

HAD Advisory Board Meeting on 3/21

12:22 pm - 2:14 pm Monday, March 21, 2022 | (UTC-04:00) Eastern Time
(US & Canada)

Fred Goossen sharon gavin Marie Zumpone Paula O'Brien Denise
Tidings Michael Shannon Captioner - Sheri peter fisher Jerry
Bergman Shannon Maguire Eric Matson Anne Orsene marcella rose
Brant Campbell ana kim Emily Lupe alison Denise Eric Freeman
+15183***65 Barbara Ahern Marcella Rose khalil alshaer jason
kramer Kim Hill NYC-231@dos.ny.gov jodi Barbara Kruger

WEBVTT

1

David Mossberg NYC-231@dos.ny.gov 00:25:40.354 --> 00:25:40.744
Okay.

2

David Mossberg NYC-231@dos.ny.gov 00:25:42.545 --> 00:26:02.015
All right, all right. Good afternoon, everybody. My name is David
Mossberg. I am the designee appearing here today on behalf of
Secretary of State, Robert Rodriguez, for the March 21st, 2022,

3

David Mossberg NYC-231@dos.ny.gov 00:26:02.019 --> 00:26:11.194
meeting of the New York State Hearing Aid Dispensing Advisory Board.
Just want to make sure everyone can hear me pretty clearly or

4

David Mossberg 00:26:12.124 --> 00:26:12.604
Understand,

5

David Mossberg NYC-231@dos.ny.gov 00:26:12.604 --> 00:26:17.794
understand what I'm saying. Anyone having any technical issues or
anything before we go on?

6

Jerry Bergman 00:26:19.144 --> 00:26:20.824
David, we can't see you.

7

David Mossberg NYC-231@dos.ny.gov 00:26:21.484 --> 00:26:22.564
Oh, um. You can't see us at all in New York?

8

Jerry Bergman 00:26:31.785 --> 00:26:32.385
We can see everyone else.

9

Jerry Bergman 00:26:32.865 --> 00:26:33.345
Huh.

10

David Mossberg NYC-231@dos.ny.gov 00:26:33.975 --> 00:26:51.945
Uh, do you see Jack Bilello? I'm in the conference room with Jack. Oh,
so I'm just literally not like, on the screen.

Jack Bilello

Oh, okay. All right so it's just a matter of the camera not being
situated in the right place. Yeah, I can switch with you, Dave.

Ernita Gantt

Did you say I should be able to catch everybody.

11

David Mossberg NYC-231@dos.ny.gov 00:26:51.974 --> 00:26:52.484
Is this any better?

Anne Orsene

Yes.

12

David Mossberg NYC-231@dos.ny.gov 00:26:55.754 --> 00:26:56.504
Yeah, okay.

13

David Mossberg NYC-231@dos.ny.gov 00:26:57.614 --> 00:27:05.264
So, I gotta get closer to Jack.

Jack Bilello

Dave, you want to switch?

Yep.

14

David Mossberg NYC-231@dos.ny.gov 00:27:10.124 --> 00:27:28.604
Okay, um, so why don't we go ahead and we'll start with, uh, roll call
and introductions. Um, we're also happy to mention that we have a new
board member. Um, and as well as a, uh, special guest, um, at today's
meeting.

15

David Mossberg NYC-231@dos.ny.gov 00:27:28.635 --> 00:27:48.495
So, hopefully everyone was able to log on that we need. So, I'm just
going to start with a roll call of the voting members. If you're here,
just say "present". Sharon Gavin?

Sharon Gavin

Present.

David Mossberg
Thank you. Peter Fisher?

16
peter fisher 00:27:49.035 --> 00:27:49.545
Present.

17
David Mossberg NYC-231@dos.ny.gov 00:27:50.924 --> 00:27:51.794
Eric Freeman?

18
Eric Freeman 00:27:52.664 --> 00:27:53.144
Present.

19
David Mossberg NYC-231@dos.ny.gov 00:27:55.004 --> 00:27:56.894
Dr. Anna Kim?

20
ana kim 00:27:57.764 --> 00:27:58.364
Present.

21
David Mossberg NYC-231@dos.ny.gov 00:27:59.774 --> 00:28:00.644
Jerry Bergman?

22
Jerry Bergman 00:28:02.234 --> 00:28:02.624
Here.

23
David Mossberg NYC-231@dos.ny.gov 00:28:04.184 --> 00:28:05.144
Anne Orsene?

Anne Orsene
Present

24
David Mossberg NYC-231@dos.ny.gov 00:28:09.735 --> 00:28:12.465
Uh, MarieAnn Zumpone-Weibley?

25
David Mossberg NYC-231@dos.ny.gov 00:28:17.984 --> 00:28:21.254
I know we got an email from, uh, MarieAnn.

26
Barbara Kruger 00:28:23.294 --> 00:28:23.864
She's here.

27

David Mossberg NYC-231@dos.ny.gov 00:28:24.614 --> 00:28:25.184
She is?

28

Barbara Kruger 00:28:26.204 --> 00:28:32.204
She's on here wearing a mask and holding a phone next to her ear here
in her office and waving.

29

David Mossberg NYC-231@dos.ny.gov 00:28:32.834 --> 00:28:35.804
We can't see her in our conference room set up here.

30

David Mossberg NYC-231@dos.ny.gov 00:28:36.494 --> 00:28:49.634
Apologies for that if she's on mute. Okay. Um, obviously, I'm here.
Uh, Jason Kramer on behalf of the Commissioner of the State Education
Department?

31

David Mossberg NYC-231@dos.ny.gov 00:28:55.184 --> 00:28:56.324
Jason, are you present?

32

David Mossberg NYC-231@dos.ny.gov 00:29:03.974 --> 00:29:08.054
I know the AG representative isn't here.

33

Brant Campbell 00:29:08.384 --> 00:29:16.124
Okay. Sorry, this is a Brant Campbell, uh, uh, substituting for the
Attorney General's representative.

34

David Mossberg NYC-231@dos.ny.gov 00:29:16.814 --> 00:29:17.864
Oh, okay, fantastic.

35

David Mossberg NYC-231@dos.ny.gov 00:29:25.124 --> 00:29:35.264
And, uh, new board member appointed on behalf of Commissioner
Department of Health, Dr. Kal Alshaer?

36

khalil alshaer 00:29:36.914 --> 00:29:37.754
Yes, present.

37

David Mossberg NYC-231@dos.ny.gov 00:29:38.534 --> 00:29:40.394
Present. Welcome to the Board.

38

khalil alshaer 00:29:41.594 --> 00:29:42.584
Thank you, thank you.

39

David Mossberg NYC-231@dos.ny.gov 00:29:43.184 --> 00:30:01.664
Um, can we just have a roll call of, um, so based on, um, everyone present, it appears as if we do have enough for a quorum 3, 4, 5, 6... perfect um, can we just have, uh,

40

David Mossberg NYC-231@dos.ny.gov 00:30:02.984 --> 00:30:07.754
members of the Department of State that are on the line, if you could just identify yourselves.

41

Ernita Gantt NYC-231@dos.ny.gov 00:30:12.014 --> 00:30:24.044
New York City, in New York City, Ernita Gantt, Department of State.

Jack Bilello
Jack Bilello, Department of State.

David Mossberg
Any members, appearing virtually, from the Department of State, online?

42

Emily Lupe 00:30:25.274 --> 00:30:27.734
Uh, Emily Lupe, Processing Unit, Department of State.

43

jodi delollo 00:30:29.054 --> 00:30:31.904
Jodi DeLollo, Director, Division of Licensing Services.

44

Shannon Maguire 00:30:34.634 --> 00:30:36.854
Shannon Maguire, Division of Licensing Services.

45

alison lacy 00:30:38.534 --> 00:30:42.104
Allison Lacy, Division of Licensing Services.

46

Denise Tidings 00:30:44.324 --> 00:30:47.324
Denise Tidings, Division of Licensing Services.

Marcella Rose
Marcella Rose, Division of Licensing Services.

47

David Mossberg NYC-231@dos.ny.gov 00:30:55.185 --> 00:31:11.325
Okay, all right. Thank you. So, the first item on today's agenda is, actually, to welcome the new Board appointee, Dr. Alshaer. So, Dr. Alshaer, would you please introduce yourself to the board.

48

David Mossberg NYC-231@dos.ny.gov 00:31:11.414 --> 00:31:13.154
And, uh, welcome to the Board, and we are happy to have you here.

49

khalil alshaer 00:31:15.164 --> 00:31:31.604
Thank you very much. And, I'm also very glad to be here and to join this Board. Um, I am, um, one of the medical directors in the Office of Health Insurance Programs.

50

khalil alshaer 00:31:32.539 --> 00:31:35.804
Which is the New York State Department of Health.

51

khalil alshaer 00:31:39.195 --> 00:31:41.355
That manages the New York State.

52

khalil alshaer 00:32:01.265 --> 00:32:04.175
In various... and I provide, in general, clinical support to the team

53

khalil alshaer 00:32:07.804 --> 00:32:26.674
Uh, in, uh, especially to the Medicaid Managed Care team and also engage in various quality and, uh, in Medicaid. I have a background in family medicine, preventive medicine, and in public health, uh, with a focus on public health administration and practice. And, again, I'm very glad to, uh, join the team here.

54

David Mossberg NYC-231@dos.ny.gov 00:32:28.684 --> 00:32:38.104
Uh, thank you, Dr. Alshaer. I guess, does anyone have any questions for the new board member?

55

Jerry Bergman 00:32:39.844 --> 00:32:42.484
Yeah, David, it's Jerry.

56

David Mossberg NYC-231@dos.ny.gov 00:32:42.484 --> 00:32:42.934
Okay. Hi Jerry.

57

Jerry Bergman 00:32:45.064 --> 00:32:52.474
Did you say that the doctor, Dr. Alshaer, is now a member of the board?

58

David Mossberg NYC-231@dos.ny.gov 00:32:53.614 --> 00:33:02.644
He is representing a Commissioner of the Department of Health, so he's appearing as a Commissioner ex-officio.

59

Jerry Bergman 00:33:05.494 --> 00:33:10.684
Oh, okay, so he doesn't fill any of the card that you can see? That was my question.

60

David Mossberg NYC-231@dos.ny.gov 00:33:10.684 --> 00:33:15.004
Of course. Oh, yes, correct. He does not fill a current vacancy.

61

Jerry Bergman 00:33:15.874 --> 00:33:16.774
Thank you.

62

Jerry Bergman 00:33:17.554 --> 00:33:18.154
And, welcome.

63

khalil alshaer 00:33:20.074 --> 00:33:20.434
Thank you.

64

David Mossberg NYC-231@dos.ny.gov 00:33:23.104 --> 00:33:42.754
Um, so the, uh, the next item on today's agenda is the approval of the three prior meeting summaries. So, will one of the voting members, if they'd like, make a motion to approve or

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David Mossberg NYC-231@dos.ny.gov 00:33:42.760 --> 00:33:51.725
of course, if there are any errors or issues within those minute meetings for a discussion, this is certainly the opportunity for that.

66

Anne Orsene 00:33:56.314 --> 00:33:56.734
I'll make

67

Anne Orsene 00:33:56.854 --> 00:33:57.904
a motion to approve.

68

NYC-231@dos.ny.gov 00:33:59.794 --> 00:34:01.144
Ana Kim
Jerry Bergman
Okay, I'll second it.

69

David Mossberg NYC-231@dos.ny.gov 00:34:05.735 --> 00:34:09.395
Any voting member of the board abstain or object?

70

David Mossberg NYC-231@dos.ny.gov 00:34:12.665 --> 00:34:15.095
Nope, okay.

71

David Mossberg NYC-231@dos.ny.gov 00:34:18.034 --> 00:34:39.155
The three prior minutes: June 7, September 20, and December 6, have been approved. Before we go on to the Department and subcommittee reports, we do have a special guest appearing today. And, because of a

72

David Mossberg NYC-231@dos.ny.gov 00:34:39.158 --> 00:35:00.154
possible conflict issue, I just wanted to take the opportunity to introduce Kim Hill of the newly established Office of the Chief Disability Officer. She is welcome to stay the entire meeting, of course, and have discussions with all the board members,

73

David Mossberg NYC-231@dos.ny.gov 00:35:00.394 --> 00:35:15.964
but we just wanted to ensure that we provided Ms. Hill with an opportunity to appear and speak to the board before potential conflict. So, Ms. Hill are, are you there?

74

Kim Hill 00:35:16.684 --> 00:35:17.344
Yes, I'm here.

75

David Mossberg NYC-231@dos.ny.gov 00:35:18.094 --> 00:35:20.704
Oh, there you are. Nice to meet you, welcome to the Board.

76

David Mossberg NYC-231@dos.ny.gov 00:35:24.575 --> 00:35:44.555
So, we are so grateful to have the opportunity to have you appear. I know at least one of the board members knows your organization in the new office, but we thought it would certainly be a great opportunity, if you don't mind, to speak a little about the office and your role and who you are... if that's okay.

77

Kim Hill 00:35:45.005 --> 00:35:45.245
Yeah.

78

Kim Hill 00:35:45.274 --> 00:36:06.274
Sure. Hi. So, my name is Kim Hill, and I'm the new Chief Disability Officer. I am in my, I think, fourth week on the job. So, since we're building this office from the ground up, it's been a big learning

experience. Um, from what I can tell, um, I've been reached out to by a number of different

79

Kim Hill 00:36:06.399 --> 00:36:15.694
disability organizations that runs the gamut: physical, sensory, developmental, and mental health--we're going to cover it all. We're going to be

80

Kim Hill 00:36:15.844 --> 00:36:27.424
the representation in the Chamber for all types of disabilities. So, um, right now I'm in the process of hiring my staff, dealing with some budget, and

81

Kim Hill 00:36:27.574 --> 00:36:48.664
just getting to learn the 2nd floor and what issues I expect will become important. Um, I worked for the legislature for 24 years. Well, actually, 28 years...24 years in disability issues. So, I think I've got a pretty good handle on what is going to be coming my way, but, um, we'll see, it's a whole new role over here

82

Kim Hill 00:36:48.699 --> 00:36:50.164
on the 2nd floor, so, I look forward to working with all of you.

83

NYC-231@dos.ny.gov 00:36:50.164 --> 00:36:50.614
You know.

84

Kim Hill 00:36:51.064 --> 00:37:09.634
I expect to be hearing from all of you in different ways. Jerry, I have already met with you a couple of times, I think, so um, it's good to see you. Um, so, thank you for welcoming me. I hope that I can stay for the entire meeting. I will do the best that I can.

85

Kim Hill 00:37:09.849 --> 00:37:10.594
I'm looking forward to it.

86

David Mossberg NYC-231@dos.ny.gov 00:37:12.814 --> 00:37:33.454
All right, thank you so much. So, obviously, we now have this new office as a resource. Obviously, since it's new, we won't try to take advantage and send too many requests at this time, but certainly in the future, I think we'll certainly be able to collaborate and work well, and so again, you know,

87

David Mossberg NYC-231@dos.ny.gov 00:37:33.820 --> 00:37:41.855
on behalf of the Department, we thank you so much for joining us today
and making yourself available. We know how busy you are. So, thank you
so much.

88

Kim Hill 00:37:41.915 --> 00:37:54.965
Thanks, no, I really appreciate it and feel free to take advantage. I
can't promise how quickly that we will get back to you, our schedule,
um, I don't even have my own executive assistant yet, but I do want to
hear from all of you. So, reach out when you feel that you have

89

Kim Hill 00:37:54.969 --> 00:37:56.794
to bring to our attention.

90

David Mossberg NYC-231@dos.ny.gov 00:37:59.674 --> 00:38:20.314
All right, thank you so much. So, with that, if, unless any of the
members have something at this point, we'll continue with the regular
agenda. The next item is the Department and subcommittee reports. The
first report is the enforcement report from Investigator Bilello.

91

Jack Bilello NYC-231@dos.ny.gov 00:38:20.374 --> 00:38:41.494
Hi. Good afternoon. I'm Jack Bilello. I work for the Division of
Licensing Services' Enforcement Unit. I put together a short
enforcement report for the period of December '21 to March 2022. I
believe that those invited to this meeting

92

Jack Bilello NYC-231@dos.ny.gov 00:38:41.499 --> 00:39:02.614
were forwarded a copy of this report by email so I'm just going to go
through the different categories of the report. Excuse me so, um, the
first category is the total number of consumer complaints that the
Department's received since the last board meeting and the answer to
that

93

Jack Bilello NYC-231@dos.ny.gov 00:39:02.674 --> 00:39:23.794
is zero. We haven't received any since the last board meeting. The
total number of complaints closed since the last board meeting is
three. The total number of pending investigations is five, and those
complaints, those five complaints have been put into

94

Jack Bilello NYC-231@dos.ny.gov 00:39:24.035 --> 00:39:44.945
different categories. Two complaints have to do with allegations that
certain hearing aid dispensers demonstrated incompetency and failed to
issue a refund to a consumer. So, we have two complaints in that
category. We also have one active investigation.

95

Jack Bilello NYC-231@dos.ny.gov 00:39:45.124 --> 00:40:05.404
regarding a dispenser that is allegedly offering online hearing aid services. We also have a complaint about a dispenser that allegedly is engaging in misleading advertising in print media.

96

Jack Bilello NYC-231@dos.ny.gov 00:40:06.574 --> 00:40:27.244
And, the misleading advertising has to do with, uh, an allegation of the dispenser is advertising things beyond the scope of hearing aid dispensing practices. And, we have an additional complaint about a certain hearing aid dispenser that was issued a registration,

97

Jack Bilello NYC-231@dos.ny.gov 00:40:27.874 --> 00:40:48.394
reportedly by fraud or deceit, by way of the assistance of another dispenser and who is also a registered hearing aid dispenser instructor. So, that's, those are the five complaints that we have. And, the other category that we have is that in the last

98

Jack Bilello NYC-231@dos.ny.gov 00:40:48.424 --> 00:41:08.674
12 months, the Department's received two complaints regarding the hearing aid dispensing business. One is against a specific dispenser and the other complaint is about a specific hearing aid business, and we have not received any complaints in the last 12 months regarding audiologists.

99

David Mossberg NYC-231@dos.ny.gov 00:41:12.544 --> 00:41:20.404
Is there anything else as part of the report?

Jack Bilello
No, that is it.

David Mossberg
All right. Thank you so much. Does any of the board members have any questions for Investigator Bilello?

100

sharon gavin 00:41:22.894 --> 00:41:23.194
No.

101

David Mossberg NYC-231@dos.ny.gov 00:41:27.094 --> 00:41:27.874
All right.

102

David Mossberg NYC-231@dos.ny.gov 00:41:29.345 --> 00:41:39.635
All right, thank you so much Jack.

Jack Bilello
Thank you.

David Mossberg
Next item on the agenda for today is the Processing report by Emily Lupe. Emily are you there?

103
Emily Lupe 00:41:40.625 --> 00:41:50.255
Good afternoon. This is Emily Lupe. Included in the materials you were provided, you will find licensing statistics for April of 2021

104
Emily Lupe 00:41:50.554 --> 00:42:11.584
and February of 2022. The report shows the number of hearing aid businesses, broken down by county, a business list, broken down by class code or license type, and a report of hearing aid dispensers, broken down by type and by county. Uh, please note that the 2021 numbers include only licensees

105
Emily Lupe 00:42:11.614 --> 00:42:29.554
and do not include those licensees whose licenses may have expired, but were covered by Executive Order 202.11, which allowed individuals licensed by the Department of State to extend the expiration of their license during the state of emergency. That concludes the Processing report.

106
David Mossberg NYC-231@dos.ny.gov 00:42:30.754 --> 00:42:31.384
Thank you, Emily.

107
David Mossberg NYC-231@dos.ny.gov 00:42:32.764 --> 00:42:38.164
Do any of the board members have any questions regarding the Department Processing report?

108
David Mossberg NYC-231@dos.ny.gov 00:42:42.544 --> 00:42:54.754
Nope. Okay. Thank you so much, Emily. I really appreciate your report. Next item on the agenda is the Education report prepared by Alison Lacy. Alison are you there?

109
Alison Lacy 00:42:55.684 --> 00:43:02.344
Yes, good afternoon. The Bureau of Educational Standards continues to audit

110

Alison Lacy 00:43:02.554 --> 00:43:23.104

hearing aid dispenser renewals. Those renewals, which do not indicate approval code numbers, or do not appear to include T-coil, infection control, and New York State and federal law, in addition to the balance of required hours, are not processed and sent to the Bureau for an educational compliance audit.

111

Alison Lacy 00:43:23.915 --> 00:43:44.615

A renewal license will only be granted when satisfactory proof of education is provided. So far in 2022, 39 licensees have been audited and 22 have complied. Eight licensees did not comply. Of the nine pending, all are within the time

112

Alison Lacy 00:43:44.674 --> 00:44:05.794

frame to respond. A new regulation went into effect on December 7, 2021, that allows for hearing aid dispenser or for qualifying and continuing education courses in a live distance education delivery method. Now, live distance education

113

Alison Lacy 00:44:05.799 --> 00:44:26.944

means providing instruction in real time where the approved instructor and the students are physically separated, but the use of remote technology allows each person participating in the educational program to view and communicate with each other in a live and interactive manner that transmits simultaneous

114

Alison Lacy 00:44:26.974 --> 00:44:39.664

live audio and video. Course availability appears to be adequate and has not been an issue raised by licensees. Are there any questions?

115

David Mossberg NYC-231@dos.ny.gov 00:44:44.494 --> 00:44:53.884

Nope, all right. Thank you so much, Alison. The last Department report is the Examination report.

116

Eric Freeman 00:44:53.884 --> 00:44:54.544

Reporting.

Jerry Bergman

I think Barbara had her hand up and is muted.

Are you muted, Barbara?

117

David Mossberg NYC-231@dos.ny.gov 00:44:54.784 --> 00:44:55.924

All right.

118

David Mossberg NYC-231@dos.ny.gov 00:44:57.754 --> 00:44:57.964
Uh.

119

Jodi DeLollo 00:44:59.554 --> 00:45:03.604
No, no, no, no.

120

Jerry Bergman 00:45:05.314 --> 00:45:06.874
Okay, she had a question, I think.

121

David Mossberg NYC-231@dos.ny.gov 00:45:09.305 --> 00:45:10.235
Well, why don't we give her an opportunity.

122

Barbara Kruger 00:45:10.805 --> 00:45:17.285
Alright, I wanted to know, Alison, what was the number of that? Uh,
live distance education.

123

Alison Lacy 00:45:19.235 --> 00:45:20.975
I'm sorry, what was the number?

124

Barbara Kruger 00:45:21.245 --> 00:45:26.045
You said that, uh, as of something or either a date, or there was a.

125

Alison Lacy 00:45:26.735 --> 00:45:28.835
December 7th, 2021.

126

Barbara Kruger 00:45:29.225 --> 00:45:30.395
That was it and

127

Barbara Kruger 00:45:30.424 --> 00:45:34.804
nothing else. I thought it went through before that to be able to.

128

sharon gavin 00:45:34.804 --> 00:45:35.074
No.

129

Barbara Kruger 00:45:35.074 --> 00:45:35.464
I was.

130

Alison Lacy 00:45:35.464 --> 00:45:45.844

No, that was a temporary live distance education approval period. Now, live distance education is a, has been added. It's section 159.1.

131

Barbara Kruger 00:45:46.594 --> 00:45:51.394

Section 159.1 and it is now

132

Barbara Kruger 00:45:52.924 --> 00:45:58.834

possible for that, that will continue after as we go through the rest of COVID or after that?

133

David Mossberg NYC-231@dos.ny.gov 00:45:59.764 --> 00:46:03.754

After, yeah, that's a permanent regulation.

134

Barbara Kruger 00:46:03.784 --> 00:46:05.104

Terrific. Thank you.

135

David Mossberg NYC-231@dos.ny.gov 00:46:05.434 --> 00:46:07.114

that the Department promulgated you're, you're.

136

Barbara Kruger 00:46:07.144 --> 00:46:09.604

Thank you. I was... it was the type of code number. Thank you, Alison.

137

David Mossberg NYC-231@dos.ny.gov 00:46:12.514 --> 00:46:12.694

Thanks.

138

David Mossberg NYC-231@dos.ny.gov 00:46:12.724 --> 00:46:17.224

Thank you, Alison. Does any other board members have any other questions for Alison?

139

Eric Freeman 00:46:20.494 --> 00:46:40.354

A small question regarding the live courses. As a provider, some of the manufacturers are reaching out with live courses, but not many of them or not many of the classes have been State approved. Is there a particular process they need to be reaching out to or someone in direct?

140

David Mossberg NYC-231@dos.ny.gov 00:46:41.944 --> 00:47:02.044

So, the, the live distance education regulation allows providers that are already approved by the Department as a regular course provider to

seek, sort of, additional authorization. So, in this particular instance, the entity wishing to provide it would have to go through

141

David Mossberg NYC-231@dos.ny.gov 00:47:02.074 --> 00:47:23.194
the regular course approval process, the same way a traditional provider would and then once they're approved, they would then provide additional information to the Department about the specific sort of technology used in order to ensure adequate education to the students. So

142

David Mossberg NYC-231@dos.ny.gov 00:47:23.199 --> 00:47:27.214
they should contact our Education unit if they have any questions.

143

David Mossberg NYC-231@dos.ny.gov 00:47:36.664 --> 00:47:47.854
So, again, before we go on to the last report, I just want to make sure there's any board members have any other questions regarding the Education report, or for Alison, or for the Department?

144

David Mossberg NYC-231@dos.ny.gov 00:47:50.074 --> 00:47:51.754
That looks like Barbara has her hand up again. Barbara?

145

sharon gavin 00:47:52.234 --> 00:47:52.804
Bye.

146

David Mossberg NYC-231@dos.ny.gov 00:47:55.024 --> 00:47:57.184
I, I think you're on mute again, Barbara.

147

Barbara Kruger 00:48:07.234 --> 00:48:26.644
Okay, sorry. I've gotten questions and I answer no, that's not appropriate. People have said when a hearing aid manufacturer's representative comes into their office, connect count is a continuing education and I say, no, because they're not prior approved. They're not

148

Barbara Kruger 00:48:26.675 --> 00:48:38.015
prior approved instructors, and they have to have course content, not sales content. I just want to verify that and to make sure that everybody knows that so they can spread the word.

149

Alison Lacy 00:48:39.125 --> 00:48:40.205
That's correct, Barbara.

150

Barbara Kruger 00:48:40.835 --> 00:48:41.165
Good.

151

David Mossberg NYC-231@dos.ny.gov 00:48:46.384 --> 00:48:51.574
So, is there anything else from the board on the Department's
Education report?

152

sharon gavin 00:48:56.434 --> 00:48:57.424
I have a question

153

David Mossberg NYC-231@dos.ny.gov 00:48:58.084 --> 00:48:58.654
Sure.

154

sharon gavin 00:48:59.134 --> 00:49:09.064
for Alison. What's the best way to reach you if we have questions in
the future? Do you have a direct email or a phone number that we can
address questions?

155

alison 00:49:10.744 --> 00:49:13.654
We have an email address and we have a phone number.

156

sharon gavin 00:49:16.144 --> 00:49:16.954
Can you share that?

157

alison 00:49:18.364 --> 00:49:27.964
Our phone number is 518-486-3803.

158

alison 00:49:30.994 --> 00:49:39.874
And, it may be easier for me to send the email address using print
because to spell it out, it might get confusing over this Webex
system.

159

sharon gavin 00:49:40.024 --> 00:49:41.044
Okay, perfect.

160

David Mossberg NYC-231@dos.ny.gov 00:49:42.094 --> 00:49:51.244
Of course, any of the board members, also any of the board members, if
they have questions, they should certainly feel free to email me or,

161

David Mossberg NYC-231@dos.ny.gov 00:49:51.274 --> 00:49:55.744
of course, Denise, and, you know, we'll do our best to be responsive.

162

sharon gavin 00:49:56.644 --> 00:49:57.214
Thank you.

163

David Mossberg NYC-231@dos.ny.gov 00:50:02.674 --> 00:50:12.184
Of course. Okay, so the next and final report is the Examination
report by Shannon Maguire. Shannon are you there?

164

Shannon Maguire 00:50:13.324 --> 00:50:16.834
I'm here. Hello. Can everyone hear me?

165

David Mossberg NYC-231@dos.ny.gov 00:50:18.184 --> 00:50:18.724
Yes.

166

Shannon Maguire 00:50:19.774 --> 00:50:38.554
Okay, perfect. The following statistics cover exams administered in
2021. The hearing aid written exam was administered to 52 applicants
with a pass rate of 50%. The practical exam was administered to 113
applicants with a pass rate of 86%. Are there any questions on that?

167

Shannon Maguire 00:50:42.754 --> 00:50:43.174
Thank you.

168

Anne Orsene 00:50:46.444 --> 00:50:48.364
I have a question. Sorry.

169

Shannon Maguire 00:50:48.484 --> 00:50:49.024
Sure.

170

Anne Orsene 00:50:50.344 --> 00:51:05.974
Um, so I just had a question about the written exam because there has
been some confusion as to AUD students taking the written

171

Anne Orsene 00:51:06.035 --> 00:51:27.125
portion of the exam. From what's in the app hearing aid registration
application. If you're an AUD student who has done your course work,
on the requirements, is the same. As a hearing aid dispenser you can
apply

172

Anne Orsene 00:51:27.364 --> 00:51:48.274

to take the written exam and have the university instructor sign off that you've completed your course work. Um, I just want clarification that this is the case from the State, because there's been multiple applicants that have been, audiology students who have tried to,

173

Anne Orsene 00:51:48.279 --> 00:52:09.424

to take the written exam, using this method and have been told by the State that this is not an acceptable method. They have to wait till they have then graduated from their AUD program. So, I just want clarification from the State that what's on the application is correct and the Department who is processing these

174

Anne Orsene 00:52:09.454 --> 00:52:22.474

requests is aware that these students are, in fact, able to take the written portion of the exam or if I'm missing something.

175

Shannon Maguire 00:52:22.474 --> 00:52:27.184

Yeah, I believe you had sent that question through to Denise earlier.

176

Anne Orsene 00:52:27.184 --> 00:52:27.724

I did.

177

Shannon Maguire 00:52:27.724 --> 00:52:30.574

That's something we are going to look into a little bit more before we can respond.

178

Anne Orsene 00:52:31.564 --> 00:52:47.824

I'm just wondering what it is that you would need to look into, considering that it's on the application. It's on, there is a category on the New York State Hearing Aid Dispensing registration form.

179

Anne Orsene 00:52:48.454 --> 00:52:49.294

And I think it's number four.

180

Anne Orsene 00:52:49.294 --> 00:52:51.274

or that you are.

181

Anne Orsene 00:52:52.685 --> 00:52:54.065

Barbara, did you have a comment?

182

David Mossberg NYC-231@dos.ny.gov 00:53:00.335 --> 00:53:08.585
So, looks like she's on mute. However, I'd be more than happy to look into it. I'm not really

183

Barbara Kruger 00:53:08.615 --> 00:53:11.015
It' not a question of looking into, it's in the law.

184

Anne Orsene 00:53:11.165 --> 00:53:11.555
Right, it's in the law.

185

Barbara Kruger 00:53:11.975 --> 00:53:12.845
It's in the regulations.

186

David Mossberg NYC-231@dos.ny.gov 00:53:13.505 --> 00:53:13.775
Okay.

187

Barbara Kruger 00:53:14.765 --> 00:53:18.515
The University supervising instructor for an audiologist

188

Barbara Kruger 00:53:18.519 --> 00:53:37.774
The audiologists were, the audiology students were given a 3-month requirement for education for if they feel they're up to taking, they know enough in terms of coursework and clinical work to take the exam they can file, take the exam. Fill out number 4 and then register to

189

David Mossberg NYC-231@dos.ny.gov 00:53:37.774 --> 00:53:38.074
Okay.

190

Barbara Kruger 00:53:38.074 --> 00:53:39.664
take the exam for

191

Barbara Kruger 00:53:39.695 --> 00:53:48.425
both the written and the practical. It's only the audiologist who is already licensed who has gone all the way through the process who then

192

Barbara Kruger 00:53:48.425 --> 00:53:49.145
take just

193

Barbara Kruger 00:53:49.145 --> 00:53:52.355
the practical. If they elect to take the, the

194

Anne Orsene 00:53:54.065 --> 00:53:54.785
Written.

195

Barbara Kruger 00:53:54.815 --> 00:54:00.815
written and practical while they're in their AUD program, all they
have to do is

196

Barbara Kruger 00:54:00.844 --> 00:54:05.674
promise to continue to remain in an AUD program and be registered in
an AUD program.

197

David Mossberg NYC-231@dos.ny.gov 00:54:06.034 --> 00:54:07.774
Okay, so and you had mentioned

198

Barbara Kruger 00:54:07.774 --> 00:54:10.054
Regulation citation. I'll send it to you.

199

David Mossberg NYC-231@dos.ny.gov 00:54:10.504 --> 00:54:20.554
No, that's all right but and, yeah, so that you had just emailed that
question to the Department a little while ago. Is that correct?

200

Anne Orsene 00:54:23.254 --> 00:54:29.404
Yes, and then after I emailed it, I looked and I saw that it's right
on the application. So,

201

David Mossberg NYC-231@dos.ny.gov 00:54:31.864 --> 00:54:45.634
I was just asking. Do you mind forwarding me your email so I could
look at it as Program Counsel? If it is a legal issue, I'd be looking
at it anyway. So, do you mind forwarding me the email that you had
sent to the Department to make sure that I have an opportunity to look
at it?

202

Anne Orsene 00:54:45.724 --> 00:54:52.444
Oh, yeah, absolutely, Dave. I will, I'll, I will email it to you. Um,
I guess I was just concerned.

203

Anne Orsene 00:54:53.105 --> 00:55:00.905
My concern was that, you know, this is something that's written into
the law and the application and

204

David Mossberg NYC-231@dos.ny.gov 00:55:01.685 --> 00:55:14.135
I, I don't want to, I'm obviously not in a position to speak about this because I haven't seen your question, but if it is something that involves the law, certainly I'd be happy to look

205

David Mossberg NYC-231@dos.ny.gov 00:55:14.165 --> 00:55:27.395
into it, and I will do my best to be responsive. I just haven't seen the question so I think I'm not going to be in a good position to, to answer your question at the moment, but if you email it to me, I'd be glad to take a look at it for you.

206

Anne Orsene 00:55:28.325 --> 00:55:29.975
I'll forward that to you, thank you.

207

David Mossberg NYC-231@dos.ny.gov 00:55:30.425 --> 00:55:31.055
All right. Thank you.

208

ana kim 00:55:33.484 --> 00:55:45.844
I had a question for Shannon. Shannon, you say it's 50% and then 80%, can you just...maybe I misunderstood you. Is the first pass rate 50%?

209

Shannon Maguire 00:55:47.374 --> 00:55:53.554
Yeah, so the pass rate for the written exam is 50%. The practical pass rate is 86%.

210

ana kim 00:55:53.885 --> 00:56:05.735
I see, and do you guys ratify between the AUD student or, um, AUD examiners versus hearing a straight hearing aid, or you just have a one

211

Shannon Maguire 00:56:07.445 --> 00:56:14.765
So, for the practical exam, we had 66 audiologists with the pass rate of 89% and 47

212

Shannon Maguire 00:56:14.769 --> 00:56:16.594
trainees with the pass rate of 80%.

213

ana kim 00:56:20.344 --> 00:56:20.854
Thank you.

214

Shannon Maguire 00:56:21.964 --> 00:56:22.534
You're welcome.

215

Barbara Kruger 00:56:24.640 --> 00:56:28.805
For written, it was only hearing aid dispensers, not audiology students?

216

Shannon Maguire 00:56:31.175 --> 00:56:31.625
Correct.

217

David Mossberg NYC-231@dos.ny.gov 00:56:39.125 --> 00:56:53.885
Um, so, do any of the board members have any last questions regarding the Examination report by Shannon Maguire? I'm sure every oh, okay.

218

peter fisher 00:56:55.115 --> 00:56:55.655
I have a

219

peter fisher 00:56:55.659 --> 00:56:59.554
question. Who is allowed to make comments during the meeting?

220

David Mossberg NYC-231@dos.ny.gov 00:57:00.994 --> 00:57:16.804
Uh, generally it's just supposed to be scheduled guests or board members, department staff, but I do see that Barbara was answering questions, but, um

221

David Mossberg NYC-231@dos.ny.gov 00:57:16.864 --> 00:57:21.154
usually, for these meetings, there's no public op or public comment section.

222

peter fisher 00:57:22.714 --> 00:57:23.764
Okay, thank you.

223

Jerry Bergman 00:57:24.694 --> 00:57:25.084
David?

224

David Mossberg NYC-231@dos.ny.gov 00:57:27.064 --> 00:57:27.424
Yes.

225

Jerry Bergman 00:57:28.054 --> 00:57:30.484
I have a couple questions to the points, um,

226

David Mossberg NYC-231@dos.ny.gov 00:57:30.964 --> 00:57:31.564
Okay.

227

Jerry Bergman 00:57:32.584 --> 00:57:37.954
Regarding the licensing and, uh,

228

Jerry Bergman 00:57:37.959 --> 00:57:59.104
application process that the Department oversees. At the December
meeting, as reflected in the minutes, I had asked for some data to be
compiled so that we have some trend information as to the degree

229

Jerry Bergman 00:57:59.110 --> 00:58:13.265
of interest in the audiology profession, the dispensing, this is
hearing health care, as well as to get a better handle on

230

David Mossberg NYC-231@dos.ny.gov 00:58:13.475 --> 00:58:14.795
Do you have the printout?

231

Jerry Bergman 00:58:14.795 --> 00:58:18.875
successful training in education is in

232

Jerry Bergman 00:58:21.215 --> 00:58:31.025
Uh, from year to year. Um, you had referred that, uh, at that time to
Shannon Maguire and

233

David Mossberg NYC-231@dos.ny.gov 00:58:31.385 --> 00:58:31.895
I know.

234

Jerry Bergman 00:58:31.895 --> 00:58:40.355
I don't believe I received any trend data along those lines, and I
would just renew that request and

235

Jerry Bergman 00:58:41.409 --> 00:58:44.734
say one of the reasons there are so many gray areas in audiology
health care in

236

Jerry Bergman 00:58:53.314 --> 00:59:08.104
New York State is the lack of a commission, or an agency, state level,
that really can dig into the hearing healthcare problem that is here

237

Jerry Bergman 00:59:08.199 --> 00:59:28.864

And would also reference, therefore, from an accessibility advocacy standpoint. So, I would repeat that. I wanted to just repeat that request. Also, if the next item is business, if there's any remaining new business,

238

Jerry Bergman 00:59:29.434 --> 00:59:43.114

I would like to introduce the question regarding a bill that is currently before the legislature and is in committee, and that Bill was in April.

239

David Mossberg NYC-231@dos.ny.gov 00:59:44.794 --> 00:59:45.244

Sorry. Is it, sorry

240

Jerry Bergman 00:59:48.574 --> 00:59:52.504

So, I would like to be able to address that at the appropriate time, David.

241

David Mossberg NYC-231@dos.ny.gov 00:59:53.014 --> 01:00:08.824

Sure um, so a couple of things, if I may. Regarding the statistics, I apologize for that, you know, we do provide as much data as we think we have available. So, if it's a matter of

242

David Mossberg NYC-231@dos.ny.gov 01:00:09.304 --> 01:00:29.974

seeing other data points that we might be able to research and compile, you know, I'm happy to work with Department staff on that. And so, hopefully, we'll have that, um, for the next meeting. We do have information, obviously, on number of licensees, number of applicants. So, if it's a

243

David Mossberg NYC-231@dos.ny.gov 01:00:29.980 --> 01:00:50.675

matter of looking for historical data and providing that, um, certainly, we can provide that in a more clear fashion, but we'll work with Licensing on that, certainly. Your second point. I will, sorry, you had something?

244

Jerry Bergman 01:00:52.684 --> 01:00:57.514

Um, the second point was about a bill that's currently before the Senate.

245

David Mossberg NYC-231@dos.ny.gov 01:00:57.634 --> 01:00:58.054

Well.

246

Jerry Bergman 01:00:58.144 --> 01:00:58.564
No.

247

Davis Mossberg NYC-231@dos.ny.gov 01:00:58.594 --> 01:01:11.614
So, Jerry, your second point, Jerry, your second point, I believe was about having an office on the State level to help with certain advocacy issues.

248

David Mossberg NYC-231@dos.ny.gov 01:01:12.394 --> 01:01:31.564
you know, we believe that the Governor's passage to create the Office of the Chief Disability Officer does that, which is why we invited Ms. Kim Hill here to, you know, inform the board of that office to, to help with

249

David Mossberg 01:01:32.104 --> 01:01:32.794
um, you know

250

David Mossberg NYC-231@dos.ny.gov 01:01:32.794 --> 01:01:33.424
certainly,

251

David Mossberg NYC-231@dos.ny.gov 01:01:33.429 --> 01:01:53.584
with advocacy issues. So, we do hope that we will be able to collaborate with her office and with that agency to try, where feasible, to address those issues. The third point regarding the bill that you had yesterday.

252

Jerry Bergman 01:01:55.624 --> 01:02:08.104
Let me clarify what, a bit, on what you just said. I'm not talking about advocacy now. I'm talking about policy making, decision making that's

253

Jerry Bergman 01:02:08.104 --> 01:02:08.974
informed.

254

Jerry Bergman 01:02:10.534 --> 01:02:15.724
The legislative process, which has a tendency, it seems,

255

Jerry Bergman 01:02:15.754 --> 01:02:36.814
to run amok with respect to bills being introduced by well-intentioned legislators, without proper vetting, or consideration, or consultation with the various groups, whether it be the audiology, a fraternity, or a hearing loss association.

256

Jerry Bergman 01:02:36.880 --> 01:02:44.285
which represents consumers or the dispensing organization.

257

Jerry Bergman 01:02:46.749 --> 01:03:07.894
I wanted to bring up. Well, let me say two things. I've mentioned
before, we are looking forward to a bill now, um, that would create a
commission for the deaf, deaf, blind and hard of hearing, and our hope
is that, that organization,

258

Jerry Bergman 01:03:07.899 --> 01:03:28.774
which is one that exists in 38 states but not in New York, would be
effective in shedding light on a lot of issues having to do with
hearing healthcare, public welfare impact on the medical business, et
cetera, et cetera but

259

Jerry Bergman 01:03:29.764 --> 01:03:36.394
what I specifically referenced a moment ago was S2565.

260

David Mossberg NYC-231@dos.ny.gov 01:03:36.514 --> 01:03:36.904
So,

261

Jerry Bergman 01:03:36.904 --> 01:03:47.644
I'm curious to know why the dispensing board was not aware, or the
Department was not aware of this to bring it before us because

262

David Mossberg NYC-231@dos.ny.gov 01:03:47.704 --> 01:03:47.914
Jerry

263

Jerry Bergman 01:03:47.974 --> 01:03:49.504
this bill has come up

264

Jerry Bergman 01:03:51.635 --> 01:03:52.505
annually.

265

David Mossberg NYC-231@dos.ny.gov 01:03:52.685 --> 01:03:54.245
Jerry, Jerry,

266

Jerry Bergman 01:03:54.515 --> 01:03:57.755
for medical society, you know, wanting to

267

David Mossberg NYC-231@dos.ny.gov 01:03:57.755 --> 01:04:11.345
Sure, so Jerry, thank you for that introduction. I actually had a conversation last week with Dr Kim, as you know,

268

David Mossberg NYC-231@dos.ny.gov 01:04:11.374 --> 01:04:32.494
who sits on the board, specifically about that bill. We didn't want to surprise the board members by asking them to give an opinion, on the spot, about this bill, which they may not have an opportunity to learn about. So, I had spoken to Dr Kim last week. I'm planning on discussing it

269

David Mossberg NYC-231@dos.ny.gov 01:04:32.524 --> 01:04:53.644
now, so thank you for that opportunity introduction, because this is exactly what Dr. Kim and I had discussed, which was, there is a current Senate Bill S3380--that Bill hasn't been introduced in the 09, 11, the 13, 15, and 17 and the 19th

270

David Mossberg NYC-231@dos.ny.gov 01:04:54.604 --> 01:05:14.524
legislative session. What that proposal does, it would seek to amend GBL section 802 by removing a specific sentence of that law which states no otolaryngologist or other licensed physician, conducting

271

David Mossberg NYC-231@dos.ny.gov 01:05:14.974 --> 01:05:35.914
a medical evaluation of hearing loss, shall engage in the dispensing of hearing aids for a profit. What the bill does, now, from the Department's perspective. Obviously, we didn't want to surprise any board members by putting them in a spot to publicly take a position on a bill that they may not have been

272

David Mossberg NYC-231@dos.ny.gov 01:05:35.975 --> 01:05:57.035
aware of. So, I wanted to mention this bill to the board with the idea that at our next open meeting, the idea would be that the board members would be in a position to ask questions about it or make potential statements about it with the understanding,

273

David Mossberg NYC-231@dos.ny.gov 01:05:57.099 --> 01:06:18.244
obviously, that the Department of State is a regulatory agency responsible in part for enforcing the laws as written. Now, just for awareness of the board, this legislation, in its current form, has existence since 2001. The prior version of the law that was enacted is strikingly

274

David Mossberg NYC-231@dos.ny.gov 01:06:18.274 --> 01:06:39.364
similar in that it also prohibited hearing aid dispensers for selling
for a profit with an additional provision that non-for-profit
specifically includes the cost of the hearing aid plus such other
reasonable expenses as the Department may establish the regulation.
Prior to the Department ever being in a position to

275

David Mossberg NYC-231@dos.ny.gov 01:06:39.399 --> 01:07:00.544
establish the regulation, the law was appealed to its current form,
which is why that the position of the Department has always been that
it's, for-profit means the cost of the hearing aid, but in looking at
other provisions of the law, we recommended that a 5% of the

276

David Mossberg NYC-231@dos.ny.gov 01:07:00.549 --> 01:07:21.634
cost of the actual requisition would likely fall in a safe harbor. So,
it's the Department, what we wanted to do, is just to inform the board
members of the proposed legislation. I know Dr. Kim wanted to invite
somebody at the next meeting to be able to speak on this,

277

David Mossberg NYC-231@dos.ny.gov 01:07:21.700 --> 01:07:42.785
and, so, we wanted to provide the same opportunity for all board
members so that none of the board members, as I said, Jerry, were in a
position to have to speak on this without having an opportunity to be
aware of the law and legislation. So, certainly, if anyone would want
to discuss it more fully and in depth and take a position on it, we
invite the

278

David Mossberg NYC-231@dos.ny.gov 01:07:42.849 --> 01:08:03.874
board members to do so at the next meeting. In between then and now,
obviously, if any of the board members have questions about the law,
want a copy of the law, or have a question about it, you know,
certainly feel free to email me, and I'll be more than happy to try to
assist where I can. So, does that, hopefully, address that third point
of yours, Jerry?

279

Jerry Bergman 01:08:05.734 --> 01:08:20.284
Yes, thank you, um, for that very, uh, comprehensive analysis from a
legal standpoint, um, you know, you lost me about halfway through, but
I think if

280

Jerry Bergman 01:08:20.794 --> 01:08:25.144
you send out an email to us in preparation for the,

281

Jerry Bergman 01:08:25.149 --> 01:08:26.673
the next meeting.

282

David Mossberg NYC-231@dos.ny.gov 01:08:26.673 --> 01:08:26.854
You know

283

Jerry Bergman 01:08:26.854 --> 01:08:45.934
and translate some of what you said into lay language, we'll be able
to have a discussion about it at the next meeting. I should just
mention, the only reason I raised it is that the Hearing Loss
Association was contacted by the office of

284

Jerry Bergman 01:08:46.298 --> 01:08:57.064
the Senate Majority leader for our opinion. So, we did go ahead and
express our opinion after polling members of our professional advisory
committees.

285

David Mossberg NYC-231@dos.ny.gov 01:08:59.014 --> 01:09:07.443
And, obviously, it's just a reminder, you know, the Department will
continue to enforce the law as

286

David Mossberg NYC-231@dos.ny.gov 01:09:07.475 --> 01:09:28.475
written in the way in which we believe is supported by the legislative
history, and, obviously, we will continue to try to ensure that we
fulfill our part of legislative mandate on this area. So, definitely

287

David Mossberg NYC-231@dos.ny.gov 01:09:28.600 --> 01:09:49.714
I'm sure this will be something that we will be discussing in greater
depth at our next meeting, which is currently scheduled for June 2nd
at 1. So, hopefully, all the board members have that written down and
will be available. Does anyone have, do any members of the board have
any

288

David Mossberg NYC-231@dos.ny.gov 01:09:49.749 --> 01:09:50.229
questions?

289

Eric Freeman 01:09:51.064 --> 01:10:10.894
Yes, David, another question, going back a short bit, for Shannon. Um,
you had mentioned the pass rate on the exam. Do you have a breakdown
of from the first test to the first practical and second practical?
What is that ratio of how many people are passing and we studying

290

Eric Freeman 01:10:10.924 --> 01:10:29.614
and the second question that goes with that is, is there a particular area of study that providers need to focus more on, not pass over, but focus more on to be a better provider? Something for the national companies in the first, in the first round that

291

Eric Freeman 01:10:29.794 --> 01:10:30.274
did you

292

Eric Freeman 01:10:30.334 --> 01:10:32.044
get out there and say, you know, this is,

293

Eric Freeman 01:10:32.074 --> 01:10:38.764
is a general area where you folks are missing, you got to put more emphasis here, not just

294

Shannon Maguire 01:10:38.764 --> 01:10:39.964
Sorry, what was your first question?

295

Eric Freeman 01:10:41.194 --> 01:10:52.534
Is there a breakdown out of that percentage of people that pass and fail? But, you know, is it the first evaluation, second evaluation? Because they get three attempts at the

296

Eric Freeman 01:10:54.845 --> 01:11:14.315
practical. And then, is there an area of concern that, for example, real ear, your measurement is, you know, strong partner practice, the best, best practices. But if people aren't focusing on real ear, and they're not going to do real ear, and that's where they're missing on the test, causing them to

297

Eric Freeman 01:11:14.375 --> 01:11:25.205
fail, maybe, can we somehow get that information to say, you know, what you've really got to focus on real ear and then we advise the providers to do best practice.

298

Shannon Maguire 01:11:26.105 --> 01:11:26.525
Mm, hmm.

299

Shannon Maguire 01:11:29.945 --> 01:11:44.975
Our statistics don't break it down between first-time or repeat test takers. I would say anyone that fails an exam, if it's a practical,

they can request an analysis. That will show you the areas that they may need to improve on. And, they may also request a review of the written exam,

300

Shannon Maguire 01:11:46.205 --> 01:11:46.595

which will

301

Shannon Maguire 01:11:46.595 --> 01:11:49.925

show them, you know, the areas that they might want to focus on studying on a little bit more.

302

Eric Freeman 01:11:50.075 --> 01:11:51.005

But we don't have

303

Eric Freeman 01:11:51.064 --> 01:11:56.674

it, it's not like, so many, necessarily be missed or another area being missed.

304

Shannon Maguire 01:11:58.144 --> 01:12:03.634

We don't have the statistics broken down by test subject to share with you.

305

Eric Freeman 01:12:04.804 --> 01:12:06.094

Is this something that can be done?

306

Shannon Maguire 01:12:08.644 --> 01:12:12.154

We can look into that. I don't want to say, yes, I don't want to promise anything, but we can look

307

Shannon Maguire 01:12:12.184 --> 01:12:12.634

into that.

308

Eric Freeman 01:12:13.354 --> 01:12:33.304

I appreciate it and one more note and appreciation with what Jerry was saying on the other aspect. Um, I had the, I finished it last year. I did another study where I wound up with a surprising percentage and this is not an adverse number, but we're talking about

309

Eric Freeman 01:12:33.334 --> 01:12:50.404

advocacy for the hearing impaired community, and I think some of us are going in the wrong direction. If our physicians are able to share

more information about hearing health and prepare their patients as they go, more people will get help. I always

310

Eric Freeman NYC-231@dos.ny.gov 01:12:50.404 --> 01:12:50.734
ask that

311

Eric Freeman 01:12:50.734 --> 01:12:54.424
question and that is, have your, has your physician

312

Eric Freeman 01:12:54.459 --> 01:13:14.464
spoken to you about hearing loss? And, that number is very low and so, and Dr. Alshaer, when we talked about the advocacy for hearing impairment, the first place I would think we could look is how to get that information out to our physicians and not saying they're going to dispense or not, but just simply say, get a hearing

313

Eric Freeman 01:13:15.610 --> 01:13:33.035
test, but getting eyes checked and teeth checked, but no one's focused on this until well into their 60s and 70s, and if I remember the, I, if I remember right, the American Medical Association has a recommendation for every two years after the age of 50.

314

khalil alshaer 01:13:34.895 --> 01:13:35.195
Yep.

315

Eric Freeman 01:13:36.245 --> 01:13:36.755
I think

316

Eric Freeman 01:13:36.784 --> 01:13:53.254
if we can advise the board on that, to get that information out further to whatever program there is, that's advocacy I think could help the most. Get our hearing care here in New York on a better track, and I'll leave it there.

317

ana kim 01:13:55.114 --> 01:13:57.814
Eric, you know, a couple of years ago

318

ana kim 01:13:57.909 --> 01:14:18.904
the American Academy of Otolaryngology, uh, met with the Academy of Geriatrics, met with Academy of Family Medicine, and we came up with a kind of a guideline for the aging population, and I can certainly get that to the committee.

319

ana kim 01:14:19.384 --> 01:14:34.444

Uh, the recommendations that were formed as a result of that multi-disciplinary meeting, and that's something that we should, it's an educational pamphlet that somehow it should be accessible to the New Yorkers.

320

Eric Freeman 01:14:35.254 --> 01:14:40.174

I agree, Dr. Kim. I was asked by a patient's, uh, spouse, who

321

Eric Freeman 01:14:40.209 --> 01:15:01.354

actually is an instructor for SUNY, to put something together for them to talk to their students as they're going through their first year at SUNY and local, my local SUNY campus. The concern I have is many patients have come into my office, they're expressing issues

322

Eric Freeman 01:15:01.360 --> 01:15:21.995

of vertigo, for example, and there's never been a hearing test when they've been to their physician, there's not the referral about hearing. Whether it's vertigo or a person that has a cognitive decline, there's a new state that's come out. I heard about it through my company. Uh, but basically,

323

Eric Freeman 01:15:22.714 --> 01:15:43.624

patients that have been tested, uh, for cognitive decline when retest after being refit, or being fit with hearing aids, that it's at a lower rate or, you know, or lower status. So, how can we get that information, like you said, out there more? Can it come through our board, like we did

324

Eric Freeman 01:15:43.659 --> 01:16:00.274

with the purchasing guide? You know, get that information, we're all talking about advocating, but the doctors are the first responders to a patient as they're aging and when to get that help.

325

ana kim 01:16:01.444 --> 01:16:04.774

Okay, it shouldn't even just be left up to the doctors. It should be more

326

ana kim 01:16:04.834 --> 01:16:06.544

patient education in general.

327

Eric Freeman 01:16:06.874 --> 01:16:07.414

Agree.

328

Anne Orsene 01:16:10.174 --> 01:16:25.954

If the timing is really good on that with more information coming out about hearing loss and other comorbid conditions, um, it's really gaining a lot of momentum and there's a lot of research coming out. So, I think the timing

329

Anne Orsene 01:16:25.984 --> 01:16:40.654

is pretty good to get that education out to consumers. Um, I know practices do it at a practice level when you do, but I think general, it's great in general, public health information.

330

Eric Freeman 01:16:41.044 --> 01:16:41.464

Yes.

331

ana kim 01:16:41.824 --> 01:16:46.864

Absolutely, I mean, the ones that are informed will go to HLAA that Jerry's a big

332

ana kim 01:16:47.255 --> 01:16:51.365

part of, but for the most lay people, they don't even know where to go.

333

Eric Freeman 01:16:51.875 --> 01:17:08.255

No, that's where the physician at that that point could be helpful. Even if it's our ophthalmologist. I've had patients come tell me after they've been developing macro degeneration, their ability to process speech and understand it's been diminished in their

334

Eric Freeman 01:17:08.524 --> 01:17:29.404

subjective of their hearing and when the auditory tests are done, and they're at 60%, 70% the visual cues, they're at 80, 90%, and they lose the visual process, um, and now they're saying their hearings going. That's information that should be

335

Eric Freeman 01:17:29.434 --> 01:17:41.374

coming from the physician, say, no, your vision was helping, you need to get a hearing test if you're not already there. So, anybody help on that. I'd love the conversation further.

336

David Mossberg NYC-231@dos.ny.gov 01:17:50.104 --> 01:18:07.804
I, I mean, certainly, I think what some of the other board members
have said is that, you know, certainly this is a general sort of
consumer information and awareness and the timing of this is
definitely key.

337

David Mossberg NYC-231@dos.ny.gov 01:18:09.395 --> 01:18:30.035
Once the consumer thinks that they're purchasing a hearing aid, to
your point, it may already be too late. So, you know, it's one of
those sort of regulatory issues from, from the Department's
perspective. I think we could say speak on that because we license the
dispenser. Right? We don't

338

David Mossberg NYC-231@dos.ny.gov 01:18:30.064 --> 01:18:32.794
license the physician. We do

339

David Mossberg 01:18:32.794 --> 01:18:33.424
have

340

David Mossberg NYC-231@dos.ny.gov 01:18:33.424 --> 01:18:41.884
sort of a consumer outreach, you know, component or arm so it's just a
matter of whether or

341

David Mossberg 01:18:41.884 --> 01:18:42.334
not the

342

David Mossberg NYC-231@dos.ny.gov 01:18:42.334 --> 01:18:46.894
information that we currently have is sufficient,

343

David Mossberg 01:18:46.984 --> 01:18:47.344
but

344

David Mossberg NYC-231@dos.ny.gov 01:18:47.344 --> 01:18:47.554
I know,

345

David Mossberg 01:18:47.554 --> 01:18:48.394
I don't think it's

346

David Mossberg NYC-231@dos.ny.gov 01:18:48.394 --> 01:18:51.124
going potentially

347

David Mossberg NYC-231@dos.ny.gov 01:18:51.424 --> 01:18:58.894
to ensure where, you know, the physicians are going to sort of do this
uniformally, you know, the Department yeah, yeah.

348

Eric Freeman 01:18:59.584 --> 01:18:59.764
And.

349

David Mossberg NYC-231@dos.ny.gov 01:18:59.764 --> 01:18:59.944
And.

350

Eric Freeman 01:18:59.944 --> 01:19:00.244
Right.

351

David Mossberg NYC-231@dos.ny.gov 01:19:00.244 --> 01:19:00.574
Yes.

352

Eric Freeman 01:19:00.574 --> 01:19:12.004
Hoping that this falls on the two, on Dr Kim and on Dr. Alshaer, with
those departments, that maybe this information could get to where it
needs to go.

353

Jerry Bergman 01:19:13.864 --> 01:19:33.484
Yes, I second that, and I was also going to ask Dr. Alshaer if he
would make a note about this as an important health education point
that needs to be promulgated a lot more. Um, and this will happen. I
think also

354

Jerry Bergman 01:19:33.490 --> 01:19:49.925
to a greater extent, if we can get a commission established in Albany
to represent the entire realm of deafness, deaf, blindness, and
hearing loss and these agencies can work more closely together in the
public interest.

355

David Mossberg NYC-231@dos.ny.gov 01:19:56.644 --> 01:20:05.824
Um, so thank you, Eric and Jerry. Is there any other new business from
any board members at this time?

356

Jerry Bergman 01:20:08.885 --> 01:20:29.165
I would ask if there's anything new from anyone's perspective with
regard to the FDA's approval of over-the-counter devices, and I do
want to remind and thank everyone for their efforts that help get our
State's

357

Jerry Bergman 01:20:30.725 --> 01:20:43.595
Attorney General to put out an alert for consumers to be wary of some of the practices that are going on in the interim, but I would just ask if anything's new on that front.

358

David Mossberg NYC-231@dos.ny.gov 01:20:48.064 --> 01:20:48.304
Um, so I can

359

Brant Campbell 01:20:48.334 --> 01:20:48.904
Right.

360

David Mossberg NYC-231@dos.ny.gov 01:20:48.904 --> 01:21:07.864
tell you what I know, Jerry, and then obviously, certainly any of the board members could certainly feel free, but last time aware the official public comment period from the proposed FDA regs expired after our last board meeting.

361

David Mossberg NYC-231@dos.ny.gov 01:21:07.959 --> 01:21:28.954
To our last meeting was in December, so after our meeting, obviously, this is the time period I'm talking about. So, at this point really, it's just for the FDA to, I guess, make a determination on how they're going to advance their proposed to a final rule. So.

362

Jerry Bergman 01:21:30.245 --> 01:21:33.365
Yeah, hopefully that will come through this current year.

363

David Mossberg NYC-231@dos.ny.gov 01:21:36.725 --> 01:21:37.925
Can't speak for the FDA.

364

David Mossberg NYC-231@dos.ny.gov 01:21:41.375 --> 01:21:50.555
Any of the board members have anything that they'd like to add in response to, to Jerry's question or anything that they want to add? Might be able to assist.

365

Brant Campbell 01:21:51.785 --> 01:22:01.535
Yeah, this is a Brant Campbell from the New York State Attorney General's Office, and I was just going to add that, you know, just, you know, I had asked our office, um, to

366

Brant Campbell 01:22:01.954 --> 01:22:14.434
run the number of complaints that we have received regarding your hearing aids and, you know, the, the, the volume is still relatively low. Um, we've

367

Brant Campbell 01:22:17.284 --> 01:22:37.744
received, uh, seven, you know, complaints, um, you know, starting in January. Um, so the volume is relatively low and, um, you know, they, they detail, you know, sort of a different, different sets of issues, you know, regarding, uh,

368

Brant Campbell 01:22:38.224 --> 01:22:59.314
refunds or hearing aids that don't work, problems with, um, insurance. Um, so, you know, we're, we have the ability to track, um, complaints that come into the office. So, as, you know, the FDA legislation goes through, we'll also be able to track our

369

Brant Campbell 01:22:59.350 --> 01:23:20.495
complaints and see if there's an increase in volume, and our office is also involved in an organization called the National Association of Attorney General's where we meet with other state attorney generals and, you know, there's a subgroup that's looking into, um, you know, hearing aid

370

Brant Campbell 01:23:20.524 --> 01:23:35.164
you know, fraud, so, you know, to the extent that there are items that, uh, that are worthy of bringing to this venue, we can share that with you as well.

371

Anne Orsene 01:23:37.174 --> 01:23:41.554
Uh, Brant, I have a question for you. Um, I'm not sure, um,

372

Anne Orsene 01:23:41.854 --> 01:24:02.554
if you'd be able to answer. Um, so anybody who purchases a hearing aid in New York State currently, you know, they, they, they need to provide to the patient that complaint number, have it posted so patients are aware of what number to call. So, I was just wondering if anybody had any information, is that same

373

Anne Orsene 01:24:02.824 --> 01:24:13.474
complaint number going to be provided to patients purchasing these new devices over the counter or internet.

374

Brant Campbell 01:24:14.854 --> 01:24:20.734

I, I actually, I do not know the answer to that. Um, but it's something that we can certainly look into.

375

Anne Orsene 01:24:21.724 --> 01:24:23.944

Yeah, I was just wondering like, how we would really know

376

Anne Orsene 01:24:23.949 --> 01:24:30.424

you know, the difference if the, the consumers who are buying certain products are aware of them.

377

Brant Campbell 01:24:33.124 --> 01:24:42.424

Right now, and some of the details might be in, uh, you know, the, the legislation but, you know, I'd have to, you know, dig deeper to see if there's anything there.

378

Anne Orsene 01:24:44.584 --> 01:24:45.094

Thank you.

379

Brant Campbell 01:24:46.475 --> 01:24:47.015

You're welcome.

380

David Mossberg NYC-231@dos.ny.gov 01:24:48.995 --> 01:25:02.405

Thank you, Brant. So, does any of the board members have anything else that they would like to mention, or respond to prior comment, or anything like that?

381

Eric Freeman 01:25:02.405 --> 01:25:04.085

I think Barbara had a hand up again.

382

Barbara Kruger 01:25:09.544 --> 01:25:10.324

It goes in and out.

383

Barbara Kruger 01:25:13.299 --> 01:25:16.774

If we can speak about the FDA and new over the counter.

384

David Mossberg NYC-231@dos.ny.gov 01:25:17.524 --> 01:25:25.384

Well, so there isn't really a public comment portion. I apologize. I should have noted that earlier when you were

385

David Mossberg NYC-231@dos.ny.gov 01:25:25.534 --> 01:25:25.954
you were

386

Barbara Kruger 01:25:25.954 --> 01:25:30.634
There used to be a place where the visitors could have a chance to
speak.

387

David Mossberg NYC-231@dos.ny.gov 01:25:31.444 --> 01:25:34.294
Yes, um, in other

388

David Mossberg NYC-231@dos.ny.gov 01:25:34.534 --> 01:25:55.024
meetings or previously, that, that had been something that was
scheduled, but since we've moved with the virtual meetings in order to
be able to try to ensure sort of a efficiency in the discussion,
because we can't really know what's going on in the online world.

389

David Mossberg NYC-231@dos.ny.gov 01:25:55.955 --> 01:26:01.625
We did remove that from the agenda so that's why it's not listed.

390

Eric Freeman 01:26:02.585 --> 01:26:05.495
Can we put it back on then for future virtual meetings?

391

David Mossberg NYC-231@dos.ny.gov 01:26:06.515 --> 01:26:07.055
Um

392

Eric Freeman 01:26:07.535 --> 01:26:16.385
I feel that if there's advocates in the community, whether it's Fred
or anybody coming through the State that wants to discuss a matter, if
they're going to take the time,

393

Eric Freeman 01:26:16.804 --> 01:26:19.054
I think they should have their, their moment.

394

David Mossberg NYC-231@dos.ny.gov 01:26:21.274 --> 01:26:29.704
So, but, I mean, like you mean, like, like a scheduled agenda item,
or, like, something on a particular concern, or just open the floor?

395

Eric Freeman 01:26:32.074 --> 01:26:37.054
For 10-15 minutes, if that's what it needs to be, or if there's, if
they could

396

Eric Freeman 01:26:38.284 --> 01:26:42.364

uh, put the questions in ahead of time, that's great, but they don't always come up obviously.

397

David Mossberg NYC-231@dos.ny.gov 01:26:42.904 --> 01:26:58.864

Right, so, I mean, certainly the advanced notice would help sort of for the efficiency, the same way in which I had this discussion last week with Dr. Kim when she wanted to approach the board with the current bill to,

398

David Mossberg NYC-231@dos.ny.gov 01:26:59.135 --> 01:27:20.195

to propose the statutory amendment in GBL802, you know, we didn't want as I said, to put the board members in a bind to have to speak on a bill without sort of a heads up. So, certainly, if, you know, there's a particular item that any of the board members, or if they have a guest

399

David Mossberg NYC-231@dos.ny.gov 01:27:20.314 --> 01:27:37.834

that they would like to present a discussion on a particular topic, certainly more than welcome, but, I think, at this point, it's the only thing we have is just one comment from Barbara. We're certainly happy to entertain that now if you want to speak, Barbara.

400

David Mossberg NYC-231@dos.ny.gov 01:27:40.325 --> 01:27:42.275

It looks like you're on mute, Barbara.

401

Barbara Kruger 01:27:44.255 --> 01:28:01.085

Got my finger on it. If the FDA document groups things into over the counter, and then prescription hearing aids the entire law and regulations are going to need to change and over the counter is not

402

Barbara Kruger 01:28:01.114 --> 01:28:22.234

regulated by anything but the FDA and I, Fred is nodding his head, yeah, I could see he was saying the same thing that I was. It's buyer beware, consumer can buy and do anything. So that's one, and I think looking specifically or forming some committee to address

403

Barbara Kruger 01:28:22.240 --> 01:28:43.235

what's coming and how the changes might take place. It's likely to come out as early as June and maybe as late as maybe September, October. Um, there, I still haven't gotten a response to my 8-page document that I wrote, and I know several of the board members wrote very good

404

Barbara Kruger 01:28:43.984 --> 01:28:49.354
positions, because all of them were available at the FDA website.

405

Fred Goossen 01:28:54.245 --> 01:29:12.875
Comment please, point of order to, the Department of State has no authority for over-the-counter hearing aids because no one's selling over-the-counter hearing aids is a registered hearing aid dispenser. Very similar to the person who

406

Fred Goossen 01:29:13.234 --> 01:29:31.624
who sold hearing aids online, who was a dispenser. The floor has no coverage over Lively hearing aids or EarGo or the other online blatantly for sale hearing aids because they're not being sold by registered hearing aid dispensers or registered hearing

407

Eric Freeman 01:29:32.344 --> 01:29:32.644
Right.

408

Fred Goossen 01:29:34.384 --> 01:29:50.344
Um, they are not, we're not part of the discussion. This Board is not part of the discussion, because it involves people we have no authority over regulating because none of them ever claim to be registered dispensers, they're salespeople. They sell stocks and hearing aids.

409

Fred Goossen 01:29:53.974 --> 01:30:04.384
We cannot alter the FDA rule. FDA will stand with no adjustments. No, not, no alterations allowed by the States.

410

David Mossberg NYC-231@dos.ny.gov 01:30:06.694 --> 01:30:27.034
Thank you for that, Fred, and I agree. I mean, I think I had mentioned this in the last board meeting when I was giving the update, how the FDA statute expressly provided a statutory preemption over state regulation. So, thank you for that comment, both of you. So, do,

411

David Mossberg NYC-231@dos.ny.gov 01:30:27.874 --> 01:30:31.324
does anyone else from the board have anything else at this time?

412

Jerry Bergman 01:30:32.944 --> 01:30:48.874
I have one point, just, just a point of information. Um, tell me if I'm correct. I looked at the roster of our board that accompanied the agenda today.

413

Jerry Bergman 01:30:49.745 --> 01:31:09.395

We have 13 statutory positions on this board. Six of them are vacant. I dare say, at least half of them had been vacant for two years or more. I could be wrong. Um, but, uh, my question to the staff

414

Jerry Bergman 01:31:10.564 --> 01:31:31.084

is why does this continue to be such a poorly staffed up to intake? Why we don't have a full complement. I compliment everybody who's here today because otherwise we wouldn't have a quorum. Um, but it seems to me that somewhere between the Department of

415

Jerry Bergman 01:31:31.180 --> 01:31:51.905

State and the Governor's office, there's a breakdown in the recruitment and appointment process that results in our being on this board. So, I would ask again that somebody try to get back on track. Two of the six vacancies are for

416

Jerry Bergman 01:31:52.329 --> 01:32:13.474

consumers or consumer-related slots. Never has the staff ever asked me to reach out to try to find somebody. It's only when I've raised the issue that I've been told by Denise, well go ahead if you know anybody, but I think that we could do a lot better collectively.

417

David Mossberg NYC-231@dos.ny.gov 01:32:14.524 --> 01:32:34.624

So, well, if I, if I can, I just want to respond to that on behalf of the Department. So, we are working with our inter-gov affairs officer. We are looking for qualified applicants and candidates that do satisfy the specific statutory requirements as well as just like

418

Jerry Bergman 01:32:36.635 --> 01:32:37.745

I've heard nothing.

419

David Mossberg NYC-231@dos.ny.gov 01:32:39.005 --> 01:32:55.775

We have a specific staff person that is responsible for receiving the information working with the Governor's office to pass along the resumes of these individuals to try to get these people in a position where they can

420

David Mossberg NYC-231@dos.ny.gov 01:32:55.779 --> 01:33:16.444

be appointed. We cannot, obviously, require that the Governor make a particular appointment. So, we are forwarding as much information as we can to the Governor's office regarding specific people who do satisfy the specific statutory requirements.

421

David Mossberg NYC-231@dos.ny.gov 01:33:16.955 --> 01:33:38.015
Also, there is at least one other position that is not appointed by the Governor. So, obviously, neither the Department, nor the Governor have any control over that vacancy and, as we've said at every board meeting, obviously, if any of the board members or the regular public participants are aware of individuals that

422

David Mossberg NYC-231@dos.ny.gov 01:33:38.079 --> 01:33:59.224
satisfy our specific statutory requirements for appointment in terms of the position, we welcome this at every time. So, it's not as if we have to tell you to send somebody to us until there's a complete board composition. Obviously, we welcome the opportunity for anyone to forward those names.

423

David Mossberg NYC-231@dos.ny.gov 01:33:59.374 --> 01:34:11.284
and information to us, but ultimately, you know, it's up to the Governor to make those appointments. We can't speak to as to why some appointments may not go through the vetting process.

424

Jerry Bergman 01:34:12.334 --> 01:34:15.244
How many, how many appointments are currently pending?

425

David Mossberg NYC-231@dos.ny.gov 01:34:16.804 --> 01:34:20.254
Well, I mean, as you said, there are six vacancies so, in theory, there's

426

David Mossberg NYC-231@dos.ny.gov 01:34:21.185 --> 01:34:22.595
six vacancies pending.

427

Jerry Bergman 01:34:23.645 --> 01:34:36.095
I didn't ask about vacancies. I asked about appointments because you're saying that you put forth candidates and the Governor's office makes appointments. Tell me what's going on in that regard.

428

Fred Goossen 01:34:37.595 --> 01:34:38.135
Eric.

429

David Mossberg NYC-231@dos.ny.gov 01:34:38.135 --> 01:34:41.525
I'm not sure I could answer that question any differently

430

David Mossberg NYC-231@dos.ny.gov 01:34:41.554 --> 01:34:42.814
than I already did.

431

Fred Goossen 01:34:44.674 --> 01:34:45.664
David, okay.

432

Jerry Bergman 01:34:45.664 --> 01:34:47.134
You're not telling us anything.

433

Fred Goossen 01:34:47.854 --> 01:35:02.674
David, we've had very, very good success from the Department. Your office has approached us, we've taught the new Governor's policy on openness. We have been making appointments and I commend, I commend the Department for,

434

Fred Goossen 01:35:02.825 --> 01:35:23.675
for reaching out and accepting and moving forward the law. I think the changing governorship has made a big change in how these things are going to happen. And I think, I think I encourage you if you have people you wish appointed, to make the applications to them because I know that we work with, with the Department and

435

Fred Goossen 01:35:24.694 --> 01:35:29.314
so, I, I think we're in good shape, moving forward. I think the Department is doing a good job.

436

David Mossberg NYC-231@dos.ny.gov 01:35:30.994 --> 01:35:31.774
Thank you, Fred.

437

Jerry Bergman 01:35:32.704 --> 01:35:33.094
Thank you, Fred.

438

David Mossberg NYC-231@dos.ny.gov 01:35:36.544 --> 01:35:56.194
So, um, I guess I'll just ask one last time, does any of the board members have anything that they'd wish to discuss? Looking around, seeing a lot of heads shaking so, is there a motion to adjourn from one of the voting board members?

439

ana kim 01:35:59.644 --> 01:36:00.394
Second that.

440

David Mossberg NYC-231@dos.ny.gov 01:36:02.554 --> 01:36:05.134
Uh, anyone opposed or abstain?

441

David Mossberg NYC-231@dos.ny.gov 01:36:08.374 --> 01:36:19.654
All right, thank you, everybody. With that, this is the end of the
March 21st board meeting for the State's statutory Hearing Aid
Advisory Board. Thank you so much, everyone. Appreciate your time.

442

Anne Orsene 01:36:20.884 --> 01:36:21.364
Here.