

FCCDHH quarterly meeting minutes
November 2 & 3, 2006
Tampa, Florida

FLORIDA COORDINATING COUNCIL FOR THE DEAF AND HARD OF
HEARING

QUARTERLY MEETING

November 2, 2006
Sheraton Tampa Riverwalk Hotel
200 N. Ashley Drive
Tampa, Florida 33602
1-813-223-2222

Call to Order: 1:05 p.m.

Members present: Joan Haber, Rick Kottler, Chris Wagner, Sarah Harris, Lisa Schaefermeyer, Carol Christopherson, Julie Church, Joe Naulty, John Jackson, Carolyn Franklin, Eloise Williams, Randy Ellsworth, and Stan Gustetic; Karen Anderson, Department of Health Liaison to the Council, and Mary Grace Tavel, Council Assistant.

Members not yet present: Laurie Gaylord and Tanya Ward English

Members Absent: Evan Goldman and Department of Education representative (unnamed as of yet).

Accommodation Service Providers were also introduced: Alex from CodaSound, Deeana Boenau of Americaption, and interpreters from ASL Services, Inc., Tony Bray, Marvin Mollinedo, Tara Mollinedo, and Brenda Stansbury; and Special Service Provider, Amanda Brata.

Joan Haber announced she had some unfinished business from the Gainesville quarterly meeting in August. Since elections occurred toward the end of the meeting she felt like the transition from Chris Wagner as chair of the Council to her as chair of the Council was very rushed, and said she wanted to express her appreciation, and that of the Council, to Chris for his past leadership and dedication. She then surprised Chris with the presentation of a dignified wall plaque, displaying the Council's appreciation.

Joan then announced that as some members had early flights to make on the following day, that some agenda items might need to be re-arranged.

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The members then broke into individual committee meetings--Medical Accessibility Task Force, Legislative Committee, Website Committee, Budget Review and Database Committee and Strategic Planning Committee.

2:30 Full meeting resumed.

Joan announced that the policies and procedures committee was supposed to meet from 2:30 to 3:00, but that since everyone was present and an advance copy of the policies and procedures had been sent to everyone, that she was soliciting Council input at this time.

Stan Gustetic questioned some of the definitions used in the document. Rick clarified which were and which were not from statute.

Chris Wagner questioned the composition of membership. As a specific example, he asked if he could remain on the Council if he no longer was a member of FAD. Rick Kottler replied that the membership was statute-driven. However, after more discussion, it was agreed that some of the statute is open to interpretation. The question of whose responsibility it was to nominate a replacement member came up during this part of the dialogue. Ultimately, there are three different situations: Associations, individuals and state agencies. There are three different sets of criteria.

The Governor appoints, ultimately, but Council members would like to see a policy in place with standards set by the Council. The organization needs to know whose names are being put forward. There was a suggestion that the head of the organization should have some authority to recommend who that person should be.

Concerns were expressed by Tanya, Stan, Julie, Chris, Joe, Carol, etc., regarding representation from each of the organizations.

Laurie offered to submit a written definition of "deaf and HOH" (Action).

Joan said that the Council could discuss this further on Friday.

Joan introduced Karen Brocklehurst from the Florida Rehabilitation Council. Ms. Brocklehurst spoke about the similarities between the FCCDHH and the FRC.

She said, "We are the same body that you are, we represent persons with disabilities, we are the oversight body for vocational rehab. We have had similar problems to those you were just discussing relative to membership. We represent persons with disabilities and others. It is in our strategic plan. One of the things that emerged was a threat of membership on the Council. The Rehab Council has a very large budget—I am fortunate enough to be able to go all over the country to get insight as to how other similar organizations are run. It is empowering, we have a \$500,000 budget and four full-time staff, but nothing gets done without the volunteers." Mrs. Brocklehurst brought some information, which the FRC is in the process of tweaking. She talked about learning tact, and the importance of it. She was very complimentary of Director Palmer, as he is very supportive, supplies staff, and tries all kinds of ways to improve service. FRC's mission is to have more people with disabilities in the State of Florida go to work.

Tanya helped distribute Ms. Brocklehurst's papers reflecting the customer survey results. Chris questioned the database of responders and asked what FRC had done with their concerns about profoundly deaf respondents, or the lack thereof. Ms. Brocklehurst responded by saying she couldn't apologize for Chris' concerns not being met. They just hadn't gotten around to it yet.

Chris had a follow-up question about employment of deaf people and would like to get some FRC folks involved with the Council's new strategic planning committee.

Carol asked if they had counselors who were familiar with all the options available to deaf and hard of hearing people, who might not be familiar with the latest technology, and ask for something that is outdated. Is there a list, is there some sort of guidance to help people determine what their needs really are? Karen responded that would be their rehab counselor.

FRC has town hall meetings every other month, and they are posted on the internet. Director and staff attend, and that would be the venue to pose that question.

Joe asked about the dichotomy between DBS and VR. He was questioning the employment of disabled persons. Joe has an appointment to see Bill Palmer on December 7. He hopes to lay the groundwork so that something can be done for the deaf-blind population in the State of Florida. It's an uphill battle. He also has

talked to the executive director of the Helen Keller Association in NY, named Joseph McNaulty. He commended Ms. Brocklehurst for her work, but feels the two departments (VR and DBS) are not doing what should be done for the blind and the deaf-blind community.

Julie asked how often they meet, and about the appointment of a deaf member—i.e., is there adequate representation of the deaf community? What other avenues of input are there, besides the town hall meetings? Ms. Brocklehurst raised the Sunshine law—that all their meetings are open to the public at all times. Julie clarified that she was asking if they felt like they had enough input from the deaf community. Ms. Brocklehurst responded by saying that mental health disabilities were the most prevalent, but she had just appointed a new evaluation chair who is deaf. Chris asked if that was Donna Drake, and she replied that it was.

Chris wanted to clarify that there are about 3 million deaf and hard of hearing people in the state, which makes it one of the largest disability groups in the state. He suggested a joint task force to try to increase employment of D/HOH. She said she was definitely in favor of it.

Tanya brought up communication access in VR for deaf and hard of hearing people. She pointed to the FCCDHH website as a resource for accessibility information. Ms. Brocklehurst reiterated that they are an oversight board and they can only make recommendations to the leadership at VR. She said they have been very receptive so far.

She thanked everyone for inviting her.

Break from 3:35 until 4:00.

4:00: The meeting reconvened, introductions were made again of the Council, staff and service providers.

Joan Haber, Chair, read the mission statement of the Council. Joan pointed out the public comment forms and stated the five-minute time limit. The Public Comment portion of the meeting began:

- (1) Mario Rivera, from the Stenotype Institute in Jacksonville, is the current advisor to the board of directors of the institute. He is trying to secure funds from the federal government in the amount of 1 million dollars to train captioners in the state of Florida. He spoke of the great demand for captioners and CART

providers, in spite of the growing demand for these services. He is asking for a letter of support from the FCCDHH to the following legislators: Mel Martinez, Bill Nelson, and Corrine Brown. Tanya asked him to send her the curriculum, and affirmed that they are NCRA certified.

- (2) Judy Martin is grateful for so much like captioning, but her complaint is that when newscasts go to the reporter on the street that they drop the captioning. Tanya answered that sometimes they have captioning, but it's not realtime. She also suggested that Ms. Martin write her TV stations and advocate for realtime captioning. Carol told everyone how active and supportive that Judy has been. Joan said they had a problem during one of the debates that the station didn't even know about until she called them, and it was fixed the next night.
- (3) Michael Yelapi, of the Deaf and Hearing Connection of Tampa Bay has a lot of complaints about DCF, hospitals, provision of interpreters or lack thereof, and the Gulf Coast legal aid service not providing interpreters. He is frustrated as a deaf case manager. He is required to become a certified interpreter by virtue of his job description. Chris questioned the DCF requirement for a certified interpreter. Julie clarified how that came about, due to contract provisions that they have an interpreter and a case manager. Lisa said if they could do anything to let her know. Chris then clarified that complaints about health facilities should be filed with DOJ, not the hospitals themselves.
- (4) Cassandra Scott spoke about her hard of hearing son attempting to gain entry into a haunted house hosted by the Biltmore Bellview Hotel where he and his friends were denied entry because they were hard of hearing. Unsure of her rights, she asked what could be done. She described the scenario: Tour of hotel and then the haunted house was supposed to occur. However, the children with hearing loss were denied entry by management who stated that they said they were afraid of liability. Chris suggested someone make a phone call that day and find out the hotel's side of the story, before tomorrow's meeting.
- (5) Rosa Rodriguez said deaf people fall through the cracks. She also stated that deaf kids graduate without reading or writing capabilities. Rosa described a scenario of

miscommunication over a court order, and another with an educational system, holding a child back, without any explanation of what "held back" means.

- (6) Patrick Ackerman thanked everyone for inviting him to the meeting. He has tremendous access problems being deaf-blind, especially with transportation and communication. He understands there are only about 200 individuals who are deaf-blind in Florida. He proposed having an 800 number where a provider could assist the caller inquiring about agendas or other requests for information. Joe supported him by describing his problems, such as giving his credit card number to people because he can't remember it. Joe encouraged Patrick to contact him. Chris offered to provide him, through the staff, information relating to deaf-blind activities. Patrick also wanted to address employment issues, as employers are not very deaf-friendly in his area. He would love to see a local deaf advocate.
- (7) Kathy Borzell came to the meeting to talk about CapTel. She described it, and wanted to comment on the inconsistent quality of CapTel captioning. At her level of hearing loss, she has real trouble using telephones. She was excited about CapTel and thought it would be the best thing for her use. Because of this inconsistency, she uses it very infrequently. There is a long delay in the captioning. With a family member that's okay, but not insurance agents or medical personnel. She hopes the Council will continue to advocate for better service. Rick said DSCA was sending a letter to Rick Moses stating their concerns. He would like the Council to send a letter as well. Kathy said she first experienced it at a convention in Seattle and it was spectacular. She hasn't had that experience since. Carol expressed the same frustration with the service. She said she has given up using it as well. Chris said they told him that he shouldn't use it if he can't hear at all. James Forstall said about 50% out of 2300 holders use it. Joan said she uses a digital phone service, and her CapTel quality has gone down. She suggested that be brought up as well with TASA, and suggested Kathy bring that up at the next meeting.
- (8) Thomas Martin wanted to remind everyone that Tuesday would be Election Day and to say that the ballot is very long. He stated that there may not be enough touch-screen stations at the polling place, so people should go early and vote, because the lines might be quite long on Election Day.

- (9) Vicki Gentilman lives in Nassau County. She and her husband are in several organizations, such as the Ham Club, CERT, Red Cross. As members of these organizations the two have talked about people with disabilities of all kinds. Because Vicki has a service dog, she is becoming aware of the deaf community. In the actual trainings for CERT and Red Cross, a person is told to write things out when encountering someone who is deaf. She realizes that is not always the best mode of communication and wanted the Council to be aware that that is what they are saying. Vicki urged the Council to contact the emergency service providers in their areas to talk to them about what should be done. Chris talked about what the Council is doing with the state emergency preparedness office. He said Craig Fugate is committed to increasing awareness.
- (10) Toni Miller has several friends who are trying to file complaints about postcards they are receiving from Lionsgate. However, because they are deaf individuals who use the relay system, their calls are not permitted because the company requires each call to be recorded. Toni also had a second issue regarding a friend who was in violation of probation. A volunteer interpreter was provided in probation court at the direction of the court. The volunteer interpreter had to be used because the Court could not afford to pay them. Chris asked her to get with him after the meeting to give him the details.
- (11) Keisha Hines has a child who is deaf/HOH and also is developmentally delayed. She lives in Pasco County, where there is a two-year wait for services. Julie suggested that she talk to Jeff Thomas in the back of the room. She was told her deafness superseded her IQ level. Laurie offered to talk to her at break.
- (12) Tom D'Angelo said he appreciated the discussion about the CapTel issue. They are trying very hard to identify what the problems are – they are testing, trying a focus group, and a survey questionnaire. He would like to be copied on the letter that the Council sends to TASA or others regarding this issue.
- (13) Patrick Ackerman returned to the microphone. He said the DHC has closed meetings, not open meetings and the deaf community want to give them recommendations. He had asked DHC staff to include him in a meeting, and he felt that he

- received the runaround. He went into issues regarding the DSC not being receptive to the needs of the deaf community.
- (14) Rosa Rodriguez returned to the microphone and asked about low-cost phone and TTYs for low-income and deaf individuals. Chris responded that FAD is looking into it (Lifeline). They are working with different vendors. Different ways that video service can be provided to low-income individuals is being researched.
- (15) A letter was read from Shirley Nauman who is concerned about air travel. She has to depend on strangers to tell her necessary information so that she makes the right connection. She can hear the announcements, however, she can not understand them with her hearing aids. Airports are too challenging. She would like the Council to address this concern with the Tampa Airport. Chris said he had spoken with the chief architect of the Tampa Airport, and he is getting proactive about addressing the concerns of deaf people in the Tampa Bay Area. Carol spoke about issues she encountered recently with TASA especially with her service animal. They all have different policies when it comes to service animals.
- (16) A letter from Matthew Diamond was read, advocating the importance of having people who are deaf and hard of hearing in the Legislature, in elected positions.
- (17) A letter from Don Roys discussed technology and IT people not being very receptive to the deaf and hard of hearing, as well as being unresponsive to the needs of the people who are not very technologically sophisticated.
- (18) A letter from Christine Aderholdt requested a public comment card because she wanted to address issues about her daughter who has a hearing impairment, but she did not provide a comment.

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Friday, November 3, 2006
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8:06 a.m. Meeting began.

Joan Haber, Chair of Council, began with introductions.

Members Present: Joan Haber, Chair, Rick Kottler, Vice-Chair, Chris Wagner, Carol Ann Christopherson, Tanya Ward English, Julie Church, Joe Naulty, John Jackson, Carolyn Franklin, Eloise Williams, Randy Ellsworth, and Stan Gustetic and Karen Anderson, Department of Health Liaison to Council and Mary Grace Tavel, Assistant to Council.

Late arriving: Sarah Harris, Laurie Gaylord

Absent: Evan Goldman and Department of Education representative (position vacant).

Accommodation Service Providers: Alex from CodaSound, Deeana Boenau from Americaption, Tony Bray, Marvin Mollinedo, Tara Mollinedo, and Brenda Stansbury from ASL Services, Inc., and Amanda Brata, SSP for Joe Naulty.

Joan made an announcement reminding members to sign travel reimbursement forms and return them to Mary Grace.

The minutes of the August meeting were introduced, and several corrections were mentioned and duly noted.

Randy made a motion to accept the minutes as written with anticipated corrections, seconded by John Jackson. Motion passed unanimously.

Stan gave a budget report. All expenditures were consistently reported. He wanted to remind everyone about website maintenance. If the Council spends money on website maintenance, it will have to come out of the consultant line item. Other than that, the Council should stay on budget. Stan has talked to Mary Grace at length about the state budget reporting in SAMAS terms. He reminded everyone

that the Council budget goes through the Department of Health budget processes, not the Council processes, and that they are quite extensive. Discussion ensued about encumbrances. Joan suggested that the Council would need extra time during the February meeting to discuss exactly where the Council's finances were at that time, and to spend everything that it could. John made a motion to accept the budget report. Randy seconded the motion, and the motion passed unanimously.

John asked about Evy Friend's (Department of Education) replacement, and whether the Council has a plan for orientation for the new Council member? Karen explained that we have a set of orientation materials and suggested that we bring that person to the offices in Tallahassee to provide suitable orientation of that person. Joan thanked her and said that was acceptable.

Public Hearing review and discussion.

Julie explained that the situation which arose the previous day with Patrick Ackerman is related to a current lawsuit against the Center of which she is Executive Director.

Tanya had tried to call the Biltmore Hotel to follow up on the children not being admitted to the haunted house but has not received a response yet.

Rick asked Tanya to elaborate on Mario Rivera's request from the Stenotype Institute of Jacksonville. Tanya said her only reservation about doing a letter for them is that there are other programs out there that do the same thing, and they may be asking for the same dollars. His is an NCRA-approved program. Rick asked if maybe a position paper might be the better way to go, and then he could use it and so could any other certified program in the state of Florida.

CapTel: DSCA is going to write a letter to Rick Moses at the PSC and request that they do their own test calls and see what the results were. In the past, the numbers that come from PSC and the numbers that come from Sprint have quite a disparity. Rick made a motion that the Council write a letter to that effect. Chris seconded the motion. Tanya discussed how video relay receives a lot more money. Rick feels like CapTel has slowly gone downhill. Chris thinks we should emphasize in that letter how people were being misled about the quality. It's more voice to text. Chris has seen in person how it works.

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Eventually the state is going to have to pick up the responsibility for the funding. Tanya mentioned some voice to text reporters were going to school for 16 months, as opposed to 2 weeks. Joan asked Rick to re-state the motion. Rick wanted the Council to write a letter to the PSC stating the concerns of the Council and requesting an independent test. Stan wanted to rely merely on testimony, not to set the Council out as judge. Motion passed unanimously.

Carol Christopherson suggested that when the Council votes, that it be done with a show of hands and voice because some people can not see the hand vote. Joan agreed and noted the suggestion.

Rick talked some more about the CapTel position paper. Rick made a motion that we put the position paper about CART on the FCCDHH website. Randy seconded, and the vote was unanimous.

Chris brought up Mr. Yelapi's comments from yesterday about a lot of deaf people not being knowledgeable about where or how to file a complaint. He said the Council could create a paper that could be distributed with details on how to file complaints in various venues. Julie asked if ADAWG already did this. Chris said not and Sarah said that she works with clients all the time, therefore, the service center will give advice but they have no written paper with this information. Rick said the Council could link onto the DOJ website that has some of this information. Sarah has a form in her office that she would be willing to share (Action, MG, ask her for those forms for dissemination before the next meeting.)

Tanya talked about Vicki Gentilman who spoke about the American Red Cross, CERT, etc. She said the MATF is working on a quick communication strategies guide which could possibly be used or modified and maybe the Council could get flip cards or something to hand out.

Sarah was concerned about DCF and community care for disabled adults. She was concerned that Mr. Yelapi at DHC needed to have certification to act as an interpreter. John was asked if he was aware of that and he said no, but he will look into it. Eloise asked for clarification from Julie about case services and interpreting services. Julie said they have a problem with communication access being defined as certified interpreting services.

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Carol spoke about a seminar in Jacksonville a couple of years ago, and said they had already created a bunch of laminated materials for responders. She offered to check it out. (Action)

Tanya followed up on complaints—she said right now there is no easy way on the ADAWG site to find out how to file a complaint.

Joan commented on Shirley Nauman's complaint about the Tampa airport and asked Chris to elaborate on his relationship with the Tampa Airport Authority. Chris made a motion to send a letter to all the airports in Florida to emphasize the accessibility issues, not just for residents but for tourists as well. Eloise seconded. Motion passed unanimously.

Rick Kottler gave an update on the medical accessibility task force. He explained that the meeting on November 10 was cancelled and that another meeting would be scheduled. A small editing force will still meet on November 10 to edit the materials. About 400 copies of the book will be printed, then a training seminar will take place. The MATF is exploring the possibility of making a 10 to 15 minute training video for hospital personnel. The outline in Council members' packets is the Table of Contents for the manual. Rick asked if we would have the bids for the video by the meeting in February. Mary Grace said we would (Action).

Joan presented the legislative report for Evan. He will send out lists of all newly elected members so that Council members can contact them and tell them about the Council. He also sent a summary or suggested script so that we all speak with the same message. The committee thought it was a little lengthy, so Joan will suggest to Evan that he make bullet points. Joan will be making every attempt to meet with the new governor as soon as we can get an appointment and asked for Karen's help with that (Action). Regarding the licensure bill, Evan thinks Senator Nan Rich will be licensure's sponsor on the Senate side, and we need to get a new sponsor on the House side. Joan asked Lisa to make those contacts (Action). Lisa added that FRID would need to start all over again, new bill numbers and everything. She stated that FRID is starting early and she feels very positive about that. Carol asked if we had a list of "no" votes from last year. Julie wondered if FRID and RID were working with a lobbyist again this year. Lisa said yes, that "consultant" Gary Lieferts, was working with them. Chris said the 2007 session would be a business session for the Council. He identified five issues: Interpreter licensure; amendments to

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Telecommunications System Act--the surcharge that we are collecting monthly pays for CapTel--he suggested adding a surcharge also to wireless devices; third, to send a request that all video media purchased by the school system have captioning for all children K—12 and all colleges and universities; fourth, work with the State emergency preparedness offices to make sure all emergency broadcasts are captioned; fifth, make a small amendment to the statute—change name of HLAA and also add the deaf-blind organization's correct name. The Council needs to ask DOH if they have room to add these changes into a bill they already were going to sponsor. (Action Karen). Tanya wanted to add "certified" to the requirements for CART provider on the Council. Continued support for the hearing aid tax credit which would provide up to \$1,000 for children and seniors. Information was included in members' packets about these legislative issues. Julie stated that the two public relations firms whose quotes were included in members' packets have the legislature as one of their targeted audiences. She added that she had included the possibility of creating a packet about the FCCDHH in her conversations with the two proposed vendors.

Next was a website development report by Tanya. Two proposals to re-vamp the FCCDHH website were outlined, which when compared compared to each other are like apples and oranges. Scott Jehl and John Reil proposed the larger project, and Liquifusion is the smaller proposal. The site search and site map would be included in the smaller proposal. The FCCDHH website needs much more, it is a small bite, which will need many bites along the way. A general discussion of the website and its needs ensued. One of the concerns is how cooperative people are to work with; they can do great work, but still not be responsive on a day-to-day basis. Extensive debate took place. A decision was deferred until the February meeting.

Break: 10:05 am

Meeting resumed 10:20 am

Chris gave the Strategic Planning Committee report: Ultimately, Chris and Julie will need to travel to Tallahassee to meet with key partners and legislative personnel. Chris made a motion to allocate \$2,000 for these trips (to include airfare, overnight if necessary, and accessibility accommodations). Sarah seconded the motion, which passed unanimously.

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Policies and Procedures: Joan went around the table soliciting suggestions and comments. Eloise gave her written comments already noted in the margin of her copy. Carolyn commented on Section 5, dealing with review of other agencies for compliance. Dates for Council meetings were set for the second Thursday and Friday of February, May, August and November, barring unforeseen circumstances. Rick then suggested that he would amend the document so that the actual statute language, which can't be toyed with, stands out in italics for example. (Action) Julie turned to page 4, section 2, item 1, which states that if an organization named in the statute ceases to exist, then the Executive Committee would suggest a substitute organization. She asked who comprised the Executive Committee. The Executive Committee consists of Joan, Rick and Council staff.

Karen Anderson went over the draft 2007 report: She detailed the reason for the report and stressed it is a beginning, not an end. She then invited comment. Stan suggested a bullet about the lack of CapTel quality and the lack of awareness of CART and training programs. Tanya replied saying there is a "severe lack of CART captioners and providers," with only 10 certified CART providers in this state. Chris raised the advisability of comparing funding. Maybe we should look at all disability groups? Stan thinks it should come out. Julie suggested that agencies which serve a multiple spectrum of disabilities do not adequately serve deaf consumers.

Tanya—change the language in the report--CART is not pursuing licensure at this time. (Action)

Eloise suggested that we look at best practices in comparable states and contrast them.

Joan thanked everyone for their input and asked for their immediate feedback when they get the revised version.

Next, there was a report from Mary Grace on office phone calls and e-mail. There were 471 telephone calls logged, and only 15 consumer e-mails to the website.

Lisa made a motion that the Council sponsor the FRID educational interpreter workshop in the spring in the amount of \$2,500. Discussion ensued as to whether the Council had the monies, where was the money coming from? It was coming from the public relations line item. Julie's concern was if we pull out dollars from the public relations

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account, there won't be any left for public relations. Lisa restated her motion to spend \$2,500 for an educational interpreter workshop. Tanya seconded the motion. Motion passed, with Stan saying Nay.

Stan offered an expression of support for Mary Grace. She received applause from all Council members.

Next was a presentation by John Tragon from Sertoma International. Sertoma has grants for training; FCCDHH could have applied to Sertoma for the monies. He wanted to discuss making FCCDHH a member of the Sertoma Foundation. All it takes is a check for \$150 for membership. He visited the FCCDHH website and found we already have a relationship through the Children's Hearing Help Fund (SERviceTOMANkind). Speech and hearing issues became the calling card of Sertoma.

Break for lunch: 11:25

Meeting reconvened at 1:15

Next on the agenda was a presentation by Blossom Montessori School for the Deaf. As the teacher narrated their typical day, the students all cooperated by demonstrating each activity. The Stanford Test is given to the children annually. Blossom is a private non-profit school. No child is turned away because of financial hardship. Montessori means completely sensorial, painstakingly individualized. They have a three-to-one ratio--six children to two teachers per class. Each student has a unique communication need. One size doesn't fit all. ASL and the spoken word are used when appropriate.

John Jackson made a motion to move February's quarterly meeting from Panama City Beach to Tallahassee. Randy seconded the motion and it passed unanimously.

Julie Church gave a presentation on proposals for media and publicity. Discussion about the type of PR firm we want, what we would be asking them to do. Julie likened it to the website contract, suggesting that if the firms were given a budget they would come up with a proposal. Joan suggested that Julie and Chris could look for a PR firm in Tallahassee when they go up there. (Action)

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Chris Wagner gave a presentation on Emergency Preparedness training that he recently took in Virginia. He is now certified as a trainer. The next step is to train the deaf community. Communication strategies, networking etc., were discussed. The preparedness group is maxed out at forty people. Carol Christopherson also attended the "CEPIN" training and received trainer certification.

New business:

Chris commented on the previous day's presentation by Karen Brocklehurst from the Florida Rehabilitation Council (FRC). It is a big concern regarding VR and the Deaf and hard of hearing community. Maybe we need a roundtable discussion. VR just doesn't get our issues. He would like to send an invitation to FRC; they would probably pay for accommodations. Unemployment in the deaf community is a huge issue. It was suggested that we try to combine it with the next FCCDHH meeting in Tallahassee. (Action) Joan said she would follow up on that.

Tanya recently met a court reporter who is blind. She uses JAWS and a Braille reader. Tanya doesn't know the cost of a Braille reader, but thought that the Council could purchase one if there was a need for it. At the meetings, it could be hooked into the CART system so that a deaf-blind consumer could follow the meetings. Joe said only about 5 to 7 percent of blind people can read Braille, and he was not one of them.

Carol was recently in Tallahassee and met with Julie Shaw and talked about FS 212.08, which tax exempts everything purchased for guide dogs. They are going to try to get this statute amended this session to include all service animals. (Action) Joan asked Carol to research Chapter 64 of the Florida Administrative Code regarding service animals in restaurants and around swimming pools. Joan further asked Carol to get that information to her (Joan) before the meeting in February.

Joe asked if some of what he had Mary Grace pass out on SSPs could be included in the 2007 report. The availability of an SSP is very important to deaf-blind people.

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Chris added to Joe's comments. On October 1st the National Association of the Deaf entered into an agreement with the American Blind Foundation for descriptive captioning media programs. It involves a million dollar grant from the Department of Education.

Chris is on a crusade to remove the term "hearing impaired" from any document and replace it with "deaf and hard of hearing." FAD is trying to do this on all state documents. Lisa added that in 1996 that change was mandated in DOE documents, and they are still changing it in places.

Joan asked if anyone was interested in pursuing membership in SERTOMA. Lisa made a motion that she and Chris contact SERTOMA International and look into becoming a member. The motion was seconded by Carol. Carol clarified that a local club might even pay that \$150 membership fee. The motion passed unanimously. (Action)

Lisa asked if we could send a thank you note to the Blossom School for its presentation. John seconded it. Motion passed unanimously. (Action)

Tanya followed up on the Biltmore Hotel Halloween situation. They have not responded to her yet, but she asked for guidance from the Council. Rick suggested a very strong letter from the Council. Joan asked Tanya to let her know what happened.

Chris talked about the issue at Gallaudet with Jane Fernandez. He wanted everyone to know that the opposition to her was because she was not an effective leader, not that she didn't sign well enough or wasn't "deaf enough."

Joan read a letter she got from DOH Medical Quality Assurance Board of Speech and Language Pathology and Audiology regarding information telling clients about the benefits of t-coils. Randy said he got a letter describing the desire by the audiology associations to remove the physician clause for extending mandated hearing aids trial periods. The AMA will be fighting the change when it comes to session.

Joan suggested that if there is time at the end of Council meetings from now on that we ask Council members what events or concerns their respective organizations have coming up.

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Chris stated that FAD is having a leadership retreat in Brooksville January 5—7, 2007. He also he reminded everyone about the DeafFest in Tampa on Saturday, November 4, 2006.

A larger discussion was held on the issue of audiologists and autonomy to dispense hearing aids and medical clearance.

Randy mentioned again, for benefit of Council members and audience, the Don Ellsworth's Children's Foundation, which will try to get hearing aids, free of charge, for medically and financially needy children under the age of 18 years.

Rick made a motion to adjourn the meeting, and Chris seconded the motion. The motion passed unanimously, and Joan adjourned the meeting at 2:50 p.m.

ACTION ITEMS
FCCDHH QUARTERLY MEETING
November 2 & 3, 2006
Tampa, Florida

1. DONE. MG to make corrections to August minutes, and establish pre-editing policy.
2. DONE. Laurie offered to submit a written definition of “deaf and HOH” (vis a vis the Policies and Procedures document).
3. MG to think about ways to get the mission statement on the backs of the name plaques or somehow more prominently displayed at meetings.
4. MG to get deaf-blind activities info to Patrick Ackerman.
5. DONE. MG to CC Tom D’Angelo and James Forstall on the letter that the council sends to CapTel. (See item 8.)
6. MG to ask Sarah for copies of the complaint forms that her office uses for dissemination before the next meeting.
7. Joan to create more time on the February agenda to discuss budget matters.
8. Tanya to write a position paper advocating funding for CART and captioning education. The Stenotype Institute of Jacksonville had requested a letter of support, and it was decided to do a generic position paper instead, and give a copy to Mario Rivera. (Post meeting follow-up: Mario Rivera e-mailed the office, thanking the Council for allowing him to address the Council, expressing appreciation to the Council for voting to write the position paper, and asking that the paper bear a date at least of 2007, as funding has already been declined for this year.)
9. DONE. Joan to write a letter to the PSC regarding CapTel quality of service. (See item 5.)
10. Unnamed—Develop/identify a procedure paper for simple steps to file a complaint on interpreters, captioning, etc. Link to DOJ site, FCC, etc. Have this paper available on the web and at quarterly meetings.
11. John will look into requirement for care coordinators to be certified interpreters. The issue is communication access vs. true interpreting as reflected in the contract with the DSC and the low reimbursement rate (\$20.00) for interpreting services.
12. DONE BY JOAN. Unnamed to send a letter to all Florida airports or airport authorities to emphasize deaf/hard of hearing accessibility needs.
13. MG/Rick to have bids available by February meeting for the medical accessibility video.
14. Evan to send out list of legislative delegation meetings scheduled throughout the state so that FCCDHH members can educate in each of their areas.
15. DONE. Karen to help Joan set up a meeting with the new Governor of Florida as soon as possible.
16. DONE. Karen to approach DOH legislative planning to pursue adding changes to FCCDHH statute as part of the DOH bill they are already sponsoring. Karen to let DOH know about this discussion.

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17. MG to forward e-mails from each of the potential website developers that lists examples of their website work.
18. Quarterly meeting to be established as the second Thursday and Friday of each February, May, August and November, unless there are other group meetings that affect a large number of members of FCCDHH and inhibit having a quorum.
19. DONE. Rick to highlight items in Policies and Procedures document that are taken directly from the Florida Statutes (and hence, can not be changed or edited).
20. MG/Stan to put note on budget sheet to indicate allocations approved by Council but which have not yet been approved by purchasing.
21. DONE. MG to change February 22, 23, 2007 meeting from Panama City Beach Bay Point Marriott to Tallahassee; one suggested hotel was the Homewood Suites.
22. Joan to send a letter to the FRC inviting them to a full-day discussion on employment issues. Perhaps this can be combined with the February quarterly meeting in Tallahassee. Joan to explore commonality of dates.
23. Carol to send information to Joan regarding Florida Statutes, Chapter 64 and service animals around pools and restaurants.
24. Lisa/Chris to contact Sertoma International and acquire information on Council membership in Sertoma.
25. MG/Joan to send thank you note to Blossom Montessori School.
26. Unnamed (completed already by Rick) to send a strongly worded letter to the Biltmore Hotel regarding Halloween treatment of Blossom School students.
27. Lisa to do legwork on getting a new sponsor on the House side of the Legislature.
28. DONE. Karen/MG to change proposed 2007 report to reflect that CART is not pursuing state licensure at this time.
29. Julie/Chris to look for a PR firm in Tallahassee when they are in Tallahassee for other business.
30. Carol to check on laminated cards for responders, like they had in Jacksonville a few years ago.