importance of having statistics is geographically in your own state where your most serious issues are will help you a lot to really understand how well your state is functioning and its provision of services for the deaf and hard of hearing and people with hearing loss.

And making sure that communication access is there.

So, I want to -- I offer whatever I can do to help and provide training in local areas. I've already made contact with Ft. Walton Beach Police Department to provide training for them, they want it. The Pensacola Police, I'm getting in touch with them soon.

We established a workshop in November "Know Your Rights," and providing two workshops. In the morning, we had deaf access to justice presented by Herb and describing the situations with the justice system and the correctional system.

And then in the afternoon, we had an attorney from Morgan and Morgan present on know your rights about the Title I, II, and III of the ADA and 504 as a way of empowering individuals with knowledge and understanding how to properly advocate for themselves. So, I'm slowly building a resource for you. And to be able to help anyone in the state who needs help.

Yesterday I got a call from a client in Orlando, I'm seven hours away and I'm getting calls from Orlando, and that person got information about me from New York State.

It was amazing to get that! I was kind of shocked. I was with a client all day with an online driving course from the court but it was not accessible to him because it required eighth grade reading and writing. I encouraged him to finish it on his own but he couldn't, he wasn't comfortable with English and he needed someone who knew English and understand it and needed American Sign Language.

And those are the issues we need to work on, making sure that we have the education of the departments to understand the language and the cultural differences between the hearing and the deaf.

I will have strong relations with the Niceville DMV already in Okaloosa County and we're getting ready to develop video logs and developing that system using American Sign Language, and later we'll be working on developing video logs for the texting system so they can provide equal access and communication in the language that the Deaf use to understand the text.

[Telephone beep].

>> AUDIENCE MEMBER: And hopefully this will be a model throughout the state. And DMV is very excited about working with us and doing that. We're really proud and humbled to be able to provide this service for them.

The time is now for us to get into the 21st century with communication for all people, and to bring everyone up to the same level of communication access. So, I bring my wealth of experience and knowledge and my humility to be of service to you. If you have any questions, I'd be happy to answer that.

>> KAREN GOLDBERG: This is Karen. I'm very impressed with what you've shared and would like to learn more about, you know, the new organization that you've arranged and how you can be -- how we can utilize your services for outreach.

>> AUDIENCE MEMBER: Great question. We would be thrilled to work with you in setting up opportunities. You can use our offices for small workshops and trainings in Crestview. We would like to be able to -- I would have a request to set up an office in Pensacola, Panama City. That same workshop I was talking about with the "Know

Your Rights" day that will be set up in August this year in Pensacola; after that, Panama City, they have already begged for that.

I plan to later, maybe next year, do it in Tallahassee area as well.

So, we'll have to have further discussions on how to make this collaboration work effectively.

Thank you for that question.

>> GINA HALLIBURTON: This is Gina. Thank you for your presentation. Very good! I have a question. Do you have any Deaf children?

>> AUDIENCE MEMBER: I don't have any children, just my wife and I. My wife is hearing and I'm Deaf.

But we do have children; they're in prison.

>> GINA HALLIBURTON: The only reason I'm asking is we have an open for a parent of a deaf child and you're closer and you would be perfect.

>> AUDIENCE MEMBER: I was waiting for somebody to bring that up but I don't fit that category. Unless you want to make an exception. I have enough on my plate right now, but later I may consider.

>> GLENNA ASHTON: You mentioned that you said you work with DMV. Is that local or statewide?

>> AUDIENCE MEMBER: Local right now, but they will go statewide.

>> GLENNA ASHTON: How are you being funded with your agency?

>> AUDIENCE MEMBER: Right now, it's just me and my wife. We've gotten a little bit of funding from a couple of fundraisers and we just started to work and trying to get our 501(c)3, I have some potential collaboration with an organization that's already -- that already has the 501(c)3 that plans to help me with that. They're so excited to be able to work with us.

I've already been -- I've been invited to join Deaf Bible Society in Texas to develop resources for prison ministry and they were paying me, all expenses paid for that visit, probably in the next two weeks.

[Background noise on telephone].

>> CECIL BRADLEY: This is Cecil --

>> DARLENE LAIBL-CROWE: This is Darlene.

>> CECIL BRADLEY: I would like to mention -- you mentioned about the school system issues, prison issues. Are you talking about the Northwest Florida area only?

>> AUDIENCE MEMBER: Right now that's what I've discovered, the Northwest Florida area, but I'm finding out that it's really almost the whole state, particularly within the corrections system, it's the whole state.



>> CECIL BRADLEY: If I may go back to the school that you mentioned, you described some of the issues in the school system. Would you care to elaborate?

>> AUDIENCE MEMBER: I have one case where a parent was not informed they had the right to ask for an interpreter for their child, and the child wanted an interpreter, but the parent did not know they had that right. They were not informed of all those options.

>> CECIL BRADLEY: Now, where are you talking about? The Northwest Florida area?

>> AUDIENCE MEMBER: Northwest Florida area, yes.

>> DONNA DRAKE: This is Donna. I am so happy that you're here today. And just to let you know, the area of Florida in the northwest is the most ignored area of Florida and there are not many services in the northwest area, interpreters, school system, you name it, there is not many services, because the number of deaf people is also less populated in those areas, so when you go to St. Augustine, for example, Orlando, Tampa, some of the other -- West Palm Beach, Miami, of course there's quite a few services available; however, we still need more up in the northwest. I'm so happy that you showed up to help that area of Florida. We really appreciate your services and help.

>> AUDIENCE MEMBER: Thank you.

>> DEBBE HAGNER: This is Debbe, you mentioned that an agency withheld the right for services. Is there any way that you can share that? Because maybe that agency needs to be corrected or warned. I think they need to be informed.

>> AUDIENCE MEMBER: I'm just now getting that information, I'm working on getting more information. It's a case intake situation right now.

>> DEBBE HAGNER: So this is a third-party --

>> AUDIENCE MEMBER: No, it's a client, a client that I just got. And I'm gathering the information now. But it is the third client that I have had that has shown difficulty with this one particular agency. And there's more. It's not limited to just these three. There's more.

>> GLENNA ASHTON: Megan?

>> MEGAN CALLAHAN: This is Megan. I just wanted to recognize that Darlene has had her hand up for a while in the chat.

>> DEBBE HAGNER: Oh, yes, Darlene, go ahead.

>> DARLENE LAIBL-CROWE: This is Darlene. I just want to commend him on his work. You are definitely exhibiting to press on and perseverance and all of the things that you are doing, I admire you for that. Don't give up. Keep going.

I wanted to ask you, do they also have a vision loss on top of the hearing loss?

>> AUDIENCE MEMBER: Yes. And I'm helping him as an advocate to resolve a communication access with a Karate program that he purchase, to become an expert in Karate martial arts. He himself wants to become a teacher for the deaf and deaf-blind on self-defense.

>> DARLENE LAIBL-CROWE: Okay. Thank you.

>> GINA HALLIBURTON: This is Gina again. I appreciate what you're saying about the new client that you received, but I think that what Debbe was maybe heading for is the Council's, one of the major things we do is to educate and to inform, and without you being able to divulge confidentiality, I respect that, but perhaps if you could give us some kind of information that would help us be able to help you in terms of education and information to these different entities, we would, I think, would be very glad to do that.

Right, Megan?

>> AUDIENCE MEMBER: Truly I want to, I want to. But I feel I need to really be confident and respectful for the situation I'm in now at this moment.

I'm not holding it to protect myself, but to protect the client, and to protect you guys as well. Because the more confident that I'm in and the more confident that I would be able to share, the easier it would be for all of us to be educators. I really want to. I respect that question so much.

>> GINA HALLIBURTON: Thank you.

>> AUDIENCE MEMBER: I want to.

>> DONNA DRAKE: This is Donna. I am concerned about rights being taken away and the school should have explained the options that were available and through the Department of Education to receive information about the IEPs. You're familiar with the IEP, the individual education plan, that the school must provide all of the options, varied options, from Deaf Institute all the way to oral programs, they should provide that whole gamut and spectrum of options. As a result of that, let the parent make a decision, instead of not even mentioning those types of services, that is not appropriate, of course, and of course you can gather information and provide information to that specific place.

>> AUDIENCE MEMBER: Donna, thank you so much for that comment and that support, that is very supportive to me.

At the same time, it's not only the school district, but the staff, the itinerants, are they actually doing the job? Who is actually overseeing the deaf and hard-of-hearing itinerants and how they're doing their job?

I've heard stories from itinerants that they feel their hands are tied by the school districts.

So, maybe we need to look more at the school districts, the education system, how they view and consider the investment that's put forward for deaf education within their

schools.

We need to establish standards, I think, statewide standards for the school district to follow and make sure that they provide that equality for options for the parents and for the kids.

>> DEBBE HAGNER: This is Debbe, I'm very disturbed by the withholding part, I'm sorry.

Is there any way that he could be -- write a note anonymously somehow? Yeah?

>> JOHN JACKSON: Well, the confidentiality you're holding is your confidentiality that you impose upon yourself and your wife for your clients, which I admire you for, because not everyone in your position is ethical enough to do that.

So, I mean, what we're doing is we're asking questions about rules that only he has created which he is more in his right to do so and which, you know, again, I admire you for doing so.

And if he was to name the agency, say maybe it was one of the agencies at this table, if he were to name the agency, it would do no good unless he could tell us the facts around it, because otherwise the agency wouldn't be able to help.

So, I understand where you're going. You need all of your information and have your ducks in a row, not only to provide information, but so you can provide accurate information.

And so, you know, I kind of understand where you're coming from there, so I just thought I'd throw that out there.

>> AUDIENCE MEMBER: Thank you. And it's also part of my role as a pastor to be able to provide that confidence to the client.

>> JOHN JACKSON: Absolutely.

>> AUDIENCE MEMBER: To be able to share so that I can provide them support spiritually, emotionally, and physically, to help them to endure the "hell" that they said "that I'm going through."

And so I want to, but let's take it one step at a time.

>> JOHN JACKSON: You've got to build the trust.

>> AUDIENCE MEMBER: Yeah, yeah. And that's the beginning of a relationship. There's no -- the relationship is dead if there is no trust.

>> CECIL BRADLEY: This is Cecil. Facts are the second most critical part of the process in gathering information, because you do not want to jeopardize your reputation, if the three do not have the exact same level of seriousness, you do want to make sure, so I do applaud you for the confidentiality.

>> AUDIENCE MEMBER: Thank you, correct.

>> JOHN JACKSON: One other thing, I mean, it seems like a lot of the people you are going to deal with or you are dealing with are going to be people, like you said, have already gone through hell and it's a good chance you're their last resort and you would not want to have anything happen that was unintentional on your part but still broke up this relationship, because for that person, that might be enough to jade this person and at that point they already know they can't go to Government, or at least they feel that way, and at that point they might feel like the whole world is against them. So you could be doing more damage to the individual who you were trying to help than just, you know, not being able to get them the help. And so it's a very touchy situation for you.

>> AUDIENCE MEMBER: Yes, yes, correct. Thank you for that comment.

[Background noise on telephone].

>> GLENNA ASHTON: It's interesting that you chose to move to Northwest Florida.

>> AUDIENCE MEMBER: It was not by choice.

>> GLENNA ASHTON: There is a great need.

>> AUDIENCE MEMBER: It was not by choice. God planted me here.

>> GLENNA ASHTON: Okay. But northwest is an area where we've known there's been a great need and there's not people available to help in that area. So thank you for that.

>> AUDIENCE MEMBER: Thank you.

>> DONNA DRAKE: And also -- this is Donna here -- there's not enough job or employment opportunities in that area as well. That's a secondary issue.

>> AUDIENCE MEMBER: Personally I can tell you my own experience. I have been discriminated twice at two state colleges.

[Background noise on telephone].

>> AUDIENCE MEMBER: And I have taken measures to address that.

[Background noise on telephone].

>> AUDIENCE MEMBER: It's not fun.

>> MEGAN CALLAHAN: This is Megan. Whoever is on the phone, could you please mute?

[Background noise on telephone].

>> KAREN GOLDBERG: This is Karen. I think that, you know, you speak so

eloquently about the needs that we have throughout the state, particularly in the northwest corner, but these are the types of things that the Council wants to be able to promote throughout the state of Florida. Isn't that the whole goal of the Florida Coordinating Council, is to coordinate services throughout the state? And we would like to see that advanced to other areas as well.

So thank you very much for everything that you're doing and I certainly look forward to working with you more.

>> AUDIENCE MEMBER: Thank you. I look forward to working with you too.

>> GLENNA ASHTON: Your work with the prison, I would like you to share information about one famous case and lawyers that work with prisoners and so maybe you can coordinate with them and offer your experiences with them, because we have a few people working on -- with deaf prisoners and cases.

>> AUDIENCE MEMBER: Yeah, yeah.

>> GLENNA ASHTON: Okay. Thank you very much.

>> AUDIENCE MEMBER: Thank you.

>> GLENNA ASHTON: If you think of anything you want to add.

[Applause].

>> GLENNA ASHTON: It's 5:10. Is there anybody else here for public comment?

>> JOHN JACKSON: Could we maybe take a ten-minute break and come back and if someone comes in, we'll be ready?

Could we take a break? Could I take a break?

[Laughter].

>> JOHN JACKSON: I really want to take a break and I suggest that everyone else do the same thing.

[Laughter].

>> GLENNA ASHTON: Okay. So is there anything you want to discuss or we need to do before taking a break?

>> CECIL BRADLEY: I say we save the comments for after the break.

>> GLENNA ASHTON: Okay. We'll have another ten-minute break, come back at 5:20.

[Break].

>> GLENNA ASHTON: Okay. We will start again. Cecil, you said you had a question?

>> CECIL BRADLEY: Yes, this is Cecil, I have a comment I wanted to follow-up on. Some months ago, you had e-mailed me or Megan had asked me for mental health services list in Florida, basically who's out there. Do you guys remember that? There had been some sort of request. Right?

So, I have been working on that and the response -- well, let me just back that up. I have old lists, more than half of those are gone or moved or -- the National Deaf Academy was one, the psychologists, certain psychologists have retired, but so I have the names, but it's not quite ready to be disseminated.

I know there's several social workers in the Tampa Bay area, there's USF, but other private social workers. I'm sure that there are more out there, so I'm not completely satisfied with the list that I've compiled and I'm going to do some further research.

If you have any names or people that you know of, send them to Megan, and I'll ask Megan, to send them to me, and I'll continue to compile that.

I have right now, about.... hmm.... 16 contacts. Some of them are psychologists, some of them are providers, but I feel like there's more out there, so I'm going to hold off on sending that out. So if you have more, please send them our way.

>> KAREN GOLDBERG: This is Karen, Cecil, can you and I work on that list together? Is that a possibility? Because one of the --

>> CECIL BRADLEY: Sure, sure, that would be fine.

>> KAREN GOLDBERG: -- one of the fantasies that I have is to send out a questionnaire to mental health providers throughout the state and ask them if they're working with deaf, hard of hearing, or deaf-blind and what their level of language is and if they're using an interpreter and how that works, and I don't want to put on the list of people who "think" they're okay to see deaf and hard of hearing without a sign language interpreter and just say oh, yeah, if you look at psychologytoday.com, they click off everything, they treat everything, I've never seen the most well-rounded mental health providers on the planet! They'll treat everything.

But when it comes to deafness, I want to make sure that I'm very clear about who is and who isn't able to do that, okay.

>> CECIL BRADLEY: This is Cecil. Just a little bit of clarification. Most of them are VR vendors that we have here, so almost all of them actually are vendors. I'm not sure -- well, so your idea of being able to send it out, you know, to someone who can be trusted to work with that population.

I know there are several more, like, the social workers that used to be on the Council, certain social workers -- what was the person's name? Maroney, I couldn't find that person's name.

>> Lois Maroney.

>> CECIL BRADLEY: I didn't see that anymore anywhere. I know there are others but we can talk about that a little bit later. I know we would probably have to go through Megan later but we can coordinate that through Megan.

>> KAREN GOLDBERG: This is Karen. We can do it as a Google Docs and add to it; is that okay, Megan?

>> MEGAN CALLAHAN: This is Megan. I'm not actually sure if you need to go through me, if you're not discussing Council business. If you're just compiling a list of mental health counselors, you should be okay. It only becomes something when it's Council business.

>> CECIL BRADLEY: Okay, okay. I just wanted to make sure that we clarified that, so....

I'll be in touch with you Karen then. Thank you.

>> GLENNA ASHTON: Not that we had a break and maybe had some time to individually meet him, I didn't have a chance to do that... because my husband misunderstood and he thought he was supposed to pick me up today and it was supposed to be tomorrow and I'm, like, ehhhh!

[Laughter].

>> GLENNA ASHTON: Anyway.... to summarize what Reverend Mark said is he established a new agency in Northwest Florida and there was a great need of wide-range of services and he picked up cases for clients to work with.... a concern about the school system, about the prison system, and all the other parts of everyday life that impacts on deaf and hard-of-hearing people with communication.

He's only been in the northwest a short time and he is already making progress and trying to meet the needs -- and medical, medical, thank you -- and medical, making progress in trying to advocate for the clients in different ways.

And the clients and the community, both hearing and deaf, so we appreciate that that is happening in Northwest Florida where there has been a void for a long time. Does anybody want to add to that?

I'm sure we will find ways to use his experience and skills virtually on a statewide level, especially with the prison system, which really don't have a whole lot of people advocating for the deaf prisoners. Anybody want to add?

>> CECIL BRADLEY: This is Cecil. I've been thinking about what Mark had mentioned, you know, thinking about the history of the Council, going way back with our funding issues and such. You know, obviously we know -- it would be perfect if we had a full-time person working for the Council, that person could be in charge of coordination -- I'm not talking about Megan, but I'm talking about a person who does advocacy work as well, and goes and does training out there, traveling around, doing

more collaborations and developing partnerships, than depending on the council members solely who are only able to do a certain limited amount.

So it would be great if we would be able to get that position back some day and, you know, it would be great to be able to work with people that have the availability to do more.

You know, there's certainly a lot of people out there who are available.

>> GLENNA ASHTON: We did mention that we wanted to have that position back and there was a need for training and outreach. We did mention them yesterday, so....

[Pause].

>> GLENNA ASHTON: Okay. We have 30 minutes until we can adjourn at 6:00 o'clock.

>> CECIL BRADLEY: This is Cecil, can we open the discussion to new business now or do we have to wait?

>> GLENNA ASHTON: We can do your organization announcements, go back to the biennial report, we can talk about how to talk with the legislators and how to do discussions with different agencies and anything we've discussed today, if there's anything you've thought about, if you have discussion or questions, we can go ahead and discuss anything. Gina and then Debra.

>> GINA HALLIBURTON: Do you mean then we cannot do what's on the agenda tomorrow now? If I remember correctly, we're supposed to decide what dates for next year. Can we decide those now and then be finished?

>> GLENNA ASHTON: We already have -- we already have February 2019 for next year, it's February 7-8. We want you to know now because it's so hard to get hotels in February.

May is when we'll decide the rest of the dates for 2019.

>> GINA HALLIBURTON: Okay.

>> DEBRA KNOX: This is Debra, do we have the dates for the May meeting? Because I missed last time and I just wanted to make sure I write them down.

>> MEGAN CALLAHAN: This is Megan, give me one second, I have them in my notebook.

>> DEBRA KNOX: Okay.

[Pause].

>> MEGAN CALLAHAN: This is Megan. I'll go ahead and read out the rest of the meeting dates and locations as well, so everyone can be reminded of it and write down whatever they need.

The next meeting that we'll have is May 10-11 and that's in Ocala.



The meeting after that will take place August 9-10 in West Palm. And then November will be November 7-8 in Sarasota. We ended up doing -- I believe that's that Wednesday and Thursday, like we did this past year, due to the holiday, Veterans' Day.

>> GLENNA ASHTON: The August 9-10, does it have to be West Palm Beach area or Palm Beach County?

>> MEGAN CALLAHAN: It can be wherever you want it, I just want to be able to give the travel coordinator some specifics so she knows where to look. I told her West Palm Beach originally but if you want to change it --

>> GLENNA ASHTON: Palm Beach County, I want to look at hotels on 95, so more deaf people can take 95 and get off at the hotel, we may have a better chance of drawing more people to come.

The last time we were in Miami, we were really way out a way in a place where nobody showed up, I think, or maybe one or two, and it was a weird place, and I don't want that to happen again.

And plus I'm hoping if I move it to, like, around Boca Raton area, then we can draw from three counties: Palm Beach County, Broward County, and Miami-Dade. If we make it further north --

>> MEGAN CALLAHAN: This is Megan. Do you want me to tell her Palm Beach County instead of West Palm Beach?

>> GLENNA ASHTON: Yes, yes.

[Pause].

>> CECIL BRADLEY: This is Cecil. With regards to the upcoming meetings, the one in August in Palm Beach County, I believe it may draw some people from Miami. I was in Miami a couple times and we were discussing about the state trainings and meeting with people from CIL.

I met with Juan Forman, a deaf person who coordinates with CIL there. He's a great guy. And I also met with J.P., John Paul, and there was a bunch of great people that I have been in touch with.

So I will, you know, they wanted me to go down and talk with the community and made some changes to the VR areas, and one of the offices is where a lot of the deaf people had gone is no more.

So I remember we were there and there was -- we were over in West Miami, it was about an hour away to get over to this one office, to this VR office, some clients were going an hour to get there, so we ended up changing that.

We will be going back in April to work with that group again for a town hall meeting. And, you know, hopefully we will be able to convince some people to come to Miami.

>> GLENNA ASHTON: I was in Dade College and I know J.P. very well, and it's José? José --

>> CECIL BRADLEY: No, Juan.

>> GLENNA ASHTON: There was José.

>> CECIL BRADLEY: Oh, right, right. He's living in that area?

>> GLENNA ASHTON: There are people that can help draw people, and, you're right, Miami is too big. I teach at the north campus of Miami-Dade campus and people come from South Miami to go to class and it takes them one hour. Same county, it takes them one hour to drive.

It's not so much the distance, it's the traffic is horrendous!

I think I saw.... um.... there was a report about the world's worst traffic area and L.A. was number one, Miami was number 15 or something like that, it was pretty close to the top.

And the other reason I wanted to have it in Palm Beach County, not necessarily West Palm Beach is there's a huge group of deaf people that live in Boca Raton, there's Lantana, Lake Worth, and then West Palm Beach and goes on up to Jupiter.

So, there's more deaf people that live in South Palm Beach County than North Palm Beach County, so....

I'll figure it out and give it to Megan.

And, like, it's interesting, Miami and Broward and Palm Beach County have different kinds of deaf people. Miami is Spanish deaf, obviously. Broward is.... um.... strong native Deaf who have lived there for a long time, born there, raised there, many of them were my former students that I taught.

But Palm Beach County, a lot of them are retired people, a lot of them. So it's different groups.

So I want to try to put -- put it someplace where we can get all three groups to show up. But you will get three different perspectives.

>> GINA HALLIBURTON: This is on another subject. When we were talking about the conferences, I want to let Megan know that at that Family Café, if the organization has self-advocacy and earns less than \$35,000 a year, the table is free. So I don't know if that applies to anybody at the table here or the State, but the table is free if you meet that criteria.

[Pause].

>> GLENNA ASHTON: Do we want to go ahead and register for a table? If a reservation opens up next week, go ahead and register for a table and then we'll figure out who actually will go?

We should know by the May meeting or we can e-mail to Megan.

>> GINA HALLIBURTON: Excuse me, this is Gina, you can request a table now. The registration on the 14th is for individuals who want to go.

>> GLENNA ASHTON: Oh, okay.

>> GINA HALLIBURTON: You can download it now to apply for a table, and they expect over, like, 10,000 people. And it sounds awesome. It's a great place to have a table if you want to have one.

>> CHRIS LITTLEWOOD: It was awesome! I mean, it's huge!

>> KAREN GOLDBERG: Huge!

>> GLENNA ASHTON: So I think it would be a good idea if we go ahead and sign up for an expert table so we can be one of the first ones to grab a table. I'm sure it's not all free, all of us, non-profit advocacy, and I'm sure there's less than 35,000, but we can be one of the first ones to grab a table because there's a definite interest that we have volunteers, especially we have one that lives there in the area and save on travel money.

So, Megan, why don't you go ahead and follow the exhibit page and just go ahead and throw it out?

And if they ask for anyone's name, just put down your name and we can always change it label.

>> CECIL BRADLEY: Do we need a Council approval for that event? This is Cecil.

>> GLENNA ASHTON: Yeah, do you want to make a motion?

>> DEBBE HAGNER: I make a motion that we go ahead and fill out the application for the exhibit for the Family Café.

>> GINA HALLIBURTON: Second.

>> JOHN JACKSON: [Raises hand].

>> GLENNA ASHTON: John seconds. All in favor?

[Hands raised].

>> GLENNA ASHTON: Any opposed?

[No response].

>> GLENNA ASHTON: Okay. It passes. We're doing something!

[Laughter].

>> DEBRA KNOX: I'd also like to suggest that we put on the agenda for the May meeting what are the materials, what are the things that we are going to have at the exhibit table.

Because we don't want to have a table that nobody's interested in seeing what we have. I mean, I know that we're all very entertaining and that, you know, we have a lot of good information, but oftentimes, you know, people want the information.

So we need to have prepared what are we going to offer to the people who are coming to the table.

>> GINA HALLIBURTON: Yep.

>> GLENNA ASHTON: Megan, do you still have that board that we had before? And the tablecloth cover that we had?

>> MEGAN CALLAHAN: This is Megan, I have everything that we used.

>> GLENNA ASHTON: Box, the note pads and paper and pens? We still have all of that?

>> MEGAN CALLAHAN: [Nods head].

>> GLENNA ASHTON: And also copies of the biennial report? We want to have that. Business cards.

>> CHRIS LITTLEWOOD: Candy is a huge hit.

[Laughter].

>> DONNA DRAKE: Can we get food?

>> GLENNA ASHTON: Chocolate!

>> DONNA DRAKE: This is Donna. From my experience with VRSCA, like vendor -- video relay.

>> INTERPRETER: Excuse me.

>> DONNA DRAKE: VRS services.

>> INTERPRETER: Excuse me, it's been a while.

>> DONNA DRAKE: So as a traveling booth person, what draws in most people is food, to be honest, it's the food.

>> GLENNA ASHTON: VRSCA also has something that's very cute, it's a little white board, with a little erase pen and a tiny little eraser, it's cute, I use it for making notes, and they were handing that out.

>> DEBRA KNOX: Yeah, that's the kind of stuff I'm thinking of. Do we want to have something that's a take-away that people can walk away and have some Council information on it, like the board or what have you.

I would like to say for Shay's purposes, I would be happy to donate the candy for the table, since we can't use Council funds for that.

>> GLENNA ASHTON: That makes sense, and she's local and that means it won't melt in the car!

[Laughter].

>> GLENNA ASHTON: We have to get the picture right.

>> GINA HALLIBURTON: This is Gina. Glenna, can we have something like you mentioned the pads and the pens, this might be a question for Megan, can we have the dates of the meetings on that pad and say "We need you there" something like that so that they know right now we're going to be meeting and they can come and give their input? Can we have that on a pad?

>> GLENNA ASHTON: Yeah, you mean make a separate flyer announcing all the dates that we know of so far?

>> MEGAN CALLAHAN: Yeah, we'll do that.

>> GLENNA ASHTON: And place that and the website where they can find out more information.

>> MEGAN CALLAHAN: This is Megan, we can certainly make a flyer and I can actually send the document to Shayla and she will be able to print it on nice paper and all of that wonderful stuff, so it will be all set up.

>> GINA HALLIBURTON: Wonderful.

>> DEBBE HAGNER: This is Debbe. When I went to the Family Café, we set each of the organizations that we represent had to send Megan a copy of brochures that represent for HLAA, he sent in what ALDA is, and FAD, and so we were allowed to have one or two brochures on the table that represents each.

One of the things that we need is a sign-in sheet, a sign-in sheet where people sign in so we know how many people visit and so we can give them more information.

>> GLENNA ASHTON: Okay. Yes, that would be good for each organization to come up with a brochure. We don't have one, FAD doesn't have one. Yeah, Megan?

>> MEGAN CALLAHAN: Sorry, Cecil, real quick. I just want to say I have a folder on my computer with all of the brochures that you guys sent me, so unless your organization has an updated brochure, I won't need you to send those again, because I do have those, so only if it's updated.

>> GLENNA ASHTON: You don't have one from FAD, do you? I don't think so. Do you?

>> MEGAN CALLAHAN: I was going to say, I'll have to check. I want to say all of the organizations sent me one....?

>> CECIL BRADLEY: This is Cecil, a quick comment related to options about a sign-up or they can do a drop in, drop their cards in or fill out a little sheet with their name or address or something in a bowl.

Also, we're talking a little bit off topic related to May. Currently, maybe not now but maybe in the morning we can do this, Ocala, the Ocala meeting, how we can recruit people to come to that meeting. We can't do that right now, let's discuss it in the morning and we can brainstorm on that.

>> GLENNA ASHTON: Glenna. I belong to a couple of different deaf groups on Facebook, one of them is in the northeast area, including Ocala, and on Facebook I posted an announcement about the Council, so I do have a few friends in Ocala and Gainesville and I will be sure to inform them. So I have that.

>> DEBBE HAGNER: And we have The Villages too.

>> GLENNA ASHTON: Oh, yeah, and The Villages.

>> DONNA DRAKE: That's kind of far, though, isn't it?

>> CECIL BRADLEY: Is it about an hour, 45 minutes?

>> GLENNA ASHTON: Forty-five minutes, maybe.

>> CECIL BRADLEY: Would they come?

>> GLENNA ASHTON: Maybe the time will have changed and it will still be light, for the old people.

[Laughter].

>> GLENNA ASHTON: So they can drive back while it's light.

>> GINA HALLIBURTON: This is Gina. Can we use Cecil's fishbowl idea to have an hourly raffle, you must be present to win. Can we do that? Look at everybody's faces.... eh... eh...

>> GLENNA ASHTON: What are we giving away?

[Talking over one another].

>> GLENNA ASHTON: I don't think that would be allowed.

>> CHRIS LITTLEWOOD: This is Chris. I'll tell you from the Family Café, it's not

really good for the fishbowl for cards because that's more for businesses. The Family Café is individuals themselves and family members, so people don't normally have business cards to carry around with them and drop in for a raffle or something like that. So unless we had a card that people were making themselves, that might not be as easy for them to do.

>> MEGAN CALLAHAN: This is Megan. I remember Chris and Debbe had a sign-up sheet and I could make one so you have an official one instead of having to make your own, and that worked out really well, because after that, you know, they would put in their contact information and then they sent it to me and I was able to put it into a spreadsheet and reach out to those people and say, you know, I heard that you were interested or had any inquiries, you know, about the Council, let me know what your questions may be, I have resources, you know, and it's come from an actual person and it's not a generated message so they know they can call or e-mail.

So that worked pretty well, we can always do that again. So instead of putting in the cards, people can walk up and put in their e-mail.

>> GLENNA ASHTON: The bottle and having a sign-up sheet, that would be important and make an impact and people who go around to all of the different booths and they've visited so many, by the time they get home, they will have forgotten and that will make an impact.

>> MEGAN CALLAHAN: This is Megan. I remember when I sent out those e-mails to everyone, they gave me the list and they were, like, oh my gosh, I'm so happy to hear from you! They didn't expect it. That was nice. These people know we're here, they can call and e-mail at any time that they have any questions, so I think that really helped.

>> GLENNA ASHTON: Gina?

>> GINA HALLIBURTON: This is Gina again. Instead of the business cards, we could have little slips of paper that they put their name on if you want to have a raffle.

>> GLENNA ASHTON: I doubt we can buy things for raffle prizes.

>> GINA HALLIBURTON: We have money.

>> GLENNA ASHTON: We can't do that.

>> DEBRA KNOX: We're not allowed to do that.

>> GINA HALLIBURTON: You can't buy gifts?

>> GLENNA ASHTON: I doubt that.

>> GINA HALLIBURTON: Oh, okay.

>> CECIL BRADLEY: Unless a member gives a donation. Can they do donations?

>> DEBRA KNOX: I'm donating the candy.

[Laughter].

>> GLENNA ASHTON: I don't know if somebody can donate things.

>> DEBRA KNOX: More stuff to carry.

[Laughter].

>> DEBRA KNOX: I just have a question too. So I don't -- Megan, if maybe, or anybody from the Council, can you describe more about what the table display is? Is it, like, a big board that goes on the table or....

>> MEGAN CALLAHAN: This is Megan. We have a tablecloth with the Council's logo that you'll put on the table and we also do have one of those tabletop boards, it's a trifold, I believe.

>> GLENNA ASHTON: Yes, yes.

>> MEGAN CALLAHAN: And we also have a sign that can stick on to the backdrop, I think?

>> GLENNA ASHTON: A pop-up sign.

>> DEBRA KNOX: I was kind of asking --

[Talking over one another].

>> DEBRA KNOX: The pop-up banners, do you have one of those?

>> I believe it's a stand.

>> MEGAN CALLAHAN: I don't know if you and I used it.

>> GLENNA ASHTON: I don't remember.

>> DONNA DRAKE: It's self-standing.

>> DEBRA KNOX: Those are about --

>> MEGAN CALLAHAN: I would have to look.

>> GLENNA ASHTON: We'll have to check.

>> MEGAN CALLAHAN: I don't remember what we had in the background, I thought it was something in the backdrop.

>> GLENNA ASHTON: Oh, wait, we had a banner we couldn't hang up because of the rules. We had a pop up --



>> DEBRA KNOX: Those pop-up stands are about \$150, they don't cost a lot of money, and if we're looking at doing more of this, that's something we might consider so we're prepared and ready to go and we're not at the last minute trying to coordinate something.

>> GLENNA ASHTON: That would come from that miscellaneous expenses.

>> CHRIS LITTLEWOOD: This is Chris. I just wanted to say, if we're thinking about -- or if I'm thinking about the same one, the tabletop one that we have the sign for the Council, it's at least several years old and at least a couple of the images in there are really pixilated and awful, so it's up to everybody else if we use that or not, but we -- I'd rather see some other pictures or things blown up than use that again. The tablecloth one is very good, but....

>> MEGAN CALLAHAN: I remember the setup that you and Debbe had. You had the organization brochures and you had the laptop that had that video on loop and you had the candy. I don't even -- did you guys even use that trifold tabletop display?

>> DEBBE HAGNER: I don't remember. I'll have to look at the pictures. I gave you the picture.

>> MEGAN CALLAHAN: I don't think you did and I liked the way that was set up and that's an option, too. It's really up to you guys.

>> GLENNA ASHTON: Do you think that -- Glenna -- do you think the PSA might be finished?

>> DEBRA KNOX: Good idea!

>> GLENNA ASHTON: By June? We could use that on a loop.

>> MEGAN CALLAHAN: I would like to say so!

[Laughter].

>> MEGAN CALLAHAN: I'm really hoping. Now that we have that veteran, we're really just trying to find that young adult and hopefully we'll have that. James said once they had all of that footage, they should be able to get it together pretty quickly. So, with that in mind I would like to say tentatively yes and then you can have that on display.

>> GLENNA ASHTON: So we sort of have a new deadline.

>> CECIL BRADLEY: This is Cecil, is it possible you could bring that tomorrow, Megan, by any chance, the trifold, so we can get an idea for what we're talking about in the morning? Is that a possibility?

>> MEGAN CALLAHAN: I'm sorry, it's in Jacksonville [laughs]. When I moved, all of

the council materials came with me.

So -- what I can do, if you would like, is I can always just take a picture and e-mail it.

>> DEBRA KNOX: Yeah.

>> GLENNA ASHTON: Yeah.

>> MEGAN CALLAHAN: If you want me to do that.

>> ALL: Yes.

>> MEGAN CALLAHAN: I can always do that and you guys can decide whether or not you want to use it.

>> DONNA DRAKE: This is Donna. I would like Megan to do a little research, I'm almost sure that we do have a stand that goes with that pop-up and, you know, the Deaf Rally Expo, we've used it before and I do remember, like, a popup, it's quite old maybe, it might be worn out, I don't know, but is it still useable? I'm not sure.

Yes, I do remember with Alysse, we had it then. However, it's quite old. And it would roll up and maybe it not being used, you know, it might be old now because it's been left.

>> MEGAN CALLAHAN: This is Megan. I do know that I've seen some kind of metal thing in the past, it's long, so I'm thinking that maybe that's what it is.

But everything, like I said, everything that I have is in Jacksonville, and it's all in one place, so whenever I go to get the foldout, I'll also look at that and make sure it's what you're thinking of.

>> GLENNA ASHTON: Karen, then Gina.

>> KAREN GOLDBERG: This is Karen. Megan, I don't know, did you get the exhibiter form or just the website to Café? The form itself? It's here in Tallahassee, Family Café, 820 East Park Avenue.

>> GINA HALLIBURTON: That's the headquarters.

>> KAREN GOLDBERG: No, the conference is in Orlando but the headquarters is here, which is really interesting. It's nearby. I may swing by tomorrow.

Can we get more biennial reports to give out? They said they typically get 10,000 people who come to this and because it's the 20th anniversary, they're expecting more. Just.... wow.

>> GLENNA ASHTON: You're going to need to order more business cards, biennial reports, both of which I need more of now anyway; yeah.

>> MEGAN CALLAHAN: This is Megan. Keep in mind that that comes out of the miscellaneous budget as well.

>> GLENNA ASHTON: Yeah.

>> MEGAN CALLAHAN: And how many biennial reports were you -- how many more were you wanting printed?

>> GLENNA ASHTON: For me myself?

>> MEGAN CALLAHAN: Including you and for Family Café.

[Pause].

>> MEGAN CALLAHAN: Maybe, like, 150? 200? Is that too much?

>> DEBBE HAGNER: I would say 1,000.

>> KAREN GOLDBERG: 1,000.

>> GLENNA ASHTON: 500?

>> KAREN GOLDBERG: How much does it cost? I have no idea.

>> MEGAN CALLAHAN: So, when we ordered them, I believe we ordered 750 and it was a little over \$1,000, I want to say, or close to it [chuckles].

>> GLENNA ASHTON: No! No!

>> DEBBE HAGNER: There was a lot of people -- this is Debbie -- there was a lot of people walking around. We didn't get, you know, 500 people stopping at our booth. We did, say, about 100 or 150 people stopped by our booth. So....

>> CHRIS LITTLEWOOD: I want to say be careful about printing too many of the biennial reports. They're available on the website in PDF and typically every time we work on making sure we have plenty printed up and then every biennial report we have an extra couple hundred that never even get used or never leave the office. So, I mean, to me, if we're out ordering more than 500 is just crazy. And even that might be too many. I don't know.

>> GLENNA ASHTON: I would suggest 200. 200?

>> KAREN GOLDBERG: 250.

>> GLENNA ASHTON: No? 150? 150? Going.... going....

>> KAREN GOLDBERG: 250.

>> GLENNA ASHTON: 150 it is, okay [laughs]. 150.

>> MEGAN CALLAHAN: Okay.

>> DEBRA KNOX: For the record I don't want anymore paper copies, please.

[Laughter].

>> GLENNA ASHTON: I need 20 more, because I used up all of mine yesterday, and I need at least 20 more. So how about 130.

>> GINA HALLIBURTON: In the event the PSA is not available, which is a great idea to show it in a loop at the table, that's a great idea, can we make a video for the May meeting, meet your council members, and Donna did a great job on the FAD anniversary video, it was so effective and each person give a brief introduction of who they represent, that tells you what they represent and who the Council is. And if you just play that in a loop over and over and over again. Because they don't know. People don't know.

>> GLENNA ASHTON: It's 6:00 o'clock already!  
Debra?

>> DEBRA KNOX: The only thing I would say about that, for it to be effective is if somebody stands at the table and watch the whole loop go through.

>> GLENNA ASHTON: Do we have any last comments before we close? We meet tomorrow morning.

[Room chatter].

>> CHRIS LITTLEWOOD: We're going to do organizational updates.

>> GLENNA ASHTON: We meet tomorrow at 8:00 o'clock and will be finished at 9:30, however I need to leave for the airport at 9:00 o'clock, so Debbe will take over when I leave at 9:00 o'clock. If anybody is willing to give me a ride to the airport and leave early also, or I can just call Lyft.

>> DEBBE HAGNER: Megan, can you please read what's in the chat? Because my computer....

>> MEGAN CALLAHAN: This is Megan, I just closed out of the CART. I know I saw -- I think Cindy, it was either Cindy or Darlene that said that -- I think she said the legislators like to have electronic copies instead of paper copies, or someone likes to have electronic copies versus paper copies.

>> DEBRA KNOX: Me!

[Laughter].

>> CHRIS LITTLEWOOD: This is Chris, I still have the chat open. Darlene said that the legislators like to have electronic copies and not the printed copies of the biennial report. So another reason why not overprinting is probably a good idea. I just wanted to --

>> DONNA DRAKE: Well, remember the legislator who had everything in their iPhone?

>> CHRIS LITTLEWOOD: We're going to do organizational updates tomorrow?

>> GLENNA ASHTON: Yeah, yeah.

>> CHRIS LITTLEWOOD: Okay.

>> GLENNA ASHTON: Okay. We will adjourn at 6:02 and we will be here tomorrow morning at 8:00 o'clock sharp!

[Meeting concludes at 6:02 p.m.]

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