



Advisory Council to the Division of Services of the Deaf and Hard of Hearing

Wednesday, January 18, 2023
Via zoom meeting 5:00 pm – 6:30 pm

Meeting Minutes

Advisory Council Members: Joe Helfrich, Kim Lucas, Sharron James, Jim Berardino, Brad Jones, Larry Lee

DSDHH Staff: Melanie Sperry, Sarah Brenna, Kelly Boehmer, Jes Nelson-Julander, Sue Ordonez

Agenda Item	Discussion	Recommendations/Actions
<p>Welcome, Introductions and Approval of Minutes</p>	<p>Meeting started at 5:20 PM</p> <p>Excused: Martin Price, John Galli, Katie Greene, Cody Simonsen, Chip Royce</p> <p>Vice Chair, Joe Helfrich welcomed all to the Advisory Council meeting.</p> <p>Approval of Minutes</p> <ul style="list-style-type: none"> <input type="checkbox"/> August 31, 2022 meeting minutes. <input type="checkbox"/> October 19, 2022 meeting minutes. 	<p>Joe called for a motion to approve the 8/31/2022 and 10/19/2022 minutes.</p> <p>Kim motioned. Larry seconded the motion.</p> <p>Minutes approved unanimously.</p>
<p>Director's Report</p>	<ul style="list-style-type: none"> ● Director position is still vacant <ul style="list-style-type: none"> ○ 5 candidates were interviewed out of 8 applicants in December 2022 ○ None of the candidates were selected ○ Deaf, Hard of Hearing, community members, employees and UAD were all represented on the interview panel ○ Additional outreach efforts and advertising are being considered ● We would like to have better tracking of use of the building for the legislature <ul style="list-style-type: none"> ○ We would like to differentiate between community members receiving services and the public using our building for other activities that are not DSDHH related ○ We have an option to use a system called Salesforce which will allow us to: <ul style="list-style-type: none"> ■ track the use of the building ■ Non-DSDHH activities vs DSDHH activities ■ can be used to invite people to events ■ allows people to register for events online 	

- allows people to use a QR code on their phone to check in
 - Salesforce will not go live until staff is trained and trainings/communication for the community are created
 - there will be options and ways to assist those community members that struggle with technology or do not have a cell phone/email
 - direct emails and texting will be available
 - both front desk positions will be the administrators
 - a training can be done with the Advisory Council to get some input on how the training goes
- Hard of Hearing program
 - starting classes soon
 - Speechreading
 - Beginning Sign Language
 - Kelly will be interviewing for the St. George Hard of Hearing Specialist position
 - there are applicants for the other Hard of Hearing Assistant positions
 - wages have been increased recently to try and get more interest
- Working on increasing our outreach activities
 - some staff were asked by the SLC mayor to present on working with individuals who are Deaf or Hard of Hearing
 - if the Powerpoint is interesting, Sarah will send it out to the Council
- Big events coming up at the Sanderson Center
 - February through April - VITA tax assistance
 - Online and in person appointments
 - In person appointments at the Sanderson Center, St. George, Ogden and Provo this year
 - Flyers and videos will be sent out
 - April 8th - Annual Surprise Spring Egg Hunt
 - June 12 through June 15 - Kids Summer Camp
 - September 12 through 16 - Deaf Festival
 - For Deaf Awareness Month
 - Several activities
 - If anyone wants to partner, participate or work with us, please let us know
 - October 20 - Harvest Night
 - November 3 through 4 - Fall Bazaar
 - November 23 - Annual Thanksgiving Meal
 - December 15 - Holiday Bash
 - Santa
 - Magic Show
 - Fun activities for kids

- Sanderson Center has a new Communication Assessor, Jasi Sefcik
 - Assessments for individuals who are Deaf or Hard of Hearing
 - Referrals from employers, immigration, attorneys, law enforcement, where they need to know how to communicate with an individual
 - The individual is recorded and then tested/assessed for their skills:
 - lipreading
 - spelling
 - reading
 - writing
 - sign language
 - A report is generated with the results
 - A video and flyer will be put together letting people know about this service.
- Facility Update:
 - In the process of having new LED lighting installed in the entire building to make it brighter/lighter
 - In the process of getting quotes and samples for paint and carpet
- UIP Update from Jes Nelson-Julander:
 - A SWOT (Strengths, Weaknesses, Opportunities and Threats) assessment was done with the UIP team
 - a ticketing system has been implemented after reviewing the information
 - it will help with processing requests that UIP receives via email
 - Policies and Procedures manual has been updated and just went live today
 - Currently seeking feedback on the UIP website to see what people want/need and if they are able to find the information
 - Survey went live last Friday
 - Making sure that social media is being utilized for communicating non critical updates and information
 - Since we started doing more of this, the social media account has almost doubled in the number of people who have joined
 - With just over 600 certified interpreters in the state, 180 have joined the social media platform
 - Is there a list of CDIs (Certified Deaf Interpreters)?
 - There is an interpreter directory on the website and there is a filter available to find which interpreters are CDIs
 - More can be done to make the information more clear

<p>Hard of Hearing Subcommittee Report</p>	<p>Kelly, Sharron, Sue, Larry, Katie and Joe are the Hard of Hearing subcommittee</p> <ul style="list-style-type: none"> ● A SWOT (Strengths, Weaknesses, Opportunities and Threats) assessment was done with this subcommittee <ul style="list-style-type: none"> ○ Strengths and Weaknesses were covered in the last meeting ○ Opportunities: <ul style="list-style-type: none"> ■ Create internships to allow others to learn and understand ■ Outreach to professionals that work with those with hearing loss ■ Road trips that stop and talk with people ■ Presentations to audiology students at colleges and universities ■ Utilize the communications team to help create flyers and other printed material ■ Obtain feedback and more insight from participants and consumers ■ Find new ways to delegate more to those that are willing to help to ensure the program is successful ■ Educate about the process of how things work and how to work with those in the process ■ Allow for feedback by providing a suggestion box which will allow consumers and staff to provide insight or suggestions ■ Hard of Hearing supervisor <ul style="list-style-type: none"> ● take the opportunity to delegate out and to have the time to cover staffing needs, management needs, ● review protocols for taking care of things ● create protocols for marketing ● working on things with communication management ● utilize the consumers in the Hard of Hearing program and ask them to get the word out related to marketing program ● create a committee of volunteers who would be willing to help share about the programs ● have hard of hearing consumers learn more about Deaf culture to better understand why, how and what it means ● find out what the expectations are from a legislative perspective and learn from them and find ways to meet the overall agency goals ● seek to improve collaboration with agencies, groups, organizations, etc 	
--	---	--

	<ul style="list-style-type: none"> ● obtain feedback from previous and current consumers of the Hard of Hearing program ● seek to learn from other State programs and how to work together <ul style="list-style-type: none"> ○ Threats <ul style="list-style-type: none"> ■ no one wants to work ■ not knowing how to use technology ■ lack of knowledge of Deaf culture and Hard of Hearing issues 	
Deaf Subcommittee Report	<ul style="list-style-type: none"> ● Will go over SWOT for the Deaf subcommittee at our next meeting ● Kim spoke about the difficulty of working with the legislature without knowledge of how to work with them well <ul style="list-style-type: none"> ○ fear of losing or not being able to obtain needs for the Deaf community ○ the language they use in their discussions and emails is not easy to understand ● Sarah offered overviews and information to help better understand the legislature and how the process works ● Kim said it would be great to collaborate with Hard of Hearing, UAD and DSDHH as a whole so we all know what to watch out for ● Joe mentioned a guided tour of the legislature and how it works may be an option 	
Roundtable/Public Announcements	<ul style="list-style-type: none"> ● UAD <ul style="list-style-type: none"> ○ will host 3 big events this year <ul style="list-style-type: none"> ■ Mental health summit: Find Your Freedom in February will be free for all at the Sanderson Center. ■ Deaf Festival at the Sanderson Center in May ■ Unity Conference at the school for the Deaf in Springville sometime during the last part of summer or early part of fall ○ hosting the NAD working with NFL and Fox News to determine who will be performing the National Anthem and the halftime show at the Super Bowl <ul style="list-style-type: none"> ■ maybe we can collaborate with other types of sports teams ● HLAA will update at the next meeting 	
Adjournment	<p>Meeting ended at 6:24 PM</p> <p style="text-align: center;">Next Meeting Wednesday, March 15, 2023 5:00 pm – 6:30 pm</p>	<p>Joe called for a motion to adjourn.</p> <p>Kim motioned.</p> <p>Brad seconded the motion.</p> <p>Meeting adjourned.</p>