Meeting Minutes: Northeast DHHS Advisory Committee

Date: September 19, 2019
Minutes prepared by: Dawn Morton (remotely)
Location: MN Department of Health, Duluth Technology Village, 11 E Superior Street, Suite 290, Duluth MN

Attendance

- Members
  - Joshua Morris-Committee Chairperson
  - Nancy Diener
  - Maisie Blaine-Committee Representative to MNCDHH
  - Mary Soltis
  - Jack Bender
  - Michelle Nelson-Prospective Committee Member
  - Not Present: Kyle Heyesen, Mary Pank, Maggie Hoppe, Natalie Stanley
- Other Attendees
  - Dustin De Santo-Northland Television, Chief Director of Production
  - Cheryl Blue-DHHS Deaf and Hard of Hearing Specialist
  - Anne Janckila-DHHS Deaf and Hard of Hearing Specialist
  - Lisa Shepherd-DHHS Interpreter Specialist
  - Dan Millikin-DHHS Director
  - Dawn Morton-DHHS Administrative Assistant (remote attendance)
  - CART services provider-Jane (Paradigm)

Agenda

- Call to Order/Introductions/Welcome
- Acceptance of June 20, 2019 Meeting Minutes
- Northland TV News Real-Time Captioning grant: Dustin DeSanto, Chief Director of Production
- Old Business/New Business: Cheryl Blue and Anne Janckila
  - Update and progress related to DHHS redesign
  - DHHS and I&R flyers, demonstrate the new MN DHS, DHHS’ website [https://mn.gov/deaf-hard-of-hearing]
Meeting Notes

Call to Order/Introductions/Welcome
The meeting was called to order at 1:15pm by Joshua Morris, Chairperson. Introductions took place. Members and guests were welcomed.

Acceptance of June 20, 2019 Meeting Minutes
Mary Soltis made a motion to accept the meeting minutes. Jack Bender seconded the motion. The minutes were approved as written.

Northland TV News Real-Time Captioning grant updates: Dustin DeSanto

- Dustin gave an overview of the captioning services provided through a DHHSD grant. As of July 1st, KBJR started its second year of the current two-year agreement.
- Cheryl noted that stories posted on the website for later viewing are not always captioned. Dustin explained captioning is provided regularly on stories the local station produces. It is not always true when using footage from other sources.
- Interpreter use and placement during public announcements and emergency briefings was discussed. Certified Deaf Interpreters (CDI) are being used more often. Cheryl reminded the group that the DHHSD grant to KBJR is focused on real-time captioning and not interpreters. Anne advised that the responsibility of providing interpreters during city reports or emergency disaster briefings would fall to the organizers of the event and not the television station.
- Dustin commented that technology is changing. In 2016 KBJR upgraded to state-of-the-art equipment for captioning and teleprompting. As the world of internet is evolving, so are consumers’ viewing habits. People are moving more to on-demand viewing versus traditional scheduled viewing. Captioning needs may change as well and that should be addressed in upcoming grant contract discussions. FCC mandates have required all stations to provide more accommodations. It was suggested that the committee schedule a tour of the studio. Dustin welcomed the idea.
• Feedback is welcomed as it helps to improve services and is required by the DHHSD grant. Dustin states not much feedback has been received lately so the assumption is that no news is a good thing. Cheryl suggested attendees of the monthly Sammy’s gatherings may offer good feedback. This group meets on the 3rd Thursday of the month at Sammy’s Pizza to socialize and learn. The September 19th group will include a presentation by the American Red Cross addressing smoke detectors for people who are deaf or hard of hearing.

Old Business/New Business: Dan Millikin

• The new DHHSD website, [mn.gov/deaf-hard-of-hearing](http://mn.gov/deaf-hard-of-hearing), is available. It contains information and resources for people who are deaf, deafblind, hard of hearing and late-deafened and for groups or agencies serving individuals with hearing loss. Several of the segments are presented in ASL. The website covers information and resources available statewide. It is a work in progress and user input is welcomed. Two videos were shown.
• Division-wide publications are now available including a new [DHHSD brochure](http://dhhsd.brochure) which can be printed directly from the website. One concerned raised was the amount of dark areas which require much ink when consumers print the document. Dan will pass along the comments but acknowledged DHS has specific layout criteria that must be followed.
• The Division’s transition to a Centralized Information and Referral system is well underway.
  o There is now a single set of contact numbers for the division. 800-657-3663 (V), 651-964-1514 (VP), [dhs.dhhsd@state.mn.us](mailto:dhs.dhhsd@state.mn.us) (email). All regional phone lines and email addresses are inactive. Individual staff members can be contacted through their direct telephone and email addresses.
  o Eric Nooker, I&R Specialist is the new front-line contact for the division. He will handle all incoming contacts for the division. Eric is currently developing a process/script for any incoming call or email to make sure enough information is gathered to make proper internal (DHHS/MH/TED) and external referrals.
  o We are in a learning process and have experienced some technology hiccups but ultimately this will streamline and establish more consistent service statewide.

MNCDHH Updates/Strategic Goals: Maisie Blaine

• The next MNCDHH meeting is September 20th in St Paul. The MNCDHH board chair, Michele Isham, will facilitate the meeting.
• News from the last legislative session. MNCDHH led seven bills this year. Five bills passed; two did not pass.
  o Passed—An increase in funding from the TAM fund was granted.
  o Passed—The Newborn Hearing Screening Advisory Committee will continue.
  o Passed—A definition of interveners for deafblind students has been added to statute.
  o Passed—State agencies are now required to include a plan for IT accessibility standards.
  o Passed—A work group will be established for the State Capitol to ensure accessibility.
  o Did not pass—Charter schools to allow ages birth to three for children with hearing loss.
Did not pass—Funding for teacher preparation program for teachers of students who are blind or have low vision.

MNCDHH supported other bills led by other groups.
- Passed—TED Modernization bill to expand telecommunication services.
- Passed—SLEDS funding to measure educational outcomes will continue.
- Passed—An increase in funding for MN State Academies.
- Did not pass—Inclusion of hearing aid insurance coverage for ages 19 and older.

- Mary Hartnett’s last day as the Executive Director of MNCDHH was Wednesday, September 11.
  - A conditional offer has been extended to Darlene Zangara to fill the Executive Director position. This offer is pending acceptance by the candidate, salary negotiations, background checks, etc.
  - Information about Darlene Zangara and the other candidate finalists is available on the MNCDHH website.

- The MNCDHH released a report of their goals under the Five-Year Strategic Plan 2014-2019.

**DHHS Update Report: Dan Millikin**

- A new TED Specialist has been hired for the South Region’s Mankato office. There is an opening for a DHH Specialist in that office.
- Claire Wilson has resigned as the Assistant Commissioner for the Community Supports Administration. She was a huge advocate and ally for our division and will be missed.
- Jodi Harpstead is now the new DHS Commissioner.

**Advisory Committee meetings in 2020**

- The plan for calendar year 2020 is to hold three advisory committee meetings and one community meeting in each region.
  - Jack suggested holding more than one community meeting for the region. Dan said that could be considered, perhaps one in Duluth and one in Hibbing.
  - Today we are introducing the idea. At the next meeting we will get members’ input.
- Cheryl reminded members to complete their member information form.

**Adjournment**
Mary Soltis made a motion to adjourn the meeting and Nancy Diener seconded the motion. Meeting was adjourned at 3:04pm.

THANK YOU FOR YOUR TIME AND INPUT!
ADDENDUM TO MEETING MINUTES-NORTHEAST
 Updates that were not presented at the 9-19 meeting.

Mental Health Program Updates

- The Mental Health Program served, unduplicated, 132 deaf, deafblind, and hard of hearing consumers in FY 2019.
- The audit of all treatment plans developed by the Mental Health Program in FY 2019 for the Results-Based Accountability Project revealed that 85% of the 523 individualized treatment plan goals have either been achieved or are in good progress by our clients. Moreover, 91% of the clients of the Mental Health Program either have completed or are making good progress with their individualized treatment plan goals.
  - Seven psychiatric admissions were documented for FY 2019.
- The DHHS Mental Health Program sent out 112 consumer satisfaction surveys in the Fiscal Year 2019; 73 surveys were returned with an approximate 65% response rate. The survey consisted of 14 questions asking consumers to rate the mental health services that they have received. The program received an overall score of 3.62 (out of 4), ranging from 2.50 to 3.90 for each question. These scores indicate that consumers in Minnesota who have received services from the Mental Health Program are highly satisfied.
- The Mental Health Program data revealed that 3,435.5 contacts and 3,645.75 hours were made in Fiscal Year 2019, with 48% of our work focusing on direct mental health services. Case coordination (case management) accounted for 20% of our work, and 9% was for our consultation services. Traveling made up 23% of our time.

TED Program Updates

- New Hire- Mankato TED Specialist position
  - Kirk Anderson was hired to replace Nancy Karkoska in the TED Specialist in Mankato. He started August 21st and will be serving 29 counties in southern MN.
- Legislative implementation plan
  - An internal committee has been meeting to outline an internal plan of implementing three new services from the TED Program.
  - Pre-screen TED clients on other assistive technology that could benefit them. Refer the client to the DHHS Specialist for further follow-up.
  - Assist TED Clients to apply for discounted telephone and internet programs. Such programs are Lifeline and TAP.
  - Will be adding interconnectivity devices to the TED inventory. We are researching potential devices that can be added to the program and staff will be trained on them.
- iPhone/iPad Phase Two pilot report
  - Sarah is writing the report to the results of the iPad/iPhone second pilot. The report will be submitted to the Department of Commerce in September. They will determine if TED can distribute tablets and smartphones as an option for advanced wireless telecommunications.
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