The NCDHH Team Reached out to 18,784 People to Assist with Better Communication in the year 2015
March 6, 2016

Governor Pete Ricketts
Office of the Governor
Post Office Box 94848
Lincoln, Nebraska 68509-4848

RE: 2015 Annual Activities Report

I am pleased to present the Annual Activities Report of the Nebraska Commission for the Deaf and Hard of Hearing for 2015. We primarily strive to provide access and equitable opportunity for Deaf, Deaf-Blind and Hard of Hearing citizens of Nebraska conducive to achievement of maximum participation and productivity in society. A common language, the most singularly unifying factor within any given culture, continues to be our major focus. American Sign Language is the primary vehicle by which the thoughts, ideas, feelings and information are communicated to others by deaf children and adults. It is the premier guarantor of their success.

Some of the notable 2015 highlights of more than passing merit include:

- The appointment of three new Full Board members
- The Nebraska legislature passes LB287, requiring the licensure of community interpreters and Video Remote Interpreter service providers.
- The Nebraska State Board of Education voted for changes to Rule 51, including improved regulations for raising the standards for educational interpreters in the K-12 setting.

Our other roles include advocacy and the promotion of increased accessibility to services statewide. The mission of the Nebraska Commission for the Deaf and Hard of Hearing is to promote and advocate for Nebraskans who are Deaf, Deaf-Blind or Hard of Hearing; to achieve equality and opportunity in social, educational, vocational, and legal aspects impacting their daily lives; and to enhance and monitor access to effective communication and telecommunication technology.

Sincerely,

[Signature]

Dr. Frank R. Turk
Chairperson
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State Statutes

The following is a partial listing of services mandated by state statutes:

1. **Inventory services available for meeting the problems of persons with a hearing loss and assist such persons in locating and securing referral to such services.** Services that the Nebraska Commission for the Deaf and Hard of Hearing offers include hearing aid banks for individuals with financial needs; text telephones (TTYs) and assistive device loan programs, newsletters and making information available to the general public regarding hearing loss.

2. **License interpreters under sections 20-150 to 20-159 and prepare and maintain a roster of licensed interpreters.** The roster shall include the type of employment the interpreter generally engages in. The roster is made available to local, state and federal agencies and is used for referrals to private organizations and individuals seeking interpreters.

3. **Promote the training of interpreters for Deaf and Hard of Hearing persons.** NCDHH conducts skill assessments of interpreters by using the Mid-America Quality Assurance Screening Test (QAST). NCDHH sponsors workshops and other learning opportunities in cooperation with the Registry of Interpreters for the Deaf (RID), the national association of sign language interpreters.

4. **Assist Deaf and Hard of Hearing persons in accessing comprehensive mental health, alcoholism, and drug abuse services.** A Mental Health Specialist provides assistance, education, and training to mental health therapists regarding Deaf and Hard of Hearing individuals’ communication needs. A five-member advisory committee reviews the activities of programs quarterly.

5. **Conduct a voluntary census of Deaf and Hard of Hearing persons in Nebraska and compile a current registry.** NCDHH makes an effort to identify Deaf and Hard of Hearing Nebraskans throughout the state via online registration, mailings and interaction.

6. **Promote awareness and understanding of the rights of Deaf and Hard of Hearing persons.** The Americans with Disabilities Act (ADA), passed by the federal government in 1990, protects qualified individuals with disabilities from discrimination on the basis of disability. To promote understanding and awareness regarding hearing loss, NCDHH provides presentations, distributes information through fairs and conventions, conducts sensitivity training, such as workshops, and develops informational brochures.

7. **Promote expanded adult educational opportunities for Deaf or Hard of Hearing persons.** NCDHH partners with agencies and service providers at major events to expand adult education opportunities including seminars on national issues, technology and various training opportunities.

8. **Promote statewide communication services for Deaf and Hard of Hearing persons.** NCDHH drafted legislation that established the statewide telecommunication relay system and the equipment distribution program. NCDHH works in tandem with the Public Service Commission to provide free specialized telephone equipment to Deaf and Hard of Hearing Nebraskans. NCDHH also offers sign communication classes to state agencies.
Statutory Authority

The Nebraska Commission for the Deaf and Hard of Hearing was created by LB 101 in 1979 by the Nebraska Unicameral. The duties and responsibilities of the Commission can be found in revised statutes sections 71-4728 - 71-4728.05 and sections 20-150, 20-151, and 20-156, 2004.

Agency Vision

As a proactive and reactive state agency, the Commission strives to enhance collaboration by creating support, cooperation, and understanding to achieve fairness and equality in all aspects of the mainstream for all Deaf, Deaf-Blind, and Hard of Hearing Nebraskans.

Agency Mission

The mission of the Nebraska Commission for the Deaf and Hard of Hearing is to promote and advocate for Nebraskans who are Deaf, Deaf-Blind or Hard of Hearing; to achieve equality and opportunity in social, educational, vocational, and legal aspects impacting their daily lives; and to enhance and monitor access to effective communication and telecommunication technology.

Agency Principles

The Commission’s responsibilities include the following areas:

- Collect data and disseminate information on Nebraskans who have a hearing loss, and conduct research in the area of Deafness;
- Develop communication processes involving the training and licensing of sign language interpreters statewide, and promote an awareness of hearing loss to state and local community agencies;
- Inventory, monitor and assess services available to people who are Deaf or Hard of Hearing

The Commission’s overall purpose is to ensure that people who are Deaf or Hard of Hearing have the opportunity to be productive citizens of the State of Nebraska.
Strategic Planning Priorities

1. Expand programs and services in Nebraska for Deaf and Hard of Hearing persons.

2. Implement new programs through collaboration with consumer groups, the Governor, legislature, organizations, institutions and agencies.

3. Broaden the collection and dissemination of information on hearing loss and deafness.

4. Ensure full access to comprehensive mental health, alcoholism and substance abuse services for Deaf and Hard of Hearing persons by collaborating with the Nebraska Department of Health and Human Services, regional programs and other providers.

5. To ensure and implement effective access of interpreting services by collaborating with consumer groups, organizations and agencies.

Objectives for Goal 1

1.1 To contact agencies and consumers to conduct accessibility awareness and hearing loss education.

1.2 To increase promotion and visibility.

1.3 To conduct community awareness workshops annually for consumers, civic groups, service providers, etc. for awareness and educational needs for Deaf and Hard of Hearing people.

Objectives for Goal 2

2.1 To create a political action network.

2.2 To develop a packet/poster of information for service providers.

2.3 To provide awareness training to hospitals and law enforcement. To create equal access in medical/legal settings.

2.4 To conduct a statewide awareness day on hearing loss and deafness.

2.5 To conduct a Technology Expo.

2.6 To conduct agency health fairs, booths, demonstrations.

2.7 To increase vendors throughout the state.
Objectives for Goal 3
3.1 To research, gather and expand the dissemination of information through electronic/visual mediums.
3.2 To disseminate brochures and service information through a yearly phased approach to audiologists, hospitals, nursing homes/assisted living facilities and others.
3.3 To disseminate information and education to persons with a hearing loss on emergency preparedness.
3.4 To promote the media center.
3.5 To create interim committees as needed to study particular issues.
3.6 To increase interpreter referral numbers.

Objectives for Goal 4
4.1 To expand collaboration with mental health regional programs.
4.2 To conduct routine training related to mental health topics to Deaf and Hard of Hearing organizations.
4.3 To expand awareness and training on a statewide level to Nebraska Domestic Violence/Sexual Assault Coalitions and community domestic violence shelters and programs.

Objectives for Goal 5
5.1 To inform consumer groups and agencies about how to use an interpreter and our referral system.
5.2 To understand the relationship between interpreters and consumers.
5.3 To train and recognize Nebraska’s interpreters for the Deaf and Hard of Hearing.
5.4 To coordinate with the Registry of Interpreters for the Deaf, RID, and its state chapter, the Nebraska Registry of Interpreters for the Deaf, NeRID, in improving and enhancing interpreters academic environment.
A Look at Year 2015

Executive Director, John Wyvill

I am very blessed to work with an outstanding group of individuals who have devoted their careers to improving the lives of the Deaf and Hard of Hearing. It is an honor and privilege to say I work with such extraordinary individuals on a daily basis. Working together we have helped people to better communications. Today we present our annual report to the people of Nebraska showing how we made a difference in 2015 by transforming the NCDHH Board vision into a reality on a daily basis. Please join us in the celebration of our accomplishments in 2015 and join us in the hope, promise and expectation of greater things to come in 2016 at NCDHH. “Be the change you wish to see in the world.” -Mahatma Gandhi

Highlights

New Full Board Members: Gov. Pete Ricketts appointed Dr. Stacie Ray, Jeremey Fitzpatrick and Norman Weverka to the NCDHH Full Board in April of 2015. Between the three of them there is experience in audiology, parent resources for children who are deaf and hard of hearing, and involvement with the Deaf community; we are lucky to add these three individuals to the Full Board of Commissioners.

Scottsbluff Office: The Nebraska legislature approved funding to re-open the office in Scottsbluff, Neb. It has been a tremendous success to now have a full time presence to all of Western Nebraska residents who seek the services NCDHH provides. The Scottsbluff office officially opened in the summer of 2015, with Brittney Graham as Field Representative for the area.

LB 287 Passes: The Nebraska legislature passes legislation for licensure of community interpreters and Video Remote Interpreter (VRI) service providers. This means all sign language interpreters working for compensation must obtain a license in the state of Nebraska, with exceptions such as the educational setting, religious activities and volunteers. VRI service providers must also obtain a business license to practice in the state of Nebraska.

NDE Approves Rule 51 Changes: The Nebraska State Board of Education voted for changes to Rule 51: including improved regulations for raising the standards for educational interpreters in K-12 school setting.

Lincoln Saltdogs: The second annual Deaf and Hard of Hearing Awareness Day at the Lincoln Saltdogs game was again a tremendous success. A good time was had by all, including Vice Chairperson, Margie Propp, throwing out the first pitch, signing of the National Anthem, an informational booth of NCDHH services, and other fun games. It was a wonderful awareness activity!
A Look at Year 2015 (continued)

Dr. Frank Turk Elected Board Chairman: Dr. Frank Turk was elected as Chairman of the NC-DHH Board of Commissions in the summer of 2015. Dr. Turk has long been an influential figure in the deaf community, and we are happy to have him on board to help lead the way in advocating for Deaf and Hard of Hearing Nebraskans.

Communication Access at College World Series: NCDHH collaborated with Hearing Loss Association of America- Omaha, Nebraska Association of the Deaf and Registry of Interpreters for the Deaf to work with NCAA to allow full communication access at the 2015 College World Series, including sign language interpreters during the opening ceremonies.

Columbus Town Hall Meeting: NCDHH hosted a Town Hall Meeting in Columbus, Neb. to meet Nebraska residents in the Columbus area and hear feedback on how we can better serve the area.

Deaf and Hard of Hearing Awareness Day at Omaha Zoo: NCDHH and Nebraska Association for the Deaf (NeAD) hosted this event to ensure Deaf and Hard of Hearing children can enjoy zoo amenities just like every other guest. At this event we had interpreters present for a story-telling read, zoo tours, and an animal ambassador with a few creepy crawlers brought out to show the crowd.

Premier of NET/NCDHH Special “Unheard Journey of Deaf Nebraskans”: NCDHH Mental Health Specialist worked with Nebraska Educational Television (NET) on the production of the ‘Unheard Journey of Deaf Nebraskans’, a program dedicated to the history of Nebraskans who are Deaf and Hard of Hearing, including information about the Nebraska School for the Deaf. This program premiered at the NeAD conference in the summer of 2015, to much applause and hand waves.

2015 Staff Hires

Natasha Olsen: Natasha Olsen joined the NCDHH team as Business Manager in January of 2015. Natasha brings to the Commission a wide range of experience including office management, marketing, budgeting, curriculum development and staff management.

Kathy Scusa: Kathy was hired as the Field Representative for the North Platte, Neb. and surrounding areas. Kathy was hired in April of 2015.

Brittney Graham: Brittney Graham was hired in conjunction with the re-opening of the Scottsbluff, Neb. office in Western Nebraska. Brittney is the Field Representative for all of Western Nebraska.

Susanna Fuehrer: Susanna was hired as the Hearing Aid Bank and NSTEP application coordinator in December of 2015. Susanna works with corresponding with applicants for hearing aid and the NSTEP program.
Staff Member Participation

Nebraska Commission for the Deaf and Hard of Hearing (NCDHH) staff actively participates in many committees. These efforts, on behalf of NCDHH, aid Deaf and Hard of Hearing communities in creating awareness for communication and service delivery issues.

John Wyvill, Executive Director - Statewide

**Nebraska Specialized Telecommunications Advisory Committee:** The Commission for the Deaf and Hard of Hearing was mandated in 1990, to appoint members to serve on the Telecommunication Relay Services Advisory Committee administered by the Nebraska Public Service Commission. This committee advises the Public Service Commission on matters related to the telecommunications relay system, the equipment distribution program and its operation. The relay system provides prompt and accurate relay of all messages 24/7 to Deaf and Hard of Hearing individuals.

**Nebraska Assistive Technology Partnership:** The Executive Director is a voting member of the Project Advisory Committee (PAC), which meets on a quarterly basis. The Assistive Technology Partnership is dedicated to helping Nebraskans with disabilities, their families and professionals in obtaining assistive technology devices and services.

**Sign Language Interpreter Review Board:** This board is responsible for establishing and monitoring policies and procedures for the evaluation and licensure of sign language interpreters who work for the state, its courts and law enforcement.

**Deaf and Hard of Hearing Committee of the Special Education Advisory Council (Nebraska Department of Education):** D/HH SEAC review issues, current events, and formulate opinions on potential future events and issues. D/HH SEAC Standing Committee is dedicated to helping school-aged Deaf and Hard of Hearing children, their families and professionals in obtaining the best education possible.

**Advisor to the Nebraska Association of the Deaf:** The Nebraska Association of the Deaf is a statewide organization promoting equal access for the Deaf and Hard of Hearing people in all phases of life.

**National Association of State Agencies of the Deaf and Hard of Hearing (NASADHH):** The Commission is a member of this association. The Executive Director represents the Commission in NASADHH during their biennial meetings.

**Hearing Loss Association of America:** HLAA provides information, education, advocacy and support to those who have a hearing loss and their family, friends, and the hearing public at large.

**National Association of the Deaf –** This association’s mission is to preserve, protect and promote the civil, human and linguistic rights of deaf and hard of hearing people in the United States of America.

**Alexander Graham Bell Association for the Deaf and Hard of Hearing:** The Alexander Graham Bell Association for the Deaf and Hard of Hearing helps families, health care providers and education professionals understand childhood hearing loss and the importance of early diagnosis and intervention.

**Disability Rights Nebraska PAIR Advisory Council:** Organization set out to protect and advocating for rights, ensuring dignity and promoting empowerment of all individuals and disabilities.
Staff Participation (continued)

Peggy Williams, Mental Health Specialist - Statewide

_BryanLGH Hospital Independence Center Advisory Committee - Lincoln:_ Serves as a liaison between the agency and the community to ensure that the program is responsive to the needs of the Deaf and Hard of Hearing community. This committee meets quarterly.

_Culturally and Linguistically Appropriate Services (CLAS):_ The purpose of this group is to meet the cultural and linguistic needs of consumers, especially through multi-agency collaborations and partnerships. This committee meets quarterly.

_Lincoln Correctional Center (LCC) Community Involvement Committee:_ This committee exists to understand services and programs provided by LCC and provide input and recommendations on special services needed for special populations. This committee meets quarterly.

_Southeast Nebraska Regional Program Advisory Committee:_ The purpose of this board is to provide advice and feedback for programming and services for students, families and staff associated with the Southeast Nebraska Regional Program. This board meets quarterly.

_Heartland Deaf Abuse Advocacy Services:_ Serves as an advisory member to this committee by offering suggestions and recommendations, ensuring that those who are Deaf or Hard of Hearing have access to domestic violence and sexual assault programs and services.

Beth Ellsworth, Field Representative - Omaha

_Mayor’s Commission for Citizens with Disabilities:_ The purpose of the commission is “To promote quality of life, accessibility and equity in all aspects related to the City of Omaha on behalf of and in cooperation with the citizens of Omaha who experience disabilities.”

_Hearing Loss Association of America – Omaha Chapter:_ HLAA provides information, education, advocacy and support to those who have a hearing loss and their family, friends, and the hearing public at large.

_Hearing Loss Support Group - Omaha:_ The purpose of this group is to provide information, education, advocacy and support to those who have a hearing loss, their families and friends through peer support and networking with agencies and service providers. This group meets monthly.

_Hands and Voices:_ Dedicated to supporting families with children who are Deaf or Hard of Hearing, without a bias around communication modes or methodology. It is a parent-driven, non-profit organization providing families with the resources, networks, and information they need to improve communication access and educational outcomes for their children. Its outreach activities, parent/professional collaboration, and advocacy efforts are focused on enabling Deaf and Hard-of-Hearing children to reach their highest potential.

_Nebraska Association of the Deaf:_ The Nebraska Association of the Deaf is a statewide organization promoting equal access for the Deaf and Hard of Hearing people in all phases of life.
Staff Participation (continued)

Kim Davis, Field Representative - Lincoln

Coordinated Funding Committee: This committee is comprised of representatives from various state and local, primarily Lincoln, agencies. Its purpose is to provide an avenue of communication between agencies. It enables each agency to make better informed referrals and decisions regarding services needed between committee members agencies. Health and Human Services, Vocational Rehabilitation, and the Assistive Technology Program are examples of agencies that participate on this committee.

Nebraska’s Statewide Independent Living Council (NESILC) – This council is comprised of voting and non-voting representatives who are persons with a disability or serve, care for or advocate for those with disabilities. Its purpose is to promote an independent living philosophy in Nebraska, for persons with disabilities while advocating for access, full participation, and self-determination. And to collaborate with appropriate agencies, councils and organizations statewide to promote the independent living philosophy.

Nebraska Association of the Deaf – serve as an individual member and this state association seeks to promote the welfare of the deaf in education measures, in employment, and in any other field pertaining to or affecting the deaf of Nebraska in their pursuit of economic security, social equality and all their rights and privileges as citizens.

National Association of the Deaf – serve as an individual member and this national association’s mission is to preserve, protect and promote the civil, human and linguistic rights of deaf and hard of hearing people in the United States of America.

Brenda Chappell, Field Representative - Omaha

Heartland Deaf Abuse Advocacy Service (HDAAS): Committee on Fundraising.

Nebraska School for the Deaf Alumni Association (NSDAA): Secretary. The purpose of the NSDAA is to keep all the alumni connected through its programs, to build bridges and to educate the public that Deaf can do anything!

Omaha Deaf Senior Citizens: Represents NCDHH while visiting Deaf Senior Citizens, socializing and learning how its members want to improve the Deaf community with regard senior citizens.

Jr. NAD (National Association of the Deaf) – Offering deaf and hard of hearing students in 7th – 12th opportunities to develop their leadership skills and citizenship, and interact with students from other schools and states.

State Rehabilitation Council – The purpose of this council is to work with the state; to report to the State of Nebraska. Develop, agree to, and review State goals and priorities, evaluate the effectiveness of the vocational rehabilitation program, and submit reports of progress to the Commissioner.
The Nebraska Commission for the Deaf and Hard of Hearing was established by the State Legislature in 1979. The Commission consists of nine members who are appointed by the Governor subject to approval by the Legislature. Statute 71-4720 requires that a majority of the Commission members who are Deaf or Hard of Hearing shall be able to express themselves through sign language. The Commission members shall include three Deaf persons, three Hard of Hearing persons and three persons who have an interest in and knowledge of Deafness and hearing loss issues. The Commission was created to improve the quality and coordination of existing services for Deaf and Hard of Hearing people and development of new services when necessary. Meeting schedules and minutes can be found on the NCDHH website at www.ncdhh.ne.gov/boards.html.

The members are appointed to represent various domains as listed below:

**Deaf Representatives:**

Steven Manning
Dr. Carol Lomicky
Dr. Frank Turk
Norman Weverka (beginning April 2015)

**Hard of Hearing Representatives:**

Regina (Gina) Frerichs
John Hogue
Diane Muelleman
Jeremy Fitzpatrick (beginning April 2015)

**Interest and Knowledge in Deafness and Hearing Loss Representatives:**

Michael Brummer
Dr. Jan Moore
Margaret Propp
Dr. Stacie Ray (beginning April 2015)
Commission Boards and Committees (continued)

Sign Language Interpreter Review Board

The Nebraska Commission for the Deaf and Hard of Hearing was mandated in July 2002 to appoint members to the Interpreter Review Board to develop guidelines and promulgate regulations for assuring competencies for sign language interpreters. Regulations were crafted and approved to include assurances that sign language interpreters have and maintain minimum levels of competency to interpret for state entities, courts, police and probation officials. Meeting schedules and minutes can be found on the NCDHH website. The Board has eight voting members, of whom the majority has knowledge of sign language.

The Sign Language Interpreter Review Board provided advice to the Full Commission Board regarding language that would amend sections 20-150, 20-151, 20-156, 20-159, and 71-4728 of current Nebraska Statutes. Language was developed to reflect the future discontinuation of the Nebraska Quality Assurance Screening Test, development of new certification types as well as provide powers to NCDHH to recognize equivalent certifications as proof of qualification for licensure.

The members are appointed to represent various domains as listed below:

**Health and Human Services:**
Vonda Apking, Vice Chairperson

**Nebraska Commission for the Deaf and Hard of Hearing:**
Mr. John C. Wyvill, Executive Director

**Deaf Representatives:**
Jerry Siders, retired educator, Chairperson

**Sign Language Interpreters:**
Pam Duncan, Private Practice Interpreter
Bethany Koubsky, Private Practice Interpreter

**Local Government:**
Cheryl Poff; Orienteering Counselor with NCBVI
Pat Bracken, Program Director with Vocation Rehabilitation Services
Commission Boards and Committees (continued)

Telecommunication Relay Advisory Committee

The Nebraska Commission for the Deaf and Hard of Hearing was mandated in 1990 to appoint members to serve on the Relay Advisory Committee administered by the Nebraska Public Service Commission. The Committee advises the Public Service Commission on matters related to the telecommunications relay system, the Nebraska Specialized Telecommunications Equipment Program and its operations. Meeting schedules and minutes can be found on the NCDHH website. The Committee has seven members.

The relay system provides prompt and accurate relay of all messages 24/7 to Deaf and Hard of Hearing individuals. Any person using the system is not charged for access to the system. Charges are still billed for in-state and out-of-state long distance service. The relay provider for Nebraska is Sprint Relay.

The Nebraska Commission for the Deaf and Hard of Hearing reviews and authorizes applications for the equipment vouchers issued through the NSTEP program by PSC. Only one person per household can be a recipient of the telecommunications equipment and the residence listed must have phone service.

The members are appointed to represent various domains as listed below:

*Commission for the Deaf and Hard of Hearing*: Norman Weverka

*Hard of Hearing Representative*: Diana McIntosh

*Public Service Commission*: Tim Schram

*Speech Impaired*: Vacant

*Telephone Industry*: Kim Remington

*Technical Advisor*: John Wyvill
Commission Boards and Committees (continued)

Mental Health Advisory Committee

In 1995, LB 25 was passed to extend duties of the Nebraska Commission for the Deaf and Hard of Hearing (NC-DHH) to ensure full access to comprehensive mental health, alcoholism, and drug abuse services for Deaf and Hard of Hearing people in Nebraska. A special advisory committee was appointed by the Commission to serve for a three year term. The advisory committee meetings are held four times a year. Meeting schedules and minutes can be found on the NCDHH web page at www.ncdhh.nebraska.gov/boards.html.

The Commission has appointed technical members representing various domains, which are listed below:

Counselor Position: Vacant

Counselor Position: Jackie Prater, Child Guidance Center

Counselor Position: Mandy Leamon, Fremont Area Medical Center, Outpatient Psychiatric Services

Counselor Position: Lisa Vogel, West Maple Counseling Association

Human Services Position: Vicki Steinhauer-Campbell, Vocational Rehabilitation

Human Services Position: Kathleen Valle, CHI Health

NCDHH Representatives:
Mr. John Wyvill, NCDHH Executive Director
Peggy Williams, Mental Health Specialist

Technical Advisor: Ann Thompson, Heartland Deaf Abuse Advocacy Services

Technical Advisor: Diane Meyer, Metro Area Regional Program

Technical Advisor: Jill Bird, Southeast Nebraska Regional Program

Technical Advisor: Karen Potter-Maxwell, Sign Language Interpreter - Omaha

Technical Advisor: Jan (Loretta) Goracke, DHHS Division of Behavioral Health – Lincoln

Technical Advisor: Barbara Woodhead, Sign Language Interpreter - Lincoln
Information and Referral Contacts

When the Nebraska Commission for the Deaf and Hard of Hearing (NCDHH) was created, one of its enabling legislations mandated that the agency was to act as an information and referral service for the Deaf and Hard of Hearing of Nebraska. NCDHH staff tabulate the number of consumers served annually.

Total Consumers Served

Consumers Assisted: 18,784
Presentation Attendees: 2,860
Booth Attendees: 16,316
Total Number of Consumers Served: 37,960
Information and Referral Contacts (continued)

Consumers Assisted by Category

NCDHH categorizes and records the areas in which assistance was provided.

NCDHH booths provided information at Health Fairs, County Fairs, and Conventions 57 times, meeting 16,316 Consumers.

Estimated # of minutes spent with customer

<table>
<thead>
<tr>
<th>Service</th>
<th>Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advocacy</td>
<td>43,838</td>
</tr>
<tr>
<td>Equipment Loan</td>
<td>26,910</td>
</tr>
<tr>
<td>Media Center Loan</td>
<td>3,741</td>
</tr>
<tr>
<td>Equipment Demonstration</td>
<td>32,854</td>
</tr>
<tr>
<td>Information and Referral</td>
<td>110,595</td>
</tr>
<tr>
<td>Lions Hearing Aid Bank</td>
<td>11,014</td>
</tr>
<tr>
<td>Interpreter Licensing</td>
<td>5,515</td>
</tr>
<tr>
<td>NSTEP</td>
<td>63,204</td>
</tr>
<tr>
<td>QAST</td>
<td>6,005</td>
</tr>
<tr>
<td>RID Continuing Education</td>
<td>1,355</td>
</tr>
<tr>
<td>Sertoma Hearing Aid Bank</td>
<td>26,497</td>
</tr>
</tbody>
</table>
Presentation Topics

As Nebraska’s Information and Referral Service on topics regarding hearing loss, NCDHH staff members presented to 2,738 total consumers in 293 instances. The table below shows the amount of consumers contacted by primary presentation topic.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Consumers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advocacy</td>
<td>65</td>
</tr>
<tr>
<td>Communication Tips</td>
<td>314</td>
</tr>
<tr>
<td>Deaf Awareness &amp; Culture</td>
<td>435</td>
</tr>
<tr>
<td>Equipment Training</td>
<td>102</td>
</tr>
<tr>
<td>Hearing Loss</td>
<td>187</td>
</tr>
<tr>
<td>Hospital Training</td>
<td>52</td>
</tr>
<tr>
<td>Interpreting</td>
<td>184</td>
</tr>
<tr>
<td>Law Enforcement Training</td>
<td>285</td>
</tr>
<tr>
<td>Mental Health</td>
<td>45</td>
</tr>
<tr>
<td>NCDHH Services</td>
<td>1,331</td>
</tr>
</tbody>
</table>

NCDHH staff members are trained and continually updated on events that impact the Deaf and Hard of Hearing communities. Staff members are able to present this information to a wide variety of audiences in correlation to the information type requested. The majority of the presentations made were related to NCDHH’s services in general, explaining how we serve Nebraskans. Staff also actively initiate contact with audiences that can benefit from information we present. Some of these include nursing homes, law enforcement, private businesses, and consumer groups.
Mental Health Summary
The graph below shows the number of consumers served by the Mental Health Specialist by type of activity.

Estimated # of minutes spent with customer

<table>
<thead>
<tr>
<th>Service</th>
<th>Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advocacy</td>
<td>3,290</td>
</tr>
<tr>
<td>Collaboration with DHHS</td>
<td>1,610</td>
</tr>
<tr>
<td>MH/Substance Abuse Info &amp; Referral</td>
<td>8,402</td>
</tr>
<tr>
<td>Monitor Programs &amp; Services</td>
<td>1,030</td>
</tr>
<tr>
<td>Promotion &amp; Awareness</td>
<td>6,920</td>
</tr>
<tr>
<td>Other</td>
<td>1,473</td>
</tr>
</tbody>
</table>

Staff Sign Language Interpreting
NCDHH records instances of staff interpreting provided by situation.
NCDHH staffs a full time Interpreter Program Assistant to assist the agency with interpreting internal instances such as staff meetings, client and staff appointments, equipment demonstrations, as well as staff presentations and booth/convention events. For the year 2015, the total number of minutes with staff interpreting was 8,920.
Interpreter Referral Service

The Nebraska Sign Language Interpreter Referral Service can be contacted by phone through our local Lincoln number (402) 471-3593 or through the toll free number, 1-800-545-6244. Requests to obtain an interpreter can also be made electronically through our web page located at www.ncdhh.ne.gov. An after-hours emergency interpreter list is available on our web page as well. The process to contact an interpreter begins with the highest skilled interpreters being contacted first, based on the geographical location of the assignment.

The chart below reflects, in 2015, the number of interpreters requested, the number of hours requested, and the number of hours filled through our Interpreter Referral Service.

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
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This chart references the number of hours of interpreting services filled by service categories in 2015. NCDHH continues to see an increase in demand in several categories, specifically in the medical and university/college categories. Public service providers have the ability to contact interpreters directly for services by using NC-DHH’s online listing.
Interpreter Referral Service (continued)

Filled Interpreter Request Hours by Region

The chart below gives reference to the number of hours that were filled through the NCDHH Referral Service. This data does not reflect the total number of hours interpreted in Nebraska. Because sign language interpreters are regarded as independent contractors, they are able to market their services outside of NCDHH’s Referral Service.

Unfilled Interpreter Request Hours by Region

The chart below gives reference to the number of hours that went unfilled through the NCDHH Referral Service.
2015 Boss of the Month

**January:** Gary Theiler, Educational Interpreter Performance Assessment (EIPA) evaluator at Boys Town National Research Hospital. Also tutors in American Sign Language.

**February:** Diane Meyer, Director of the Suburban Schools’ Program for Students who are Deaf or Hard of Hearing and Administrative Coordinator for the Metro Regional Program for Students who are Deaf and Hard of Hearing.

**March:** Julie Dahlke, Chairperson for the Biennial Conference of the Nebraska Association of the Deaf and involved with the Heartland Deaf Abuse Advocacy Services.

**April:** Dr. Jan Moore, former NCDHH Board member, experience working in the area of aural rehabilitation for over 20 years, with primary interests in investigating how children with hearing loss develop speech overtime.

**May:** Steve Manning, former NCDHH Board Chairman, involved with the Nebraska Association of the Deaf and works to advocate for Deaf Rights to Accessibility in the Public, Employment and Education.

**June:** Diane Muelleman, former NCDHH Board member, involvement in research for assistive technology for people with a hearing loss.

**July:** Senator John Stinner, a member of the Appropriations Committee, focused on working on the state’s budget to match funding to priorities to build a better Nebraska in the future.

**August:** Gary Olsen, a graduate of the Nebraska School for the Deaf and current President for the Nevada Association of the Deaf.

**September:** Dr. Peter Seiler, former Executive Director of NCDH, with experience in administration, college teaching, and the teaching and tutoring of American Sign Language.

**October:** Heath Focken, involved with the Nebraska Association of the Deaf as a delegate.

**November:** Mark Schultz, Director of Nebraska VR, focusing on training and employment for individuals with disabilities and previously Assistive Technology Partnership Director.

**December:** Eric Evans, Chief Executive Officer for Disability Rights Nebraska, the statewide protection and advocacy system for Nebraska, with extensive background in disability policy and services within Nebraska.

If you know of someone deserving recognition, please contact John Wyvill at john.wyvill@nebraska.gov
Statewide Communication Services

Nebraska Telecommunications Relay System, TRS

The Public Service Commission administers a statewide voucher program for the provision of specialized telecommunications equipment for qualified Deaf, Hard of Hearing, Deaf-Blind or Speech-Impaired persons. The value of the voucher is limited to $1,000 per household. Vouchers are available to qualified residents of Nebraska over the age of three who demonstrate the ability to use the equipment and have telephone service. Applications are available through the Nebraska Commission for the Deaf and Hard of Hearing.
Media Center

The Nebraska Commission for the Deaf and Hard of Hearing maintains a media center offering books and videotapes related to Deafness, interpreting and hearing loss. A listing of materials is available on the Commission's web site. Materials can be borrowed for up to five weeks. Requested materials can be mailed to any Nebraska resident living outside of Lincoln, with the understanding that they are responsible for the return postage.

The NCDHH Media Center is a unique resource used primarily by those wishing to learn more about sign language. We are Nebraska's resource for materials in regards to sign language and those who use it. Students learning sign language and their instructors represent the majority of users of the Media Center. The Media Center covers many aspects of sign language, basic to advanced sign language skill building techniques, history of Deaf culture, interpreting, and entertainment in sign language.

NCDHH continues to make investments in our Media Center. Deaf culture, history, cochlear implants and interpreter resources are some recent areas of focus. NCDHH continues to be Nebraska's best resource for information related to Deafness, hearing losses and their impact on society and individuals.

The NCDHH Media Center was used 85 times in 2015.

Equipment Loan Program

NCDHH loans or provides TTYs, Pocketalkers, and Amplified Phones to individuals, agencies, organizations and businesses that employ or serve Deaf and Hard of Hearing people.

In 2012, NCDHH began the process of designing an online tracking tool for equipment available through the NCDHH Equipment Loan Program. NCDHH completed the design, transferring functionality and data in 2013. This new online tool enables staff to quickly respond to equipment requests and streamlines the inventory process.

NCDHH continues to refer clients to AT4ALL, a program under the Nebraska Department of Education, for more permanent solutions to equipment needs. AT4ALL can be accessed online at www.at4all.com.

In 2015 NCDHH was able to loan:

66 Assisted Listening Devices
55 Amplified Phones
4 Teletypewriters (TTY)
Hearing Aid Banks


The Sertoma Hearing Aid Bank is a cooperative effort of the Sertoma Speech and Hearing Association of Nebraska, the University of Nebraska-Lincoln Speech and Hearing Clinic and NCDHH. The purpose of this hearing aid bank is to serve individuals age 65 and older.

The Lions Hearing Aid Bank is the cooperative effort of the Nebraska Lions Foundation, the University of Nebraska Medical Center and NCDHH. This hearing aid bank serves people under the age of 65.

NCDHH coordinates all hearing aid bank referrals and processes the applications in accordance with guidelines established by the Lions and Sertoma Clubs. NCDHH approves applications, informs applicants of the necessary testing and fitting procedures and assists the applicants in the overall process.

Approved Hearing Aid Bank Applications
NCDHH Online

For over 15 years NCDHH has maintained a website, sharing information and resources with our stakeholders: online and available at any time. In 2015, the NCDHH Full Board of Commissioners recently approved a new design, style, and layout of the website to make navigating more user-friendly. Whether you are searching for yourself, a friend or family member, the website is designed to narrow your search with resource tabs titled Deaf, Deaf-Blind, Hard of Hearing, Sign Language Interpreters, Professionals in the Hearing Loss field, and Parents.

Our website is also a direct link to our Interpreter Referral Service. Through this program, individuals or businesses seeking an interpreter can access the On-line interpreter request form—either via e-mail or phone. There are also options for the after-hours emergency list, court related requests, and Video Remote Interpreting.

NCDHH on Facebook

Our Facebook page is a very important part of our agency as it is a key piece to notifying and informing our stakeholders, Deaf and Hard of Hearing community and general public of news, happenings, and information related to NCDHH. At the end of 2015, our Facebook page now has 923 “Likes”.

On our Facebook page you will find posts with other stakeholders affecting the Deaf and Hard of Hearing community, informational links, and pictures of the NCDHH Staff in action. There are also videos posted in American Sign Language (ASL).
Registry Information

The Nebraska Commission for the Deaf and Hard of Hearing conducts a statewide voluntary census of Deaf and Hard of Hearing individuals. The numbers listed for each county indicate the number of Deaf and Hard of Hearing Nebraskans located in each county. In Nebraska, 1% of the population are deaf. The voluntary census total number of Deaf, Hard of Hearing and Deaf-Blind individuals for the entire state of Nebraska is 7,611.

As provided in the originating legislation, the Nebraska Commission for the Deaf and Hard of Hearing conducts a statewide, voluntary registry of Deaf and Hard of Hearing Nebraskans. The information provided by this registry assists in the planning of services. Registry cards are made available to speech and hearing centers, hearing aid dispensers, hearing aid bank applicants and nursing homes. The cards are also available at the Commission offices, or can be completed online.

Continuing efforts are made to generate awareness among all Deaf and Hard of Hearing Nebraskans of the registry and urge their participation. A breakdown of the current registry data by county follows.

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Interpreter Workshops

As Nebraska’s only official Continuing Education Unit Sponsor of Registry of Interpreters for the Deaf (RID) activities, we maintain the integrity of the education that interpreters receive through the RID through strict policies and procedures. Below are listed the titles of workshops that NCDHH sponsored for CEUs in 2015.

Language and Theory of Mind in Deaf Children: What Educational Interpreters Need to Know- 2.15.15
Ethical Practices and Guiding Principles for Educational Interpreters- 4.11.15
Deaf Missions Workshop (Council Bluffs, IA):
- Spatial Mapping Constructing Space 4.16.15
- Freedom: Lance's Works in ASL Poetry and Christian Songs 4.16.15
- Interpreting Like Deaf People Talk 4.16.15
- Cinematic Sign Language: Using Film Language in ASL 4.17.15
- Constructing Musical Masterpieces – Perfecting the Finishing Touches 4.17.15
- Constructing Musical Masterpieces – Laying a Good Foundation 4.17.15
- Interpreting Constructed Action/Constructed Dialogue 4.17.15
- Achieving message Equivalence: The Heart of the Message 4.17.15
- Dropping Form Deconstructing and Reconstructing the Message 4.17.15
- ASL Verb Morphology 4.17.15
- Interpreting for God (Part 1) 4.17.15
- Interpreting for God (Part 2) 4.17.15
- Staying Sharp: Resources for Continued Growth After Formal Education 4.17.15
- Constructing Servant Leaders Who Impact the Deaf Community with the Christian Faith 4.17.15
- Training Interpreters/Mentoring (Subtopic- Training Church Interpreters) 4.17.15
- Constructing Professionalism 4.17.15
- Constructing Support: Seeing Yourself as Part of the Technical/Production Team 4.18.15
- Constructing Vocabulary – Games to Enhance you Spoken English Lexicon 4.18.15
- Constructing Facial Expressions 4.18.15
- Deaf Cultural Competency 4.18.15
- Preparing for the NIC Interview and Performance Examination – Constructing Credentials 4.18.15
- Constructing Roles and Boundaries in religious Settings 4.18.15
- Constructing Ethics: A look at the CPC, Christian Ethics and Church Interpreting 4.18.15
- The Gish Model of Interpreting: the Vine and the Branches 4.18.15
- Linguistics of American Sign Language: How ASL is a Language? 4.18.15
- Using the Bible: American Sign Language Version 4.18.15
- ASL Interpreters: Empowers or Enablers 4.18.15

EIPA Summer Intensive Training Program 7.28.15-7.30.15
Creating a Dynamic Interpretation: Classifiers for Art, Science and Other 9.26.15
He Said, She Said 11.6.15
Beyond Ethics 11.6.15
Developing Receptive Skills 11.7.15
Whatchamacallit & Thingamajig 11.7.15
Ethical Decision Making 11.7.15

NCDHH Hosted Workshop

Help Yourself: Stress Management, Self-Care and Resiliency Strategies- 5.16.15

NCDHH provides opportunities to enhance skills and knowledge for anyone interested in learning more about sign language. Resources and materials can be found through our free Media Center and our website.
Quality Assurance Screening Test (QAST)  
Performance Evaluations

The Quality Assurance Screening Test, QAST, provides an assessment of an interpreter’s expressive and receptive skills in the areas of interpreting and transliterating. The written portion of the test measures their knowledge of the Code of Ethics and general interpreting aptitude. The chart displayed below references the results of testing administered by NCDHH in 2015.

This information assists NCDHH in determining whether an interpreter is qualified and is used by our agency for referral to outside agencies. The level assigned to the interpreter and feedback from the evaluators assists the interpreter in selecting workshop training and independent study relevant to their particular weaknesses.

Level 5 is the highest rating and is considered an “Accomplished Level” in which there are no restrictions. Most interpreters achieve level 2 or level 3. Level 3 is the minimum qualification for Nebraska Interpreter/Transliterator Licensure. Interpreters holding a Level 2 qualify for a Nebraska Provisional Interpreter/Transliterator license.

In 2015, there were a total of 94 licensed interpreters in Nebraska.

The Nebraska QAST Performance Test was enhanced in 2013, enabling applicants to be rated I through V with a single stimulus. Prior to the improvement, applicants were given the option to test using a “novice/intermediate” or “advanced” stimulus.
Mental Health, Alcoholism and Drug Abuse Training Programs

The Nebraska Commission for the Deaf and Hard of Hearing (NCDHH) Mental Health Specialist performs the following:

1. Monitors and provides advice to mental health and substance abuse programs providing treatment to Deaf and Hard of Hearing individuals.

2. Coordinates intervention/prevention and training programs to consumers and programs that serve them, educators, interpreters and general public about mental health and substance abuse disorders.

3. Advises and guides program service providers and representatives of community based organizations on program service questions.

4. Coordinates and oversees the Mental Health Advisory Committee for Deaf and Hard of Hearing people.

5. Ensures full access to comprehensive mental health, alcoholism and substance abuse services for Deaf and Hard of Hearing persons by collaborating with Nebraska Department of Health and Human Services (HHS) and other providers.
Mental Health Awareness Programs

The mission of the Nebraska Commission for the Deaf and Hard of Hearing’s Mental Health services is to “assist providers, consumers and the general public in promoting accessible mental health and alcohol/drug services for Deaf and Hard of Hearing citizens in Nebraska.”

Servicing the mental health needs of the Deaf and Hard of Hearing individuals’ population presents special challenges. Cultural and communication issues that arise present problems for general service delivery professionals, who do not have the background, experience or the assessment tools necessary to effectively serve this population.

The NCDHH Mental Health Specialist provided the following awareness programs and workshops in 2015 in an effort to fulfill the mission and goals of the Commission’s program.

Awareness Activity: Focus Group
Date: January 15, 2015
Community Served: Region 1 Behavioral Health

Awareness Activity: Effective Healthcare for Patients who are Deaf or Hard of Hearing Patients
Date: April 17, 2015
Community Served: Bryan College of Health Science Sign Language Class

Awareness Activity: NCDHH Mental Health Booth – Success, Hopes, and Dreams 2015 Conference
Date: May 12th & 13th, 2015
Community Served: Nebraska Behavioral Health Consumers

Awareness Activity: Help Yourself: Stress Management, Self-Care and Resiliency Strategies for Interpreters
Date: May 16, 2015
Community Served: Nebraska community and educational interpreters

Awareness Activity: “Unheard Journey of Deaf Nebraskans
Date: June 6, 2016
Community Served: Nebraska Association of the Deaf Members

Awareness Activity: Support Survivors of Domestic and Sexual Violence Who are Deaf or Hard of Hearing Webinar
Date: June 24, 2015
Community Served: Statewide Domestic Violence/Sexual Assault Programs and Organizations

Awareness Activity: Effective Healthcare for Deaf and Hard of Hearing Patients
Date: November 17, 2015
Community Served: Bryan College of Health Science Sign Language Class
Nebraska is divided into six Behavioral Health regions. These are local units of government that partner with the state government to do planning and service implementation.

The Behavioral Health Regions system allows clients to receive services from local providers. Providers are able to focus their services on local clients. NCDHH’s Mental Health Specialist maintains contact with each region ensuring equal access to services for Deaf and Hard of Hearing Nebraskans.
Regions Served by Mental Health Specialist

The Nebraska Commission for the Deaf and Hard of Hearing (NCDHH) Mental Health Specialist serves the entire State of Nebraska, in addition to serving a number of citizens who reside out of the State of Nebraska.

Counties Included in Each Region

Region 1: Sioux, Dawes, Box Butte, Sheridan, Scotts Bluff, Morrill, Garden, Banner, Kimball, Cheyenne and Deuel.


Region 5: Polk, Butler, Saunders, Seward, Lancaster, Otoe, Fillmore, Saline, Thayer, Jefferson, Gage, Johnson, Nemaha, Pawnee, York and Richardson.

2015 Commission Members

Dr. Frank Turk, Chairperson, Deaf Representative  
Omaha  
June 2014-January 2017

Ms. Margaret Propp, Vice Chairperson, Interest & Knowledge in Deafness and Hearing Loss Representative  
Lincoln  
February 2013-January 2019

Dr. Carol Lomicky, Secretary, Deaf Representative  
Kearney  
February 2011-January 2017

Mr. Norman Weverka, Deaf Representative  
Brainard  
April 2015-January 2018

Dr. Stacie Ray, Interest & Knowledge in Deafness and Hearing Loss Representative  
Lincoln  
April 2015-January 2018

Jeremy Fitzpatrick, Hard of Hearing Representative  
Omaha  
April 2015-January 2018

Ms. Regina (Gina) Frerichs, Hard of Hearing Representative  
Columbus  
February 2014-January 2017

Mr. Michael Brummer, Deaf Representative  
Omaha  
February 2013-January 2016

Mr John Hogue, Hard of Hearing Representative  
Falls City  
February 2011-January 2014
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Executive Director
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