



**Governor's Office of the Deaf and Hard of Hearing
Maryland Advisory Council for the Deaf and Hard of Hearing
March 2, 2010
Maryland Department of Transportation – Hanover, MD**

Attendees: Alexis Allenback (DLLR), Carl Bailey (DHR), Marian Bland (DHMH), Amy Bopp, Laurie Corcoran, Gary Monroe (MCHR), Julie Moyer (MDOT), John (Jack) Rouse (DHCD), Robin Underwood (MDOT), and Jennifer Whitcomb.

Absent Members: Cheri Dowling, Shane Feldman, Lisa Flynn, Sue Griebler (MSDE), and George Kosovich.

Staff: Lisa Kornberg, Laura Quinn, and Julie Schafer

Interpreters: Erin Harrison and Carrie Quigley

Remote CART: Steve Clark

MINUTES

Due to a lack of a quorum, the minutes of the past two meetings will be voted on via e-mail.

ACTION ITEM: Laura Quinn will send out the September and December 2009 draft minutes via e-mail for approval.

DIRECTOR'S REPORT

A written Director's Report was distributed to the Council and is attached to the minutes as Addendum A.

MSDE

In response to the section of the report regarding the MSDE committee to develop a State Plan for the deaf and hard of hearing, Jennifer Whitcomb expressed interest in being on the committee and was advised to send letter to Dr. Heath or to Sue Griebler, a member of this Council, and was invited to attend as a visitor.

Strategic Plan

The reformatting of the Strategic Plan has been put on hold until after legislative session.

Standardized ADA Training

ODHH has a training curriculum that was purchased under the previous Director, which has been substantially updated. This curriculum includes an ADA component. Parts of this curriculum were used by DILA when they presented Self Advocacy Training for Community Members and Sensitivity & Awareness Training for Medical Professionals last year. Anyone who wishes to review the curriculum should contact the Office.

LEGISLATIVE SESSION UPDATE – Julie Anne Schafer, Esq.

This session there are three bills that address captioning, including ODHH's SB 68. There are a few additional bills effecting the deaf, hard of hearing, and deafblind, including the Office's departmental bills SB 79.

Departmental Bills

SB 68 – State Government - Human Relations - Closed-Captioning Activation Required was proposed by ODHH. Initially, this legislation required that TVs located in a place open to the public have closed captioning activated at all times when open and the TV is on. While in the Judicial Proceedings Committee, the bill was amended to require that captions be activated upon request.

SB 79 – ODHH Responsibilities will amend the definition of “deaf and hard of hearing individuals” within our statute to include individuals who are deafblind. The bill would also change the name of the Advisory Council

for the Deaf and Hard of Hearing to the Advisory Council on the Deaf and Hard of Hearing and increase the roster for the Council from 16 to 18 members, adding a member with knowledge about deafblind individuals and a representative from the Department of Aging (State Agency).

Both departmental bills have passed the Senate and are awaiting hearings in the House.

Non-Departmental Bills

HB 59/SB 467 - Task Force to Explore the Incorporation of the Principles of Universal Design for Learning into the Education Systems in Maryland establishes the Task Force to Explore the Incorporation of Principles of Universal Design for Learning into the Education Systems in Maryland and provides for the membership, purposes, and staffing of the Task Force. Initially, a representative knowledgeable about the education of children with hearing loss was not included. ODHH successfully advocated for an amendment adding a member knowledgeable about educating children with hearing loss.

HB 1463 - Rachel's Law - Closed Captioning in Movie Theaters would require movie theatres to provide access to closed-captioning technology for deaf and hard of hearing individuals and set the minimum number of showings for which closed-captioning technology is required at a movie theater. This bill was sponsored by Delegate Kelly of Alleghany County on behalf of one of his constituents, the bill's namesake, and has to be approved by the House Rules committee to be introduced because it was proposed after the filing deadline. If approved, it will be assigned to a committee for a hearing. The Office is waiting for a response from the Governor's office to determine what level of support it is able to provide.

SB 102/HB 1086 - Election Law – Campaign Advertisements – Closed Captioning would require captioning on campaign advertisements distributed via broadcast TV, cable TV, the radio, and on the Internet. It was introduced in the Senate in January and was later cross-filed in the House as HB 1086 and has a number of sponsors. The bill hearing in the House will be held on March 16 before the Ways & Means Committee.

Legislative Awareness Day

Despite the threat of bad weather, upwards of 40 people showed up for our first Legislative Awareness Day. The event began with training about the legislative process and self advocacy, and a tour of the State House. The awards portion of the program began with welcoming remarks by Lt. Governor Brown, Delegate Rice, and Delegate Morhaim. Awards were presented to Senator Stone, Senator Mooney, and Sherry Little of MLIS for their commitment to the constituents we serve. Attendees then met with their legislators, as scheduled by ODHH staff and interns, and later attended the House general session, completely accessible through interpreters and CART. This event was about creating access to legislation and One Maryland. One constituent was later quoted by her Senator in an article when he spoke about SB68.

The Council recognized that Ms. Schafer's grasp of the legislative process is thorough and a great asset to ODHH.

NOMINATING COMMITTEE

The positions of Council Chairperson and Vice Chairperson are one year terms. The people in these positions must be nominated and voted on. The current individuals may be re-elected. The Vice Chairperson position is currently vacant.

The elections may occur via e-mail, as they did last year. The Chairperson must be a member of the private sector and the Vice Chair from a State agency. Alexis Allenback was selected and has agreed to handle the nomination and election process.

ACTION ITEM: Laura will e-mail the Council distribution list to Alexis Allenback.

COUNCIL MEMBERSHIP

There are a couple of vacant positions on the Advisory Council right now for community members. There are specific requirements listed in the bylaws for criteria for individuals interested in serving on the Council.

Three State agency appointments are in the works. Forms have been submitted for Marian Bland (DHMH) for reappointment, and for the new appointments of Robin Underwood (MDOT) and Lisa Flynn (MSD).

ACTION ITEM: Laura Quinn will send the appointments matrix to Jennifer Whitcomb.

ADVISORY COUNCIL STRATEGIC PLAN

Laurie Corcoran and Jennifer Whitcomb have scheduled a time to meet and work on the Strategic Plan for the Council. This plan will help to focus the Council and subcommittees. The draft will be e-mailed out to the Council.

SUBCOMMITTEE REPORTS

Education Subcommittee

A written report was submitted by the chairperson, Cheri Dowling, and is attached as in Addendum B. There has been a lack of response by members of this committee, due in part to the loss of a couple of Council members on this subcommittee. Alternate methods of communication will also be considered for scheduling future meetings.

ACTION ITEM – Laura Quinn will check the subcommittee distribution list to make sure Jack Rouse is on the list.

The chairperson of this subcommittee is also a member of the MSDE committee to develop a State Plan for the education of deaf and hard of hearing students. In addition, Lisa Kornberg was appointed as Co-chair of the committee.

A recommendation was made to consider having the current subcommittee chair report back to the full committee and to eliminate the subcommittee. However, it was decided that there needs to be a forum for stakeholder to meet outside of the MSDE committee to address additional issues including a possible Mentor Program.

Behavioral Health Subcommittee – Carl Bailey

DHMH has engaged in a dialogue with the subcommittee about the minimum level of service to be provided to deaf and hard of hearing consumers. The Behavioral Health Subcommittee is working towards providing a recommendation to Deputy Secretary, Renata Henry (DHMH).

ACTION ITEM – Laura Quinn will check if Alexis is on the Behavioral Health distribution list.

Communication Access Subcommittee – Amy Bopp

There were no meetings of the subcommittee during this quarter. However, Ms. Bopp shared that some constituents are feeling guilt about asking people or businesses to spend money to make captions and related equipment work according to the requirements of SB 68. The concern is that the HDMI cable does not carry the signal even if the television itself is capable of showing the captions. Her concerns were addressed by Ms. Schafer and the Council members that SB 68 is written to not require anyone to purchase new equipment, only to turn it on if the equipment was able to do so.

Meeting Schedule

The Council will resume setting aside time for subcommittees to meet during the quarterly meetings for about 30 – 45 minutes. This will ensure that each subcommittee meets quarterly, at a minimum, in recognition of people’s busy schedules. However, this is not to discourage these subcommittees from also meeting at additional times between quarterly meetings as they are able.

STATE AGENCY REPORTS

In order to make time for the subcommittees to meet during the Council meetings, State agencies are asked to submit a written report prior to the meeting. A reminder requesting agency reports will be sent out at least two weeks prior to each quarterly meeting. It was also suggested that the agency members add a reminder to their calendars to begin working on the reports.

Department of Health and Mental Hygiene (DHMH) – Marian Bland

There was a DHMH meeting mid-January at which the group discussed issues pertaining to services for deaf and hard of hearing consumers. Deputy Secretary Renata Henry asked the agency directors to find out what issues have been raised and how those complaints are being handled. They were also asked to survey the Health Departments to find out the number of deaf and hard of hearing consumers being served. However, it seems this is mostly tracked by how many interpreter dollars are being spent. Once that information is collected it will be reported back to the Council to determine what is working well and what is not. More details of this report are included in Addendum B.

DHMH provided H1N1 information to the community mostly in writing, and also had a few captioned videos.

Maryland Department of Transportation (MDOT) – Julie Moyer

BWI Thurgood Marshall Airport

Neil Heaton from the Maryland Aviation Administration is working with Communication Services for the Deaf (CSD) to participate in a new program, the Universal Communication Access Network (UCAN), who assists nonprofit business and organizations in qualifying for public access videophones. They are going to get one of these phones free and it will be installed at BWI. One of these phones normally costs \$8,999, not including maintenance fees. They're going to install the videophone in one of the piers and it will be available for use by deaf travelers. MDOT will have ODHHS staff and a few Council members come and take a tour and see this videophone once it is installed.

Maryland Transportation Authority

LED signs have been installed on some of the buses, but there are power issues that the MTA is working on with BGE. They will also be adding LED signs to the Light Rail under a new project, which will take about two years to complete.

Constituent Concern

A hard of hearing constituent employed by MTA has requested accommodations is having problems getting his request met and is concerned about losing his job. Laura Quinn is working with MDOT staff to research this further and try to resolve the matter.

ACTION ITEM: Laura Quinn will send information to Robin Underwood on how to contact the Maryland Technology Assistance Program (MDTAP) to find out about possible accommodations for this individual. They would be able to borrow the equipment from MDTAP before making a purchase.

Department of Labor, Licensing and Regulations (DLLR) – Alexis Allenback

Secretary Perez was selected to serve in the Obama administration. Alexander Sanchez was appointed as his replacement. On April 16 he will be visiting the Frederick One-Stop and Ms. Allenback will have an opportunity to introduce herself and speak with him at that time.

ACTION ITEM: Laurie Corcoran and Gary Monroe to meet about reaching out to and collaborating with organizations serving the deaf and hard of hearing communities.

NEXT MEETING

Date: June 1, 2010 (recommended to be changed to June 8)

Time: 11:00 a.m. – 2:00 p.m.

Location: MDOT – Hanover, MD

ACTION ITEM: Laura Quinn will send out a survey to about changing the June meeting date to June 8.

ADDENDUM A
DIRECTOR'S REPORT

1. Administrative Accomplishments:

- **Advisory Council –**
 - Shane Feldman's nomination scheduled for March 15th
 - Worked with agencies to reappoint or replace Secretaries' nominees. Changes pending approved are: Lisa Flynn, MSD and Robin Underwood, MDOT
 - Recruitment information included in the March Monthly Bulletin, and provided to individual constituents upon request
 - Requested that Laurie Corcoran appoint a nominations committee for Chair and Co-Chair as required by the Council bylaws.
 - Annual membership attendance report was submitted to the Appointments Office

- **Town Hall Meetings**
 - Outreach to Southern Maryland and Prince Georges County as possible sites for upcoming Town Hall meetings.

- **Website/Brochure Updates and Revisions**
 - Coordinated with Frank Perelli, VITAC and Anthony Burrows to post a captioned and ASL version of the State of the State, and captioned versions of the Governor's H1N1 and economy updates.
 - Redesigned the Legislative page creating buttons leading to separate pages for "ODHH Legislative Updates", "How to Track a Bill", and "Contact Your Legislature", including posted copies of testimony from the SB 68 hearin. More updates to come.
 - Coordinated with Kelby Brick to develop V-log on SB 68
 - Ongoing Twitter Updates
 - The "Welcome" and "About ODHH" V-logs were posted to the website.
 - The Annual Report was posted on the website

- **Strategic Plan**
 - Reformatted Strategic Plan per feedback from Yolanda Winkler
 - Began revisions/edits/design for final draft of plan

- **Budget**
 - Received and reviewed Governor's 2011 budget
 - Responded to request for information from Tonya Zimmerman on MFRs and budget questions

- **Legislative Session - Note: ODHH is not scheduled for budget review this year**
 - Hosted Legislative Awareness Day on February 15th in Room 145 of the House Building
 1. Lt. Governor Brown provided welcoming remarks
 2. Delegates Rice and Morhaim spoke
 3. Training provided on the legislative process and how to be an advocate
 4. Participated in tour of the State House
 5. Facilitated meetings between constituents and their Senators and Delegates

- 6. Arranged accessibility (CART; interpreters) for the House Chamber in recognition of President Lincoln
- SB 79 – Office of the Deaf and Hard of Hearing – Responsibilities
 1. Passed the Senate on January 21, 2010
 2. Prepared and provided testimony in support of SB79
 3. Coordinated with AADB, to provide testimony for SB79
- SB 68 – Activation of Closed Captioning in Places of Public Accommodations
 1. Prepared and provided testimony in support of SB68
 2. Coordinated with NAD, MDAD, HLAA national, HLAA local chapters, ALDA national, ALDA local, MDSC and HCCD to provide testimony in support of SB 68
 3. Follow up meeting with Senator Frosh, Chair of JPR, to develop amendments to SB68
 4. Passed the Senate on January 25, 2010
- HB 59 – Universal Design for Education
 1. Recommended amendment to include Director of ODHH or appointee on the Task Force
- SB 102/HB 1086 – Election – Campaign Advertising - Closed Captioning
 1. Provided written testimony
 2. Assisted with coordinating written and spoken testimony
- HB 1463 – Rachel’s Law – Closed Captioning in Movie Theaters
- Attended MSD budget hearings
- Scheduled to attend DOIT (Maryland Relay) budget hearings
- **Interagency Councils and Boards**
 - Participated in meeting with MSDE to develop State Plan for the Education of Children with Hearing Loss
 - Participated with DORS in the Deaf, Hard of Hearing and Late Deafened Workgroup
 - Participated in MDOD weekly policy meetings
- **Interagency Coordination**
 - GOCI requested training for the staff of the Banneker museum,
 - Received and reviewed updated roster of State Directors
 - Received and reviewed NASADHH 2009 Survey Report
 - Responded to requests from the State Directors organization for information on
 1. Development of a not-for-profit professional organization
 2. CART/VRI Contract Development
 3. Enabling Legislation
 4. Telephone surcharges
 5. Use of certified interpreters in hospitals
 6. Demographics
- **Internships**
 - Two interns, Jennifer Ryan and Kerry Hiatt are from Towson University are working with the Office this semester

2. **Constituent Services Program:**

- Fielded 142 requests for information and referral. Of the requests 121 were from individual constituents, 25 were from a government agencies. In addition, 18 instances of technical assistance were provided. An average of ninety-three (93%) percent of the requests were responded to within 48 hours. Ninety-eight (98%) percent were responded to within 5 business days.

3. **Short Term/Long Term Projects**

- **Sensitivity Training for Hospitals –**
 - No activity
- **Behavioral Health Subcommittee –**
 - Meetings held on December 8th and January 25th
 - Provided contact information to the subcommittee chair for the Consumer Quality Team of Maryland to collect survey data.
 - ODHH Director Kornberg met with Laurie Corcoran (Council Chair) and Carl Bailey (subcommittee Chair) to discuss working agenda for subcommittee
 - Joanne Mackinson, representative from SFHC resigned, will be replaced by Marie Williams
- **State Wide Interpreter Contract –**
 - Provided definitions
 - Rescheduled review meeting
 - Responded to State Directors request for information on CART and VRI contracts
 - Met with DBM staff to review introduction and scope of work (December 17);
- **Team Maryland/Education Subcommittee–**
 - January 12th State Plan meeting
 - Contacted Dr. Heath in preparation for the January 12th State Plan meeting
- **Voter Access –**
 - Provided voter registration applications and voter buttons at Legislative Awareness Day
- **Press Office Coordination –**
 - Responded to request for information from Capital News Service on SB68
 - Coordinated with VITAC, Frank Perrelli, DHMH and Anthony Burrows to improve accessibility to Governor’s videos
 - Reviewed weekly schedule for Governor and Lt. Governor and facilitated interpreters as appropriate
- **Emergency Preparedness –**
 - Forwarded ASL Video Clips from DeafNet and Texas to MEMA for posting on the website
 - Forwarded the clips to be posted on the ODHH Website under Emergency Preparedness, once this page of the website is updated
- **Veteran Outreach –**
 - Scheduled to participate in Veteran Musters in Baltimore City, Harford County and Prince George’s County
- **Police Trainings –**
 - Provided training to Baltimore County Police Academy, Dundalk
 - Received requests for 4 Trainings from Baltimore County Police and 11 Trainings from the Frederick County Sherriff’s Office.
- **One Stop Trainings –**
 - Training provided at:
 - The Prince George’s County One-Stop
 - The Maryland Association of Career Development Annual Conference

ADDENDUM B
AGENCY & SUBCOMMITTEE REPORTS

Education Subcommittee Report

Over the past few months we have scheduled 2 meetings, unfortunately the first meeting no one attended and no one RSVP'd to the second meeting so it was cancelled. We need to decide a few things.

First we need to decide if we want to continue with an Education Sub-Committee.

I personally feel there is a need for this committee to continue, or start. I feel we have two important topics that this committee can address.

First, the State has formed a committee that is currently working on a State Plan for the Education of Deaf Children. This committee has met twice, with the next meeting scheduled for May 4th. The committee has representation from a variety of stakeholders. We have representation from parents, educators, state directors, early childhood, and post-secondary. The first meeting mainly went over data that is currently available and data that is needed. We also looked briefly at other state plans. The second meeting discussed the role of Universal Newborn Screening in the educational plan, and how referrals are made to the Infant and Toddler Program. The committee will be participating in the 2010 Summit for Deaf Education which will be held in Cedar Rapids, IA in April. Maryland will have a few people on site and also will have remote representation. I feel ODHH needs to stay involved with this committee to be sure the committee continues to move forward.

Second, it was been requested that the Education Subcommittee look at the possible start of a Deaf-Mentor program in Maryland. MDAD, the Family Support and Resource Center and possibly ODHH (Education Sub-Committee) would like to work together to start this program. This program would be set up very similar to a parent-to-parent program, with it being a deaf-mentor-to-parent program. Several states have formed similar programs, and parents seem to be very responsive to have the opportunity to meet a variety of deaf and hard of hearing adults.

Finally, if it is decided this committee will continue we must have committed members on the committee that are willing to meet. If location is an issue, can we possibly use technology to meet? If technology is not an option when, where and what time would be best to meet.

Department of Health and Mental Hygiene Report

1) DHMH will be surveying the health departments to see what services are available for individuals who are deaf and hard of hearing. Health Departments will be asked whether there have been issues raised about access to services. If so, how are the complaints or issues being handled? How are the health departments tracking this information?

2) DHMH would like to have an exchange with the Advisory Council. DHMH would like to know what the challenges are that individuals who are deaf or hard of hearing are experiencing accessing services. What are some of the things DHMH is doing well? What are some of the things DHMH is not doing well in?

3) DHMH would like to do a briefing on the services we have and how they are structured to the Advisory Council.

4) How did we reach the population on providing information on H1N1? Are there other things we need to do pertaining to H1N1?