



Colorado Commission for the Deaf and Hard of Hearing Monthly Bulletin August 2008

VISION

Colorado Commission for the Deaf and Hard of Hearing, in concurrence with the Colorado Department of Human Service vision, seeks to become the nation's leader in empowering Deaf and Hard of Hearing individuals, families, and communities to become safe and independent.

MISSION

To promote the interests of our constituents and to work to ensure the quality of communication access for individuals who are Deaf and Hard of Hearing living in the state of Colorado.

“Cliff Notes”

On June 30, 2008, the State of Colorado ended fiscal year 2008 (July 1, 2007 to June 30, 2008). Now, the Commission for the Deaf and Hard of Hearing is embarking on another fiscal year. This is like a “routine” for the state people for planning purposes. It means we all have deadlines to meet for different types of activities such as legislative initiatives, budget and programming. This “routine” does not change much from year to year.

This “routine” has given the office a broader perspective of state government, its activities and its people. It was critical for us to learn how the office was run internally for we needed this tool in order to help guide the Commission into the future. When a deadline is missed, our progress is delayed. It is important for the office to keep all of the ropes together and tight. During this process, we developed an even deeper appreciation for the state government, especially the Department of Human Services. It has made a tremendous difference in the Commission's progress, during the year we have learned a great deal.

Following are a few examples of many highlights during the year:

- Hiring of a part-time sign language interpreter
- Re-writing of the Telecommunications Equipment Distribution Program (TEDP) rules
- Creation of a permanent part-time TEDP Coordinator position
- Completion of the Request for Proposals drafting for the TEDP outreach services and telecommunications equipment
- Completion of new Legal Auxiliary Services rules
- Provision of additional interpreting-related workshops for interpreters and interested individuals
- Increase in interpreting and real-time captioning services for court-ordered treatment programs
- Creation of the Mental Health and Substance Abuse Task Force

- Funding for the Mental Health and Substance Abuse Task Force by the Division of Mental Health Service/Office of Behavioral Health and Housing
- Creation of the TV and Online Media Access Committee
- Re-configuration of the office and installation of the videophone
- Overhaul of the website
- Implementation of the Monthly Bulletins

These accomplishments would not have been made had the state government not been supportive of the community's needs or given guidance to the Commission on these issues. I see these as significant momentum in a variety of areas that the deaf and hard-of-hearing community has long sought.

It has also been the Commission's belief that to achieve our important work in making communication accessible to every deaf and hard-of-hearing individual the effort also has to come from people outside of the government. I think what was achieved during the fiscal year 2008 is evident of what transpired within the community in the past year and how we, as a community, can work together toward common goals.

I wish to dedicate the end of my first year in the office to those who deserve compliments for diligently tending the Commission.

Members of the deaf and hard-of-hearing community, thanks so much for the strength you have given us!

And:

THANKS TO --

- Karen Beye, Executive Director of the Department of Human Services, for your faith.
- Jenise May, Director of the Office of Human Resources, Compliance and Regulatory Affairs for your energy.
- Mary McGhee, Director of the Division of Boards and Commissions, for your wisdom and loyalty.
- Commissioners, Joe Benedetto, Susan Elliott, Vickie Thomson, Terry Sims, Debbie Mohney, Shelley Strickfaden and Nancy Jean Eubanks for your confidence.
- Cheri Davis, Manager of the Legal Auxiliary Services Program, for your workmanship and professionalism.
- Tricia Frank, Sign Language Interpreter, for your passion.
- Cary Waddell, webmaster, for your efforts
- Lloyd Skougor, temporary employee, for your ideas.
- Rebecca Herr, contractor, for your creativity.
- Janet Wood, Director of the Division of Mental Health, for your true generosity in funding the Mental Health and Substance Abuse Task Force.
- Staff in the Department of Human Services offices, i.e. Accounting, Procurement, Information Technology, Facilities Management, Division of Aging and Adult Services, Human Resources and other offices for your patience and support.
- Staff of the Division of Boards and Commissions for your humor and contributions.
- State Departments, i.e. Corrections, Education, Health Care Planning and Financing, Public Health and Environment, and other departments for listening.

- Staff of the Governor's Office for your communication and support.
- Debbie Mohney, Chair of the TEDP Committee, for your integrity.
- Members of the TEDP Committee for your guidance.
- The Marion Downs Hearing Center for your dedication to the TEDP.
- Jennifer Pfau, Chair of the Legal Auxiliary Services Program Advisory, for your leadership.
- Members of the Legal Auxiliary Services Program Advisory Committee for your passion, knowledge and input.
- Ric Durity and Ami Garry, Co-chairs of the Mental Health and Substance Abuse Task Force, for your time, perseverance and effort in carrying the Task Force activities.
- Members of the Mental Health and Substance Abuse Task Force for your support, knowledge and input.
- Staff of the Center for Systems Integration for your expertise and exemplary service to the Mental Health and Substance Abuse Task Force.
- Joyce Brubaker, former Chairperson of the TV and Online Media Access Committee, for your interest in starting the Committee.
- Rob Loveless, current Chairperson of the TV and Online Media Access Committee, for your enthusiasm.
- Members of the TV and Online Media Access Committee for your involvement.
- David Dawson, Executive Director of Audio Information Network, for your ideas and bringing us to the Rocky Mountain PBS.
- James Morgese, President and General Manager of the Rocky Mountain PBS, for your willingness to work with the TV and Online Media Access Committee.
- Arthur and Liz Aikin as well as Lisa Aikin-Allen and Billy Allen for lending your beautiful "retreat" lodge to the Commission for its fall retreat.
- Candidates of the Commissioner positions for your interest.
- And finally, but definitely not least important, Susan Elliott, for your vision and determination in forming the Commission.

My first year in the office was very positive and enriching because of all of the people who made contributions. It was beyond my expectations. I get great satisfaction knowing that the office has the support from people and that we had the opportunity to learn how to run the office internally. You see results when you combine them together. For that, I am truly grateful. I feel very positive that our fiscal year 2009 will be productive as well.

On to fiscal year 2009!

JOB ANNOUNCEMENT – Telecommunications Equipment Distribution Program Coordinator

The Telecommunications Equipment Distribution Program (TEDP) currently has a permanent half-time (20 hours per week) Coordinator position available. Support to the development and maintenance of a system that ensures provision of current telecommunications equipment for Colorado's deaf and hard of hearing citizens who meet income requirements is the main responsibility of the position. The office is located at the Colorado Commission for the Deaf and Hard of Hearing, 1575 Sherman St., 2nd Floor, Denver.

Applicants must submit the following documents to the address below no later than 5:00 p.m. on the closing date, which is Wednesday, September 3, 2009. Failure to submit all of the required application and exam materials may result in removal from continuing in the exam/selection process for this position.

1. State of Colorado Application for Announced Vacancy and Demographic Information forms
2. Responses to the four Written Exercise questions
3. Disqualification and Appeal Rights form (page 2 of the Written Exercise attachment)

For more information, go to the state website at:

<http://www.gssa.state.co.us/announce/Job%20Announcements.nsf/54c67aad0c28fbac87257448005063b7/6ab65e375f509e2a872574aa0059fff7?OpenDocument>

It has information such as position number, salary, duties and responsibilities, application, exam and contact information available.

Civil vs. Criminal Cases

Here is some brief and helpful information about the difference in meaning between a civil case and a criminal case.

Civil law is for situations where people have been harmed in some way and a monetary award is the goal. This kind of case is a private party filing a complaint against another private party or business. The person filing the complaint is called the plaintiff. Some examples of this type of case are divorce, property disputes and contract disputes. If you have a civil claim against your neighbor because your spouse got injured while in their home, you would have to contact a private attorney to file a complaint. If you win your civil suit, you could get compensation to pay for medical expenses, counseling, lost earnings and pain and suffering, etc.

Criminal law is for situations where there is a need to investigate someone who has broken a law and been accused of a crime and jail or probation is the punishment. This kind of case is filed by the state (government), including districts and counties, and the state is called the prosecution. Some examples are driving under the influence, robbery, homicide and rape. If you are a victim of a crime, such as someone stole your car, you should report the crime to a law enforcement agency and they will investigate and prosecute the case.

The good news is that the Legal Auxiliary Services Program will pay for legal interpreters or CART for both civil and criminal cases. This Program also pays for accommodations for probation meetings as well as court ordered treatment and classes. These arrangements will be made only for the state-level court system, not municipal (city). Municipal courts will have to arrange legal interpreters and CART themselves. You have every right to request either type of accommodation or assistive listening system in any court.

If you have any questions or need more information about this program, please contact our office at 303-866-4734 (TTY/VP), 303-866-4824 (voice) or cheri.davis@state.co.us.

Mental Health and Substance Abuse Task Force Update

The Commission Mental Health and Substance Abuse Task Force gathered for the second time on July 31, 2008 mainly to review an executive summary of the surveys that were developed and disseminated by the Center for Systems Integration (CSI). Surveys were sent to the deaf and hard-of-hearing community as well as providers of mental health and substance abuse services. The summary also includes CSI's research on best practices/models in other states. The Task Force desires to understand

how services are made available in other states in order to determine the needs for the state of Colorado.

A good number of providers participated in the survey. Although fewer consumers participated in the survey, the information shared by them was profound and beneficial. The surveys were used in part, to show evidence that the state lacks accessible non-residential and residential programs/services for deaf and hard-of-hearing consumers.

Following are selected statements made by consumers:

"I have to spend too much money educating my therapists on hearing loss before they even begin to "get it." Even then, their understanding of the role of hearing loss is generally poor... Many therapists blew off the role of hearing loss in my issues... There is a serious need to include disability education in the coursework for social workers and psychologists. They either don't get "it" (the impact of the disabilities) at all or are pitying."

-- Hard of hearing female, urban area, 61-70 years old

"They don't understand about Deaf and think that all Deaf people can read lips. And they made only short writing notes with me. Confusing and frustrating... The doctor communicated finally after they got interpreter many hours later, and prescribed medicine I badly need(ed)... I did not attend group as no interpreter... Also no one woke me to tell me it's time. Just woke me 5am to take blood sample."

-- Deaf female, urban area, 31-40 years old

With the information the Task Force obtained from CSI's executive summary, they discussed priorities of the state which are (these are not in order yet): 1) funding direct service delivery, 2) funding for workforce development, 3) state governance and planning structures, 4) state policies to address barriers to seeking services, 5) state resources to increase understanding of deaf and hard of hearing issues, 6) state policies for addressing workforce development, 7) state policies to support consumer and family leadership, 8) state standards to increase access and utilization, 9) state policies on telemedicine to increase access, 10) state policies on other technology to increase access, 11) state policies to ensure appropriate services array is available, 12) quality monitoring and evaluation, 13) funding governance and planning structures, and 14) state policies for expanding availability of training and interpreters. At the September 4, 2008 meeting, the Task Force will discuss the priorities again and build in strategies for these priorities.

The Task Force intends to present the strategic plan to the Commission at their quarterly meeting in December for approval. A community forum where policy makers, stakeholders such as consumers and providers, and community leaders are invited for a "kick-off" will, hopefully, follow in the winter.

In addition, the Department of Health Care Policy and Financing (HCPF) was drafting a Request For Proposal (RFP) for operation of the Colorado Medicaid Community Mental Health Services Program. The RFP they developed is designated for Behavioral Healthcare Organizations (BHO). BHOs are eligible to apply for management of Medicaid where funding will go to mental health and substance abuse providers whose services are provided to Medicaid recipients. The Task Force co-chairs, Ric Durity and Ami Garry, teamed up with the Colorado Mental Health Association for the Deaf and Hard of Hearing and Center for Systems Integration to provide comments on the proposed RFP. The team incorporated comments to stress language and cultural competencies by the providers as part of the requirement for funding qualifications. They also had the opportunity to share their feedback on the draft at a town hall meeting in

Denver. This was a milestone, not only for the Task Force, but for the deaf and hard-of-hearing community in the state. Policies as barriers to progress are often ignored. Not this time!

TV and Online Media Access Committee Update

The Commission TV and Online Media Access Committee, a group comprised of representatives from the deaf and hard of hearing communities, was formed as a result of the Rocky Mountain PBS inquiry about ideal media accessibility for the deaf and hard of hearing viewers. The primary task of this Committee was to identify which forms of accessibility are preferred and to detail these preferences in a proposal to the Rocky Mountain PBS.

It was decided by the Committee that 24 hours and 7 days a week of closed and open captioning is the ideal approach. On-screen interpreting was also recommended, but it was decided that it should be limited to emergency and urgent announcements, mostly due to the fact that it is not a “natural” connection to programming for visual people.

Quality monitoring of live and non-live captioning was recommended in the proposal as well. A further recommendation was made for the formation of an advisory committee to assist the station with feedback regarding quality of captioning.

The Committee was also unanimously in favor of the development of a channel that provides an educational approach to the public, one that focuses on the following but is not limited to: deaf culture and it’s primary language, American Sign Language, and the hard-of-hearing along with their issues. The objective of this potential channel is to make it inclusive and available to all segments of the communities in the state. We know that such a channel has the potential to alter the public’s perception/paradigm on “deafness” in general.

The technical difficulties that may result from the transition from analog to digital channels in February 2009 were discussed. Although it may not be much of a complication for those who have cable channels, it may affect those with televisions that rely on antennas for receptivity. The Committee will determine how and when to make announcements regarding that issue in the near future.

The proposal has been sent to the Rocky Mountain PBS for their review. The Committee is hopeful and is anticipating a response from them.

Please don’t hesitate to contact Rob Loveless, Chair of the Committee, at quiet_bear@tmil.com should you have questions or need further information.

Live-captioning at Invesco Field at Mile High Stadium and the Pepsi Center available!!

Caption Colorado, LLC will offer the latest technology for the deaf and hard-of-hearing community at INVESCO Field at Mile High Stadium and the Pepsi Center with a new service powered by mobileCap. This revolutionary service offers deaf and hard-of-hearing people full communication access in event centers by delivering real-time captioning of everything said on the Public Address (PA) system to a hand-held device (pager). Caption Colorado, LLC is dedicated to making all event centers fully accessible for deaf and hard-of-hearing attendees.

You can reach the INVESCO Field guest services at 720-258-3000 or guestservices@broncos.nfl.com for a link to download the event onto your pager or borrow a device, if needed. The Pepsi Center will

need the service requested. The Pepsi Center Guest Relations Office can be reached at 303-405-8548 or guestrelations@pepsicenter.com. Be the first to try the newest technology at INVESCO or the Pepsi Center!



Caption Colorado, LLC is the leading captioning provider to broadcast television. It has expanded its services to best serve the deaf and hard-of-hearing population nationwide by also offering captioning for classrooms, training sessions, meetings, video conferences, web cast captioning and Relay Conference Captioning (RCC). Caption Colorado, LLC is committed to making full communication access accessible to the deaf and hard-of-hearing population that is equivalent to the hearing population. Please visit our website at www.captioncolorado.com or contact Brenda Parrish-Nowicki at brendan@captioncolorado.com should you have questions or need more information.

Free Hard of Hearing Training for Professionals

The State of New Mexico Commission for Deaf and Hard of Hearing Persons invites you to participate in their first Hard of Hearing Training for Professionals. It is a three-day training for professionals who are involved in services for hard-of-hearing individuals on a variety of education, technology and networking issues. However, they are inviting a limited number of professionals that work within the Hard of Hearing community to attend their training. You will have to pay for your own hotel room.

For questions, further information or a registration form, please contact Malissa Lyons at 505-881-8824 or malissa.lyons@state.nm.us. Participants must register by October 1, 2008.

The New Mexico Commission for Deaf and Hard of Hearing Persons would be honored if you could attend and meet other professionals and community members.

Commission Meetings

The Commission meeting on Thursday, September 4, 2008, has been tentatively re-scheduled to October 2008. The date and location of this meeting will be announced. The Commission is unable to

meet the quorum it needed for the September meeting as the new Commissioners for the late-deafened, professional, public and parent positions are not yet appointed by the Governor's Office.

The Commission's quarterly meetings for fiscal year 2009 will be held on:

Thursday, December 4, 2008
Colorado Department of Human Services
1575 Sherman St., 6th Floor Conference Room
Denver, CO 80203

Thursday, March 5, 2009
Location to be announced

Thursday, June 4, 2009
Colorado Department of Human Services
1575 Sherman St., 6th Floor Conference Room
Denver, CO 80203

* Every meeting is held from 3:00 p.m. to 6:00 p.m.

Our tentative meeting agenda for the October meeting will consist of presentations on the ADA Restoration Act and real-time captioning at Invesco Field at Mile High Stadium and the Pepsi Center and updates from the Mental Health and Substance Abuse Task Force and TV and Online Media Access Committee. Come and learn more about the exciting developments!

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