CHANGING
Maryland
for the Better

Maryland Advisory Council on the Deaf & Hard of Hearing

WELCOME KIT

2019

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MARYLAND GOVERNOR'S OFFICE OF THE DEAF AND HARD OF HEARING

Created March 2019
Last Updated September 2019

ABOUT

THE GOVERNOR'S OFFICE OF THE DEAF AND HARD OF HEARING

was established in October 2001 through legislation (Chapter 537 of the Acts of the 2001 General Assembly). In accordance with the State Government Article, section 9-2407 of the Annotated Code of Maryland, the office promotes the general welfare of Deaf and hard of hearing individuals in Maryland by addressing policy gaps, providing expertise related to Deaf and hard of hearing issues, and facilitating the ability to access resources and services.

MISSION

The Governor's Office of the Deaf and Hard of Hard of Hearing represents the Governor and his goal of promoting equal and full access for all Marylanders by providing expertise that enhances the general welfare of Maryland's Deaf and hard of hearing residents.

VISION

All Maryland citizens who are Deaf or hard of hearing will have equal and full access to resources, services, and opportunities for participation in all aspects of community life.

HISTORY OF THE OFFICE

Numerous studies, temporary commissions, and advisory committees in Maryland over the past thirty years had consistently identified the same recurring issues related to Deaf and hard of hearing constituents from 1966 to 2001. The Governor's Office of the Deaf and Hard of Hearing finally became a reality from the collaborative efforts of Maryland Association of the Deaf along with various local organizations serving Deaf and hard of hearing individuals. In October 2001, the Maryland General Assembly recognized the need for the creation of the Office to serve Maryland's Deaf and hard of hearing individuals through enabling legislation.

ABOUT

RESPONSIBILITIES OF THE OFFICE

The Governor's Office of the Deaf and Hard of Hearing is a policy coordination office of the governor that is focused on advocating and coordinating the adoption of public policies, regulations, and programs.

The current policy priorities of the office includes the following:

1. Expansion of the Deaf Ecosystem to support current and aspiring Deaf and hard of hearing business owners in the aim of increasing economic empowerment by reducing underemployment and unemployment.

2. Development of a policy framework to address fraudulent and unqualified interpreters in the state.

3. Collaboration with state services, agencies, and programs to improve efficiency and quality of services.

STATUTE

The statute establishing the Governor's Office of the Deaf and Hard of Hearing can be seen on our website or at bit.ly/2NJ4cTh.

ANNUAL REPORTS

The office's annual reports can also be found on our website or at these links:

FY17: bit.ly/2Tv0Mc6
FY16: bit.ly/2NGwP3q

ABOUT

CURRENT STAFF

Director Kelby Brick, Esq., CDI
Director Brick was appointed by Governor Larry Hogan. Director Brick led efforts in 2001 to establish the Governor's Office of the Deaf and Hard of Hearing. He oversees the guidance of the office and the staff. He is a liaison with various state offices and agencies. Director Brick works with Governor Hogan to address gaps that impact Deaf and hard of hearing people statewide.
Contact: kelby.brick@maryland.gov

Policy Manager Jacob Salem, MPA
Manager Salem manages policy work and can be contacted for information on state resources, the procedures and processes for filing a complaint, and accessibility advice.
Contact: jacob.salem@maryland.gov

Policy & Communications Manager TraciAnn Hoglind, MPH
Manager Hoglind also manages policy work, as well as office communications and finances. She is responsible for organizing MACDHH related events. Manager Hoglind can be contacted in regards to state resources, accessibility advice, communications, and MACDHH inquiries.
Contact: traciann.hoglind@maryland.gov

Read office staff bios here: odhh.maryland.gov/staff.

PREVIOUS OFFICE DIRECTORS

2001 - 2007: Yvonne Dunkle
2007 - 2015: Lisa Kornberg, LCPC, LCADC
2015 - Current: Kelby Brick, Esq., CDI

ABOUT MACDHH

THE MARYLAND ADVISORY COUNCIL ON THE DEAF AND HARD OF HEARING was authorized in October 2001 (Chapter 537, Acts of 2001-Code State Government Article, secs. 9-2404 through 9-2406) to advise and give support to the Maryland Governor's Office of the Deaf and Hard of Hearing.

RESPONSIBILITIES

The council **advises** the Maryland Office of the Deaf and Hard of Hearing on carrying out its duties and reviews statewide activities that involve Deaf and hard of hearing individuals. The council also fosters coordination and support of programs for Deaf and hard of hearing individuals and studies ways to ensure that services and facilities are available to Deaf and hard of hearing Marylanders.

The council holds at least quarterly, regularly scheduled meetings and open meetings to provide feedback to the Maryland Governor's Office of the Deaf and Hard of Hearing as well as to facilitate collaboration between Deaf individuals and private organizations, public organizations, and the general public. The council shall assist any local governing body of a county to establish a local advisory council for Deaf and hard of hearing individuals in the county for purposes of implementing the provisions of the Americans with Disabilities Act of 1990 and other relevant state and federal laws.

Of the council's 18 members, nine of the members shall serve as representation of various state agencies, while the other nine are to be members of the Deaf community. Of the nine Deaf community members, five shall be Deaf or hard of hearing individuals, one should have special knowledge relating to services to individuals who are Deaf and hard of hearing, one shall be a parent of a Deaf or hard of hearing child, one shall be from a private agency providing services to deaf and hard of hearing individuals, and one shall be a person with special expertise relating to services to DeafBlind individuals.

The members are staggered in three different 3-year terms and a member may not serve consecutively more than two 3-year terms. At the end of a term, a member continues to serve until a successor is appointed. Any member who fails to attend at least 50 percent of the regularly scheduled meetings during any 12-month period is considered to have resigned.

ABOUT MACDHH

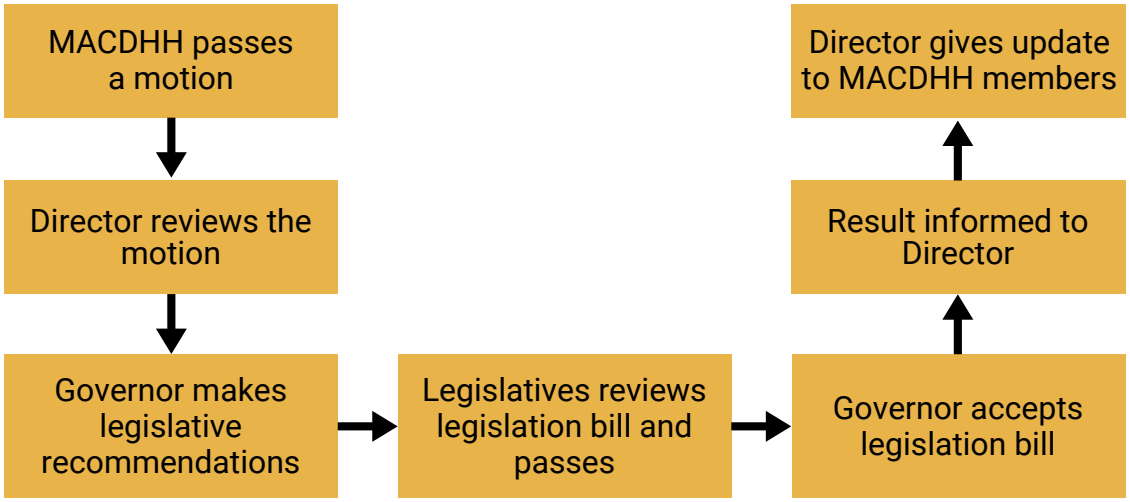
MACDHH QUARTERLY MEETINGS

The MACDHH meetings are led and run by the chair, following the Robert's Rules of Order parliamentary procedure. A few weeks before each meeting, the chair will communicate to members notifying them of the upcoming meeting and take in meeting motions to add to the agenda.

Each meeting is run according to the agenda, which is usually in this order:

1. Welcome
2. Approval of previous meeting minutes
3. Reports
4. Old business
5. New business
6. Announcements

If MACDHH passes a motion recommending a change to the statute or the law, the process will need to go through legislation, as shown:



ABOUT MACDHH

ADVISORY COUNCIL MEMBERS

Members are appointed by the governor to a 3-year term with senate advice and consent.
At the end of a term, a member continues to serve until a successor is appointed.

Chair: Dr. Larry Gray
Vice Chair: Marny Helfrich
Secretary: Vikki Porter

APPOINTEE	SEAT	Term End
Karunya Samuel	Citizen	2018
S. Spencer Dove	Maryland Commission on Civil Rights	2018
Erin Buck Skees	Maryland School for the Deaf	2018
Dr. Larry Gray	Citizen	2018
Marion Marny Helfrich	Maryland State Department of Education	2019
Dr. Janet Moye Cornick	Maryland Department of Transportation	2019
Gordon M. Outlaw	Department of Housing and Community Development	2019
Stephanie Summers	Citizen (Parent of a Deaf Child)	2019
Dr. Lisalee D. Egbert	Citizen	2019
Gregory S. James	Department of Human Services	2020
Jason Corning	Citizen (DeafBlind)	2020
Dakota Burgess	Department of Aging	2020
Vikki Porter	Citizen	2020
Victoria Wilkins	Department of Labor, Licensing, and Regulation	2020
Mary Lynn Lally	Citizen (Special Expertise)	2020

ABOUT MACDHH

TOWN HALL MEETINGS

After each advisory council meeting, the office hosts town hall meetings to promote engagement among council members and constituents, and for the office and council members to gather feedback and gain a better understanding of the community's needs and concerns related to state issues and the governor's priorities.

ACCOMODATIONS

It is standard practice to automatically ensure access to public meetings hosted by the Governor's Office of the Deaf and Hard of Hearing through the use of American Sign Language interpreters, real-time captioners, as well as a limited number of assistive listening loop devices. Other forms of accommodations such as tactile interpreting can be requested through the office.

BYLAWS

The bylaws are open for motions and discussion once a year. The updated MACDHH bylaws is available to view on our website at odhh.maryland.gov/advisory_council.

MEETINGS

More information about upcoming MACDHH meeting dates, town hall dates, and meeting minutes can be found on our website at odhh.maryland.gov/meetings.

APPLICATION

Interested applicants must fill out the entire application at govapps.md.gov/appointments/apply if they are interested in becoming an Advisory Council Member.

RESOURCES

DEAF ECOSYSTEM

The Deaf Ecosystem is a term coined by Director Brick. The Deaf Ecosystem is a critical tool in combating underemployment and unemployment that many Deaf and hard of hearing individuals experience. To enable empowerment, purchasing power, and economic mobility of Deaf and hard of hearing individuals, the Deaf Ecosystem's fundamental approach is to retain and harness the collective socio-economic power within the community's individuals, organizations, and businesses through community collaboration and support. Examples include fostering an inclusive entrepreneurial environment where Deaf and hard of hearing individuals can realize their potential without any barriers, supporting and patronizing local Deaf and hard of hearing businesses, and hiring Deaf and hard of hearing professionals and employees.

For more information and an ASL video, please go to: odhh.maryland.gov/deaf-ecosystem.
For a list of Deaf and Hard of Hearing Owned Businesses in Maryland, please go to: odhh.maryland.gov/directory/#dhhbizs.

INFORMATION CENTER

The information center on the website includes a list of different resources and information an a variety of topics, such as accommodations, assistive technology, fair housing, independent living services, and telecommunications. To see the full list and navigate through the resources, please go to: odhh.maryland.gov/resources.

DIRECTORY

The Governor's Office of the Deaf and Hard of Hearing website has a list of various Deaf and hard of hearing friendly businesses and organizations. To see the directory, please visit: odhh.maryland.gov/directory.

If you or someone you know would like to be added to the directory, they may fill out in this form: goo.gl/forms/heli86Vvz58KfbW92.

LEGISLATION

During the legislative session, the Maryland Governor's Office of the Deaf and Hard of Hearing is responsible for monitoring various bills that are introduced in the state legislature and may be of interest to Deaf and hard of hearing Marylanders. The office also ensures that the community remains informed of updates on hearings and votes on pending legislation.

To learn more and to see current bills the office is monitoring, please visit: odhh.maryland.gov/legislation.

DEAF COMMUNITY & CULTURE FAQ

WHAT IS DEAF CULTURE?

"Deaf people as a linguistic minority have a common experience of life, and this manifests itself in Deaf culture. This includes beliefs, attitudes, history, norms, values, literary traditions, and art shared by Deaf people." Source: World Federation of the Deaf (WFD); wfdeaf.org.

WHAT IS THE DEAF COMMUNITY?

“Deaf culture is at the heart of Deaf communities everywhere in the world. Each Deaf community is a cultural group which shares a sign language and a common heritage. Members of Deaf communities all around the world therefore identify themselves as members of a cultural and linguistic group. Identification with the Deaf community is a personal choice and is usually made independent of the individual’s hearing status, and the community is not automatically composed of all people who are Deaf or hard of hearing. The Deaf community may also include family members of Deaf people, sign language interpreters and people who work or socialize with Deaf people who identify with Deaf culture. A person is a member of the Deaf community if he or she self-identifies as a member of the Deaf community, and if other members accept that person as a member. Very often this acceptance is strongly linked to competence in a signed language.” Source: WFD

WHAT ARE THE DEAF IDENTITIES?

Deaf people have various intersectional/sub-identities, making the community beautifully diverse. Just to name the most common Deaf identities: Deaf, Hard of Hearing, DeafBlind, DeafDisabled, and Late Deafened. Many hard of hearing people do not use American Sign Language (ASL), many Deaf people become Deaf later in life, and they are always welcome in the Deaf community. To learn more about different identities, please visit nad.org/resources/american-sign-language/community-and-culture-frequently-asked-questions.

DEAF COMMUNITY & CULTURE FAQ

CAN ALL DEAF PEOPLE READ LIPS?

No (not all hearing people can, too!). Research shows that only approximately 30 to 45% of the English language can be understood through lip reading. Reading lips is not and should not be used as a main form of communication with Deaf people.

Please watch this great video to test your lip reading skills and to learn more about how lip reading impacts the Deaf community: huffingtonpost.com/lydia-l-callis/lip-reading-is-no-simple-task_b_9526300

DO ALL DEAF PEOPLE HAVE DEAF PARENTS?

No, it is known by numerous research findings that 90% of Deaf children are born into hearing parents and families. This is why language deprivation is such an alarming issue, especially if the hearing parents have never been exposed to the Deaf community and ASL. Deaf children need exposure to full language from birth. For more information on language acquisition, please visit gallaudet.edu/clerc-center/info-to-go/language-and-communication.

ISN'T ACCESSIBILITY ENOUGH?

Providing accessibility is NOT the same thing as having access to Deaf-centric services. Although it is required by law to provide accessibility for Deaf people and people with disabilities, nothing can beat having access to services that are truly tailored for them. Examples include Deaf employees serving Deaf consumers, such as the Governor's Office of the Deaf and Hard of Hearing. Direct communication, especially with someone of the same background and experience, is best. If need be, when providing accessibility, the quality of service is highly critical. For instance, ASL interpreters and CART providers must be certified and qualified. Certified Deaf Interpreters (CDI) are extremely important in facilitating communication as well, for they specialize in cultural and linguistic exchanges. Hearing loop systems should also be installed and readily available for direct access to sound.

DEAF COMMUNITY & CULTURE FAQ

HOW CAN I COMMUNICATE?

Deaf and hard of hearing people may prefer to communicate in different ways. Some might prefer to sign, vocalize, or some might prefer to use writing. Their first language might be American Sign Language, English, or any other language. Don't assume anything, just ask.

If you know ASL and you're talking to a Deaf or hard of hearing person who uses sign language, you should try to sign yourself. Even if your skills aren't the best, the person you're talking to will appreciate your effort, and they'll let you know if they prefer to communicate a different way.

When talking with a hard of hearing person who does not use ASL, face them directly in good light, speak clearly, and keep your hands away from your face while talking. Avoid talking to them from different rooms or at a distance, as well as the overlapping or interrupting of conversations.

When using an interpreter, their job is to relay the information, so you should speak directly to the Deaf or hard of hearing person. The translation process may cause a bit of a delay, so be mindful when speaking fast, and everyone should speak one at a time. Don't be afraid to ask for clarification. Generally, when at a meeting or in a conversation, say your name first before speaking. This will help the Deaf and hard of hearing individuals, CART providers, and interpreters identify who is currently talking.

WHAT IS PRO-TACTICLE ASL?

Pro-tactile ASL is a language used by DeafBlind people, that touches hands to read the signing. To learn more, please watch this video: youtube.com/watch?v=9GrK3P15TYU.

WHAT IS A VIDEO RELAY SERVICE?

Video Relay Service (VRS) is a form of Telecommunications Relay Service that enables Deaf people who use American Sign Language to communicate with voice telephone users through video equipment, rather than through typed text. There are several different VRS providers, such as Convo, Sorenson, and Z. To learn more, please visit fcc.gov/consumers/guides/video-relay-services. There are also other forms of relay, such as voice carry-over and Braille TTY. For more information, please visit Maryland Relay at doit.maryland.gov/mdrelay/Pages/services.

DEAF COMMUNITY & CULTURE FAQ

WHAT WORDS SHOULDN'T I USE?

Deaf and hard of hearing people have the right to choose what they wish to be called, either as a group or on an individual basis. Overwhelmingly, Deaf and hard of hearing people prefer to be called “Deaf” or “hard of hearing.” Nearly all organizations of the Deaf use the term “Deaf and hard of hearing.” Yet there are many people who persist in using these terms:

Deaf and Dumb/Deaf-Mute: These offensive words are self-explanatory. Deaf and hard of hearing people have repeatedly proved that they have much to contribute to the society at large rather than being "Dumb." Because Deaf and hard of hearing people use various methods of communication other than or in addition to using their voices, they are not mute. True communication occurs when one’s message is understood by others, and they can respond in kind.

Hearing Impaired: The term “hearing impaired” is viewed as negative. The term focuses on what people can’t do. It establishes the standard as “hearing” and anything different as “impaired,” or substandard, hindered, or damaged. It implies that something is not as it should be and ought to be fixed if possible.

Source: nad.org/resources/american-sign-language/community-and-culture-frequently-asked-questions

ONLINE RESOURCES

Here are some resources for communicating with a Deaf person:

- dhcc.org/dhcc-outreach/communication-info
- hsdc.org/services/deaf-101

Here are some resources for communicating with a DeafBlind person:

- aadb.org/factsheets/db_communications
- deafblind.com/tipsdbp

Here are some resources to learn more about what the American with Disabilities Act requires:

- ada.gov/effective-comm
- ada.gov/hospcombrprt
- nad.org/resources/advocacy-letters

DEAF COMMUNITY & CULTURE FAQ

WHERE CAN I LEARN ASL?

Learning American Sign Language is fun, we promise! Here are a few resources you can navigate to learn fingerspelling, some words, or even full sentences!

The ASL App: You can download this app on your device and learn ASL on the go! There are some free versions, however, if you want to learn some advanced signs/phrases, there are different categories you can buy. The owners and developers of this app are Deaf and from Maryland. Website: theaslapp.com

ASL Nook: Full of adorable videos, stories, and gifs, you'll have a blast learning ASL words with ASL Nook. Owned and operated by a Deaf family, common conversation topics are included, such as health, our community, food, school, holidays, and many more. Website: aslnook.com

@SignedWithHeart: This instagram account, which has nearly 80,000 followers, is led by a Deaf woman. She teaches different signs and offers various video speeds. Website: linktr.ee/signedwithheart. Instagram: instagram.com/signedwithheart

Maryland School for the Deaf (MSD): MSD offers free ASL classes for family members, extended members, and for school personnel who work with their students. ASL classes are offered on campus throughout the school year for staff during the day and for families in the evenings. Website: bit.ly/2EUjOPU.

SOCIAL MEDIA

@MarylandGODHH

MD Governor's ODHH

odhh.maryland.gov

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