

**ODHHS NEWSLETTER**



**JUNE, JULY, AUGUST  
2006**

## **Meet the ODHHS Team!**

Georgia Ortiz, ODHHS Program Manager



Georgia received her Master's in Rehabilitation Counseling for the Deaf from San Diego State University. She comes to ODHHS with 20 years of management experience with a variety of Community Based Organizations serving the hearing loss community. Before joining ODHHS Georgia was the Dean of Students at the Washington School for the Deaf. As ODHHS Program Manager, Georgia supervises the day-to-day operations and staff of ODHHS developing policies and practices as well as trainings and serves on several local and state advisory boards advocating for the hearing loss community. In addition to the above duties, Georgia also manages 9 state contracts that ODHHS has with various state agencies that ODHHS provides training and communication services for. Georgia enjoys working in her yard, spending time with her family and is the proud mamma of 5 year old daughter, Malena.

### **ODHHS Welcomes Bentley Fink as our new Trainer**

Bentley Fink, ODHHS Trainer

As Part-Time Trainer for ODHHS, Bentley provides trainings to the various state agencies that ODHHS has contracts with. Bentley Fink was born and raised in Honolulu, Hawaii, and graduated from Model Secondary School for the Deaf. He has a degree in Biology and briefly taught Biology Lab at Gallaudet University in Washington, D.C. and is nearing completion of his Masters Degree in Education from Western Oregon University. He has been teaching ASL at Chemeketa Community College in Salem since 2001. He brings to ODHHS his teaching experience and his own life experience growing up hard of hearing and his transition into the Deaf-World. His communication skills is his most valuable asset, he can meet the various language needs of the Deaf and Hard of Hearing. He enjoys playing flag football, disc golf, and the guitar, and dearly misses bodysurfing in the pounding waves of Sandy Beach in Hawaii. He aims to attain his private pilot's license in the future and is a proud papa of 3 young children under the age of six.

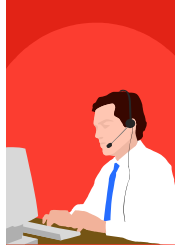


### **Effective Communication Services**

Jeff Brownson, ODHHS Communications Coordinator

The Communications Coordinator helps state agencies provide communication access services to individuals with hearing loss. Jeff monitors and coordinates the provision of sign language interpreters, real-time captioners and assistive listening services. This service is not simply "scheduling". The coordination of effective communication services is a mechanism by which ODHHS maintains a continuous link with department branches and field offices during all interactions that they have with employees, clients, and constituents who are deaf, hard of hearing and late-deafened. Jeff has been working very closely with our partners upstairs with the computer geniuses to help ODHHS update its

data base and tracking systems for billing and requests for services. Kudos to Jeff for helping to bring ODHHS into the 21<sup>st</sup> Century! Advocacy for people with disabilities comes easily to Jeff, having a sibling. His interest in issues started when he was born. His late former in-laws, the Ulmer, were long-time members of the Oregon Association of the Deaf, class of 1930. and history, Jeff's background and archives management, program management for various state agencies, software development, and research, editing and proofreading. Jeff lives in Salem and is the proud father of three teenage sons.

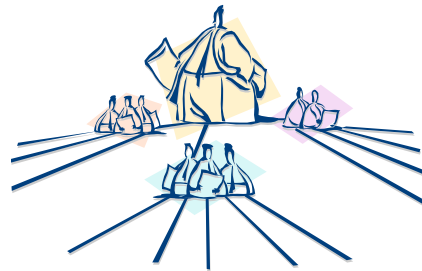


been born into a family with a disabled specifically in Deaf and Hard of Hearing married a Child of a Deaf Adult (CODA). highly-respected Thomas and Georgiana faculty members at OSD and past officers of the Deaf. Georgiana was a graduate of Taking his college course-work in fine arts professional background includes records

### **ODHHS' Other Manager**

Morgen Brodie, DHS/SPD Manager

Morgen Brodie is Manager of the Department of Human Services (DHS) Seniors and People with Disabilities (SPD) Advocacy Unit, which houses ODHHS. Morgen works closely with ODHHS' Program Manager and Advisory Committee. She has worked in a variety of not-for profit groups across the country. In 1987 she joined Senior Services as an Adult Protective Services investigator for Linn and Benton Counties, through the Oregon Cascades West Council of Governments. In 1996 she came to the Seniors and People with Disabilities (Department of Human Services) Central Office in Salem to work as a Trainer for case managers and adult protective service staff. She then spent several years as the Lead Worker in the Adult Protective Services Unit, developing policies and practices as well as training. In March 2005 she transferred to the Legislative and Advocacy Unit, where she serves as Manager. Thanks to working with ODHHS, she has renewed her studies in ASL, and is currently taking classes at OSD.

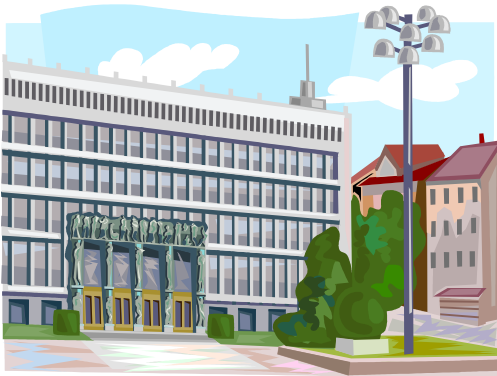


## ODHHS RELOCATION

The ODHHS program was initially housed in Portland last November in the hope that we could meet individual citizen needs as well as program needs. Within a short period it became clear that our primary focus in the first phase of program development must be to assist state agencies in strengthening their abilities to serve deaf or hard of hearing staff and clients appropriately, rather than offering those direct services with our limited staff resources. This is also our primary statutory charge.

In the last month three events have combined to open an opportunity for us: The DHS/Seniors and People with Disabilities Legislative and Advocacy Unit which houses ODHHS has been freed up to concentrate solely on advocacy, and secondly has been offered its own building in Salem. This happened at a time when our Portland office was being asked to relocate due to crowded conditions in the building. This offers an opportunity for all the advocacy groups in our section (ODHHS, the DHS People with Disabilities Advisory Committee, and the Governor's Commission on Senior Services) to co-house, cooperate, and share staff resources. It also puts us in close proximity to most of our inter-agency customers. We will have additional information available in our next newsletter.

ODHHS staff are available to you Monday-Friday 8:00 a.m. to 5:00 p.m. The Oregon Deaf & Hard of Hearing Services (ODHHS) Program is temporarily housed in the Department of Human Services (DHS) Seniors and People with Disabilities (SPD) Advocacy Unit at 500 Summer Street in Salem. This is a temporary location until renovations are completed at our new offices, also in Salem. Our Portland satellite office is open Thursdays 9:00 – 5:00 and Fridays 8:00 – 12:00.



Appointments are encouraged but not required at this time. Inform the Receptionist that you would like to see someone from ODHHS. A staff person will be with you shortly thereafter. You will need a visitors badge and identification to enter our offices.

ODHHS also has a Video Phone in its offices. If you would like to use the VP to make a call you are welcome to come into the office. Appointments are encouraged but not required at this time.

### **What Can ODHHS Do For You?**

ODHHS can provide you with Information and Referrals for hearing loss related information (please see our extensive Resource List handout). ODHHS staff advise and enable state agency directors, managers, supervisors, caseworkers, clients, constituents, and sometimes the general public about issues pertaining to people who are deaf, hard of hearing, or late-deafened. Most of these issues are related to the ADA, resources for auxiliary equipment, accommodation needs, community resources, and other important information that department staff need to address specific client needs. The need for these technical assistance services comes to the program's attention in several ways:

- Direct involvement with and monitoring of department services being delivered through the coordination of effective communication services (interpreters, real-time captioning, and assistive listening equipment).
- Concerns or questions posed by department employees, clients, or constituents who are deaf, hard of hearing, or late-deafened.
- Inquiries made by department caseworkers or other pertinent staff regarding needs of their client(s), employee(s), or constituents who are deaf, hard of hearing, or late-deafened
- General calls made to the program's public 1-800 number.

Many of the above resources can be found at our web site. You can visit the ODHHS Website at <http://www.oregon.gov/DHS/odhhs/services.shtml>.

### **Communication Service Requests**

ODDHS can provide CART, Interpreters, and ALDs for state agencies you would like to receive services from. These requests are made by contacting the ODHHS Communications Coordinator, Jeff Brownson at:

503-945-5933 voice/tty  
OR

[Jeff.Brownson@state.or.us](mailto:Jeff.Brownson@state.or.us)

**Online Communication Service request form**  
<http://egov.oregon.gov/ODC/dhhap/ecs.shtml>

This on-line request form is for authorized agency personnel to request communication services (interpreters, real-time captioners, ALDs, etc.) for individuals and/or clients who are deaf or hard of hearing and require these services to participate in meetings, training or other appointments.

### **Employment: Laying the Foundation**

The Employment Department has a contract with ODHHS to provide accommodations for you! ODHHS provides extensive training on pertinent issues related to hearing loss and employment to the Employment Department's 42 field offices and their staff throughout Oregon. ODHHS has completed 20 of 42 trainings and will continue through October 2006. It is our goal that these trainings will help the Employment Department better serve and assist persons with hearing loss in seeking employment in Oregon.

The Employment Department's Mission is to:

- Support economic stability for Oregonians and communities during times of unemployment through the payment of unemployment benefits.
- Serve businesses by recruiting and referring the best qualified applicants to jobs, and provide resources to diverse job seekers in support of their employment needs.
- Develop and distribute quality workforce and economic information to promote informed decision making.
- Provide access to child care that is safe, high quality, and affordable.

#### **INTERVIEW WITH THE EMPLOYMENT DEPARTMENT'S CRAIG KEYSTON:**

##### **What is your role (position) within the Employment Department?**

I work in the Business and Employment Services section at the Central Office in Salem. My colleagues and I manage and coordinate a variety of programs. I am responsible for Employment Service Quality Assurance, Disability matters, claimant reemployment, and a member of the training team.

##### **What are the most common issues facing individuals who come to the Employment Department for assistance?**

Every job seeker comes to the Employment Department with a unique set of skills, experience, perceptions, and challenges. Staff attempts to identify their unique needs to effectively facilitate a successful job search. Depending upon the individual, services may be limited to providing access and assistance to computer usage to update an iMatchSkills registration, reviewing that registration, reviewing a résumé, or referral to another partner for a job search workshop or orientation. Also with an active iMatchSkills registration, job seekers may review open job listings and refer themselves to job listings or request staff assistance to obtain referrals either directly or by being matched by staff to available job openings.

##### **What was your goal for contacting ODHHS in the beginning?**

The goal was to provide our staff the opportunity to learn more about and appreciate the deaf and hard of hearing culture, challenges, and provide staff tools and improved awareness of resources available to assist the DHH community, especially as job seekers. In addition, we thought that although this training was specifically directed to the deaf and hard of hearing community, it would increase staff sensitivity to all customers with other disabilities as well. The mission of the Employment Department is to "Support

Business and Promote Employment,” such training provides a way for us to serve all Oregonians in a professional and caring manner.

**How do you feel about your involvement in developing the trainings?**

Excellent, Georgia Ortiz developed the training and provided the inaugural version to a select group of Employment Department Disabilities Service Representatives in January 2006. The evaluations and feedback from this group of individuals were very positive.

**What would the Employment Department like to see happen as a result of the trainings ODHHS is providing your front line staff?**

We would like to see an increased sensitivity that all individuals are unique and vary in their needs. As professionals, we want to better understand the needs of all our job seekers as well as their skills and talents to help them find the best possible employment opportunities.

**What do you think your Employment staff have learned and how that makes a difference to Deaf and Hard of Hearing staff and clients?**

Staff has learned how to better accommodate the needs of all job seekers. They have also increased their sensitivity to customers with DHH and other disabilities and have a better understanding that we are all unique and can better assist our customers to find employment opportunities for all Oregonians.

**What encouragement would you offer to other state agencies to become involved with ODHHS?**

ODHHS is a professional organization dedicated to serving those that are deaf and hard of hearing. We rely on ODHHS to coordinate sign language interpreters, provide valuable training on how to better serve our customers with disabilities and to be our resource when questions or other needs arise for our deaf and hard of hearing customers. The 39 Deaf and Hard of Hearing Training sessions statewide have been instrumental at increasing our awareness of a community that we serve on a daily basis.

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The Employment Department staff has the necessary tools and training to be able to assist persons with hearing loss on employment issues. If you are seeking employment and would like to use the Employment Department resources do not hesitate to ask for assistance and services from them that require accommodations. ODHHS is working closely with the Employment Department so that you can become successfully employed! Don't let this opportunity pass you by!

### **ATI: Used Equipment Market Place**

Do you have used durable medical equipment or assistive listening devices to donate? Access Technologies, Inc. (ATI) is the place for you! Visit their web site at [www.accesstechnologiesinc.org](http://www.accesstechnologiesinc.org) for more information on how to make a tax deductible donation.

### **Equipment Library**

Are you thinking of buying assistive technology?? ATI's try-before-you-buy equipment rental service is a real savings benefit to clients. If you'd like to take advantage of the opportunity to evaluate a piece of equipment before you invest time, dollars and energy on a product that doesn't meet your needs. ATI has hundreds of ergonomic or assistive technology items to choose from. You can rent BEFORE you buy! For more information about ATI's Equipment Library go to: [www.accesstechnologiesinc.org](http://www.accesstechnologiesinc.org) and click on Product Sales & Rentals.



## *Have You Heard??*

### **CAHAT Community Access Hearing Assistive Technology**

**ASSISTIVE LISTENING SYSTEMS:** These systems pick up desired sounds (such as a speaker's voice), amplify them and transmit them to listeners' ears, reducing other sounds and avoiding distortion and reverberation. These systems also allow the user to control the volume of the transmitted signal.

These systems are owned and managed by the Oregon Lions Sight and Hearing Foundation (OLSHF). They were purchased through a generous grant from the Meyer Memorial Trust Fund. OLSHF is excited to provide access to Assistive Listening Systems, for the improvement of communication of deaf and hard of hearing people within their local communities.

These systems are housed at locations

·These systems can be to more distant locations

·To determine the nearest information about

call the Oregon Lions Sight & Hearing at 1-800-635-4667

or Access Technologies, Inc.

at 1-800-677-7512.



Foundation

·The assistive Listening Systems around the State.

picked up at local sites or shipped as needed.

location to you or to get more availability,

### **WHAT ARE ASSISTIVE LISTENING SYSTEMS?**

**FM SYSTEMS** – pick up desired sounds via microphones and transmit them to individual FM receivers. A FM system is ideal for large and small meetings. It has the longest range of all our systems. CAHAT program owns:

·One base transmitter and six portable transmitters.

·We have 90 FM receivers, 70 neck loops, and over 50 headsets & ear buds, to be distributed.

**INDUCTIVE LOOP SYSTEMS** – transmit sounds by creating a magnetic field inside a wire loop circling all or part of a room; people inside the loop receive the sounds through their telecoil-equipped hearing aids or by using a loop receiver. CAHAT program owns:

·Two Inductive-Loop systems

·Twelve Loop receivers.

**INFRARED SYSTEM** – transmits sound through infrared light wave technology to infrared receivers. The Infrared system is ideal for indoor use. It is containable within an enclosed space; allowing for confidential settings. CAHAT program owns:

·One Infrared emitter

·25 Infrared receivers

**REAL-TIME CAPTIONING** – provides access for both deaf and hard of hearing people. Captions are produced by steno-captioners, using captioning software and a display device. CAHAT program owns: One In Focus projector, for large meetings; and Two computer-to-TV adapters to display captions on TV monitors.

**Interpreted Tours at Oregon Coast Aquarium!!**

The Oregon Coast Aquarium has interpreted tours available. Contact the aquarium to find out the dates and times of upcoming interpreted tours!

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**CONTACT THE AQUARIUM**



**Oregon Coast Aquarium**

2820 SE Ferry Slip Rd  
Newport, Oregon 97365

Phone (541)867- FISH (3474)

Fax (541) 867- 6846

[info@aquarium.org](mailto:info@aquarium.org)

**ODHHS Advisory Committee**

The ODHHS Advisory Committee (A/C) serves ODHHS in an advisory capacity by bringing their knowledge and expertise in the areas of hearing loss to ODHHS. The advisory members are appointed by the Director of the Department of Human Services.

In its advisory capacity to ODHHS members shall:

1. Advise the (DHS) Director about the program (ODHHS)
2. The DHS Director will consult with the advisory committee about the services of the program.

We welcome any new members who would like to serve on the A/C. Please contact ODHHS for an application.

**Meet the ODHHS Advisory Committee**

**David Viers (HH)**  
**Chairman**  
SHHH/Advocate

**D. Wayne Seeley (HH)**  
Advocate

**Genie Ott-Mendiola (D)**  
**Vice-Chair**  
Advocate

**Alice Pakhtigian (HH)**  
SHHH/Advocate

**George Scheler (D)**  
**Vice-Chair**  
Advocate

**Bob Pope (D)**  
Advocate

**Renwick Dayton (D)**  
OAD/Advocate

**Eleni Boston (H)**  
WESD Representative/Advocate

**Margi Morgan (D)**  
OAD/Advocate

There are currently THREE seats available on the ODHHS A/C. Please contact Chairman, David Viers for an application at [viers2001@juno.com](mailto:viers2001@juno.com)

# **OREGON DEAF & HARD OF HEARING SERVICES....**

**A PROGRAM OF THE DEPARTMENT OF HUMAN SERVICES**

## **Georgia Lynn Ortiz, Program Manager**

500 Summer Street  
Salem, OR 97301  
(503) 280-6005 tty  
(503) 280-6005 vp (Sorenson)  
170.104.238.10 ip

**[Georgia.Ortiz@state.or.us](mailto:Georgia.Ortiz@state.or.us)**

## **Bentley Fink, Trainer**

500 Summer Street  
Salem, OR 97301  
(503) 280-6006 v/tty  
(503) 280-6005 vp (Sorenson)  
170.104.238.10 ip

**[Bentley.Fink@state.or.us](mailto:Bentley.Fink@state.or.us)**

## **Jeff Brownson, Communications Coordinator**

500 Summer Street  
Salem, OR 97301  
503-945-5933 voice/tty

**[Jeff.Brownson@state.or.us](mailto:Jeff.Brownson@state.or.us)**

**<http://egov.oregon.gov/ODC/dhhap/ecs.shtml>**

**(Communication Service request form)**



**Toll-Free: 800-358-3117 v/tty**

**ODHHS WEB SITE**

**<http://www.oregon.gov/DHS/odhhs/>**