



**Maryland Advisory Council on the Deaf and Hard of Hearing Meeting  
Talbot County Department of Social Services – Easton, MD  
December 7, 2010**

**Attendees:** Marian Bland (DHMH), Amy Bopp, Dakota Burgess (MDOA), Laurie Corcoran (DASAM), Cheri Dowling, Shane Feldman, Gary Monroe (MCHR), Sara Muempfer (DLLR), Jack Rouse (DHCD), Robin Underwood (MDOT), and Jennifer Whitcomb.

**Absent:** Carl Bailey (DHR), Lisa Brinks (MSD), and George Kosovich.

**Staff:** Lisa Kornberg and Laura Quinn

**Guests:** Brenda Kelly-Frey

**Interpreters:** Erin Harrison and Heather Mewshaw

**WELCOME & INTRODUCTIONS**

This was the first meeting for the new representative for the Department of Labor, Licensing and Regulation (DLLR), Sara Muempfer, who has been selected to fill the vacancy left when Alexis Allenback retired.

**SUBCOMMITTEE ACTIVITIES**

**Education Subcommittee – Cheri Dowling**

Information was sent to the members of the subcommittee about the deaf mentor program. Also, an e-mail was sent to gather information about what is being done in other states, and we will discuss the responses at this meeting. Some states have tried doing the program using volunteers, but that hasn't worked.

**Communication Access Subcommittee – Shane Feldman**

**Captioning Law**

Videos have been posted online by MDAD about the new captioning law, passed by ODHH during the legislative session, which went into effect on October 1, 2010. So far, the Maryland Commission on Human Relations (MCHR) has not received any accommodation complaints.

**Airport Accessibility - Baltimore Washington International (BWI)**

The Maryland Association of the Deaf (MDAD) board and members has provided feedback about accessibility at the airport.

1. Robin Underwood of MDOT reported that the phone companies at BWI would be reducing the number of phones due to increased cell phone usage and decreased pay phone usage, but currently there are still a number of pay phones in BWI airport.
2. Only the standard departure and arrival notice boards were found at the D Terminal, however, notices related to flights were at the individual gates.
3. Captions were activated on TVs in the restaurants and at the gates.

On the MDOT website there is an ADA page for submitting comments, which will be sent out following this meeting.

## **Behavioral Health Subcommittee – Marian Bland**

There was a presentation by the Office of Health Care Quality at the October meeting. The participants were able to express concerns about access to interpreters at hospitals and in emergency rooms. This led the group to begin work on developing information to provide to hospitals on accommodations and resources related to serving deaf, hard of hearing and deafblind behavioral health patients.

### **Use of Video Remote Interpreting (VRI)**

Hospitals on the Eastern Shore of Maryland are using Video Remote Interpreting (VRI) and not on-site interpreters, even on the psychiatric unit. That is a problem, because it is really not an “appropriate” accommodation in many situations with behavioral health patients. It is not appropriate for someone who is psychotic, delusional, or has been sexually abused. Also, there are often technology issues, like the system goes off-line during a therapy session, the screen is fuzzy, there is a delay, or no one knows how to hook it up. The machine can not follow the patient through the various areas and stages of treatment, and may not be positioned appropriately for many situations (for example child birth or breast cancer patients). All of these issues create further problems and more stress and anxiety for the patient. The VRI services are being sold as this great thing, but it should not really be used in all situations or as a replacement for on-site interpreters but more as a temporary measure until the interpreter arrives. But, they aren’t even going to provide VRI unless the patient requests it. A mental health patient may not know that they need to request it or know how to request it.

The Eastern Shore is an area lacking in interpreters. What do you do if there is no interpreter? You have to use VRI. Hospital staff need to be trained on when and how to use VRI.

The VRI companies don’t talk about these issues as a vendor because it comes down to money and VRI is sold as being a cheaper option. The hospitals don’t have to pay a 2-hr minimum that you would with an on-site interpreter, because VRI is billed in 15 minute segments. But, in the end it would be cheaper for them to provide the on-site interpreter. It might be fine for a 30 minute routine doctor appointment, but for critical and highly sensitive medical appointments.

However, even if every hospital decided to hire a staff interpreter, there are not enough qualified interpreters, and you have to consider what would happen when that interpreter goes on vacation, is out sick, or has some other kind of emergency. What if there is more than one person who needs an interpreter at the same time?

The Department of Justice (DOJ) has information about appropriate use of the VRI and so does the National Association of the Deaf (NAD).

The OHCQ and DHMH are looking into these types of situations, and the behavioral health subcommittee will also continue to address these issues.

Legislators and hospitals alike don’t seem to understand that not all people with hearing loss have the same needs. What works for one person may not work for another. It needs to be “effective” communication and what is needed to achieve that will vary from one person or situation to the next.

### **Certified Deaf Interpreters (CDI)**

Some mental health patients who are very “strong ASL” and are very difficult to understand by the interpreter and the interpreter may request a CDI. But, when the interpreter makes the request, if they are the first person to bring up the issue then the agency is trying to determine if the previous interpreters haven’t done a good job or this interpreter isn’t.

A CDI is used sometimes with an individual with limited English proficiency (LEP). Some other forms of visual communications may be used to assist in communication, such as pictures, symbols, gestures and those

types of methods. There are only a small number of CDIs and they are not well paid, and the same is true for Support Service Providers (SSP).

## **SUBCOMMITTEE REPORTS**

The subcommittees took about 30 minutes to meet. The following are their reports. Since the Behavioral Health Subcommittee has been meeting monthly outside of the Advisory Council meetings, members joined the other groups for their meetings.

### **EDUCATION SUBCOMMITTEE – Cheri Dowling**

#### **Mentoring Program**

The purpose of beginning a mentoring program would be to allow families to meet someone with a hearing loss other than their own child, so they can see how successful their child can be in the world.

The subcommittee looked at responses from other states and the answers were varied. Unfortunately a lot was not working in the other states.

Some other states looked for grants, and were not successful. Others said that the volunteer program was a part of a Sky Hi program with funding through the Child Find program. So you'd still have to find the funding for a staff the position. There might be private grants out there, but an agency would be needed to channel the money through and to manage the money. Quota International is a professional woman's organization which raises funds for various causes. Deaf Independent Living Association (DILA) already gets grant money through that organization.

The subcommittee has decided to put work on the mentoring program on hold and place the focus of the committee on the state plan. However, there is a Maryland Mentoring Partnership that may be able assist in setting up mentoring programs and may assist with the setting up the program when the subcommittee is ready to return to the project.

#### **State Plan**

Committee to develop the state plan is struggling right now to develop a plan that all of the parties involved are able to agree upon. Jennifer Whitcomb will contact Dr. Heath about joining the committee to develop the statewide plan for the education of deaf and hard of hearing children as a representative of the subcommittee. The next meeting is scheduled for January in Baltimore.

### **COMMUNICATION ACCESS SUBCOMMITTEE – Shane Feldman**

#### **Airport Accessibility**

The TV's in the airport will all be using captioning, which is great. Robin Underwood at MDOT is committed on working on airport accessibility issues. However, it has been noticed with the arrival and departure screen there is a visual system off to the right side, but it only shows automated messages of announcements that are made repeatedly over the public address system. The concern is that maybe there was a separate system and it has not been setup yet. Robin Underwood is going to follow up so see about the schedule and if the technology is being provided. She is going to the airport on December 15 for another meeting and Shane Feldman may join her.

#### **Access to Interpreters**

The National Association of the Deaf has gotten a few complaints about consumers who have not been provided an interpreter for appointments with attorneys and this is a common issue. They should file a complaint with MCHR. The ODHHS has a V-log on their website on how to file a complaint.

The Pennsylvania Bar Association members contribute to a fund to pay for interpreters for lawyers so if an attorney joins the bar and they need an interpreter; they have the funds ready to pay for it. On the NAD website it talks about the idea that organizations establish a Communication Access Fund.

### **Yahoo Group**

The Communication Access Subcommittee plans to set up their own Yahoo group to communicate between meetings. It would be an area where they can share information.

### **DEPARTMENT OF HEALTH AND MENTAL HYGIENE – Marian Bland**

Deputy Secretary Renata Henry had scheduled a meeting for January 27th to review and address the letter that the Behavioral Health Subcommittee presented to her earlier in the year. So after that meeting Marian Bland will provide feedback about that response to the letter.

### **AGENCY REPORTS**

#### **DEPARTMENT OF LABOR LICENSING AND REGULATION (DLLR)– Sara Muempfer**

Sara Muempfer works with the Maryland One-Stop Career Centers on multiple issues related to the employment of individuals with disabilities.

For over 7 years, the Disability Program Navigator is a federally funded program that assisted with creating better access for job seekers with disabilities at Maryland's local One-Stop Career Centers. The remaining funding will be used for direct training and technical assistance to the local One-Stop Career Centers and will end in June 2011.

The DLLR is now looking at how to fund a statewide Disability Coordinator position. One of the main areas that the coordinator will work on is creating policies and procedures about accommodations, communications, and improving upon accessibility at the One-Stops, including things like having funding that will help to supplement local need for interpreters, or other accommodation needs in the local One-Stops. Also, the MSDE Division of Rehabilitative Services (DORS) is a mandated partner with the One-Stops and assists with these types of issues.

The new Maryland Workforce Exchange website [www.mwejobs.com](http://www.mwejobs.com) has been established to find jobs in MD using spider technology and compiles jobs from different job websites. It runs a nightly search to find new jobs.

#### **DIRECTOR'S REPORT – Lisa Kornberg**

A written Director's Report was distributed as a handout.

Legislation requires that we hold a minimum of two town hall meeting each year. However, ODHHS has been all over the state this year and people aren't showing up. The use of webinar type technology to set up virtual town hall meetings is being researched for future town hall meetings.

#### **MEMBERSHIP REPORT – Laura Quinn & Lisa Kornberg**

The Governor's Appointments Office will be sending a letter to Ann Black this week appointing her to the position of deaf-blind representative on the Advisory Council.

Sue Griebler, who has served as a temporary replacement as the MSDE representative since Dr. Paul Farrell left, is now retiring and that position needs to be filled. They are changing the position to a Disability Coordinator position; which includes deaf, deaf blind, and disabilities due to the low number of incidence in the

population. Both the Department of Education and the Department of Health and Mental Hygiene, may be losing positions that specifically work with deaf children.

### **MARYLAND DEPARTMENT OF AGING (MDOA) – Dakota Burgess**

The MDOA received federal money back in 2003 to develop what is known as the Aging and Disability Resource Center, in Maryland it's known as MAP, Maryland Access Point. It's a partnership between the MDOA, DHMH, and the Maryland Department of Disabilities (MDOD). The goal of the program is to help seniors and persons with disabilities to access information in a fast and more efficient way. A newly developed website was launched on December 1<sup>st</sup>, compiling information from multiple resources for whatever you need. There is a component of the website where individuals can set up an account to maintain medical information and the doctor or parents or kids of aging adults can go in and find out what kind of medications they're taking, or maybe when their next appointment is coming up.

### **NEXT MEETING**

No future meetings were scheduled.

**DIRECTOR'S REPORT AND STATE AGENCY REPORTS**  
**to the Maryland Advisory Council on the Deaf and Hard of Hearing**  
**December 7, 2010**

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**Governor's Office of the Deaf and Hard of Hearing - Director's Report**

**1. Administrative Key Accomplishments:**

- **Advisory Council –**
  - Received completed CV Form from Dakota Burgess (MDoA)
  - Reviewed applications for deafblind representation and made recommendations to the Appointments Office
  - Notified Council members of Financial Disclosure requirements
  
- **Town Hall Meetings**
  - Held Town Hall meetings in Rockville and Baltimore, hosted by local chapters of the Hearing Loss Association.
  - Began planning a virtual town hall meeting. Coordinated with MDOD for use of their webinar subscription.
  
- **Budget**
  - Reviewed and paid bills
  - Final budget and MFRs submitted to DBM
  - Sent out RFP to vendors for layout/design and printing of the annual report.
  
- **Interagency Councils and Boards**
  - Alliance
  - MSDE State Planning Sub-Committee on Early Intervention
  - MSDE State Planning Sub-Committee on Communication Access
  - UASI Baltimore Region Vulnerable Populations Workgroup meeting
  - Interagency Council on Aging
  - MSDE State Planning Committee
  - Universal Newborn Hearing Screening
  - State Steering Committee on Education of Deaf and Hard of Hearing Children
  
- **Interagency Coordination**
  - Reviewed and corrected captioning on 12 videos on the Governor's YouTube channel
  - Worked with the Lt. Governor's office and MDVA to locate and upload his video to StateMaryland YouTube channel to be captioned.
  - Worked with MEMA to caption their Director PSA about Preparedness Month, which they then linked to the MEMA website along with the Governor's and provided MEMA with instructions for captioning future videos.
  - Worked with MDVA to finalize informational hand out for veterans about hearing loss.
  - Contacted DHR and the Lt. Governor's office about additional videos needing captions.
  - Worked with Frank Perrelli to have links added for the captioned versions of the State Stat videos and provided Frank Perrelli with a memo to be distributed to State agency

web masters about adding captions to their videos, along with updated instructions about adding captions in YouTube.

- Responded to State Director inquiries on
  - Deaf Mentor Program
  - Use of Social Media
  - Use of mobile treatment units
  - Interpreter referral programs
  - National Certification Issues
  - Deaf Mentor Programs
  - Inpatient Mental Health Services
  - Department of Corrections Responsibilities and Virginia State Settlement
- **Internships**
  - Nicole Dzienanowski from Towson University began her internship
  - Attended Careers Class at Towson University – five students visited ODHH to observe staff and ask questions about State services for deaf, hard of hearing, and deafblind Marylanders. Gave students information on interning with ODHH during Spring 2010.
  - Zainab Alkesbi has agreed to return during the spring semester every Tuesday.
  - Began scheduling interviews with potential interns for the Spring semester

## **2. Constituent Services Program:**

- Fielded 170 requests for information and referral. Of the requests, 128 were from individual constituents and 39 were from government agencies. Technical assistance was provided to 7 Government Agencies and one (1) organization.

## **3. Community Outreach and Education**

- Exhibited 9 times in the community
- Presented 4 Sensitivity and Awareness Trainings
- Presented 7 other types of trainings (About ODHH, Emergency Preparedness, etc.)

## **4. Short Term/Long Term Projects**

- **State Wide Interpreter Contract –**
  - Final draft RFP sent to Joel Leberknight for review (DBM)
- **Emergency Preparedness**
  - Participated in FEMA training on use of five functional areas for responding to individuals with special needs.
- **Veteran Outreach –**
  - Completed “Veteran Edition” of the ODHH Monthly Bulletin
  - Participated in the Veterans Extravaganza with MDVA
  - Finalized fact sheet with input from MDVA about Veterans with hearing loss
  - Participated in Washington County’s Veteran Muster
- **Police and First Responders**
  - Received notification that GOCCP approved funding for Visual Communicators; planning meeting scheduled for November 16<sup>th</sup>
  - Provided Technical Assistance to the Maryland Transportation Authority Police on telecommunications

- **Annual Report**
    - Finalized Draft Annual Report, FY 2010
    - Incorporated changes from Yolanda Winkler into FY 2010 Annual Report
    - Sent out RFP to vendors for layout/design and printing of the annual report.
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## **Maryland Department of Aging (MDoA) Report**

The Department of Aging (MDoA) has a responsibility for administering community-based long-term-care programs and services for older Marylanders, evaluating services they need and determining the extent to which public and private programs meet those needs. With input from the local Area Agencies on Aging (AAAs), seniors and caregivers, the Department establishes priorities for meeting the needs of older Marylanders and advocates for frail and vulnerable seniors. The Department promotes healthy lifestyles for older Marylanders; e.g., good nutrition, exercise, employment and volunteerism so that they remain active and engaged in their communities.

To ensure that older citizens served by the Aging Network are treated with dignity and respect, the Maryland Department of Aging, through leadership, advocacy and community partnerships, has developed the following goals for the fiscal year:

- 1) To enable older Marylanders to remain in their homes with a high quality of life for as long as possible.
- 2) Ensure the rights of older Marylanders and prevent their abuse, neglect, and exploitation.
- 3) To empower older Marylanders to stay active and healthy.

### **Specific Programs, Projects and/or Services being Developed or Implemented to Address Constituent Concerns**

#### **Senior Information and Assistance (I&A)**

Since 1982, the Senior Information and Assistance Program has provided a single point of entry into the aging network system to obtain information concerning benefits and programs for all older Marylander constituents, their families and caregivers. Through the program, seniors receive information to make informed choices about services, referrals to appropriate agencies, assistance in obtaining services and benefits, and follow-up. The program promotes awareness of services for the elderly through outreach and public education, and provides information about health care, Medicare/health insurance, in-home services, transportation, housing, legal services, senior centers, retirement communities, prescriptions drugs and more. There are approximately 120 Senior I&A sites located across the State.

#### **Maryland Access Point (MAP)**

In October 2003, Maryland was one of the first 12 states to be awarded an \$800,000 federal grant to pilot Aging and Disability Resource Centers. In 2006, the program received a federal continuation grant of \$400,000; in 2008, it received a federal combined expansion grant of \$1.1 million to add two new ADRC sites and develop a person centered hospital discharge program; and in 2009, it received a federal grant to expand to two more sites and develop a sustainability and infrastructure plan.

In Maryland, the ADRC Grant Program is known as Maryland Access Point (MAP). It is a partnership between the Maryland Department of Aging, and the Departments of Health and Mental Hygiene, Human Resources, and Disabilities, as well as advocates for senior consumers and persons with disabilities. A goal of the program is to provide the public with faster and more efficient access to information and services for seniors, persons with disabilities, their caregivers, and the professionals who manage their care. There are total of ten MAP sites operating in Maryland.

## **Senior Care**

The Senior Care Program provides coordinated, community-based, in-home services to seniors with disabilities. Senior Care provides “Gapfilling” funds for services for seniors who may be at risk of nursing home placement. Senior Care clients are provided with case managed access to existing publicly and privately financed services. When needed services are not available through other means, Senior Care will provide Gapfilling services that may include personal care, chore service, adult day care, financial assistance for medications, medical supplies, respite care, home delivered meals, emergency response systems, medical transportation and other services.

## **Home and Community Based Waiver for Older Adults**

The purpose of the Medicaid Waiver for Older Adults is to enable individuals who are aged 50 and over who require long-term care services to remain in a community setting even though their advanced age or disability would warrant placement in a long term care facility. The Waiver allows services that are typically covered by Medicaid only in a nursing facility, to be provided to eligible persons in their own homes or in assisted living facilities.

The Medicaid Waiver for Older Adults, which is administered by the Maryland Department of Aging and a network of 19 Area Agencies on Aging, may provide services to low-income adults living at home or in licensed assisted living facilities, and are: at least 50 years old, have a monthly income of no more than 300% of SSI, have assets that are no more than \$2,000, and qualify for nursing facility level of care.

Services provided under the waiver may include:

- **Assisted living services**
- **Assistive devices**
- **Behavior consultation services**
- **Case management (administrative service through Area Agencies on Aging)**
- **Dietitian / Nutritionist services**
- **Environmental modifications & assessments**
- **Family or consumer training**
- **Home-delivered meals**
- **Medical day care**
- **Personal care**
- **Personal emergency response systems**
- **Respite care**
- **Senior Center Plus**

Waiver recipients are also entitled to receive the following services under State Plan Medicaid:

- **Disposable medical supplies**
- **Durable medical equipment**
- **Home health care**
- **Limited pharmacy services**
- **Medicaid acute, primary, & preventive services**

In FY 2010, the program received funding to support an active enrollment of approximately 3,000 participants. Vacant slots in the program are filled on an on-going basis throughout the year. Individuals living in the community who are interested in applying for the Waiver should add their name to the Waiver Services Registry. The number to the Registry is 1-866-417-3480 (toll free). The State will notify registrants as slots become available.

There is open enrollment to the program for interested nursing home residents whose stay has been paid for by Long Term Care Medicaid for 30 or more days. Applications are available by contacting the local AAA.

### **Senior Health Insurance Program (SHIP)**

**The Senior Health Insurance Assistance Program (SHIP) meets one of the most universal needs of Medicare beneficiaries, including those under 65 years of age — understanding their health insurance benefits, bills and rights.** The Maryland SHIP program provides trained staff and volunteer counselors in all 24 counties. Counselors provide in-person and telephone assistance in the following general areas:

- Medicare Prescription Drug Coverage Program ([Medicare Part D](#)),
- Medicare supplements (Medigap Plans)
- Assistance for disabled Medicare beneficiaries (under age 65)
- Medicare Advantage Plans (HMOs, preferred provider organizations)
- Long Term Care Insurance
- Medical Assistance programs
- Assistance for low-income beneficiaries
- Assistance with denials, appeals and grievances
- Billing problems
- Health care fraud and abuse
- Volunteer counselor opportunities
- Free community presentations and much, much more!

The Maryland Department of Aging receives funding for this program from the Centers for Medicare & Medicaid Services, the State of Maryland and local governments. **SHIP counseling services are confidential and free of charge.**

### **Staff Training/Education on Disability Issues**

In January 2008, Lisa Kornberg conducted a presentation at the Maryland Department on Aging's local Area Agency on Aging (AAA) Director's meeting. The purpose of the presentation was to provide an overview of the Office of the Deaf and Hard of Hearing's programs and services, as well as, partner with the locals on any future projects and events.

### **Number of Deaf/Hard of Hearing Staff Requesting Accommodations/ Number of requests from Deaf/Hard of Hearing Constituents for Services**

This information is not specifically documented; however, MDoA does collect data on the types of services requested by all constituents who contact us.

### **Events of Significance: Maryland Access Point Website Launched:**

On December 1, 2010, [Maryland Department of Aging launched the new MAP website](#). This initiative is designed link older adults and adults with disabilities from all income levels with local health and support services. MAP is based on the belief that older adults or. The Maryland Access Point (MAP) website is part of the national Aging and Disability Resource Center (ADRC) initiative from the U.S. Administration on Aging and Centers for Medicare and Medicaid Services operating in 54 states and territories with the purpose of providing streamlined access to information on long term supports and services. Persons can visit the MAP website at [www.marylandaccesspoint.info](http://www.marylandaccesspoint.info).

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## Maryland Department of Health and Mental Hygiene (DHMH) Report

- On November 17, 2010, the 2<sup>nd</sup> Service Review Board meeting was held at Springfield Hospital Center (SHC) to coordinate housing services and community supports for individuals hospitalized at Springfield Hospital Center. Since the 1<sup>st</sup> meeting held on October 4, 2010, four individuals were able to be connected with housing and community supports in the community. The service review is comprised of social work representatives from the deaf unit, representatives from MHA, ADA, and DDA, and behavioral health providers. The next meeting is scheduled on January 19, 2011 at 2 p.m. at the Salomon Building at SHC.
- On November 30, 2010, the Mental Hygiene Administration (MHA) participated on the Substance Abuse and Mental Health Services Administration's first "Persons with Functional and Access Needs Workgroup (Blind/Deaf/Hard of Hearing). This group will meet monthly for 6 months. The focus is to increase collaboration and communication across local, state and federal agencies; identify behavioral health needs and gaps in resources; increase behavioral health resources and develop new materials such as assessment tools, tip sheets; develop a national resource of experts in the field that can be used for consultants during a disaster.
- The Alcohol and Drug Abuse Administration (ADAA) is working on a Request for Proposals (RFP) for substance abuse treatment services for individuals who are deaf and hard of hearing. ADAA anticipates the release of the RFP in June 2011.
- The Developmental Disabilities Administration's (DDA) Programs Unit is currently down four (4) positions. Despite the vacancies, DDA continues to have staff participating on DHMH's workgroup for evaluating and developing services.
- Deputy Secretary Renata Henry will convene a meeting with Behavioral Health Directors on January 27, 2011 to review and address areas identified in the behavioral health subcommittee's letter sent in May 2010.
- DHMH's Maryland Infant Hearing Program continues to provide early hearing detection and intervention. For more information see attached PowerPoint or contact Erin Filipone, Program Audiologist and Interim Director.

### Announcement:

Nancy Calvert, Director of Provider Relations at Value Options is leaving. Farewell Celebration is scheduled on December 8, 2010 from 3 – 5 p.m. at Value Options, 1099 Winterson Road, Main Lobby, Linthicum, MD 21090.

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## Maryland Department of Labor, Licensing, and Regulation (DLLR) Report

### 1. Update on Departmental Priorities

- DLLR's Disability Program Navigator funding is extremely limited during this current program year but DLLR remains committed to providing quality workforce services to Marylanders with disabilities. Therefore, DLLR is currently looking at funding options to have a Statewide Disability Coordinator for DWDAL.

## **2. Specific Programs, Projects and/or Services being Developed or Implemented to Address Constituent Concerns**

- Future project of the Statewide Disability Coordinator will include guidance for One-Stop Career Centers regarding reasonable accommodations policies and procedures
- Sara Muempfer with DLLR DWDAL is working on assessing the status of accessible workstations in Maryland's One-Stop Career Centers. Based on this assessment, she will make recommendations to DLLR DWDAL about needs, costs, potential vendors, training and ongoing maintenance.
- Hosted on DLLR DWDAL's website is a training developed by the Disability Program Navigator team entitled, "Overview of the One-Stop Career Centers"-  
<http://www.dllr.state.md.us/employment/dpn/dpnoverview/>
- Maryland Work Matters (partnership between MDOD, DLLR DWDAL, DBED and DORS):
  - [www.mdworkmatters.org](http://www.mdworkmatters.org)- Portal created for employers interested in hiring and retaining Marylanders with disabilities. Includes a section entitled "Hire Me!", a campaign highlighting a qualified job candidate with a disability.
  - Essential Workplace Skills Webinar Series- [www.mdeid.org](http://www.mdeid.org)- 7 part webinar series about Essential Workplace Skills for job seekers and/or employed individuals includes quizzes and a certification.

## **3. Staff Training/Education on Disability Issues, Cultural Competency, etc.**

- Nothing scheduled at this time
- Maggie Leedy will continue to work on the Disability Program Navigator project until June 30, 2011. She will focus on providing One-Stop Career Centers with technical assistance and training on disability employment issues of need and significance.

## **4. Number of Deaf / Hard of Hearing Staff Requesting Accommodations**

- Requests collected by 12 local Workforce Investment Areas- will collect next quarter.

## **5. Number of requests from Deaf / Hard of Hearing Constituents for Services**

- Requests collected by 12 local Workforce Investment Areas- will collect next quarter.

## **6. Significant changes in Budget Impacting Programs/Service (including Grants)**

- On September 8<sup>th</sup>, DLLR DWDAL applied for the Disability Employment Initiative grant to improve education, training, and employment opportunities and outcomes of youth and adults who are unemployed and/or receiving Social Security disability benefits. The Disability Employment Initiative is jointly funded and administered by the department's Employment and Training Administration and its Office of Disability Employment Policy. DLLR DWDAL was not funded for this project but another round of funding is anticipated in the near future. When this funding is announced, DLLR DWDAL will apply to bring this project to Maryland.

## **7. Events of Significance**

- Maryland Workforce Exchange Upgrade- On September 21, 2010, Governor Martin O'Malley announced the launch of an innovative new web tool on the Maryland Workforce Exchange program for Maryland job seekers. The new feature harnesses the use of web "spidering technology" which aggregates every job search website, every employer website, and every job posting in Maryland creating a real-time, web-based, one-stop shop for Maryland jobs seekers. The Maryland Workforce Exchange can be accessed at [www.mwejobs.com](http://www.mwejobs.com).

## **8. Information for Dissemination to Constituents**

See the Maryland Workforce Exchange Upgrade update above.

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### **Maryland School for the Deaf (MSD) Report**

#### **Update on Departmental Priorities:**

- We are still doing our self-study year for the Middle States Association and CEASD Accreditation. Validation teams will be on campus in the fall of 2011. Right now we are working on our mission statement, beliefs, and profile of graduates.
- We just completed a survey from students, staff, parents and the community on the quality of MSD's programs and services. Numbers were reported to be very good. A further analysis of respondent's comments will be reviewed soon.
- We continue working to ensure that each student graduates with a Maryland High School Diploma or has connections to community agencies to seamlessly move into the workforce.

#### **New Programs, Projects and/or Services being Developed or Implemented to Students' Needs:**

- Effective June of 2011, we will follow the Common Core Standards, which is mandated by the Maryland State Department of Education. We will be adhering to a mixture of our current FCPS curriculum and the core standards.

#### **Number of Students Enrolled:**

- 488 – This includes Frederick, Columbia and Family Education.

#### **Significant changes in Budget Impacting Programs/Service (including Grants):**

- Just trying to do more with less. Our enrollment is up, but our budget is not. Right now funding continues to be the same but may anticipate further cuts based on the Governor's office.

#### **Events of Significance:**

- MSD will be hosting a national American Society of Deaf Children Conference on our Frederick Campus on June 22 – 26, 2011.

#### **Information for Dissemination to Constituents:**

Refer to [www.msdc.edu](http://www.msdc.edu)