***<Beginning of transcription> Image Description:*** Background: Trees, bushes, near a  street. A black male standing and smiling wearing a long sleeve purple shirt with black vest.

Hi, my name is Zachary DeLoya. I am the Executive Director of the Washington Advocates of Deaf & Hard of Hearing (WADHH) in Vancouver, Washington. We provide services in the Vancouver, Yakima, Tri-Cities, and Spokane communities.

ODHH leadership, led by Earnest Covington, III., Hope Crumley, Case Management Field Supervisor, and Jonah Thompson, Case Management Team Lead, will support Vancouver Case Management services.

This change is a complex and challenging decision. WADHH is committed to excellent service and support for our communities, and we are excited to collaborate with ODHH. This change will benefit and support our Deaf, DeafBlind, and Hard of Hearing community in Vancouver, Washington.

WADHH and ODHH are committed to a smooth working partnership as we support case management services in Vancouver. This change will begin October 1, 2023, and continue for several weeks. Our services in Vancouver, Yakima, Spokane, and Tri-Cities remain the same. If you have any questions about the transition process, don't hesitate to get in touch with Hope Crumley at [hope.crumley@dshs.wa.gov](mailto:hope.crumley@dshs.wa.gov)

***Image Description:*** Background, trees and a bench. Standing and smiling a white female with short brown hair wearing a long sleeve black sweater with a maroon shirt.

Hello, my name is Hope Crumley. I work at ODHH as the Case Management Field Supervisor. I am excited to share that we are teaming up with Zachary and his team. We want to make things easier and smoother for everyone who needs case management services in Vancouver, Washington, and the surrounding areas.

We want to hear from you, too! Your ideas and thoughts are important to us. Together, we can make Vancouver's case management services better for you.

Thank you, and I am excited to work with all of you!

***Image Description:*** Background: Trees. A black male standing and smiling wearing a light gray suit with light blue shirt and white tie.

Hello, my name is Earnest Covington, III. I am the director of the Washington Office of the Deaf and Hard of Hearing (ODHH).

We know that people in Vancouver want to have help managing their cases. ODHH promises to continue providing the same support we always have. Hope and I are working with Zachary and the WADHH team to improve case management services for everyone in Vancouver, Washington. This transition from WADHH to ODHH might take some time, but we are excited to see the improvements. I appreciate your patience as we transition Vancouver Case Management services to ODHH. If you have any ideas or questions, don't hesitate to get in touch with us by email at [hope.crumley@dshs.wa.gov](mailto:hope.crumley@dshs.wa.gov)  <End of transcription>