

**Behavior Health on Deafness Sub-Committee Meeting
February 18, 2009
Independent Resources, Inc.
Wilmington, DE
10:00 am**

Present: Christy Hennessey (Chair); Cliff Rodman; Loretta Sarro; Christine Zenorini and Kyle Hodges, Support Staff

Interpreter: Pamela D'Occhio

Guest: Joshua Weinstein, Psy. S
Wraparound Coordinator Deaf and Hard of Hearing Services
MCC Maternal Child Consortium, Inc.

Additions or Deletions to the Agenda

- None

Approval of the Meeting Minutes

On Page 2, delete the seventh paragraph. On Page 4, under Reports/Announcements, change the sentence to read: The "Deaf Professional's Happy Hour" may be held after the conference. Motion was made, seconded and approved to accept the December 17, 2008 meeting minutes as amended.

Chair Report

Kyle noted that since Hank Passi is no longer a representative on the BHDC would there be a replacement from DVR. Loretta stated that she will check with HarrietAnn to discuss this situation.

Christy suggested getting another representative from DSAMH. DSAMH is in the process of restructuring their staff so we need to have another representative. Kyle noted that he did speak with Steve Dettwyler about representation. Steve was going to come to one of the Committee meetings to discuss having someone from the division attending meetings. However, Steve has not been able to come to one of these meetings to talk about the division's perspective because they have their staff times the same time as this Committee's meeting. Kyle said that he will contact Steve again about having a representative. Christy replied that DSAMH's participation is necessary to hear our comments.

Christy has been participating in the Consumer Recovery Advocates of DE (CRACD). We held a meeting through a telephone conference the last two

months. The CRACD is working on better advertisement for Dover events. There is an event on February 27 at the Dover Public Library for consumer advocates (please see the hand-out). Joe Rogers from Philadelphia is giving a presentation. This event is being held like a Town Hall event and delivers to three different areas of DE—trying to gather some unity and bring people together. Christy stated that the CRACD is getting things together now. There meetings are held monthly—and the next meeting is March 26. Christy will let this Committee know how this February 27 event went.

Business

Survey

Christy administered the survey to five clients who had a third to fourth grade average reading level. Christy expected the clients to complete the survey independently; however, they had to ask Christy questions about words or meanings. Christy explained to them the scale. Christy asked the committee if the survey is to be completed independently/and are we going to prohibit the client from having help to complete the survey. If we expect them to complete the survey independently, then we may need to simplify the language. Christy explained to Josh that this was a test group to see how much these consumers understand the purpose of the survey. However, we plan on sending out about 50 surveys out across four or five agencies so we can get some data for the division.

Loretta stated that Dr. Myers was contacted by DSAMH to create a survey. Dr. Myers geared the survey to mental health agencies only. This Committee wanted to take a closer look at the consumers and have this be a survey for consumers only. The Committee agreed for Christy to do a test pilot with a few of her clients to see if the survey needed to be modified before sending it out to the larger targeted group. The idea was to make a comparison result between Dr. Myers' survey and this survey. The Committee is attempting to get an idea how many persons are trying to get mental health services and what struggles they are having. Loretta replied to Josh that this survey was developed from scratch. It was stated that Gallaudet had been contacted and they did send some literature. When Gallaudet administers their survey, they tend to have their clients complete the survey independently. The goal of this survey is to find out what the boundaries are and obstacles out there in accessing services for the deaf and hard of hearing.

Kyle stated if we are going to send out this survey, do we want to tweak it a little more or do we let the people know that they can be assisted while completing this survey.

Cliff stated that first of all a decision needs to be made--does this survey give us information as a group that will help to make better decisions as the direction we

go as a group. If that is true, it needs to be presented in a user-friendly fashion (e.g. reading level and the flow of the information). Or, does this survey capture information to advocate for money or services to provide more support for the deaf community. Cliff loves the idea of going to Gallaudet and pulling successful things that they have done. Christine said that she had three clients complete the survey and they did ask a few questions. Listed below are some comments from the clients—

- I don't understand my mental illness;
- I don't know how to access services;
- I am frustrated with agencies, deaf people with attitudes and people having attitudes with deaf people. When I ask for an interpreter the shrugging of the shoulders; when I ask a question, or when I try to tell someone something, I feel insulted and feel people are rude to me and have an attitude towards me.

Christine feels that some of the above comments have been directed to Connections. Some of the clients report that having a therapist or a therapy session with a third party (an interpreter) is not effective.

Loretta asked does this survey need to be tweaked to be more user-friendly. Do some of the questions need to be modified? Christine added that the clients were not reading thoroughly when they were completing the survey. The clients did not understand the term "extended family" so Christine gave examples—uncle, aunt, cousins). Christine added that she did not know if it needs to be modified.

Loretta received an e-mail invite from Melissa Smith from DSAMH inviting her to attend a stakeholders/strategic planning meeting with about 7 agencies/groups who were mental health provider representatives. Loretta attended and provided information. At the meeting, you were required to mark-off session priorities—and then you would attend that session. I chose a session that spoke on the picture that the division paints of themselves. We then had to offer suggestions about modifying their strategic plan for the fiscal year. This meeting was intense but very good. A concern was made that there is a need for qualified licensed mental health counselors or psychologists. Loretta asked for suggestions so she could bring these suggestions to mental health agencies.

Cliff added that there are two issues—we need to get quality clinical people who are licensed. Cliff added that it is also relevant to know that many of the people working in DHSS as mental health counselors are not licensed. The second issue is: can we prove that we have clients to support a clinician who uses and is confident in sign language. Cliff added that he believes the data is there, but we have to have the support that the services are needed. Cliff stated that we need to know what potential practitioners we draw from (e.g. graduates from Gallaudet who need intern experience). If we can begin a dialogue and know that there are

people that we can draw from, we need a stable of professionals. Cliff stated that we need to have some data to give to DSAMH's hiring persons' that says this is why we need a person who primarily uses sign language to support this need. Cliff added that there are two kinds of data that supports decisions—statistical data which is what this survey attempts to get; antidotal data which is when people write things down that say how they feel (e.g. I am being disrespected, etc.) which is ortant to pass along to legislators or a cabinet secretary. This data would show the number of people that would come and seek these requested services.

Loretta stated that they had a meeting with Steve Dettwyler about having an intern. This was not well received. This was brought up at the strategic planning meeting to take advantage of having interns.

It was agreed for Christy to add the following question to the survey—Do you want a signing therapist/counselor/psychologist—yes or no? Joshua added that this is a great question to ask nd that he is deciding if this survey should be administered in a different way so that there is accurate user-friendly information. If this survey is signed to the client, then you do not need to change much at all. However, if you want to give this survey to the client and have them complete it independently, then it will have to be made more user-friendly. Joshua added that Numbers 1 & 2 on the survey are very user-friendly. Then the rest gets complicated and is not as user-friendly. The questions should be kept simpler. Instead of asking--How many people in your family are deaf or hard of hearing—Number of Deaf and Hard of Hearing family members--#s 1, 2, 3, 4—break it down to “How many people in your family are Deaf or Hard of Hearing”—stating less than two, two to five, or more than five. Or, have a blank and fill in the number of Deaf and Hard of Hearing people are in your family.

Loretta added that she supports an endeavor for the clients to complete the survey independently. Loretta added that some language may need to put at the top of the survey stating where the survey is coming from, who it is for and the purpose. Kyle added that the “purpose” idea is very good. People are more inclined to fill something out and it is worth their time when they know why they are doing it. In conclusion, Joshua and Christy will work together on making this survey more user-friendly. Then bring it back to the next meeting and the Committee can to over it step by step and try and finalize it.

Joshua Weinstein

Joshua gave an overview of his past and present work positions. When Joshua was initially hired four years ago, Joshua was a Behavioral Specialist Consultant (BSC) with a focus on kids in school or at home and assessing their needs. If they were in school and had destructive behavior, then Joshua assessed those behaviors and consulted with the teachers. Basically, Joshua worked with how to deliver interventions with children with specific needs. Joshua did some

counseling on the side and his position was then called Mobile Therapist (MT). Then, on December 1, his position changed to Wraparound Coordinator of Deaf and Hard of Hearing Services. The Wraparound Services takes in all of these different positions. Joshua expanded on the acronym—TSS—is the Therapeutic Support Staff whose role is a one on one with a person who may have trouble with prompts, organization and power struggles. Their role can be at school or at home and many of them work at the Pennsylvania School for the Deaf (PSD). Joshua added that they do support the family as well as the client.

Joshua stated that their funding is from Community-Based Health in Philadelphia. Also, from Magellan Health which is connected with Medicaid. If the family has private insurance, and their child is deaf, then they walk them through the process where they apply for Medicaid funding. There are also children who are autistic and deaf who are also covered.

Cliff added that it would be helpful to Delaware for Joshua to share (if you know) the PA data of how many people are in the service area and how many clients are deaf and hard of hearing. Then we could use this PA data to compare to the DE data to make a case. Joshua said that he could draw from the data in the City of Philadelphia, the deaf and hard of hearing program who are under behavioral health and special needs. Kyle suggested e-mailing this data to Christy—in turn Christy will e-mail to Kyle to send out to the BHDC.

Joshua stated that their services are provided probably from the age three to 21 years old. Joshua stated that we receive a referral for the child and it might not be the child that is a challenge, but the parent. They bring in an interpreter to go through an intake process with the family. Then they evaluate the child's needs and get some background information and find out how the child is doing in school or ask about the family dynamics. Sometimes the intake is a tough process as people seem not so forthcoming with certain information. The level of services is then determined and whether it is school or home-based services that are needed. A certain amount of hours are allotted per week—at home or school. Joshua provides services to 5-10 mainstream clients from the Philadelphia school district. Joshua added that referrals are taken from Social Workers, Adoption Center and DHSS. Outreach is provided through word of mouth. Last October, a Committee in Philadelphia similar to the BHDC, hosted a "Networking Fair". All the providers in the Philadelphia area held this Fair (about 10 agencies). Presentations were made and brochures were provided. Consumers and providers were able to attend. Joshua invited the BHDC to attend the next Fair and have a display.

Loretta attended a workshop on Positive Behavior Support (PBS) at the January Life Conference. When Loretta interned at the DSD School, a PBS program was provided. This program is a proactive approach to kids who are the whole school. Goals were set up for the staff to approach kids in a specific way (e.g. a reward system in the classroom). PBS is basically a pyramid—kids at the bottom

% who do okay and respond well to a general PBS. Then you have kids who benefit from a PBS program but they need one on one support. The general PBS program does not provide that support. The PBS presenter at the Life Conference is willing to come and speak to the BHDC. Loretta asked if this person could be invited to the next BHDC meeting. Christy agreed.

Joshua was thanked for attending and for his participation; and agreed to attend the future BHDC meetings to share more information. Kyle will add Joshua to the BHDC e-mail contact listing. Joshua said their next Southeast committee meeting is on March 18 from 2-4 pm at 100 Schoolhouse Lane, Philadelphia, PA 19144 (across the street from the Pennsylvania School for the Deaf)—you can MapQuest this location.

In conclusion, Loretta will e-mail Kyle the contact person from PBS to be invited to attend the April 15 BHDC meeting.

Reports/Announcements

Loretta announced that DVR and the DE Office for the Deaf and Hard of Hearing are having a statewide conference on March 27, 2009 at the Dover Sheraton from 8:00 am to 3:30 pm. The registration forms have been sent out. The Exhibitor registrations are being received. Loretta will send Kyle another conference registration. Cliff stated that if one of the presenters cannot attend, he will be glad to be a replacement presenter. Loretta will relay this information to Harriet. Annette Reichman is the keynote speaker.

This Saturday at 10 am at DSD, the DAD board meeting will be held—all are invited to attend. Christy will check with Rich to make sure that anyone is invited to attend.

The next meeting will be on April 15 at 10:00 am at IRI in Wilmington.

Respectfully Submitted,

Kyle Hodges
CODHHE Administrator

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