

**FLORIDA COORDINATING COUNCIL
FOR THE DEAF AND HARD OF HEARING
Quarterly Meeting
Tallahassee, Florida
Friday, February 8, 2019
8:00 a.m.**

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>> SHAY CHAPMAN: Hi, good morning, this is Shay, I'm on the phone and in CART, and I'm also in my office responding to an emergency legislative assignment on another topic.

>> GLENNA ASHTON: Okay. We'll go ahead and start. It's 8:07, so let's get started. We'll start with our roll call.

>> SHAYLA KELLY: Good morning, this is Shayla Kelly, representing the Florida Department of Health.

>> CECIL BRADLEY: Am I next? Okay.

[Laughter].

>> CECIL BRADLEY: This is Cecil Bradley with Department of Education. Hello! Next? Excuse me, you're next. You're on stage. You're the next performer.

[Laughter].

>> GLENNA ASHTON: Roll call.

[Laughter].

>> CHRIS LITTLEWOOD: Sorry, I'm not wearing my hearing aid. This is Chris Littlewood from the Association of Late-Deafened Adults. I live in Seminole, Florida, and work for St. Petersburg College.

>> GLENNA ASHTON: Good morning, Glenna Ashton, I represent the Florida Association of the Deaf and I'm from South Florida.

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

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

>> GLENNA ASHTON: And we have our wonderful support team of Lisa Johnston on CART, LaShay, AV.

[Laughter].

>> GLENNA ASHTON: Ben, Anna, Kristen, and Amanda. Okay. So, hopefully -- and who's on the phone? Shay I know is on the phone. Is anyone else on the phone?

>> DEBBE HAGNER: Debbe Hagner is on the phone.

[Talking over one another].

>> GLENNA ASHTON: Debbe, okay.

>> DEBBE HAGNER: Good morning, everyone, I'm representing HLAA. I'm also current in New Port Richey.

>> GLENNA ASHTON: And Cindy?

>> CINDY SIMON: Good morning, everyone, Cindy Simon on the phone as well representing audiologists. And I'm missing seeing everyone as I'm listening from here!

>> GLENNA ASHTON: Okay. So we have hopefully Mary and John will show up soon.

Okay. According to the agenda for this morning, we have committee updates wrap-up. So we had full committee --.

[John Jackson enters room].

>> GLENNA ASHTON: Good morning, John!

>> CECIL BRADLEY: Just in time for you!

>> JOHN JACKSON: This is John Jackson from the Department of Children and Families from Tallahassee.

>> GLENNA ASHTON: Thank you. Okay. So we have committee updates on the schedule and we have --

[Telephone beep].

>> GLENNA ASHTON: -- we had a full report yesterday from the committees. Today does anyone have anything more to add that they might have forgotten from yesterday? Or something new to add? Any of the committees?

[No response].

>> GLENNA ASHTON: Okay. Next would be the review of public comments. Yesterday we had Molly as a guest on the phone. And we took a lot of time to respond to her concern, it basically was VR services for the deaf, especially for the younger deaf.

And Cecil addressed that in-depth, so does anybody have anything more they want to say about the public comment from Molly?

[No response].

>> GLENNA ASHTON: Anymore about VR services for high school students?

[No response].

>> CECIL BRADLEY: Hello, this is Cecil, thank you. Basically I'm very fortunate to have the Florida Rehab Council, feedback from their council. They're a little bit more advisor of their services and we've been connected with them ongoing. It's been a challenge. I'm going to echo what he said, but I've already seen the work done.

It's a challenge with the school. They're willing to open the door, let VR in, and connect with them, offer an explanation of our services, hopefully to build referrals. That's where our big weakness is. We have a huge deficit in referrals. We have a great program.....

The Government wants us to be involved to catch the girls -- the kids -- the school kids earlier. Two years ago it was required 15% of our budget to go towards the youth, so that's a lot of money -- several million dollars -- so, two years ago -- and then last year.... we try very hard to continue. Thank you.

>> GLENNA ASHTON: Thank you. Is there a way that you can get more help from the schools? I mean -- the school, you know, there used to be -- there were self-contained clients of teachers for the Deaf and they were easier to contact, but now you have a lot of people spread out and maybe you have itinerant teachers.

Is there a way that you can work with DOE to get information out to all of the itinerant teachers that serve as interpreters to recruit? Are you doing something with that?

>> CECIL BRADLEY: Right now, I don't know the Department of Education's availability.

The woman involved with the dual program, the dual enrollment program with the youth children with disabilities, deaf-blind and so on, she's been promoted and she's not

available.

I think that was six, seven, eight months ago. They've been full, so I'm wondering if there's a lead that I can contact at the schools.

RMTC-DHH, it's a program for teachers in the school for the best and we've been contacting with them, giving them information.

But I thought we'd been doing the PSA and it's been awesome, specifically encouraging parents and encouraging schools' education to work on building the community -- within the community feature.

So we thought maybe the PSA was helping.

I don't know, more in the future we need to talk with more people, like you said.

Again, I hope it's.... word is going to spread. We're hoping.

>> GLENNA ASHTON: Megan?

>> MEGAN CALLAHAN: This is Megan. Cindy has her hand up in the chat. And Mary just entered the room for the CART.

>> GLENNA ASHTON: Okay. So --

>> CINDY SIMON: This is Cindy.

>> GLENNA ASHTON: Go ahead, Cindy.

>> CINDY SIMON: I just wanted to make a positive comment about voc rehab and one of the offices in my area. I've seen so much more activity out of them on young people in college-age, I was really happy to see the kids being picked up. So I'll say kudos from my end to this increased activity.

>> GLENNA ASHTON: That's good to know that something's happening [chuckles]. Thank you. Debra?

>> DEBRA KNOX: Cecil, I just have a question. The individual that you said got promoted, was that the person that was specific for deaf and hard of hearing? Or is that some other position?

>> CECIL BRADLEY: It was with the Department of Health, I'm not sure of the exact program. I guess it was working with alternative.... it was with the Department of Ed, they were involved with BESS? I don't know, she traveled -- she transferred to another area. Okay, I'm not sure of her history. It was a....

>> DEBRA KNOX: No problem, I just was curious, trying to figure out what position that was.

>> GLENNA ASHTON: Thank you. Does anybody have anything more related to the public comment from Molly, VR services?

>> CECIL BRADLEY: This is Cecil, I have a thought about the public forum. Is there a way we could do it different? It seems the schedule is not working successfully, until 6:00, 11:00-12:00, a break, and also yesterday --

[Background noise on telephone].

>> CECIL BRADLEY: -- after that, I was thinking we should think out of the box. I was thinking probably something like.... I know we hate weekends, so we can't do that, but something.

Number one, we need to promote better, more advertising. Secondly, maybe more time and less meeting. Like, for example, we're here, with not a lot of time, but we should fill the whole part of times, like 3:00 or 4:00 in the afternoon, like you said, set of booths, plus public forum, to allow people to interact and socialize and present, you know?

It's a different approach, how to make people more interested to get involved.

>> GLENNA ASHTON: Thank you. Yes, we need to discuss that. But I want to wait until Karen comes here, because she, as the Chair, will be setting the agenda, so we want to let her know what we would like the agenda to look like for future meetings. So we'll discuss that when Karen is here.

Okay. Okay. PowerPoint presentation. Do you have it?

>> MEGAN CALLAHAN: Mmm-hmm. This is Megan, I have it on my computer, I figured we could just plug it up to the screen.

>> GLENNA ASHTON: Do you want to show it?

This is the PowerPoint presentation that I made when Karen and I went to It's A Deaf Thing, and when we pay for a table, we pay an upgrade so that we got time to present on the stage, so I made a simple PowerPoint directed to the deaf and hard-of-hearing audience, to explain about the Council and explain about coming to a meeting for public comment.

I think the PowerPoint I sent was one I revised against to make it more general and it could be revised to fit whatever event we were at.

So Megan is looking for that -- it was just a few slides, but it's something that the Council can use and revise to fit whatever case they're using the PowerPoint for, so it's a starting point to have things ready for when they have an opportunity to present about the Council.

Did you find it, Megan?

>> MEGAN CALLAHAN: I'm going to look for it in just a second. Were you going to kind of present it to the Council? I think maybe Karen was thinking --

>> GLENNA ASHTON: Okay. While we're waiting for that.

>> CECIL BRADLEY: At 10:00 o'clock, right? I think that's when we're discussing

that.

[Pause].

>> GLENNA ASHTON: I heard from Karen at 1:00 o'clock in the morning, she got a section from Lisa Johnston, I guess, related to your comments about the fine line between advocacy and lobbying, all of those things, with the bills and whatnot, so she wrote a draft letter, so we want to get feedback on that.

Okay. To whom it may concern: The Florida Coordinating Council for the Deaf and Hard of Hearing (FCCDHH) is an advisory and coordinating body mandated by the Florida Statute 413.271 --

[Background noise on telephone].

>> GLENNA ASHTON: -- since 2004 to address the needs of Floridians who are deaf, hard of hearing, late-deafened, or deaf-blind.

Since the formation of FCCDHH in 2005, there have been nine biennial reports sent to the Governor and State legislators. All have outlined the core issues faced by citizens with hearing loss in the areas of education, employment, healthcare, legal, emergency, and public safety, and communication technology and services. Via communication access and accommodation.

We are seeking guidance from the legal counsel regarding how FCCDHH can best serve the advocacy role as outlined in the bylaws.

Can FCCDHH council members meet with legislators to advise them of the needs facing the deaf and hard-of-hearing community?

Can the Council discuss certain bills as they pertain to improving access to services, adequate communication, interpreting services, as it impacts our Florida deaf?

Can the Council encourage/organize a gathering of members of the deaf, hard of hearing, late-deafened, deaf-blind community to come to Tallahassee to meet with the legislators (Rally to Tally concept) for 2020 to commemorate the 30th anniversary of ADA?

Budget has been cut significantly over the years and this threatens the viability of the Council.

Is it permissible to discuss budgetary concerns with the Legislature?

Is it permissible to accept donations from the public?

What is the difference between advocacy and lobbying?

The Council is mandated to serve advocacy roles, how best to do that?

We would appreciate your time in addressing the question and concern from a legal perspective.

John?

>> JOHN JACKSON: I read Karen's letter this morning. The first thing I would suggest doing is her very last question about the line between lobbying and advocacy should be moved to the top and be the first question. Because it sets the tone for what we're really asking about.

I think all of the questions that follow that are kind of subgroups or subquestions, if you want to say that, of the initial, you know, what we want guidance from.

I think that moving that first question to the top is more than just a question, but it gives them a better idea of where we're going.

I also think that -- let me think, I had three points for you and I should have written them down, but I was in a rush to get over here -- secondly, when we ask about money and funds for the public, before we ask about general funds for the public, I think we also should ask about the ability to seek out grants because I want them to understand that when we're talking about our funding and doing anything about raising money for the Council, that we're not really just talking about general public, we're talking about other ways that agencies get money.

And I've always thought that, you know, this Council doesn't do enough to explore trying to seek out and get grants and get money and funding that way, because I think the statute's pretty damn clear that we can do so.

And the third point I'm missing, but I can always come back. Thank you.

>> GLENNA ASHTON: When it pops up, let us know. Related to the -- thank you, John. Related to the -- we should quote the bylaw section, because it lists a lot of things that we should be able to do so they know what we're talking about. Oh, did that help you remember? Okay.

[Laughter].

>> JOHN JACKSON: This is John, it helped me remember a fourth point, I'm still struggling on finding the third. The fourth point is we should not make references to our bylaws. We should make references to the statutes.

>> GLENNA ASHTON: Oh, okay.

>> JOHN JACKSON: In the letter, I think we should quote, you know, the relevant portions of the statute around the questions we're asking, if there is such, if it is there. But we need to refer to statute.

That being said, I also thought about this last night, that maybe depending on the answers we get, it may have an impact on our bylaws, which means we may have to rewrite/amend our bylaws, and so I don't want any references to our bylaws at all. I want straight-up references.

Because what I don't want is the Department of Health writing our bylaws without, you

know, as opposed to just, you know, giving assistance should we reach out to them on that.

But we should absolutely quote the statute, because that's what this is really about, we want some lawyers to look at that statute and really look at it broadly and give us some, you know, some answers here.

So, but if I could think of that third one, I will raise my hand again.

>> GLENNA ASHTON: Okay, thank you, John.
Megan?

>> MEGAN CALLAHAN: This is Megan. A couple things. First, Shay has read the letter also and said that whenever we have our final version, that she will share it with our -- with the Department's attorney and then get feedback before the next meeting. And then also Debbe has her hand up.

>> GLENNA ASHTON: I would hope we would get the feedback not just before the next meeting, but as soon as possible so we can -- the Executive Committee can try and do something.
And Debbe? Debbe?

>> DEBBE HAGNER: Hi, yes, good morning, everyone, I was thinking about we were going to have something about between the commissioner and the council, the Coordinating Council, or maybe that's not appropriate?

>> GLENNA ASHTON: No, we're not addressing the issue of the commission version council yet, we're trying to see how much more we can go with the current statute right now.

>> DEBBE HAGNER: Okay. Cecil?

>> CECIL BRADLEY: This is Cecil. So just to support what he's been seeing and reinforce his point, it really comes down to the meat and bones of it all and analyzing every single aspect of the statute.

And not trying to go around the law, still following the law, because, of course, we need to follow the law as a Council.
But really understanding what those bylaws mean.

Because we don't want to miss the boat on this and -- I know you didn't mention this, but you've got to remember, we don't have a lot of staff. We don't have that many people that can go around looking for grants, support, financial assistance, and so the answer is we can do it, but how do we do it? And who can do it?
And so we need to figure out our approach to that.

And so I feel that there's -- and this might be a little off topic -- but I feel like when we're reviewing the laws, and specifically the bylaws, we need to be a little bit more flexible in our understanding in regards to the Department of Health.

>> CHRIS LITTLEWOOD: I think that's a good point -- this is Chris -- I think we should somewhere in the letter say about one of the reasons that we're asking is this entire Council is volunteering and we don't have support staff to address some of the needs that we have and that we need funding to expand on that.

The other thing I was going to ask is it's really a question to John, in the fact that whenever we get this letter finalized and Shay sends it to the DOH attorneys, is it likely to sit on a desk until the Governor appoints a new Surgeon General?

Because everything boils down to money and politics and we still want to see which way the new Surgeon General wants us to address things.

>> GLENNA ASHTON: John?

>> JOHN JACKSON: As far as how the letter makes its way through the Department of Health, that's just -- I mean, anything is possible. I mean, there's nothing about this particular ask on our part that I think is going to drive how fast it goes through.

It's really just, like you said, the politics and, you know, the administration, their priorities and what they're able to figure out.

I think there's a better chance that if we keep it strictly just a legal question -- legal questions, that there's a better chance it will go through faster.

I'm concerned about putting any information on why we are asking this question, because in my mind, you know, we're taking something that is just a communication between us and DOH Legal and if we start talking about the reasons that we're asking this question is because we don't have these resources, we don't have that, you're turning the letter into a possible asking for something more than that, and taking it beyond just the legal realm into something else, and I would very, very -- I would caution big time against doing that.

Because it also, again, I would rather that we develop our positions once we get these answers and we are the ones in control of when we take it up a notch or when we take it to the next step.

But if we do more -- I don't want things addressed, questions that they assume we have and us be stuck with them when we weren't allowed to frame the questions ourselves once we have the knowledge of the law and what we can work with.

I don't want to give any opportunities for control over this Council. And that's what I'm concerned that if we go too far or -- as opposed to taking it step-by-step and then figuring out where we can go from there.

I mean, you know, we have to protect ourselves as well and our existence.

I mean, the Legislature created us for a point, for a reason. We may not have the funding we would like, but still, the Legislature had an intent and the intent was for this Council to do what we do.

And just -- and any interference from other agencies and whatnot would, to me, just, at

best, be, you know, an annoyance and, at worst, be something that, you know, undercuts this Council completely.

We have to deal with the Department of Health because they administer us and, for the most part, over the years we have been happy with the results, for the most part.

But the Governor's Office is ultimately the place where we -- you know, if we ever had to reach out, that would be our first real reach out. We're not there yet.

We really just want to know what our Council can be, and it starts with them telling us where we are in the law.

If we disagree with it, we'll want to finish that part of the discussion first before we go any further.

But I would not open up the full Pandora's -- I would not open up the full can of worms, just do one worm at a time. And we control it.

>> GLENNA ASHTON: Thank you, John. So you want the letter to make sure it's clear that it limits and just a point of clarification, and that's it.

>> JOHN JACKSON: Legal interpretation.

>> GLENNA ASHTON: Okay. Thank you. Anything else with the letter? Yes?

>> JOHN JACKSON: My third point that I remember --

>> GLENNA ASHTON: Yay!

[Laughter].

>> JOHN JACKSON: It was minor. In the letter, I think we should spell out or just add some kind of a fluffy thank you stuff and remind the Department of Health that they have administered us throughout the years and we've reached out before and we appreciate the assistance they've given and here we are.

>> GLENNA ASHTON: Cecil?

>> CECIL BRADLEY: This is Cecil and I have a quick question for John. So, I remember maybe back in 2006, maybe 2007, it was the old council before I was involved, and there was a bylaw connected to the Department that had some edits to it.

>> INTERPRETER: I'm sorry, can we go back to the -- related to the law interpreting -- the legal interpretation?

>> CECIL BRADLEY: So it was a legal interpretation of the law and they give it to us and then a few years later, the interpretation was challenged through lawyers and the administration.

What are your thoughts on that, John?

>> JOHN JACKSON: This is John. My thoughts are extremely limited on that. I don't have any memory of it at all.

Only keep in mind that the Council existed for two years before I actually got to sit on the Council or anyone from my department sat on the Council and I'm the only person who has sat on the Council from my department.

There was a lag in there between because of an administration change at my department and Karen, I believe her name was, was a little bit, you know, hesitant to allow me on the Council until the new administration made it clear they wanted me on the Council.

So I came to my first meeting, sat in the audience, and then I did not come to meetings, I believe three more meetings, before I finally -- that was straightened out and I started coming.

So during that timeframe and the very limited information I had with the subject matter, I wasn't involved with the Council or vocal or otherwise involved in what was going on.

I think the couple years of me being on the Council was strictly educational and it hasn't changed that much since.

>> CECIL BRADLEY: Thank you.

>> GLENNA ASHTON: Thank you. Megan?

>> MEGAN CALLAHAN: Karen has her hand up.

>> GLENNA ASHTON: Karen?

[No response].

>> MEGAN CALLAHAN: I don't know if she's on the phone, so we may need to wait for her to type it out.

[Pause].

>> GLENNA ASHTON: I'll do the same for her; 15 seconds.

[Laughter].

[Pause].

>> GLENNA ASHTON: Megan, did you find the PowerPoint?

>> MEGAN CALLAHAN: Mmm-hmm.

>> GLENNA ASHTON: Okay. Do you want to go ahead and set it up while we wait and see if Karen is ready to talk?

[Pause].

>> GLENNA ASHTON: Did everybody get copies of the biennial report to take home?

>> JOHN JACKSON: No.

>> DEBRA KNOX: We need to do all people, not everybody has them yet.

>> GLENNA ASHTON: Yeah, that's what I was asking about.
John needs some. Do you have a stack?

>> MEGAN CALLAHAN: This is Megan --

[Talking over one another].

>> MEGAN CALLAHAN: The extra copies of the biennial report are in that box right back there in the table for you all to take as many as you would like.

>> JOHN JACKSON: This is John. Be sure to save some for people who aren't present, at the next meeting or if they contact Megan and want to send them to her.

>> MEGAN CALLAHAN: Right. And also enough where I can mail them out too the Governor and the legislators.

>> DEBBE HAGNER: This is Debbe, I have a comment.

>> CHRIS LITTLEWOOD: Debbe, this is Chris, hold on one second, we hear you or see what you're saying, but give us just a second while we distribute the biennial reports.

[Pause].

>> GLENNA ASHTON: The interpreters are welcome to take some home too. We need everybody to help spread!

>> CHRIS LITTLEWOOD: Debbe, this is Chris, do you want me to bring some reports to you when I see you next week?

>> DEBBE HAGNER: Yes, please. Thank you.

[Pause].

>> CHRIS LITTLEWOOD: Will do.

[Pause].

>> GLENNA ASHTON: Cindy?

>> CINDY SIMON: Yes, I'm here.

>> GLENNA ASHTON: Okay. Did you have your hand up? Did you want to say

something?

>> CINDY SIMON: Can you hear me?

>> GLENNA ASHTON: Yes.

>> CINDY SIMON: Yes, I did have my hand up, and this refers to yesterday and legislative stuff and advocacy.

If we want to get attention, you know, sometimes people set up and do things in the lobby in the middle of the hallway, it would be so cool if we could get a group of kids to do the performances that are voiced and signed out there that we get attention and maybe have paperwork with information and let those walking through see how amazing they are, including all the legislative assistants, to maybe go huh, we should take another look at this.

It just would be a nice attention-getter. You're not giving them anything they can't accept, and it's festive when you watch these kids.

>> DEBBE HAGNER: This is Shay --

>> GLENNA ASHTON: Thank you, Cindy.

[Talking over one another].

>> SHAY CHAPMAN: -- that might be something we can do for children's week at the Capitol. That's when people typically set up outside and in the atrium of the Capitol.

>> GLENNA ASHTON: We did those kind of things when we did the rally twice for the interpreting licensure bill and it went really well. I don't think there's much of a deaf/hard of hearing program in Tallahassee.

Cecil? Is there a Tallahassee deaf and hard of hearing program here?

>> CECIL BRADLEY: No, it's been several years.

>> GLENNA ASHTON: So if we bring children, they would have to come from somewhere else and that's.... hmm.... maybe college students might be easier to bring.

But that's something for the Rally For Tally, we could include performances and tables and for people to see all the signing, and that was done when we did the interpreter license bill twice before.

Okay. Is the PowerPoint ready? Okay, now the PowerPoint that I created that everybody on the Council can use.

>> DEBBE HAGNER: This is Debbe --

[Talking over one another].

>> DEBBE HAGNER: Is anyone reading what is said in the chat?

>> GLENNA ASHTON: Debbe?

>> DEBBE HAGNER: I'm sorry, this is Debbe. Can you read what Karen said in the chat?

>> GLENNA ASHTON: Who sees the chat? Chris can see the chat.

>> LISA (CART CAPTIONER): Do you want me to read it?

>> GLENNA ASHTON: Okay, could you please, Lisa?

>> LISA (CART CAPTIONER): Karen wants to know: Do we have a timeframe on when we want to submit the letter?

>> GLENNA ASHTON: Karen, it seems that after John made some suggestions about the letter, you revise the letter, show it to John again, and then between the two of you, we can fix it up, and then I see no reason why we can't go ahead and send it. Right, John?

>> JOHN JACKSON: I agree.

>> GLENNA ASHTON: Okay. So this is the PowerPoint. The first slide shows the logo with the star.

[Laughter].

>> GLENNA ASHTON: And with the full title of the Council. The second slide, that was our name when we had presented, and we will change to whoever is presenting.

[Cecil signing and no interpreting].

>> JOHN JACKSON: Falling stars, is that what those are? What are you guys doing?!

[Laughter].

>> GLENNA ASHTON: Okay. And then the third slide is the background and history. You know we were created in 2004; Section 413.271 of Florida Statutes; who we advise; the quarterly meetings; the public comments. And then at the bottom it says it can be done in person, over the phone, e-mail, or conference call, to show that there are different ways to do it.

The next slide is a table of who are the representatives on the Council and there are the names of different organizations and representatives.

The next slide, that was a specific slide and timeline of when the next quarterly meeting is. First we say we have it every year in February, May, August, November, and then

we announce the next meeting.

And then we point out that interpreters and CART are provided and you can join by conference call with CART and we do send out announcements and we do post it on Facebook.

The next slide, the mission of the Council, and that was taken from the statute statement: Technical assistance, advocacy, and education, and improved communication access among public and private entities; to meet the needs -- oh.

And the next slide, it's the vision of the Council: To serve as an advisory and coordinating body which recommends policies that address the needs of all of our population.

The next slide, additional roles, again, this is taken from the statutes, the different roles that we have and it's listed.

And the next slide, and then who are the deaf and hard of hearing that are represented? And we gave some statistics: 1/6 of Florida's population are deaf and hard of hearing; Deaf from birth using American Sign Language; deaf or hard of hearing from birth using cochlear implants or hearing aids and spoken language; and children, college students and workers struggling without any assistive devices; and children, college students, workers, and senior citizens who may use sign language, hearing aids, or cochlear implants.

Who are represented? Deaf-blind individuals, either from birth or acquired over time; senior citizens who are losing their hearing and may or may not use assistive technology; individuals with other disabilities on top of their hearing loss.

And next slide. Areas of concern, we mentioned the different areas, and we talked about it in the report: Education, employment, healthcare, technology, public safety, and emergencies.

And we list the problems and give possible solutions in our government report every two years. The next one will be done in 2019.

Next slide.

>> MEGAN CALLAHAN: Sorry!

>> GLENNA ASHTON: And then the other slide, we listed the problems, the education problems and employment.

Next slide. Problems in healthcare; problems in technology.

Next slide. Problems in public safety and emergencies.

Next slide. And then I announce again at the end about the quarterly meetings. And, again, I explained about the public comment being very important and there are different ways they can give.

And the next slide is our contact information, website, where to call, and an e-mail.

And that's just the basic information taken from the statute and activity.
Chris?

>> CHRIS LITTLEWOOD: That's a lot of information and I think it's what we need to be getting across to everybody.
I do have some suggestions moving forward.

First of all, I don't know if I missed it in my e-mail, but I'm assuming this has been sent to everybody to look at?

>> MEGAN CALLAHAN: [Nods head].

>> GLENNA ASHTON: I don't think.... if we did, it was a long time ago.

>> MEGAN CALLAHAN: Yeah, because this was done for It's A Deaf Thing event.

>> CHRIS LITTLEWOOD: Okay. Well, regardless, if you would please re-send it to everyone, that would be great.

One big concern I have, is from accessibility or universal design perspective, the contrast of the slides and the font size and color just doesn't work.
I mean, I would imagine if we e-mailed this to Darlene, Darlene can't even see it.

>> GLENNA ASHTON: Right.

>> CHRIS LITTLEWOOD: There's -- I mean, black font on a dark blue background just doesn't work and it needs to be a more accessible-friendly font like Ariel or something like that, and probably bigger, at least 18 point font.
So if we're going to continue to use that, we just need to make these minor adjustments.
But most of the information in it is really, really good.

>> GLENNA ASHTON: Right, Chris, that could be adjusted to fix up all the visual parts; you know, more slides so information is separated out.

This particular PowerPoint, I didn't worry too much about that, because the audience I was talking to at It's A Deaf Thing, they were not going to read it, it had to be all signed in ASL.

But, you know, the other organizations that want to read it and/or listen or watch signing, and we were making -- we will make it much more visual.

But for this one I didn't worry too much, because I knew they were depending on signing, not reading the English for that particular audience, so.....
Yes, we will revise it to make it more visual/clearer.

>> CECIL BRADLEY: Yes, I appreciated the presentation. In relation to what Chris said, I would suggest also a records scratch, whatever record scratch that was, to be deleted, because that -- if people look at it on the slide and you see a nice plain slide and then you see the font, I like the wording.
You want to make sure there's a strong contrast for the background, that's a great

suggestion by Chris.

And also you want to make sure that the words are in simpler terms, because we tend to explain and expound for a sign audience and then the word has to be -- the wording has to be, like, simpler and more to the point.

But maybe if someone could volunteer to maybe tweak it, clean it up. If Karen could or if someone?

I just wanted to let you know, because it's loaded with good stuff, so, yeah.

>> GLENNA ASHTON: That's fine, I understand, yeah.

>> CECIL BRADLEY: Oh, one more thing. Add some pictures too, maybe some graphics.

>> GLENNA ASHTON: Maybe add some pictures from the biennial report?

>> CECIL BRADLEY: There you go. Yeah, that stimulates people to be interested.

[Pause].

>> GLENNA ASHTON: Any other comments?

>> CECIL BRADLEY: [Raising hands].

[Laughter].

>> CECIL BRADLEY: Maybe pictures of what's happening in the Council meeting, interpreters moving, Chris saying something funny, John talking about the law.

[Laughter].

>> CECIL BRADLEY: Just something from here.

[Laughter].

>> JOHN JACKSON: Children. Pictures of children.

[Laughter].

>> JOHN JACKSON: You can't go wrong with children. Pictures of children!

[Laughter].

>> GLENNA ASHTON: Okay. So that, we have finished discussing what's on the agenda, except for the public comment, and I was hoping to wait for Karen to come back, but there's one more thing I would like to -- okay, Chris?

>> CHRIS LITTLEWOOD: This is Chris. I just wanted, since we have some extra time, make sure that we go back and address the new biennial report, because there

are some things that we need to think about for the future, minor changes that need to be made, if we can make them before any additional copies are printed or are put on the website.

Just little things. If we have time to mention that, do you want me to go ahead and talk about that now?

>> GLENNA ASHTON: Go right ahead.

>> CHRIS LITTLEWOOD: Okay. I think it was already discussed and mentioned about that 2018 needs to be changed to 2019 and we're going to get that taken care of.

[Laughter].

>> CECIL BRADLEY: Yeah, change it to 2020, that sounds good.

>> JOHN JACKSON: So we're ahead of this.

[Laughter].

>> CHRIS LITTLEWOOD: The other thing I was going to mention is the caption that's under the picture for the Text to 911 by Orange County, it says it was created by Orange County law enforcement. I'm concerned and disappointed, because that was created by Orange County Public Information Office.

And although it is a law enforcement officer in the picture and Master Deputy Brigham was in that and participated in the project, there was a much bigger group than just the sheriff's office.

And we got their permission to use this picture and they're very, very proud of this project.

So I just want to make sure that we give proper credit. And if we can expand on that.

The report overall, I think, was laid out really, really well in the fact that we have more white space and I think people have complained in the past that it looks so wordy and everything was crammed, and we did such a good job in making sure that things didn't feel like that this time and there's a lot of good information.

So I think overall, it's an excellent report.

We did talk a little bit yesterday about also that there were things -- there were some things that we wish we expanded on a little bit more and we went down to the two pager instead of having the third page laid out. And we might want to think about next time going back to that.

Just food for thought.

We've got plenty of time before the next biennial report is due, but we want -- but we might want to expand on that.

One of the suggestions that I did make that I was glad to see made it into the report was the fact that we talked about that although this report limits these areas that we

discussed, which were healthcare, public safety, and also highlighting people that are deaf-blind, there are other issues, and that is right on the front of the report. So that was really good too. And I like the report overall.

A couple of things to tweak for the future. If we can change that caption for any printing moving forward, I sure wish -- I can send Orange County a copy that has the correct caption or the correct credit.

>> GLENNA ASHTON: Okay. Thank you, Chris. John?

>> JOHN JACKSON: A couple things that I noticed on the report. On the first top paragraph, the top left of the first page where it says Florida Coordinating Council for the Deaf and Hard of Hearing, that paragraph alone is somewhat kind of hard to read.

I think I would, as far as instead of adding the words hereinafter referred to as FCCDHH, I think just in the future I would put the old, what do you call them, the brackets or whatever you call them, or put it in quotes just to save us space and make it easier to read.

When it says was initially mandated, you need to take out that word "initially" because it leads someone to believe that in reading that that things have changed, our mandate has changed. I'm not aware that our mandate has changed and it's based on statute and it has not changed.

When I read that, and I'm on the Council, the first thing I thought of did we have our mandate changed sometime after 2004 that I missed? So I would get rid of the word "initially" as well. And that's the two -- oh, oh, sorry, there was one more.

Just for a point for everyone to remember going forward, 2018 FCCDHH biennial report to Governor Ron DeSantis, the Florida Legislature, and you need to say the Florida Supreme Court and not just the Supreme Court, just to be, you know, completely, you know, accurate about it, because technically we would otherwise be sending it to Washington and not sending it to the Florida Supreme Court.

And, I mean, we know what it's about, but, you know, I'm just being a little bit -- the Florida Supreme Court is not the same as the Supreme Court, so just as an FYI on that.

>> GLENNA ASHTON: Chris?

>> JOHN JACKSON: What -- oh, I'm sorry. Lastly, and this is maybe something for Darlene to weigh on, and maybe at the next meeting, to weigh in on at the next meeting, but in the photo with Darlene, I felt like there should have been some sort of caption or something on that photo with Darlene.

I think we had the space there and I think that a little bit more, you know, some sort of explanation, frankly, of what's going on in that picture.

It looks like the picture was set up, that you see the cane and, you know, and everything, and so it was set up well that way.

But still, I think there should have been some explanation of what's going on there. Because I still don't think that people understand what is happening and being picked there and I think it's, you know, I really think we want to get the public to understand what's in that picture and what's going on, because that, you know, you have to understand -- to understand difficulties, you have to know when the difficulty is going on and you have to see it, and I really think that, you know, what deaf-blind folks go through could possibly be somewhat explained or otherwise in that picture. I just think we missed an opportunity there, so..... And, I'm sorry, that's it from me and the report.

>> GLENNA ASHTON: Okay. Thank you, John. Chris?

>> CHRIS LITTLEWOOD: Yeah, I would agree with the point about the caption for the picture of Darlene on the back. You never want to have a picture without a caption that gives some kind of description of what it is. A picture says a thousand words, but if you want to lead somebody in, explaining a little bit about the tactile signing and things like that.

Also, it might be important to mention that the person in that photo is also a council member, I think that would be a great idea.

Because it lists Darlene as a council member, but it doesn't say that that's Darlene in that picture.

So anybody that doesn't know Darlene already has no idea that she is on this Council.

The last point I wanted to make is there are some typos, grammar issues, semantics, things like that.

I don't know what the procedure is for having somebody wordsmith this as a final document, but we want to make sure that that's done.

Very specifically, in the part about public safety and emergencies, which I wrote a lot of it, but some of it was changed and I'm not sure how it came out, just like this, but it says there are still -- this is the last paragraph, about the third sentence down, it says there are still many counties in Florida that still have not implemented Text to 911, period, and then it has a 2.

>> GLENNA ASHTON: That was supposed to be a superscript, for a reference.

>> CHRIS LITTLEWOOD: Right.

>> GLENNA ASHTON: We tried to fix that and I guess we didn't catch them all.

>> CHRIS LITTLEWOOD: Right. For what it's talking about at the bottom, it looks like a regular full-size too. The superscript isn't -- has not been sized correctly.

There are some other typos, and I don't think it makes a whole lot of sense to go through everything right here, but just what is our plan? Who looks at the final document to catch things? Like I missed what John said about the Supreme Court, it should say the Florida Supreme Court. That's something that's very important. But what is --

>> SHAY CHAPMAN: Hi, it's Shay --

>> CHRIS LITTLEWOOD: -- we need to have somebody look at the whole document and is it too late if we print more or, more importantly, for the biennial report, that we put on the website, can we still make some changes to that?

>> MEGAN CALLAHAN: This is Megan. I believe Shay was about to address printing more. However, I did already place it, place the biennial report on the website, I did that basically as soon as I got it, to be able to put it on there. So what I can do is take it off for right now and whenever we get the revised version, I can put that back up.

>> JOHN JACKSON: No.

>> GLENNA ASHTON: John?

>> SHAY CHAPMAN: Hi, it's Shay. The printing costs are minimal so we're happy to make the changes and get another patch printed, especially with the year, I think that's important.

Just a reminder, as a decision that was made last -- on the last biennial report and for this biennial report, the Department has a very strict process and template for legislative reports, and the Department had given in writing -- I'll have to go back and find it -- where our Legal and our Communications Department said that they would be happy to edit the report, but we would have to put it in the format that they require at the time the Governor's Office requires biennial reports that are required by statute, and this Council at that time made a decision that they did not want the Department editing the document or putting it in a format that was required here.

So they took on the task of editing the document and finalizing and the final proof that was given to the printer.

So that was a decision made in the past. If we want to make a different decision, we're happy to do that.

>> GLENNA ASHTON: John?

>> JOHN JACKSON: A couple things. You mentioned as far as the report, I mean, is the Department of Health going to maintain their policy of a strict formatting of reports?

Because I'm having a hard time -- so they -- so they would not review our report out of a courtesy, if nothing else for us, because it didn't stay with the format? That's kind of odd to me.....

But I still, despite all that, I still think that no, let's edit our own reports, you know. I don't.... we shouldn't be having our reports edited when we're constrained in those ways. I'm sorry, it just doesn't make sense to me.

Also, I would not take the present report off the website until we get the approved one up there; it's just too valuable, I think, for those changes that need to be made, I don't think they're so egregious to take the report down.

As a Council, let's make the changes quickly and get the changes made and replace it. That's what I would advise.

>> GLENNA ASHTON: Thank you, John.

>> SHAY CHAPMAN: This is Shay to respond to John's question. I don't know when the new administration comes on at the Department, if that will change, but that was a decision I routed up and we got feedback from, I believe it was Legal, chief of staff, Alexis Lambert at that time and our Communications Department and again, they said they would be happy to edit the report, but it had to be in the format that all legislative reports are in, and the Council didn't want to move -- the approved format here is pretty bland, one-page kind of thing, so the Council chose not to move to that at that time.

>> JOHN JACKSON: Good for the Council.

[Pause].

>> GLENNA ASHTON: Cecil?

>> CECIL BRADLEY: Thank you, Glenna. This is Cecil. I just wanted to make a comment about the biennial report. I had some strong thoughts about maybe looking back to previous reports and see what the similar formats might be as far as the opening page goes.

First of all, with the cover, wrong year, they made a mistake in the sentence about the Supreme Court.

I wish we had the opportunity to lay out like previous reports and see the ones that have a similar format and see if we could, like, resolve some of the grief that we've been getting.

And, yeah.

>> GLENNA ASHTON: Okay. Thank you, Cecil.
Anyone else on the current report, or the future one? Debbe?

>> DEBBE HAGNER: Yes, this is Debbe, on page two, on page two, on the top part in the orange, it doesn't -- it doesn't go to the end of the page like the page three on the top.

[Pause].

>> DEBBE HAGNER: Does everybody see that?

>> JOHN JACKSON: Oh, I see what she's talking about. She's talking about this open -- I think Debbe's talking about this open bit of space right here [indicates].

>> DEBBE HAGNER: Yes.

>> GLENNA ASHTON: Oh, okay. You're saying like on page two, it only takes up half the space, the orange space, and page three takes up the whole space; it's kind of, like, not balanced. Is that what you're saying?

>> JOHN JACKSON: Another opportunity for a picture or something like that.

>> DEBBE HAGNER: It should be the same, like on page three, continuous. It has a line break on the middle halfway, so it should be -- it should continue across the whole page, like it is on page three.

>> GLENNA ASHTON: Okay. Thank you, Debbe.
Anyone else on the biennial report? The current one or future ones? Megan?

>> MEGAN CALLAHAN: This is Megan. I just wanted to mention that while we didn't really have time to send out the PDF version of what the printing was going to be, because we wanted to get it printed so quickly, we did have a chance to send out the final draft, and you all did submit some revisions to be made.
So I just wanted to remind everyone of that.

And what I can do is submit these changes that you all have discussed to the printing company, have them send me a proof of the revised biennial report, and send it to either everyone or to the Executive Committee for review before printing so that way everything is squared away and we see that all revisions have been made.

>> GLENNA ASHTON: Okay. We have a few that we've already mentioned, so if you go home and notice something else, send it to Megan right away.
Okay. Thank you, Megan.
Anything else?

Do we have any other topic that we want to bring up for discussion? Cecil?

>> CECIL BRADLEY: This is Cecil. I'm sorry, Chris, did you want to go first?

>> GLENNA ASHTON: Go ahead, Cecil.

>> CECIL BRADLEY: Just a brief comment that I wanted to make. In our folder, like, it's an awesome tool to have for everything meeting, I've got to say that, but I strongly suggest adding a copy of the Florida Statutes, a copy of that being added to it, because the Florida Statutes uses stronger language.

>> GLENNA ASHTON: It's there.

>> CECIL BRADLEY: No, that's the bylaws.

>> GLENNA ASHTON: In Section 1, here is the statute.

>> CECIL BRADLEY: No, it's not complete, though.

The reason why I mention it, for example, I'll read you a sentence of what it says: Okay. It says one section -- Section 5, so it's the process to instruct all of the other state agencies and to request assistance for the Council to accomplish their intended purposes.

So, it uses stronger language in the Florida Statutes than in the bylaws and it gives us more ability than we actually thought.

So we need to add that as part of the folder, we need to study the Florida Statutes again, because the language is stronger, and stronger than the bylaws for sure. I wanted to let you know.

>> GLENNA ASHTON: Okay. Megan, do you have that? So that means for Section 3, adding the full statute itself in front of the bylaws.

>> MEGAN CALLAHAN: Mmm-hmm.

>> GLENNA ASHTON: Thank you. John?

>> JOHN JACKSON: Can we move on to another thing? I ask, are we done with that particular point?

>> GLENNA ASHTON: Yes.

>> JOHN JACKSON: Well, this actually relates to the section of the statute he just read.

When we were talking about different ideas for our meetings, one thing that I was also tossing around, I may have made this suggestion and others may have made it over the years, but based on that particular part of the statute, we should be able to get assistance from the various agencies of the state, certainly the agencies that are on this Council.

But I think that we need to think broadly about what that assistance is. And as an example is what I was actually, what I've been thinking about.

More and more, you know, agencies are equipped with good-enough -- what do you -- technology that we're doing more and more VTCs, I don't remember what that stands for, but I think we all know what I'm talking about.... video conferencing.

And so we've had in the past as an agency where we have -- the Department, which has offices all over the state, including a lot of big offices around the state that are very well quipped, and in the past, we have given our facilities to other agencies, as well as other non-public entities to use.

And so I had a thought about the possibility, if we could get with one or more agencies, starting with our agencies that are on this Council, and say hey, we have these

meetings quarterly, you know, and we're reaching out to you guys for the assistance contemplated in the statute, and what we are asking for is we are asking for you, DCF or Health or maybe an agency, any agency, maybe the Department of Transportation, who also has big offices all over the place, is that we want you to open up a VTC room for two hours during one of our meetings in various parts of the state so we can also advertise to people who may want to make public comments but can't travel to wherever we're meeting, and have them appear by VTC during the public hearing.

We do a lot of very similar things at the department that I work at right now, so I'm just wondering whether or not, is it possible the Council has done this before and I'm just missing the boat, or missed the boat, or.....
I think it's something we should explore.

Even if it's a one-time shot, you know, you have to try these things to see how they work. It could be that it ends up being the same public comment, you know. Nothing, you know, nobody that we have quite often, very few, it could be a bust, basically, but I think that we should try something like that.

I think that given the statute, we should be able to get some assistance from some other agencies.
And so I just wanted to throw that out to you all.

Again, it's not necessarily something that I'm contemplating we do every meeting, it's just let's try a shot, give it a shot, and see how it goes.

If it's popular, it seems to me that the most popular time may be our February meeting when we're up here in Tallahassee, it's the hardest place to travel to, but it's also probably the time when people would most likely want to have their voice heard.

But that doesn't necessarily mean that we have to wait until next year to do it the first time. In fact, I say we give it a trial run before that.

I would even, you know, the sooner the better, try to make a goal as a Council for our August meeting or even the November meeting.

I think May might be pushing it a bit, because, you know, the May meeting will get here right after the agencies have gone through the legislative session and so we might want to approach this after the session's over, just to give a little bit of a relief to the agencies we would be reaching out to.

But the idea of doing this in our August or November meeting, you know, in a one-time trial shot to see if we get anywhere with it, I say why not? Let's explore it.

>> GLENNA ASHTON: Thank you, John. Is this VTC, it's video teleconferencing, and that means it could be visual for signers and for voice?

>> JOHN JACKSON: [Nods head].

>> CECIL BRADLEY: Almost like Zoom where you would be able to project it on the screen and see the sign language.

>> GLENNA ASHTON: Maybe --

>> JOHN JACKSON: And it could be multiple places at once. So you could have a big screen, and the way it does it, it automatically toggles from office-to-office so whatever person is talking, the technology in their office bounces them into the big screen and all the other offices, you have little screens.

So, we could have people waiting and see them on the other little screens, but when someone gets up to actually address the Council, they will be big enough to where people can see, if there's a signer with them, et cetera.

And there are probably other logistics that I'm not thinking about. Chris's head is probably spinning real fast right now. But I suspect he's been involved in things like this and so I, you know, god, if you're doing emergency operations, surely you've been involved in VTC stuff.

Any suggestions, any comments, I mean, we've got the time this morning, guys, I mean there's certainly some pitfalls and it would probably lie with the translators, and I do not have the knowledge to tell you where those may be.

But I would like to have this discussion. It seems like it's something that we could pull off without a lot of, you know, difficulty, and that it may teach the Council something.

>> GLENNA ASHTON: Yeah, we need to have space for the interpreters and for CART.

I'm thinking May, we're in Pensacola.
Chris?

>> CHRIS LITTLEWOOD: Okay. I think that VTC idea is a great idea for drawing people in.

The big concern I have is we have several times in the past had to defend why we need to meet in person. And if we open the can of worms having VTC, they're not going to understand that we would need one camera on the interpreters, we would need another camera on the captioning, or we would need to find a way to stream the captioning live and several things that would happen all at once.

It would take a lot of technical work to make that happen. I do know that from a technical perspective and a live video perspective.

Also, it wouldn't -- it would be difficult to pull more members of the public in, other than maybe public officials.

So, like I said, my big concern is that we would, again, be needing to defend ourselves why we weren't using VTC to have our meetings where we weren't meeting in person, and that's been something that we've done in the past and I don't want to have to backtrack and do that again.

>> GLENNA ASHTON: Cecil?

>> CECIL BRADLEY: Well the opportunity is there -- this is Cecil -- to work it out, but in my opinion, it requires someone from the Council to be there, too, like to say hypothetically we have the Government --

>> INTERPRETER: I'm sorry.....

>> CECIL BRADLEY: So we have FTC and we have -- we have VTC, we have a live person there, a member, an interpreter, CART there maybe, and just like Chris said, with the technology and everything is connected. We've been here in Tallahassee and we can just connect it to sign.

The place VTC, they have technical issues of some sort. If it's available, there's a possibility, too, but in my opinion, like you said, the concerns are who are you? I don't know you, I don't know this place, we're going to come in, it's strange.

FCCDHH up on top, but what does that mean? Nobody knows. So we'll introduce ourselves and say come on over, sit, and hopefully they'll have somebody to help us and assistance us there too, hopefully.

>> GLENNA ASHTON: Thank you, Cecil. John?

>> JOHN JACKSON: As far as Chris's concern, again, he's right about the history and what's happened in the past and all of that, that is something that the Council needs to take into account and again, I usually take an approach, I feel like, you know, we've got to tell the people and pull whatever strings -- hold whatever strings they hold and this is what it will be. We meet face-to-face because we, as a Council, have that right to make that decision.

Now, that being said, we don't know if the VTC thing is going to be a success or a complete flop.

So if someone wants to make that argument, I mean, I guess.... it is a chance that we would be taking -- that could bring us some more, you know, grief down the road, but, you know, I hate something like that to keep us from doing something to improve the way the Council functions.

I mean, absolutely nothing in life that's good doesn't, you know, usually come with a lot of bad stuff in the way getting to it, so.....

I mean, we've got -- we've got to be a little bit more aggressive and proactive in what we're trying to do with this Council or --

>> CECIL BRADLEY: I agree.

>> JOHN JACKSON: -- if we got our members like Mr. Ogiba going out and telling other people in the community that we don't really do anything, it's just a matter of time before that gets downtown as well, and so we've been living with that for years, but we kept going forward.

And I, you know -- and also, to be honest with you, it throws it right back in the face of the Mr. Ogibas or whatever, because what it says is, okay, you know, we don't do anything, but we're a Coordinating Council for all of your agencies and entities that you belong to. We appreciate all the announcements you give us about what you're doing, but we don't get a lot about upcoming events, what we don't get a lot about is what specifically are these agencies looking for in short-term and long-term.

You know, they can come and tell us that as well. You know, we're just not here to take, you know, party announcements and engagement announcements and whatnot, we're here to actually coordinate activities.

If we knew more about what you were doing and we had more communications and ways, then we might be able to, you know, be a more effective Council in your eyes.

But right now, you know, we also need to go back the other way and rely on our individual groups and say look, you know, we're a Coordinating Council for you. We work for you. But we need some help from you as well.

You need to get the word out and tell your membership that if you've ever thought about coming or anything, we're trying to make it easier for you so you can come.

If you don't think we do anything, come and tell us, because that's what we're here for.

We work for you and we have to, you know -- we have to, you know, accept the warts we have along with all the glorious stuff we do as well.

So, if you don't think we do anything, come and tell us that. But don't bring us just problems. Bring us some solutions too, you know? Tell us what we could do, what would make us better, because we're here for you.

>> GLENNA ASHTON: Thank you, John. Debbe's been waiting to make a comment. Debbe?

>> DEBBE HAGNER: I was wondering if we should put it in the newspaper about the Council? Like, write an article or something in the newspaper.

>> GLENNA ASHTON: Does anybody still read newspapers on paper?

[Laughter].

>> GLENNA ASHTON: Paper newspaper? Better would be articles, interviews, or something like that. Sometimes I get the feeling that people think that the Council should provide direct services, and we don't do that. Chris?

>> CHRIS LITTLEWOOD: That's the issue with when people say that we don't do anything. I'm not worried about with this VTC defending ourself against comments like Mr. Ogiba, however you say his last name, I apologize if I'm not saying that correctly, but when you say that we, as a Council, make the decision and have the right to have face-to-face meetings, we don't.

We don't have an independent budget. The decision is made by the Department of Health whether or not we meet face-to-face and things like that.

And we've had to show how difficult it would be if we did a teleconference and stuff, with including the captions and the interpreters.

And we meet so that we can be involved with the public and allow the public to come here.

We still don't have the public draw like we used to. Probably because comments are being thrown out that we're not doing anything.

And we still need to find ways to bring the public back to those meetings.

And the VTC is an idea to do that.

But what I'm saying and suggesting is because we do not have an independent budget to do that, we could wind up in a situation where we're having to defend ourselves again as to why we meet face-to-face and why we don't, as a Council, do teleconference the same to avoid the travel expenses of all the members on the Council.

That's what I'm suggesting.

[Pause].

>> GLENNA ASHTON: Thank you, Chris.

I thought we did try a phone conference and it didn't work, because we had so many communication access issues.

And even when we had just a committee meeting two or three people, it's, like, wow, iffy.

>> CHRIS LITTLEWOOD: This is Chris. We have tried and failed. When Darlene is not here, Darlene, are you on the phone?

[No response].

>> CHRIS LITTLEWOOD: She tried yesterday. I'm sure it's a real struggle when she's not involved and she's only on the telephone.

Debbe is on the phone. As a person that's deaf or hard of hearing, Debbe, is it more difficult to do this as a teleconference versus face-to-face? That's a question, Debbe.

>> DEBBE HAGNER: Um.... no, it's not a real problem for me at all, no.

>> GLENNA ASHTON: Debbe --

>> DEBBE HAGNER: Other than I do hear a lot of background noise every now and then. And sometimes it's hard to visualize what is really going on. But I'm following okay.

>> GLENNA ASHTON: Debbe, are you doing both listening and reading the CART?

>> DEBBE HAGNER: Yes.

>> GLENNA ASHTON: Megan?

>> MEGAN CALLAHAN: Cindy has her hand up.

>> GLENNA ASHTON: Okay, Cindy, go ahead, please.

>> CINDY SIMON: We've done a full council meeting in the past, we've tried one or two by teleconference, because we discussed maybe at one point when finances were a big issue doing one a year.

And there were just so many reasons why it didn't work and how difficult it was.

This, for me, this meeting has been better on the phone than most of the others. But I know when I had to switch where I was yesterday and could no longer watch on CART, it was a little bit more difficult to follow, let alone people's needs, many accommodations, and always having multiple modalities, being able to see it, hear it, read it, make such a big difference.

It really makes it difficult to even consider having full council meetings.

That's not to say that I don't agree with John.

I think that maybe if we could find a way to use technology to bring public comment in.

And that might get more.

People who are at work, people who can't get there, even people who don't realize until the last minute, they just don't realize they can come in on the chat.

But I think if we had it visually, by video, it might make a difference.

And it could make a difference for us to see them, responding to them.

So I think that would be great to be able to do.

Maybe some of the agencies in individual towns which have the technology can invite the people in locally.

>> GLENNA ASHTON: Chris, then Cecil, then John.

>> CHRIS LITTLEWOOD: I'm finished.

[Laughter].

>> GLENNA ASHTON: Okay. Cecil, go ahead. No? John, okay.

>> JOHN JACKSON: This is John. One thing, it's funny, I think that if -- if I was approached, me, by someone from the Department of Health who wanted to come up and try the old argument of well, you know, if you can pull this off, there's no reason for you guys to meet, and I'll say well, for starters, we had that argument already and you were wrong then and you're wrong now.

We're not talking about having the entire meeting VTC'd, we're talking about the public comment section being VTC'd. We understand the limitations because we live them everyday at our own meetings for members who can't get here. Your Darlene example is the best.

And one other thing I would say to them is I would say, let me ask you something: Have you been in a VTC in your normal work? Everybody, no one's deaf or hard of hearing, everyone's at work, normal VTC, and you're telling me that you don't run into technical difficulties during those VTCs? You do run into problems with VTCs, we know you do, because we do too at DCF.

But you get around them, don't you.

There are ways for you to get around them that are not available to the people, all the people on this Council.

Darlene can't just say heck with it, pick up the cell phone, and join the meeting! All of your people at your VTCs can do that. We can't do that. That's why the Council meets in person.

We understand that there will be some technical difficulties in doing the VTCs for public comments, but we're willing to live with them for the chance that any, you know, successes that come -- there's still going to be more successes than not -- we're willing to take that chance as a Council because we're trying to involve the public more in our meetings.

So, yeah, you know, you want to come back -- I mean, the same reasons now still exist that did back then when we said no, we can't do our meetings electronically all the time and the same reasons for that are going to exist in the future.

This is a separate issue. This is for public comments, to bring the public to us. We're well aware of the technical difficulties that may arise. We want to take that chance.

And if we can minimize, you know, the impact on the Department of Health by using these other agencies that are supposed to help us when we need it, then quite frankly, the Department of Health has nothing to say, it's none of their business as far as I'm concerned.

>> GLENNA ASHTON: Thank you, John. Megan?

>> SHAY CHAPMAN: Hi, this is Shay, I want to respond to John and Chris.

I know that there probably has been an issue in the past and maybe we still have some feelings about that that linger, but since I've taken over the kind of coordination on the leadership level for the Council here at the Department, I don't think that's been an issue in the last three years.

I would never think that the Council could not meet in person. I'm the biggest advocate for that, for you all here at the Department, which is why we strongly advocate each year to continue to get the budget from the Department's administrative trust fund which is not given to us by the Legislature to put it back in to ensure that we have money for the needs of the Council and for the travel and for the support position. So as long as I'm involved, I don't see that that old issue would arise again.

But I understand that people still have, you know, some lingering things about that from the past.

>> GLENNA ASHTON: Thank you, Shay. And we do appreciate you going to bat for us.

>> CHRIS LITTLEWOOD: I was going to say the same thing. I know Shay has made sure that that's been put to rest and we really appreciate that.

This issue, I'm not saying don't use VTC, I'm just saying and playing the devil's advocate that that's an issue that could pop up from an outsider.

The other thing is when we move to a location outside of Tallahassee, we run into more technical issues with WiFi and connecting to the internet and things like that, and those are going to be compounded when we try to use more of the bandwidth for VTC, so those are all things to consider.

If we were going to try that, I would suggest we try it for the first time here in Tallahassee, but then it would take additional technical support from people here.

>> DEBBE HAGNER: This is Debbie. Is there any way we can ask how the other agencies do it? Like, the -- some other organizations that is under the Department of Health or others?

[Pause].

>> CECIL BRADLEY: This is Cecil. I have a comment. The Florida Department of Education talks about VR, we have our own tech people. My unit has a lot of training using Goop (sic) meeting -- GoToMeeting, we use that a lot, it's ongoing, every three months, utilize that, and sometimes I'll connect with organizations, meetings through different organizations, we use Zoom, that's a wonderful program. Zoom is probably the most accessible, at least.... -- least technically difficult compared to the other programs. Zoom is very user friendly. Really, the problem is the more connections, the less quality. But this VTC, one or two connections shouldn't be that bad.

Like Chris said, he's right, the government maybe -- or Tallahassee, it's better to start at agency CT6, it's more friendly, more accessible compared to the local family organizations.

So it's a challenge, but like Chris said, maybe we can explore Department of Health organizations elsewhere. They're awesome, like DCF, they have awesome programs, like DCF, Emergency Management, many agencies that are willing to loan us, because the Florida State statute states they are, quote, zero with us.

They're instructed to work with us, to provide things we need. Therefore, we need to ask. There's many more we could ask, not just VTC, maybe some grant money, we could hire more staff, more tech people, IT people. The Council can do more that way.

But, again, like, the concept of a bridge, Tallahassee, Miami, Tampa, people can drive four hours to Tallahassee, one or two hours for a public forum. Nah, that's ridiculous.

Well, we need to provide heavy -- more machinery, that's the feedback. Tech -- down -- being able to download YouTube comments, you know, different ways. We need to get in touch with those people, like Ogiba, Mr. Ogiba.

>> GLENNA ASHTON: Thank you, Cecil. Anyone else? Yes, John.

>> JOHN JACKSON: [Shakes head].

>> GLENNA ASHTON: If there are no further comments, we will go ahead and take a break. It's supposed to be from 9:45-10:00, but we seem to have wrapped up, so let's take a break before we start.

I would like to discuss, and hopefully Karen will be here by then, is to discuss a possible issue with having the May meeting in Pensacola, so we'll take a break and we'll be back at 10:00 o'clock.

Remember again, the restrooms are in the café or in the building across the street.

[Break].

>> GLENNA ASHTON: For the people on the phone and in chat, we're waiting for a few more council members to come back so we can start. Thank you for waiting.

[Pause].

>> GLENNA ASHTON: Okay. We're going to go ahead and start the meeting from our break.

Megan, Shay said that she had a comment. Shay, are you on? Are you here?

>> SHAY CHAPMAN: Yes. Hi. I just wanted to go back to John's --

>> LISA (CART CAPTIONER): Excuse me, please stand by; the CART screen has frozen.

[Technical difficulties; please stand by].

>> LISA (CART CAPTIONER): My apologies, the CART streaming froze. And then it started streaming the entire morning. Okay. We are back up and ready to go.

>> SHAY CHAPMAN: Okay. This is Shay. Are you ready for me now?

>> GLENNA ASHTON: Okay, Shay, go!

[Laughter].

>> SHAY CHAPMAN: All right [laughs]. So, like I was saying, I think John's idea to try, I think it's called VTS (sic) is a good idea

and we can try that and maybe for the August meeting, it's a good chance to test out that technology, but I would put a little challenge out there to the council members that represent the different organizations for the May meeting, let's make sure we're doing everything we can to engage the individual members of the organizations that you represent and to really call upon those that are in the Pensacola area in the May meeting and invite them to the meeting, you know, make sure that we are e-mailing them or calling them or putting them in newsletters, make sure we can do all we can as council members representing the agencies there to invite them to the meeting. And have we been doing that in the past?

You know, sometimes we get stuck in the ways of doing things that we don't think -- we decided what was traditionally done, but are we doing everything we can to engage people to come to the meeting and give input?

>> GLENNA ASHTON: Okay. Thank you, Shay.
Anyone else want to add more comments or anything on this?

[No response].

>> GLENNA ASHTON: Karen is still not here but I want to talk about meeting in Pensacola. We're supposed to meet in Pensacola in May, and I'm really concerned, the hurricane went through and my son was sent there to do work because he was on the cell towers things and he said it was the worst place he's ever seen and he's been to New York and Puerto Rico and other things, and it was just flat, flattened out.

And Chris mentioned that he heard that FEMA was still hiring people to go to the Pensacola area. And what happened is when the FEMA bid contractors there, they take over the whole town, so I'm a little concerned about what the situation is going to be like, and things will not happen quickly, in a few months, so I'm just wondering if it's still feasible. Megan?

>> MEGAN CALLAHAN: This is Megan. So I know that Panama City and Mexico Beach and the areas that were really affected by it, that is correct, they are still working to try to get things up.

However, Pensacola was not affected. My brother lives in Pensacola and is a first responder in Pensacola, and from what he's told me, they weren't really that affected.

It was kind of like Tallahassee, where they might have had some cell towers that were messed up, some trees down, some power lines, but that's all been restored.

I don't know if you would want to move the meeting because maybe the surrounding areas, like I said, Panama City, Mexico Beach, I'm not quite sure how close those are in relation to Pensacola, but if you wanted to move it due to the surrounding cities still not being up and back to where they were and having FEMA still come in, that's totally up to you guys, but just so you know, Pensacola is still fine.

>> GLENNA ASHTON: So you feel confident you can find a hotel that can meet the requirements and everything or DOH or whatever?

>> MEGAN CALLAHAN: I have reached out to the travel coordinator to follow up on the proposals for the May meeting for Pensacola, and she will be getting back to me shortly, but I don't see that being an issue. I will keep you guys informed.

>> GLENNA ASHTON: The other part of the issue is the travel effort it's going to take to get there. Wow.....
John?

>> JOHN JACKSON: This is John. Another issue might be participation or at least the possibility of participation, because when we move these meetings around the state, it's really a regional meeting, so Pensacola might be good as far as our ability to go there and find a hotel, but if we really are trying to draw people in from the surrounding areas, then we do get into hurricane ravaged areas there.

So, you know, one argument is is that because of that, we're already cutting ourselves a little bit as far as possible participation.

But the other side of the coin would be that, you know, maybe one of the themes of that meeting coming up in May is the storm and maybe it needs to be advertised in such a way that, you know, how did things work for you in the storm?

You know, we see on the TV all the time about, you know, we do know that it's, you know, practically destroyed over there in certain parts of the Panhandle, we do know that there's a lot of successes being advertised over there as far as money getting in there and certain aspects of it.

But there's a very, very limited aspect that we as a Council are concerned about, and I've got to tell you, I'm not hearing a lot about our constituents and what they went through and whether or not things worked for them that well over there.

So, one side of the coin is we could be hurting ourselves for any possible public participation, but the other side is we may have an opportunity here to, you know, add a theme and actually look into something that's very important and important to the Council for the longest time.

>> GLENNA ASHTON: Chris?

>> CHRIS LITTLEWOOD: This is Chris. Advertising will be key. Maybe the way we present ourselves, like John said, how were you affected by the storm or something like that, the deaf or hard-of-hearing community, we want to know. It will be important to get that.

All of our organizations should be involved in letting people know to bring participation in, but, like I will say for people that are late-deafened adults, I don't know a whole lot of people in the Panhandle. I don't know anybody in the Panhandle area that's a late-deafened adult.

One of the very important things is some very regular advertising and public notice to come from Megan and out of the Program Office, to go to, like, FAD very early, as soon

as we know where the hotel is going to be, and then a reminder a short time before we actually have the meeting.

I know it's a difficult time -- thing to travel to Pensacola, but I think it's a prime time to do that.

I mean, we just had Hurricane Michael go up and hit there and unofficially, I did hear a lot of problems that happened for people that are deaf or hard of hearing. There were people that were displaced, that were moved down towards Central Florida and there were problems getting FEMA response and things like that.

And just for clarification, I did not say FEMA people were being hired, I said that there was a lot of change in how FEMA personnel was being deployed.

I had a very hard time getting contact people so that I could help put them in touch.

We have an independent living center in Largo, Florida that worked a lot with people that have disabilities or access and functional needs, not only people that are deaf or hard of hearing, but some of those people were included in that.

At one time, there was a shelter opened in Pasco County where there were over 50 people with disabilities or access some functional needs within that shelter that evacuated from the Panhandle area.

There was a problem finding a more permanent place where they wanted to shut the shelter down, but one person's home/apartment, whatever, was completely destroyed.

I did also hear a lot of, again, unofficial comments where people's housing was no longer liveable and they were being asked to move because of that, and there was a lot of problems with communication access.

There was also rumors that there were interpreters that were asked to volunteer and not be paid, and I always have a problem with that.

So, there are a lot of things that were very concerning that happened in this emergency, this disaster, and I think it's a prime time for us to go to the Panhandle and listen.

It's been at least six years since we've been to Pensacola and I think it's very important that we go back.

I think it's very important that we do a lot of advertising and try to get that going early. A lot of that has to come from Megan.

We should also follow-up and do that ourselves and reminders for Megan to do that would be appreciated.

>> GLENNA ASHTON: Megan? Did you have your hand?

>> MEGAN CALLAHAN: This is Megan, I have a couple things. First of all, Cindy wrote in the chat, we don't get there that often and we do want to potential get to everyone. These individuals need to know we "see" them and we care, regardless of

where they live.

And the second thing is that it sounds like we definitely want to head to Pensacola. It's been a while since the Council has been there.

Also, with the storm that came through to Pensacola, all of that.

What I can do on my end and the Department's end is create kind of a save the date, so it would be an informal public comment notice that I can send out saying that we still have the location to be determined, but if you are an individual who is deaf or hard of hearing or late-deafened or deaf-blind and has been affected by this storm, please come to this meeting, we want to hear from you, kind of thing.

I mean, it won't have anything about the presenters that we may have because we're still not sure if we would have those, it won't have the specifics like that, but I can at least send out a save the date saying we want to hear from you all.

That should at least give, you know, somewhat notice. I can do that next week. That should be able to give plenty of time, and that can go to your organizations as well. And then once we get the agenda set in place or at least the presenters, I can send out the formal public comment notice.

>> GLENNA ASHTON: Okay. Thank you, Megan. John?

>> JOHN JACKSON: I think Chris just gave us every reason that we need to be in Pensacola. And I think that he definitely showed that that side of the coin is the one we need to go with.

But you said something very interesting, Chris, that I think really hits on what this Council is about and what you said, Chris, is "I have heard unofficially." Well, we are the "officially" and we need to get over there and we need to officially hear this stuff, because if it comes to us, you know, it is officially heard, and so I am all for Pensacola, I hope we keep with that plan.

>> GLENNA ASHTON: Okay. Chris? Thank you.

>> CHRIS LITTLEWOOD: I just want to say, it's a huge pain for me as a Central Florida guy to travel seven-plus hours to Pensacola. But I will do it and I will make sure that I am there and I really want to see that every council member as possible not participate on the phone, but we want them to see our faces. I think that's really important for us to do that.

>> GLENNA ASHTON: Cecil?

>> CECIL BRADLEY: This is Cecil, I agree about Pensacola and hopefully the people in Panama City will be able to drive over. I know they've had a lot of issues and money is tight, but for them to be able to get over there and get what they need, I know that for them to drive, they're going to see a whole bunch of destruction from between here and there, you'll see a lot of the windfall, a lot of the damage along the highway, and it's a pretty powerful image, it was a very powerful hurricane.

[Mary Hodges enters room].

>> CECIL BRADLEY: But I'm concerned with the area and the hotel, because, like, with the destruction, I don't know with so many people being able to be at the hotel, will there be enough rooms available? We'd have to check with Megan on that.

>> MEGAN CALLAHAN: That's why I was saying, I checked with the travel coordinator and once I get an update on the proposals for the hotel, because they have a certain number that we require for our group block of rooms every meeting, and so once I get those proposals or if she comes back and says unfortunately due to the storm there are no hotels that can accommodate, then I will let you all know and we will decide very quickly on another location.

Because of that, do we want to think of a backup location? So if she comes back and says that, I can say okay, here's what we're looking into now?

>> GLENNA ASHTON: Thank you, that's what I was thinking, if the hotel doesn't work out in Pensacola, because it's not enough time to cover by May, to have a backup location, where would you suggest as a backup location? Debra?

>> DEBRA KNOX: This is Debra. I'm actually wondering if we want to consider if we can't go to Pensacola, if we were to come back to Tallahassee. And the reason why I'm saying that is because Panama City is not as far to get here as it is to even Pensacola. And if we were to put out notices that we were really interested in, you know, those effects of individuals who, you know, were affected by the storm and had challenges with access and communication, maybe it's not a bad idea to come back to Tallahassee for that reason.

>> GLENNA ASHTON: Chris?

>> CHRIS LITTLEWOOD: This is Chris. I agree with that, that's a good idea. But I would also say if we have to move away from Pensacola, we need to go back there soon.
So maybe push it out to the August meeting, if that has to happen.
We can't bail on the Panhandle. It's been a long time since we've been there.

>> GLENNA ASHTON: August we're planned for where? Daytona Beach?

>> MEGAN CALLAHAN: Yes.

>> GLENNA ASHTON: And November is planned for where? Anybody know November?

>> MEGAN CALLAHAN: I think we discussed it during the last meeting, but I think we may have only determined that it would be in the South Florida area.

>> GLENNA ASHTON: Oh, okay.

>> MEGAN CALLAHAN: I don't think we determined exactly where.

>> GLENNA ASHTON: John?

>> JOHN JACKSON: I think this is something we should keep open for this particular trip, and I think let's not forget that where we stay in a hotel is not necessarily where the meeting has to be.

>> DEBRA KNOX: Okay.

>> JOHN JACKSON: And we could always, as a Council, limit the hour of travel time for the days, we could stay in Tallahassee and drive to Panama City or Panama City Beach, if they have places down there, Panama City Beach didn't get as near the damage as Panama City did. We can think about that. Instead of starting the meeting at 9:00 a.m., we start at 10:00 a.m., we get together in Tallahassee and drive down to the meeting and drive back.

I mean, I really like the idea of focusing on the hurricane here. We are talking about the difficulties of people that need this the most, being able to get to us. Is there a way that we can get to them? It doesn't necessarily mean that we have to be sheltered -- that's a bad word to use in this term -- but lodging of where the meeting actually is.

Because, I think, you know, you want exposure for the Council, you know, to tell everyone we're coming down, we're going to be there, you know. It doesn't necessarily -- I mean, it makes it a little harder on council members as far as travel and everything else, you know, you drive all these hours, but the same thing could be had, we're flying into Mobile, Alabama and stay in Mobile, Alabama and probably fly to Mobile a lot easier than Pensacola and then drive one hour west -- or east to get to Pensacola for the meeting.

I don't know what the rules are around that, why we wouldn't be able to do something or pull something off like that.

I'm just throwing this all out there, that we do have other options if we really want to have this kind of meeting and don't think that we are lodging in where we have the meeting necessarily has to be very close to each other.

>> GLENNA ASHTON: Okay. Thank you, John. Mary?

>> MARY HODGES: Good morning. I would like to offer up that we could possibly ask the area agency on aging that's located in Pensacola if they would be willing to allow us to have the meetings at their location? If they have nothing scheduled, I'm sure they would be happy to have us.

>> GLENNA ASHTON: And so we'll check out the hotel and we'll check out not just the hotel, but agency locations for meeting and we'll try all different possibilities to make it there. So we have a lot of different options and ideas. So thank you. Cecil, then Megan.

>> CECIL BRADLEY: Just a quick comment on what John had to say. I was a little bit concerned about the idea of going from Tallahassee and then commuting over there.

What about the interpreters and the CART and, like, do we have to have, like, a whole bunch of people in the back trying to type and, like, the interpreters trying to video interpret along the way to Pensacola?

[Laughter].

>> CECIL BRADLEY: How do we do that? How would we work that out?

>> GLENNA ASHTON: Megan?

>> MEGAN CALLAHAN: This is Megan, just a couple of things in the CART chat.

Debbe has a comment and Cindy mentioned but August could be hurricane, when we were talking about South Florida for August or Daytona Beach if we had to move the Daytona Beach location to Pensacola.

[Pause].

>> GLENNA ASHTON: Debbe?

>> DEBBE HAGNER: This is Debbe. I was wondering if we can somehow contact every related deaf and hard-of-hearing/deaf-blind organization, if we can provide them somehow with transportation to come to our meetings somehow? Maybe some of them don't have cars or some other way.

We need to find out what agencies or what other deaf clubs are there and get the word out, through newspaper, Facebook, everything, social media.

[Pause].

>> GLENNA ASHTON: Thank you, Debbe.
We know the dates, we know the location. There's no reason why we can't get the word out early and say, you know, further information later on.

[Pause].

>> GLENNA ASHTON: Anything else on the May Pensacola meeting?

>> CECIL BRADLEY: This is Cecil, I would like to flip the locations.

>> GLENNA ASHTON: Yeah, I think it's good to try to have it in May, because Pensacola and na area is just recovering and May is just before the start of the next hurricane season, so by being there in May, we can maybe keep the people aware of their needs with their agencies and so forth. I don't know....

[Pause].

>> GLENNA ASHTON: Okay. So we -- it's now 10:30, and we will have public comments from 11:00-12:00, so.....

We're open for discussion for anything that you want to discuss or bring up. Mary?

>> MARY HODGES: What are the May meeting dates?

>> MEGAN CALLAHAN: This is Megan. The May meeting dates are May 9-10.

I can send up -- I can send out an e-mail to everyone of the locations and dates that I have so far for the meeting -- for meetings for 2019.

>> MARY HODGES: And Megan, if it turns out that we do want to plan for Pensacola, and you do want to look at an alternative location for the meeting, the actual meeting, I'll need to know at least a couple months to communicate with the AAA.

>> MEGAN CALLAHAN: Okay. The travel coordinator can get back with me shortly and if she's having problems with finding a hotel and a meeting location within the hotel, if that's been an issue, I'll let her know we've been looking into other options and I'll let you know.

>> MARY HODGES: Thank you.

>> MEGAN CALLAHAN: Mmm-hmm.

>> GLENNA ASHTON: Okay. Thank you.

[Pause].

>> GLENNA ASHTON: The floor is open to discuss whatever you want. Chris?

>> CHRIS LITTLEWOOD: This is Chris. I didn't get a chance to share yesterday, but one of the things that I've done with St. Petersburg College is I had the opportunity to go to Orange County and speak before approximately 50 public information officers and Central Florida emergency management people about the needs of people that are deaf or hard of hearing.

So, I continue to get that word out. Let the people know about the Council. That's part of what I did in that discussion.

But it was a great discussion and got a lot of feedback.

I also had the pleasure of meeting Master Deputy Brigham, the gentleman that was in the Text to 911 signing video. His father -- he is a CODA, his father is deaf and he said he's a pretty strong advocate in that area, so it was really an awesome opportunity.

And Orange County is really ahead of the curve for making sure that people that needs communication access have it, so they were one of the first groups to have Texting to 911 and also put out the marketing video, so it was pretty cool to work with them.

>> GLENNA ASHTON: Thank you, Chris.

In Boynton Beach, the city in Palm Beach County has a huge of deaf senior individuals living in developments around there, the last time we counted, almost over 100 -- from New York, New Jersey, Maryland, so the city took notice and got involved and the

person that was responsible for ADA compliance, she's been really reaching out, and every time the city has, the city makes sure they provide interpreters, they have meetings with the Boynton Beach residents and it's really been good and I hope it's been shared from Boynton Beach to other cities.

I wanted to share what happened to me when I flew here.

When I flew, I got my ticket online and online they have a button where you click on it if you need wheelchairs or you're blind or you're deaf or hard of hearing. I've always clicked on deaf or hard of hearing and nothing ever happens or whatever, and now I'm realizing maybe something did happen and I just never heard my name at all [chuckles].

So I flew from Palm Beach to Atlanta, almost nothing goes direct here. And I have a habit when I travel by myself, I sit near the agent's desk so I can watch them, and most of the time it fails, because they cover their mouths completely with the mic, and it's, like, whatever.....

But sometimes I'm right there and I can lip read from the side or something like that.

And most of the time it's useless and I still don't understand. It takes a while, I can catch a few words here and there.

And in Atlanta, it's a very busy airport, but that area, somehow it was a little bit quieter, I don't know why, and I'm sitting there and I just happened to turn around and look at the agent and he happened to not have the mic right in his face and he said my name. I was shocked! That's my name!

So I went up and I said well.... and he said.... and he said how can I help you? I said I'm fine, because that particular day, they had a pillar where you line up for first class and you line up where the -- they're plugging in people and I said okay, I'll line up there.

And the first thing I said was uh.... you know, announcing names doesn't work. If a deaf person is there, they will not hear their names. If a hard-of-hearing person would not understand and it was just lucky I happened to catch it. That doesn't work, announcing the name! You should have a sign and I'm fussing at him! And he goes no, no, let me help you.

My seat was, like, 24A or whatever. He gave me a seat for 10A and I said oh, okay, thank you. And I went on [laughs].

But it was really weird. There's still not an understanding of how to deal with deaf and hard of hearing.

I've heard stories from other deaf and hard-of-hearing people, they will bring a chair for them. [Chuckles] so.....

But that was my first time. And most of the time what deaf people do is they just go up and tell them that they're deaf and they get to get on before the group gets on. We'll see what happens when I go home. Do I get a nice seat again?

[Laughter].

>> CECIL BRADLEY: This is Cecil. Like sometimes you know there's a few airlines

that has a sign that will announce which group will be able to board, but sometimes they don't, I have to guess when I see, like, which line is going in, and then I try to follow along and then I'm, like, oops, so I didn't know and they say yeah, go ahead, and they say yeah, no problem, so....

>> GLENNA ASHTON: I know a lot of deaf people, they should go right up and tell them and they go right in, with the children and with the wheelchairs and all of that ahead of the group.
I do sometimes if I feel like it. Other times I'm not in a real hurry. No, I'm not going to join the cattle line.

[Pause].

>> GLENNA ASHTON: I guess Karen's meeting is not going smoothly, and it was done in an hour. Yesterday it seemed like it was going smoothly, but I don't know if it's going smoothly today.

[Pause].

>> CECIL BRADLEY: Okay. I have a question for the Council. And Glenna or Shay or whoever can answer, but I'm curious: Can the Council go, like, one step further as far as technology is concerned? Can we allow people to be able to connect to maybe for Zoom to connect for those who can't be here? That way they can be connected visually using sign or speaking for themselves?

Is it possible to connect with the Zoom? Because we have the CART capability, we have the chat. Can we go one step further and add, like, webcam for it?

It's just a thought. I mean, like, to be able to have the icon or people like maybe Debra or Karen who's not here.

>> GLENNA ASHTON: I know a lot of deaf organizations like using Zoom because it works well for them. DOH would need an account with Zoom and then we could use it. Debra?

>> DEBRA KNOX: I've used -- this is Debra -- I've used Zoom several times. The one challenge that I note -- I think it's a good idea. The one challenge is the individual on their own computer will be in the camera's view, so we will all see them, but in order for that person to see all of us, there would have to be a camera that then we would have to move to individual people, unless there's one camera that is posted, you know, kind of where every -- because the visuals will not go both ways.

>> CECIL BRADLEY: It's true, they would have to come up to one place to present, for sure.

>> CHRIS LITTLEWOOD: I'm curious how they use that [indicates] for video here in this room?

>> MEGAN CALLAHAN: This is Megan. I think we tried using that or turned it on one time, like, the first Tallahassee meeting that I was here, just to see what it did.

And I think it projected onto that project screen that comes down and it was backwards. The picture was backwards. Or it was something weird with that.

I could be wrong, they could have changed it since then, but I think we tested it out, like, maybe three years ago, 2½, three years ago, something like that, and the picture was flipped.

[Pause].

>> GLENNA ASHTON: It's a question we can ask our AV, LaShay, about, from his experience, whether this kind of thing can work?

>> CECIL BRADLEY: It's worth asking.

>> LaSHAY: Give it a try. What's going on?

[Laughter].

>> GLENNA ASHTON: Could we combine everything that we're using here for AV, could we also add in Zoom?

>> LaSHAY: Add in Zoom? A recorder?

>> MEGAN CALLAHAN: It's like a video conferencing, kind of like Skype, but more advanced.

>> LaSHAY: Oh, I've never heard of that one.

[Pause].

>> GLENNA ASHTON: Okay. So maybe we'll check --

>> CECIL BRADLEY: Also the other option is -- sorry, this is Cecil -- like GoToMeeting, if we're going to trainings, for the State to use it, they do use it, and it works pretty well, so....

>> GLENNA ASHTON: Okay. So Shay? Do you know what DOH uses? Zoom, GoTo or whatever?

>> MEGAN CALLAHAN: This is Megan, I believe Shay had to take a call, I don't believe she can answer right now, but she said we can try out Zoom. And Cindy said in the chat: Would VEESEE work? V-E-E-S-E-E.

>> GLENNA ASHTON: Okay. So, Megan, you can maybe check with Shay and see what we can use from DOH to get an account.

>> MEGAN CALLAHAN: Okay.

>> GLENNA ASHTON: Under DOH with everything and use it wherever we meet and check on that.

Debra?

>> DEBRA KNOX: Well the other thing that would be helpful, if we're going to use Zoom and you have your own iPad or laptop, bring it with you and as you're sitting at the meeting, if you have it up, then the people who are on the screen and participating at a distance would be able, if we're all logged into Zoom at the same time, then they would also see us individually, we wouldn't have to necessarily have a different webcam set up, it would be -- you would access individually.
So it's just another layer of technology.

>> MEGAN CALLAHAN: This is Megan. Cindy wrote in the chat: We've done meetings via VSEE. And she said it is HIPAA compliant.

[Pause].

>> GLENNA ASHTON: All right. Any other comments related to adding another layer of technology? Online meeting technology?

[No response].

>> GLENNA ASHTON: Does anyone have any thoughts --

>> DEBBE HAGNER: This is Debbe.

>> GLENNA ASHTON: Debbe, yes?

>> DEBBE HAGNER: I know there is Google Hangout.

>> GLENNA ASHTON: I think they're phasing that out. I think Google is going to stop that.

>> DEBBE HAGNER: Oh, I didn't know that. Hmm....

>> GLENNA ASHTON: I got an e-mail warning me that they were going to stop it.

>> DEBBE HAGNER: I thought they said they were stopping Google Plus or something like that, not Google Hangout.

>> GLENNA ASHTON: Oh, it could be, yeah, okay.

[Pause].

>> GLENNA ASHTON: So.... where are you going for lunch?

[Laughter].

>> GLENNA ASHTON: Debra?

>> DEBRA KNOX: I was just looking at some websites today, following up on how the Council is connected to some other state agencies.

So one thought that I had is possibly Department of Children and Families does have a section on their website that says for deaf and hard of hearing and it does have resources on there, but I thought maybe Megan could work to try to see if we could get the Council's link for their website on that as resources, because there may be additional resources that we might have that are not on that link.

And even on the Elder Affairs website as well, there's a lot of information, but I just thought, you know, that's another access point where people might be able to find information that they need.

>> MARY HODGES: Very good.

[Pause].

>> GLENNA ASHTON: Thank you, Debra.
There's something that we did work on a little bit before, trying to figure out other places to link to our website, but that has to be an ongoing thing.
John?

>> JOHN JACKSON: One more break before public comment?

>> DEBRA KNOX: Since we have to go so far!

>> GLENNA ASHTON: Yeah, we can do that, have a break before the public comment, so we'll take another break and we'll meet at 11:00 o'clock and be ready for public comment.

[Break].

>> GLENNA ASHTON: Okay. Okay. We will start the meeting again. It is now time for public comment. Is there anyone in the room or on the phone or on CART chat that would like to make public comment?

[No response].

>> GLENNA ASHTON: Where's the "Jeopardy" music?

[Laughter].
[Pause].

>> GLENNA ASHTON: Chris?

>> CHRIS LITTLEWOOD: I make a motion we take a break until 11:15.

[Laughter].

>> JOHN JACKSON: [Raises hand].

>> GLENNA ASHTON: John seconds.

[Laughter].

>> GLENNA ASHTON: Megan?

>> MEGAN CALLAHAN: Real quick. A couple of things on CART chat. Shay says she has to be on another call at 11:00 and says we are happy to explore Zoom technology and purchase webcams for council members who need them.

And Debbe said thank you for mailing the meeting stuff in the mail. Oh, you're welcome, Debbe!

>> GLENNA ASHTON: In thinking about the next meeting, I would like to not have public comment at all on Friday, because it really interferes with being able to travel.

For example, in Pensacola, I would have to fly so, you know, I don't know what time I would have to fly out, so I would like not to have public comment on Friday so that we have some flexibility for travel issues.

Debra?

>> DEBRA KNOX: I second that.

[Laughter].

>> CHRIS LITTLEWOOD: This is Chris. I third that.

[Laughter].

>> GLENNA ASHTON: Megan?

>> MEGAN CALLAHAN: This is Megan. Just as a reminder, if in the future, Karen wants to schedule public comment again from 11:00 to noon, because we do have to stay here, I don't believe that all council members have to stay, there just has to be one present or some present, so if you do have some travel obligations, you know, I mean.... if you have to get on a flight, you can't find another one, then that's totally understandable.

However, I'm sure you all want to be here for public comment if any is submitted.

>> GLENNA ASHTON: We tried this public comment at different times and so far it has not helped to make a difference, so we need to revisit that issue of when to do, when and how to do public comment.

Chris?

>> CHRIS LITTLEWOOD: That's a nice idea as far as some of us leaving early or whatever, but it really wouldn't be fair, in theory, if somebody were to show up at 11:55 and want to make a quick comment to one person or to two people. We shouldn't do that.

So, I think the idea of having multiple public comment sessions is a good idea, we

should probably just avoid the latter part, if not Friday entirely. Maybe just have it from 11:30-11:45 on Thursday and then from, you know, 4:30-5:30 on Friday (sic) or something like that.

>> GLENNA ASHTON: 4:30-5:30 on Friday? You mean Thursday?

>> MEGAN CALLAHAN: I like the idea of also keeping it -- I like the multiple times as well. And Thursday, like you were saying, if we did 4:30-5:30 or even 4:00-5:00, that works well also, but at your discretion, whatever you guys want to prefer.

>> JOHN JACKSON: The 5-6 helps people working late. But the late on Friday, take it off.

I like the addition in the morning as well.

>> GLENNA ASHTON: Cecil?

>> CECIL BRADLEY: This is Cecil, I can remember a few years ago, it was a host night 6:00-8:00 time slot and there was a good crowd, and a few instances for that, so we'll see.....

I mean, 5:00-7:00 may be a good idea, but, like, driving from work and dealing with family and taking care of home responsibilities and then coming here, I don't know if we need to revisit the 6:00-8:00 p.m. in the future, but maybe for a big city like Miami, Fort Lauderdale, West Palm Beach, Tampa, 6:00-8:00 could draw a crowd. Something to think about maybe in the future.

>> GLENNA ASHTON: If we hosted, like, 6:00-8:00, we could provide food and that would definitely have people to come, and it ties with the idea that I wanted to do a mini-expo thing and that could draw people, so that's an idea out there. Mary?

>> MARY HODGES: Glenna, that actually goes with some of my thoughts in regard to the way these meetings are published and public comment, you know, I mean, people don't really.... and then where they're published and who reads it and the awareness that we're doing it.

I think if we work with the entities that, like, some of the groups in the areas where we're going to meet and let them know that during a special time, invite people who may have concerns or issues to discuss, not just publishing it and leaving it alone.

If they read it, they may not remember or the right people may not be reading the notice, so I'm not sure if we're reaching folks that actually want to be heard or need to be heard.

>> GLENNA ASHTON: The other thing is -- thank you, Mary -- the other thing is that Facebook, you know, they have a way to set up an event and people can respond if they're coming or not or maybe we can take advantage of using that, more and more people may use that Facebook invitation and maybe that would help. I don't know.

>> MEGAN CALLAHAN: Karen said court just ended, headed over now.

[Laughter].

>> DEBRA KNOX: She'll make it by 12:00.

>> JOHN JACKSON: Anybody know what court she was in?

>> DEBRA KNOX: I think it was online.

>> JOHN JACKSON: Oh, okay.

>> DEBRA KNOX: Tick-tock.

>> GLENNA ASHTON: John?

>> JOHN JACKSON: Ten-minute break to prepare for Karen's arrival?

[Laughter].

>> DEBRA KNOX: 15?

[Laughter].

>> CECIL BRADLEY: Are we supposed to have a public comment check? Maybe, like -- I know it's 11:00-12:00 today. Has anybody connected via the chat? Maybe 11:15 we check it again?

>> GLENNA ASHTON: Again, is there anyone in the room, on the conference call, or in the chat that wants to make public comment?

[No response].

>> MEGAN CALLAHAN: Karen asks if there will be a red carpet for her when she gets here.

[Laughter].

>> JOHN JACKSON: Respond and tell her flower petals.

>> CECIL BRADLEY: It will be full of holes.

[Laughter].

>> GLENNA ASHTON: With Pensacola, does anyone actually know any deaf or hard-of-hearing people that live in Pensacola or in that area? I mean, I know people in Alabama, but that doesn't count. Does anyone actually know deaf and hard-of-hearing people there?

I mean, I only know one interpreter -- no, two interpreters. I don't know.....
Megan?

>> MEGAN CALLAHAN: Not that I know any deaf or hard-of-hearing people but however, my soon to be sister-in-law is a nurse and works at a nursing home, there might be some there and I will ask her if any of them would like to join, but that's all I can think of.

>> GLENNA ASHTON: Okay. John?

>> JOHN JACKSON: I don't think I attended the last Pensacola meeting, but the Pensacola meeting before that, I did attend, I think, unless there wasn't one in-between.

There was a gentleman who showed up at that meeting, but he also traveled to a couple of our Tallahassee meetings over here as well. And I can't remember his name, but, I mean.... there you go....

>> GLENNA ASHTON: That was a preacher, Mark --

>> CECIL BRADLEY: He is an advocate, yes.

>> GLENNA ASHTON: He came here, yeah, he's the advocate for deaf people in prison and he came here to Tallahassee and he lived out there, out west.

>> CECIL BRADLEY: And maybe Panama City, in that area?

>> GLENNA ASHTON: Yes, Panama City, so....

>> CECIL BRADLEY: Destin or Panama City.

Megan, do you think there are a couple of contacts, maybe CIL over there, and then it's a very small operation that.... that we may be able to get in contact with.

But I think there's also -- do you think maybe some other people may be in that area? I'm not exactly sure if we know.

>> GLENNA ASHTON: It would be nice if one of the bills that's related to interpreters on TV for emergency, if that passed, Pensacola would be a great place to announce that. It would pass in March, so by May, it may be old news, or whatever.

>> MEGAN CALLAHAN: Debbe has a comment.

>> DEBBE HAGNER: Yeah, this is Debbe. I know that one of our ALDA member, a HLAA member, used to live in Pensacola. I can reach out to her and ask her what she knows, if there's any way to contact her friends that she knows of in Pensacola.

>> GLENNA ASHTON: Okay. Thanks, Debbe.
Debra?

>> DEBRA KNOX: I know that there is a Florida A.G. Bell member that I've been in contact with recently who is in the Pensacola area, she's the mother of a 3-year-old who has hearing loss. I can reach out to her.

>> GLENNA ASHTON: I think with Pensacola, it probably would be critical we try to reach out to people individually, with it being such a small area.

The larger area, we kind of assume they'll come, and it will work, so maybe we should do that with all locations, to reach out personally to people and start that, with Pensacola, with it being a really small area.

>> CHRIS LITTLEWOOD: I was just going to say, a lot what have I was talking about, about the unofficial comments, came from the Center of Independent Living that I work with in my area and I did ask them to come and make official comments at our Sarasota meeting in November, and they were not able to show up for that.

So, hopefully, like Debbe just said, we can reach out to some people that are friends of friends in Pensacola and things like that.

The other thing that's going to be very important is getting out the public notice as soon as possible. Finalizing the travel stuff. And e-blasting it out from the Program Office as much as possible.

>> GLENNA ASHTON: Thanks, Chris. We can do a save the date because we know the location and the days, but we just have to -- we have to let them know and send more information for exact hotels, meeting location.

>> CECIL BRADLEY: This is Cecil. I wanted to add that we could contact one of the consumers in the Panama City area, they were forced to move to live with their family due to the damage in Panama City, but they're a very strong advocate, they motivate the area.

Mark and the other people can contact them and see if they could, like, maybe share that information with him or the friends in the area and see if that's a possibility.

[Pause].

>> DEBBE HAGNER: This is Debbe. I plan to attend that meeting in May.

>> GLENNA ASHTON: May is when we have the annual elections for chair and vice chair also.

[Pause].

>> CECIL BRADLEY: You're going to be elected to be a chairperson.

[Laughter].

>> JOHN JACKSON: Can't! Can't!

[Pause].

>> GLENNA ASHTON: I was here -- because I was here, I couldn't go, but I think it was either Wednesday night or Thursday night, I don't remember which night, but Marlee Matlin came to Broward County/Fort Lauderdale area and several deaf people went there and they have all been sending me pictures of them posing with her. They

said nothing about what she talked about, just the pictures.

[Laughter].

>> GLENNA ASHTON: But Marlee Matlin was there!

>> CECIL BRADLEY: This is Cecil. I want to clarify. A little criticism related to the election.

It said that there's no restrictions as far as a chairperson goes, if John or I would prefer not to, there's no strict guideline, no prohibition.

>> DEBRA KNOX: [Laughs].

>> CECIL BRADLEY: As far as the representative goes, so....

>> GLENNA ASHTON: Right, there's no restriction on who could be chair or vice chair, but it's sort of become tradition to try to have a deaf or hard-of-hearing person either as chair or vice chair.

[Pause].

>> GLENNA ASHTON: Are you aware of the daily moth? The daily moth is a new video music done everyday with a video of them signing with a full transcript of what he was signing and what he does is gives a summary of what's going on in the international/national news and then at the end, the Deaf World News, it's very popular, and sometimes it's five minutes, ten minutes, sometimes it's longer, but it helps the Deaf signers to be aware of what's going on in the world.

>> CHRIS LITTLEWOOD: Maybe my reception is improving, but I'm remembering that it's also captioned.

>> GLENNA ASHTON: Yes, it's.... I don't remember. Is it captioned every time?

>> CHRIS LITTLEWOOD: He signs, but I was thinking that it's not only a transcript.

>> GLENNA ASHTON: I can't remember. But he's a very clear signer, very clear signer. The man himself is based in Austin, Texas, but he's from a very large Deaf family in St. Augustine.

>> CECIL BRADLEY: I know his father, yeah, I know his dad very well.

>> GLENNA ASHTON: And there's been changes in ASL programs and interpreter training programs, and before Florida has several community college interpreting training programs and now that number has been going down.

Also community colleges, St. Petersburg Community College no longer has an interpreter training program, but in Orlando and Miami-Dade College still has some.

I can't think who else.... but there's two BA/BS degrees at UNF and USF.

And there is another thing that's going down and it's becoming a struggle, because, like, USF used to have a Deaf educator teacher program, but no more. And St. Augustine is the one only that does a -- that has an educator training program.
Megan?

>> MEGAN CALLAHAN: Debbe has a comment.

>> GLENNA ASHTON: Debbe?

>> DEBBE HAGNER: Too bad we didn't invite that guy from moth/mammoth to come to the council meeting. Maybe we need to invite some celebrity, like Marlee Matlin or some other celebrity and ask them to -- and that might draw some people to come.

>> GLENNA ASHTON: That goes along with the idea when we talk about having some kind of event day instead of a quarterly meeting. No matter what we discuss, an event day, whether it's an expo, invite someone, all of that takes a lot of planning and money, so....

[Pause].

>> CECIL BRADLEY: I had another topic a little bit different. On the list of members for the Council, one is related to member representatives of the DSC organization or agency. I mean, we have a few independent centers, but, like, I don't know as far as, like, the DSC agency, is it still alive and breathing? Or have the numbers gone down?

>> GLENNA ASHTON: Yeah, Peggy Brown, I think she's a --

>> CECIL BRADLEY: There's no link, no agency website.

>> GLENNA ASHTON: Like we said yesterday, I got an actual name of a real person in the Appointment Office, so I plan to e-mail her and tell her I know the name of the person that applied for a hearing aid specialist, I know FAD has had an application, I forgot the name, and I'm pretty sure that Peggy Brown said that she was going to apply, so maybe she didn't.

When I go home, I'll contact those three and make sure they did the application and they're sitting there waiting and to contact the Appointment Office and say hey, we have three names, let's move!

>> CECIL BRADLEY: But my question really is, like, has the organization -- as a whole, like, there are a few centers connected under one agency? That's my question.

>> GLENNA ASHTON: The answer I got from Peggy Brown when we met -- where was that? In West Palm Beach, it was still alive, yes. There was only a few centers.

>> CECIL BRADLEY: But there website isn't there anymore.

>> GLENNA ASHTON: Maybe they're revising it. Chris?

>> CHRIS LITTLEWOOD: Just back to your point about council members or

appointment/reappointment, I did complete my reappointment application in July and then it was pretty much stagnant because of the election and the new Governor, so it might be important for us to reach out and say now that the new Governor's in office, is that going to take place and are official reappointments going to happen?

Other vacancies, we might look into getting people to apply for those positions so we can get back to a full membership.

>> GLENNA ASHTON: Yeah. I'm looking at the list. CART, I have no idea who to ask for CART. I think I did talk with somebody in the Tampa area, I forgot. She was, like, eh...ehh....

Deaf Service Center, I'll contact Peggy Brown about that.

Licensed hearing aid, she sent her application, she called and nothing happened.

Parent of a child with hearing loss.

I did ask one, it was a deaf parent with six girls, and that covered the whole range from hearing to deaf, she has hearing, hard of hearing, deaf, all of it, and different education settings, I'll ask her again.

[Pause].

>> GLENNA ASHTON: I'll put that on my to-do list.

[Pause].

>> CHRIS LITTLEWOOD: This is Chris. I need to depart because of my long drive and some commitments I have this evening. Hopefully I can push past all the people here for public comment.

[Laughter].

>> CHRIS LITTLEWOOD: So safe travel homes to everybody and I hope to see everybody at the May meeting.

[Karen Goldberg enters room].

>> GLENNA ASHTON: And there's Karen! Yay!

>> KAREN GOLDBERG: Good morning. I apologize for my delay. I was following along on chat.

[Pause].

>> KAREN GOLDBERG: Yes?

>> CECIL BRADLEY: Okay. This is Cecil. On the biennial report, on the back there's a column with the list of the council members. However, we need to split it into two parts. We have council support, but not members. And maybe for Megan, Shay, and Shayla, maybe they can be added as council support or classified as council support?

>> KAREN GOLDBERG: That was my error. Thank you, Cecil. I actually was that way from the last biennial report and I changed it to make it more uniformed. But we will change it back.

>> CECIL BRADLEY: Very good.

>> KAREN GOLDBERG: Thank you. Thank you for noticing that. Did you also see that it said 2018?

[Laughter].

>> CECIL BRADLEY: Oh, it's beautiful!

[Laughter].

>> KAREN GOLDBERG: John had his hand up?

>> JOHN JACKSON: [Shakes head].

>> KAREN GOLDBERG: John did not. Mary?

>> MARY HODGES: In regard to contacts in Pensacola area, I just saw Deaf Services of Northwest Florida, I believe, I just Googled deaf groups in Pensacola and I'm wondering if we could start that kind of practice and actually reach out to different groups and let them know that we're going to be in their area. If they want to come for the public sessions, that may be something that we could start to do.

>> KAREN GOLDBERG: Thank you, Mary. I think that's Reverend Erlichman, is he Deaf Services?

>> GLENNA ASHTON: No, he's working with deaf prisoners. I just figured out the error. The Deaf Service Center Association, and then you skip CART and DCF, it says Deaf Service Center again, so we need to remove that.

>> KAREN GOLDBERG: I put it on twice?

>> GLENNA ASHTON: So it's there twice, yeah.

>> DEBRA KNOX: Well, at least you didn't forget them.

>> CECIL BRADLEY: Yep, it's time to take that up.

>> MARY HODGES: The more we look at the list, the more we'll find.

>> KAREN GOLDBERG: Oh, I see the error. All right. Gotcha. Okay, everybody, put it away! So, did we discuss that we can revise it one more time or.... no more revisions? We're done now?

>> MEGAN CALLAHAN: Shay wrote in the chat in regards to the support staff being listed on the biennial report, that she is technically a council member, she is the Surgeon General appointee on the Council, so she's, like, the delegate for the State Surgeon General as it states in the statute.

>> KAREN GOLDBERG: Thank you for clarifying that. We like everyone.

I also wanted to tell you an interesting encounter I had last night. Um.... a young woman was checking into our hotel and I noticed that she had hearing aids. And we struck up a conversation last night about the Florida Coordinating Council for the Deaf and Hard of Hearing and Hearing Loss Association and Deaf Services and she said I am just surprised that there's a Council, that there are organizations. She said I thought, really, I have a hearing problem and I got hearing aids and I didn't know there was so much available to me.

She gave me her card and requested information, and I just wanted to let you guys know that there are so many of our Floridians with hearing loss who don't really know that there are services available or that there's support or anything along those lines. So, I'm gonna reach out. Or maybe I'll give it to you, Megan, the card?

I introduced myself to her, so you can put my name on it or cc on an e-mail and we'll give her some information about the Florida Coordinating Council.

>> JOHN JACKSON: I'm just curious. What's her name? What does it identify her as? Who's she with in what's on the card?

>> KAREN GOLDBERG: Oh, she was coming in for a meeting, I think. I think she's an engineer.

>> MEGAN CALLAHAN: It says Kim Lee Horn.

>> KAREN GOLDBERG: That's her company, I said Kim, it's nice to meet you, and she said my name is Jill, that's the name of the company and her name is Jill and she said she was interested in learning more. It was a nice moment.

That's the kind of thing that we can all do is reach out to folks in the community and just strike up conversations and educate.

I also wanted to make another announcement and I'm not sure how many of you are aware of Gallaudet's peer mentoring program, I am in my fourth semester, it's a certificate program to educate on all aspects of hearing loss, communication access, the latest technology, and how to be a mentor to others in the community with hearing loss.

It is tuition-free for those with hearing loss and I'm happy to provide any information about it.

It is fairly labor intensive. We meet once a week. We have assignments. I love it. It's just been a huge enhancement in my education.

And also I've bonded really well with my classmates.
And we're all along the spectrum of hearing loss and that's a beautiful thing.

And when we met for the first time at Gallaudet on-site for the first inaugural weekend, there were so many different levels of hearing loss, that we had loop, we had interpreters, we had CART, we had people who were online who couldn't come in for that first weekend. It was just -- it was really -- I don't know.... something to behold, you know, just to see all of that.

Since then, we meet weekly on the Google Chat line.

There's positives in that everybody joins the class. And the downsides are we don't get to see each other as much.

And then we have our final graduation weekend which is Memorial Day weekend this year back at Gallaudet and that's kind of where we are officially told we are peer mentors, now get out there and do some good [chuckles] kind of thing.

So, I just wanted to let you know that it is something they're looking for individuals to recruit for the next class.

>> GLENNA ASHTON: How long was it?

>> KAREN GOLDBERG: It's a two-year program.

>> GLENNA ASHTON: Oh, two-year program.

>> KAREN GOLDBERG: Yes, it's wonderful.

>> GLENNA ASHTON: Doesn't HLAA do something similar to that?

>> KAREN GOLDBERG: HLAA does something called -- aye-yi-yi, it's called N-CHATT and that teaches about technology and assistive devices and we have a student in our class currently that did that class first and she would be a good resource if people are interested in contrasting and comparing the different programs.

But this is specific for peer mentoring so that we can go out and impact the community one-to-one and in groups.

So I've been honored to be a part of that program; it's --

>> GLENNA ASHTON: That's great. And you're now finishing up in May?

>> KAREN GOLDBERG: Yes.

>> GLENNA ASHTON: How come we haven't heard about it before and shared with us?!

>> KAREN GOLDBERG: Oh, I should have shared!

I have to tell you, when I went to the HLAA National convention for the first time last summer, five of the nine students were there, me colleagues, and so that was bonding, that was so bonding.

And also, interesting, at the HLAA convention when I went, I met another woman, same age as me, who's also a physician, has a daughter the same age as I do, and has hearing loss, she just got her a cochlear implant, and she's internal medicine and I'm psychiatry, and boy, did we bond, and we still stay in touch. So getting involved with national conventions are really important. And it was a beautiful thing to see the classmates.

And in October, I went to Seattle to the American Academy of Child Psychiatry, a meeting which I go to every year, and I saw another one of my classmates that lives out there and we had dinner. I mean, it's just, the bonding is beautiful, so.....

I think I've shared with you all before that I'm the Co-Chair for the deaf and hard-of-hearing committee for the American Academy of Child Psychiatry and I just wanted to share that I wrote a chapter for the latest edition of the textbook for child adolescent psychiatry and sat with them and talked about the importance of informing psychiatrists on how to work with deaf, hard of hearing, and deaf-blind kids with emotional difficulties.

So, I'm very happy that my professional organization has recognized the importance of that, you know, mental health for deaf, hard of hearing, and deaf-blind.

>> GLENNA ASHTON: You're also going to a convention of.... of healthcare professionals with hearing loss?

>> KAREN GOLDBERG: Yeah, there's an association -- so anybody who is in the healthcare field can go to this, any area, including -- I think they have quite a number of mental health providers who go to this meeting, so -- but there's more physicians than we realize with hearing loss. And I think -- I don't know if other folks have heard of Sanjay Gulati who is a child and adolescent psychiatrist who is now completely deaf and he runs the Boston Children's Hospital Program for Deaf Services, he's a great guy and he presents a bit at ALDA, their meetings are the same time as the child psychiatry meetings so we're always trying to get him to come and present, because he has child psychiatry, but.... yeah. So that's -- they have a convention every two years. Other people doing things?

[No response].

>> KAREN GOLDBERG: Teaching?

>> GLENNA ASHTON: I teach one class on Monday nights at Miami-Dade College, ASL linguistics, and that's it.

>> KAREN GOLDBERG: That's wonderful. I guess the question in the time that we have, and how many minutes? How much time do we have?

>> MEGAN CALLAHAN: 19 minutes.

>> KAREN GOLDBERG: Maybe we can hear about, let me put the question out there, how do you best impact your community with hearing loss?

>> CECIL BRADLEY: Do nothing.

>> KAREN GOLDBERG: No, I can't imagine that at all, Cecil. How do you best impact your community with hearing loss? What's your passion?

>> MEGAN CALLAHAN: Debbe would like to make a comment.

>> KAREN GOLDBERG: Go, Debbe.

>> DEBBE HAGNER: Is it necessary on the last page of the biennial report to have all of our degrees in there? I don't know how many people know what a VG (sp) is, I really don't know if that really makes a difference or not.

>> MEGAN CALLAHAN: BT.

>> DEBBE HAGNER: I don't know, people know Ph.D.

>> KAREN GOLDBERG: Oh, BT? Share with us, what is BT?

>> DEBBE HAGNER: BT is Bachelor of Technology.

>> KAREN GOLDBERG: And tell us about the reasons you sought that degree. What were you interested in doing with it?

>> DEBBE HAGNER: Well, is that necessary to put all of our degrees on the last page of the biennial report?

>> KAREN GOLDBERG: Yes, I agree, I think that is very important. But tell me about why you wanted to get a BT. What was your inspiration for getting that?

[Pause].

>> DEBBE HAGNER: The BT is a Bachelor of Technology is for computer science, RIT, I think that would be helpful to say where we got it, maybe.

>> KAREN GOLDBERG: Okay. All right. And what have you done with it? Like, how did you apply your degree?

>> DEBBE HAGNER: Well, first I went to NTID, I have an associate's degree and that process and I went to RIT and completed my Bachelor of Technology in computer science.

>> KAREN GOLDBERG: Very good.

>> GLENNA ASHTON: Glenna. I think it's important to have the degrees there, because people will see that we look like we're qualified --

[Laughter].

>> GLENNA ASHTON: -- to be on the Council. That's first. But they read and they see the Florida Association of the Deaf they might say something like oh, the person must be deaf, oh, the person has a degree, and that could show that -- show a level of accomplishment.

>> MEGAN CALLAHAN: This is Megan. I also think it's something to be proud of.

>> KAREN GOLDBERG: Megan, why don't you tell me about your degree.

>> MEGAN CALLAHAN: It's just a bachelors of science and you said put it on there and it's on there.

>> KAREN GOLDBERG: Kudos, be proud. And I know, Mary, I missed yours. Yes?

>> MARY HODGES: My degree is in political science and communications but I didn't know we needed to....

>> KAREN GOLDBERG: You don't need it, but it also helps us learn about each other. And John, you're almost done with your undergraduate degree, right?

[Laughter].

>> JOHN JACKSON: I'm in no rush.

>> MARY HODGES: I have a -- since we're filling time....

[Laughter].

>> KAREN GOLDBERG: We're learning about each other.

>> MARY HODGES: I've started at the department working specifically on evidence-based programs and one of the areas that we're working strongly with the Department of Health is falls prevention. Falls. Falls down prevention.

>> KAREN GOLDBERG: Not false prevention.

>> MARY HODGES: Apparently there's a strong connection between a correlation with hearing loss and falls.

>> KAREN GOLDBERG: Yes.

>> MARY HODGES: And I didn't realize that.

>> KAREN GOLDBERG: Yes.

>> MARY HODGES: And so in our population, lots of falls with older people for numerous reasons, and that is one of them.

>> KAREN GOLDBERG: Wow. That's exciting. How can we learn more about what you're doing and what you're finding out? We can go to the website?

>> MARY HODGES: We're working mainly with the eleven-area agencies on aging because we contract with them, so we're building partnerships and collaborations in communities to implement these programs.

So along with the County Health Departments, we want to train people to lead evidence-based workshops and that way we get people to participate in the communities and learn ways that they cannot fall, falls prevention. We're also doing chronic disease self-management programs.

>> KAREN GOLDBERG: Fantastic. Is part of your education for people to help them help with hearing loss and making sure that --

>> MARY HODGES: I would say so. I'm learning this and I didn't realize that --

>> KAREN GOLDBERG: And also vertigo, with the inner ear.

>> MARY HODGES: Yes.

>> KAREN GOLDBERG: Yes, John?

>> JOHN JACKSON: I mean, I want to build on what Mary is talking about because I live it on a daily basis, we moved my parents up here 3½ years ago, my dad is 92 and my mom is 88, they both have a long list of -- medical issues as you can probably imagine at that age.

>> KAREN GOLDBERG: Mazel.

>> JOHN JACKSON: I've read about it and it's been discussed, and there is no question to me that as far as mental decline goes, loss of hearing is one of the biggest reasons for it and one of the biggest challenges I'm dealing with in taking care of my parents.

You know, my father already has dementia issues but his hearing for 92 is actually pretty good.

My mother, on the other hand, she does not have diagnosed dementia issues and it's clear to me where that's going and it's because of her lack of hearing and I've run into something that I'm sure is very common in families that I'm dealing with, I think I would have better luck getting my mother to vote Democrat than ever even think about putting on a hearing aid and she will tell you that straight up. She's, like, there's no way I'm going to put on a hearing aid. I don't need it!

Yes, she needs it very badly. Very badly. But how do you -- how do you confront, you know, how do I deal with vanity? How do you tell mom you're being a little vain and you're being foolish? I can't have that discussion with my mom no matter how hard I try.

I'm not asking for advice on how to have that discussion.

What I'm suggesting is that I think that is where something where when people are, say, 40-60, that we start that dialogue in our community, because it's a lot easier to get a 40-year-old person or 50-year-old person, and trust me, it's in my head now, I will never hesitate to grab a hearing aid when the time comes, because I've witnessed it, and I think that that's one little aspect of getting older and you watch television and there's a commercial every, you know, especially watching Nightly News, if it's not a drug they're trying to sell you, it's about financial planning, it's all about the future and going forward, and I think that it's easier for a 50-year-old, like myself, when they're thinking about what the next 25 years brings and 30 years brings, to say, okay, I need to be prepared for that, because I want to keep my head as long as I can and thinking will help, and so no, I'm not scared of a hearing aid, I'm not scared of technology, because I've got -- dad was in World War II, he's got a different relationship with technology, you know.

And so I think that -- I'm not necessarily saying, although it won't be a bad idea for the Council to look into resources for families who are now in -- what do they call it? The generational split? I've got teenagers, I've got old folks.

The outreach there and providing resources there would be great, take my word for it.

But to me, we need to start pounding it in earlier, you know, because the best -- you know, it's one thing for my mom to sit there and have her son tell her what she needs. But it's another thing for one of her peers to get there and say hey, you really think about this, it has made my life so much better.

And so, you know, get the outreach at a younger age, the more likelihood of that within that peer group, that it will be more acceptable and it will actually -- people won't hesitate to say hey, think about a hearing aid.

Because I guarantee you also that in a certain sense, the reason my mom will not wear a hearing aid is vanity, but I do believe that in her mind, she really believes that she doesn't have an issue.

And I mean, so, you know, I'm not the one that's necessarily going to convince her that she has an issue.

>> KAREN GOLDBERG: Right.

>> JOHN JACKSON: But her peers, on the other hand, that's a different story.

>> KAREN GOLDBERG: That's where peer mentoring could help.

>> JOHN JACKSON: So in terms of building on what Mary started with, it's something I'm living everyday.

>> KAREN GOLDBERG: Yep, yep.

>> JOHN JACKSON: And so it's great that I've learned my lesson now, you know, but it wasn't -- apparently it wasn't available for the generation that when they thought of hearing aids, it's when they went to those black and white movies and saw people holding a horn stuck in their ear.

>> KAREN GOLDBERG: And it got a pick laugh.

>> JOHN JACKSON: Yeah, it got a huge laugh.

>> KAREN GOLDBERG: Yeah, saying oh, I don't need that.

>> JOHN JACKSON: We've always been a youth-driven culture anyway going all the way back to their generation as well.

When you combine those two things, when you're changing a generation and living to the age of 90, but if we could pound in the awareness a little bit earlier, it helps everybody in the long run.

>> KAREN GOLDBERG: Thank you, John. Glenna?

>> GLENNA ASHTON: It takes an average of 5-7 years of denial before they admit they have a hearing loss. Hearing loss is happening earlier and earlier, in the 40's and 50's.

I don't understand why there's an association with not wearing hearing aids that -- an association that wearing hearing aids is different than the association with wearing glasses. There's a similar purpose, you know.

>> JOHN JACKSON: I tried that argument, by the way.

>> GLENNA ASHTON: And the terms and using deaf mute, deaf dumb, that influence -- using glasses doesn't have anything to being blind, but it has to be -- has to be with language or development, that's all messed up. I don't know if it's part of that.

But my parents raised me, you know, insisting hearing aid, hearing aid, and technology, and they themselves went through the whole thing, denial, and finally when they got a hearing aid, they were, like, what is this?! You can hear me all my life and then you?!

[Laughter].

>> KAREN GOLDBERG: Yes, Megan?

>> MEGAN CALLAHAN: I just wanted to make a quick announcement. Anyone who hasn't gotten there -- who wasn't signed their travel documents or gone any of their receipts to Shayla, please do so before you leave. That's it, I wanted to make sure there was nothing in the chat.

>> MARY HODGES: I wanted to ask, maybe we did this last year or a couple years ago, we published a bimonthly newsletter at the Department of Elder Affairs, I would like to do an article in there about hearing loss. I know we did it before but I think it's time to do it again, just so that we keep it out there.

>> KAREN GOLDBERG: Excellent.

>> MARY HODGES: And this time maybe we can talk about falls.

>> KAREN GOLDBERG: Yeah, yeah. Certainly make it pertain to what, you know, what the objective is right now with the evidence-based assessments on falls prevention.
Cecil?

>> CECIL BRADLEY: This is Cecil. I just wanted to add, like, with -- what was related to, like on the internet or something or if there are documents that we could figure out, like, what was going on in relation to what was emerging information regarding Alzheimer's and hearing loss, because I feel like there's a lot of potential with Alzheimer's as well as other disabilities related to age that there could be some kind of issue that could come up with that?
National health issue, for sure, that it can impact that.

>> KAREN GOLDBERG: Yeah, and there are studies that look at falls and hearing loss. Have you looked up those studies?

>> MARY HODGES: Yes.

>> KAREN GOLDBERG: Okay. So you have those. And also cognitive decline?

>> MARY HODGES: Yes.

>> KAREN GOLDBERG: You have all of those, okay, I was going to do a little lit search if you want me to.

>> MARY HODGES: I have had a caregiver for my mother in my home since January, and if anybody can relate to that, and she has some cognitive decline, and she's 83.

>> KAREN GOLDBERG: Okay.

[Pause].

>> CECIL BRADLEY: I have nothing in relation to that, but my dad's on his third wife, but, like, 15 years -- 15 years ago or so -- oh, she's actually 15 years younger, but the thing that we noticed was that there is a mental decline and there was a lot of responsibility, a lot of work to take care of that. But I can't even imagine, like, your level of care and responsibility. Wow. The two of you.

>> JOHN JACKSON: I don't have them in the house.

>> MARY HODGES: It's very difficult in the home. Are they still living independent, your parents?

>> JOHN JACKSON: How do you define independent?

>> MARY HODGES: In their own home?

>> JOHN JACKSON: They are in a senior facility, one step below an assisted facility.

>> MARY HODGES: That's independent.

>> JOHN JACKSON: The good is cooked for them, they get very, very light house cleaning once a week, a couple things are provided. But we take them to doctors' appointments and there's a lot of those, because there's two of them, we take them to doctors' appointments, we take care of their prescriptions, we take them out as often as they can. They are not very mobile, they can use the walkers and get down to the cafeteria, but if we're heading out into the "wild," we're doing wheelchairs, so..... But no, we're very lucky, actually, because we've had the means to be independent.

>> MARY HODGES: And they have each other and that makes a difference if there's still two of them.

>> JOHN JACKSON: Yeah, there's good and bad about them as well, because the thing is, let's remember, with mental decline, you are in many ways going back to your childhood brain and trying to see things, you name it, but yes, it's great they have each other and certainly they would say the same thing, but when these changes start to occur, it usually occurs with one parent because the other parent has passed.

But when you've got them both and it's happening at the same time, that brings up some new challenges in their relations with each other that you never thought you would have to deal with.

>> MARY HODGES: Right. When Mother keeps asking me, what am I -- what are our intentions, my husband and me, we've been married for 35 years....

[Laughter].

>> MARY HODGES: What are y'all doing, those kind of things, and so I bring the pictures out and, you know, remind her. She said well, mother, we've been married for 35 years and she says well, where was I? Why didn't I get to be a part of any of that, and I show her the pictures to remind her that you were there and for an hour [chuckles], she remembers that event, so.... it's very interesting.

>> KAREN GOLDBERG: Thank you both for sharing your experiences. I think this was a very productive meeting this February. And I look forward to seeing everyone in Pensacola. Pensacola, Alabama, right?

[Laughter].

>> JOHN JACKSON: Floribama.

>> KAREN GOLDBERG: Yes, I'm actually excited. And I think, Megan, we can make a plan to reach out to the deaf and hard-of-hearing community and service agencies. Is it 12:00 noon?

>> ALL: Yes.

>> GLENNA ASHTON: 11:59, counting down.

>> KAREN GOLDBERG: Let me check, is there anyone on the phone line or in chat or anyone in the room what would like to make public comment?

[No response].

>> KAREN GOLDBERG: In absence of that, I will adjourn the meeting and thank everyone for being here.

[Concludes at 11:59 a.m.]

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