

<b>Members</b>			
<b>X</b>	Renwick Dayton	X	George Scheler
X	Margi Morgan	X	D. Wayne Seely
X	Robert Pope	X	David Viers
<b>Staff</b>			
Jeff Brownson, Bentley Fink, Lee Girard, Wendy Russell			
<b>Public/Guests</b>			
Irmagard Friedburg, Lori Nelson, Naomi Steenson			

***Oregon Deaf and Hard of Hearing Services  
Advisory Committee Meeting***

676 Church St NE  
Salem, OR 97301

October 18, 2007  
1:00 P.M. – 4:00 P.M.

- I. Call to order - 1:08 p.m.
- II. Roll call – All members present. Interpreters include Lisa Crawford, Patrick Galasso, Damon Thayer, Kath Wallace and Rosalie from LNS Captioning.
- III. Approval of minutes from last meeting – George/Renwick approved as amended with Education Interpreter Proficiency Exam spelled out under the report from Jay Gense. Passed.
- IV. ODHHS Transition
  - a) The Role of the Advisory Committee- Is to provide input and feedback from community members in terms of providing mandated services and those that services that ODHHS is allowed to do. Advise the present program, the state, and other state agencies on what is really wanted by the D/HH community.

b) Feedback from the Advisory Committee on Priority Issues and Concerns –

- ◆ A program manager is needed.
- ◆ Would like to see our office moved up to the director's office.
- ◆ Would like to see make sure that other agencies are abiding by the ADA requirements and have contracts with ODHHS to provide communication coordination using the power of the director's office.
- ◆ Would like to work on the present law to expand the role of the office to expand services outside of state agencies.

c) Next Steps –

- ◆ Transfer ODHHS to the director's office.
- ◆ Online survey to see what the needs and wants of the D/HH community are.
- ◆ Review and possible plan community centers around the state that will conduct outreach and provide services to D/HH citizens.

V. Advisory Committee Membership and Officer Elections –  
Bob moved that there be co-chairs that will take turns facilitating the meetings. Wayne seconded. Passed.

- ◆ Wayne and George were nominated as co-chairs. It was unanimous.

David tendered his resignation from the committee.

VI. Interpreter Vendor Agreement Updates –

- a) There is a need to update and upgrade the current agreement. There are committees of interpreters and staff working to significantly improve the language about how concerns and complaints are made about interpreter performance and ensure that interpreters

have due process for their complaints. There is also work being done on reworking the pay matrix which doesn't recognize some of the newer certifications and has not had an increase in about 10 years.

Changes will be also made to the policy and procedure manual to reflect more details regarding, complaints and disciplinary actions.

The advisory committee will receive the final draft to look over before it is sent to department of administrative services for the final ok.

## VII. ODHHS Interpreter Utilization & Trends

- a) With the recent sale of Mid Valley Interpreter Services to Hands On Relay Services and the opening of a video relay call center in Salem there are between 5 and 8 jobs left unfilled weekly. This trend is not good and it doesn't look to change soon.
- b) ODHHS is unable to work with Hands On like they could with Mid Valley due to Hands On charging agency fees which are not allowed in our contracts.
- c) ODHHS is in recruit mode for new interpreters and have signed 5 on in the last few months giving us a total of around 70 total throughout the state.
- d) Ben has been doing research on new databases for scheduling and confirming interpreter requests. The current program that is being used is obsolete and almost to its maximum use point.

## VIII. ODHHS Training & Coordination Update

- a) Training has gone down in use. The last major training lecture was in Medford in May, and there has been nothing since. We had a booth on the DHHART tour in The Dalles at the Senior Citizens Center and in La Grande at the

vocational rehabilitation office, there was also a booth at the Deaf National Expo held on September 22<sup>nd</sup>.

- b) Ben is working on identifying agencies and programs that would benefit from the various trainings and would be beneficial to customers as well as clients.
- c) ODHHS will have a demonstration table of assistive listening devices at Access Technologies Monday-Wednesday of the next two weeks.
- d) Margi, Irmagard and Bentley will set up a meeting to discuss and brainstorm how Mental Health and Addictions programs may benefit from trainings regarding D/HH clients and how to better serve them.

#### IX. Adjournment

Meeting adjourned at 3:40 pm.

The next meeting will be held January 17, 2008 at the Church Street office.