

Relay Missouri Advisory Committee Meeting

April 27, 2016

CART Reporter: Kimberly A. Pfleinger Schacht

RPR, CRR, CCP, CBC, CCR, CRI

LINDA BAKER: I am calling the meeting to order for the Relay Missouri Advisory Committee meeting.

Welcome everyone. I know we have nameplates or cards. Could you just quickly go around and introduce yourself and who you represent and if you are on the advisory committee. Ope, do you want to start?

OPEOLUWA SOTONWA: Good afternoon. My name is Opeoluwa Sotonwa. I am the Executive Director for the Missouri Commission for the Deaf and Hard of Hearing.

DIANE WIELAND: I am Diane Wieland from Paraquad, and I represent the speech impairment disabilities.

RIC TELTHORST: Good morning. I am Ric Telthorst, the president of the Missouri Telecommunications Industry Association.

GAYLYNN CORRADO: Good morning, I am GayLynn Corrado. I work at Whole Person and I am the TAP coordinator there.

ERNEST GARRETT: Good morning. My name is Ernest Garrett, III, and I am the superintendent for the Missouri School for the Deaf.

CLAIRE MENGWASSER: Hi, my name is Claire Mengwasser. I am a

speech language pathologist for the Missouri School for the
Deaf.

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WHITNEY PAYNE: Hello. I am Whitney Payne, and I am legal
counsel for the Missouri Deaf Relay -- don't mind me.

DANA PARISH: Dana Parish, Missouri PSC staff.

MARY EXLINE: Marty Exline, Director of Missouri Assistive
Technology.

STACY BRADY: Stacy Brady, Missouri Assistive Technology.

JOHN VAN ESCHEN: John VanEschen. I am with the Missouri PSC
staff.

MICHELLE VICINO: Hello. My name is Michelle, and I am the
account manager for Sprint Relay Missouri.

JAMES OWEN: I am James Owen. I am with the Missouri Public
Service counsel.

AL ALVORD: Hello. My name is Al, and my last name is
A-L-V-O-R-D. And I am with the Relay Missouri outreach
representative.

LINDA BAKER: Thank you, everyone.

I forgot your name. Are you representing Mr. Dollar today?

DANA PARISH: No. She is taking --

LINDA BAKER: Mr. Dollar is not here. You just came as a
guest?

DANA PARISH: She took the hearing position.

LINDA BAKER: Oh, I did not know that. Thank you.

All right. Equipment program update.

STACY BRADY: Good morning. I am going to go through my presentation and at one point I will pass around equipment coming into the program where it is being tested.

Telephone service is ever changing. Wi-Fi calling is starting to come around, where individuals who have mobile devices are connecting to Wi-Fi to make calls rather than traditional services or traditional mobile services. And, of course, telephone technology is changing with analog phasing out and services moving to Internet protocol, and we are going to be seeing that a lot more. It is in the works in many areas already.

So IP service, what we are already experiencing. This is information we have gathered in providing adaptive telephone equipment to individuals. Not all equipment has been working on digital service. Ringers don't ring for every call. It is just not getting the power it needs to make the phone ring, especially amplified. Amplification doesn't sound as loud as it does on other types of phone lines. Not all phones are compatible to VOIP. Band width may drop calls, especially during peak calling hours in the evenings from 5:00 to 9:00. Internet noise on the line, from information transfer, all of the filters, but it still doesn't always clear up the issue. If the Internet is down, phone service is. And I know these are things that have come up in different responses to the FCC from various companies. And these are all things also being

looked at by those -- the FCC and those agencies and so it is out there. It is aware -- we just want to make sure you all are aware of some of the things we are aware of as well.

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How do we meet those changing needs? Missouri Assistive Technology has been monitoring the market and actually the Serene HD 70 was developed to help those with macular degeneration. I will pass it around, and I will take off the hand set so it doesn't drop.

You will notice this is set up that individuals can connect their cell phone and have an amplified phone call. Or those for macular degeneration, they can change the back lighting. You can have an amber or blue color.

We are also testing a device for VOIP. A lot of users are going to voice over Internet calling, but they don't have a traditional hookup. This is a USB port. This is in testing phase. We have done a few Skype calls with it, and it has done really well. I am going to go ahead and pass this around.

LINDA BAKER: What did you call that?

STACY BRADY: That is a Voice Over Internet Protocol phone.

Many manufacturers are including the Bluetooth technology, the Serene HD 70 has that. And again, so the needs of cellular and home phone services have an opportunity to still have amplification on their devices.

Serene HD 70. And wireless continues to grow.

RIC TELTHORST: Stacy, the Bluetooth, that's how the device

recognizes the mobile device?

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STACY BRADY: Yes, you pair your cell phone to the Bluetooth, correct.

LINDA BAKER: Oh, you don't hookup -- I see, you click on the Bluetooth and your cell phone --

STACY BRADY: You pair the device. And when your cell phone rings, that will also ring.

LINDA BAKER: So the light will blink?

STACY BRADY: Yes.

LINDA BAKER: Oh, okay.

STACY BRADY: We have had a cordless model in our office that has been offered for about ten months. And it is doing very well.

What is the -- I guess --

LINDA BAKER: I guess I am trying to figure out, why do you need that device versus your cell phone to get calls?

STACY BRADY: So you are at home and somebody calls your cell phone, but you don't always hear best on your cell phone. It is connected to your -- to that device, you pick up the handset and you get that amplification automatically. You are not having to rely on -- you are not necessarily having to rely on having a neck loop or some other technology to make that connection.

LINDA BAKER: I am sorry. My mind I guess, senior senility here. Is this hooked up to your desktop?

STACY BRADY: Computer.

LINDA BAKER: So you would get a call through the computer?

STACY BRADY: Correct.

LINDA BAKER: And you said Skype. So it sort of acts like videophone?

STACY BRADY: The voice portion is like that, but obviously there is no screen. I haven't tested it on video relay type calls where voiceover is happening. Yeah, it works well on Skype. I have a couple of offices who we are sending that out to, to make sure it is going to work. We want to make sure we have all of our facts before we introduce something to the public on a larger scale.

LINDA BAKER: So that's -- the one that was white --

STACY BRADY: This is going on the program in June, correct.

Making the connection with consumers. It starts with training. So demonstrations, as we have talked about in the past, are throughout the State of Missouri. Every IL center in Missouri is a demonstration site as well as other agencies that we work with. And when they have a training, we discuss new equipment. We discuss changes to the program, and changes that affect the equipment usage. As I mentioned previously, we noticed things that have happened on voiceover Internet. That's how we were able to inform over the last several years things we noticed that could affect someone's call.

Informing consumers. Events and outreach and it takes a

community. As an agency, we can't do it ourselves. We do have our agencies that do outreach and events. We field calls from family, friends, medical professionals, and inform them what is available, how to get it, where to get it. What we have found, our demonstrations and one-on-one basic training continue to make the most impact on consumers to get the right equipment and have long-term success in using that equipment. Nothing more frustrating than going and finding out that a device we provided to a consumer has been sitting in the closet for the last six months because they don't know how to use it. That's when we get back with the agency and say, hey, can you please go back out there and show them how to use the phone again?

So this is an example of one of the demonstration sites. This is the center Access II. As you can see in the background, she has a variety of telephone equipment. There are a few pieces of computer adaptive equipment as well. And Independent Living Resource out of Jefferson City. Mike is in front of his travel case. Yes, it is a gun case with phones in it. That is the most effective way we have found to carry equipment. However, it is very heavy. So we know a lot of individuals carry a suitcase when they travel.

What is expected in a demonstration? We want individuals to have a hands-on physical demonstration of the equipment. We want them to see it, hear it, touch it, making sure that they are able to use it. They know what they are getting when they

receive it.

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We find a lot of times in our demonstration, individuals don't have just one disability. They may have multiple disabilities. And a lot of times, oh, wow, that's got nice big buttons on it. A lot of our seniors, this is what we have: I didn't know you had big button phones. We have also now just helped them with their vision loss even though they have identified their hearing loss as their primary disability.

We did have an individual who recently told us that they needed a smaller device because of neuropathy in their fingers; what they had was too big to be able to access. So that demonstration helped them determine something too big versus something that was smaller for their fingers.

And then our sites are expected to train individuals how to adjust the tone and the volume.

I have not found all of these, but tone and volume on this one, adjusting the ringer sound, which is often located -- um, again, this is a new device -- located oftentimes on the side or on the bottom of the device they have or sometimes in the handset of a cordless phone.

And then as I mentioned in this device we will be able to change by a switch the background from an orange color to blue color, and it is so important for individuals with macular degeneration. Just a quick story. In 2011 I had an opportunity to meet with multiple manufacturers and said, look,

I have a lot of folks with macular degeneration. I need something that could be blue or orange. I had several manufacturers tell me, we can't do it. It is too expensive. It has to be a software change. I said, no, it has to be a switch. They said, no, can't do it, has to be a software change. Finally, one manufacturer said, I think we can do it. Took them four and a half years, but I got a phone with a switch. Missouri is the first state to introduce this device and be aware of this device because of our input.

So what are the other things demo sites are doing. They are looking for limitations of equipment based on phone service. Like when I said in IP amplification is not as loud and the phone doesn't always ring, because if we know this phone only goes this loud, we may need to look at a louder amplified model.

Some phones we are aware of will only work on certain lines. Several years ago we had a device that didn't work on Time-Warner. We don't know why, but it just didn't work on Time-Warner, and we were able to determine that based on the phone lines that the community individuals had. We found out if that device was offered and they had that service, that was not an appropriate match. That's been really helpful to have.

And then troubleshooting basics we can provide to help connect the correct equipment.

What happens after an individual gets the equipment. They

have had the demonstration. The application has been complete. 10
They get it, and they set it up. The demonstration center will
often call up to make sure the equipment is working. Again,
the last thing we want is it sitting in a closet for six months
or more. Some individuals need a refresher on how to set up
the device. They had forgotten, maybe they have dementia. The
centers can help go out and do that.

So this is Miss Lucas. And she is holding an amplified
telephone. She also got a signaler in -- RAIL up in Kirksville
helped her get this device for her hearing loss, but she has
vision loss and mobility issues. And she says the cordless
makes it a lot easier to hear, see, and I can take the phone
with me throughout the house. It makes it a lot easier. She
sticks it in a pouch on her walker and goes where she needs to
go. She doesn't worry about tripping over her device to go to
the phone which may end in four rings.

Looking at some numbers. From July 1 to March 31, we have
had 1,104 applicants. Those individuals that use Relay, 14
have been TTYs, and most are for speech impaired. And 81 have
been for CapTels, which is pretty on target for CapTel where we
have been for the last several years for CapTel. And for the
TAP wireless, we have had 196 applications approved.

RIC TELTHORST: Stacy, other than the equipment used for
relay, what were all of the other applications? What type of
devices were they receiving?

STACY BRADY: By the highest majority, amplified devices for 11
hard of hearing, followed by phones that will do talk back,
have Braille, or talking caller ID for those who are blind.

A few other devices we have done, picture phone for some of
our cognitive and even some of our blind folks. Those are our
top phones.

RIC TELTHORST: And that is -- those are not necessarily used
for Relay Missouri --

STACY BRADY: Correct.

So this is Ms. Limbaugh, she received a wireless device.
She accesses services through SADI. She is low vision. In
this picture, she is looking at an iPad and trying to
determine how to access the features to make magnification
happen for her or voice over as needed because of her vision
loss. So we got this quote from her. She said, "I can't wait
for it to be delivered! I can't begin to imagine how this will
help me with everything." Her goal is to e-mail and message
others.

If there is any questions, I would be happy to answer them?

LINDA BAKER: On one of the screens you said they had
one-thousand-something applicants. How many actually get
service?

STACY BRADY: Those are the approved ones. We do have
occasionally people try to apply too early, and we notify those
individuals.

LINDA BAKER: Is that 1,000 phones? What did you say,

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March --

STACY BRADY: July 1st, our fiscal year.

MARY EXLINE: Through the end of March.

MICHELLE VICINO: I have something. I don't know if you already know, but I actually learned this about a month ago. On the new CapTel 2400, you can actually hook it up to a cell phone.

STACY BRADY: I did not know that. But I saw a USB port on it.

MICHELLE VICINO: What was it?

INTERPRETER: (Signing)

MICHELLE VICINO: You have the phone setup but you have an accessory. That I think is Bluetooth that you use with your phone. So when your cell phone rings, the CapTel rings. So when you answer it, the captions show you on the 2100I but you are using your cell phone. That is another option to that. But one of your issues was the caller. So the caller on the 2400I, I am not sure. But the cell phone connection, that can be done.

STACY BRADY: Wow. Thank you. I hand it back to you.

LINDA BAKER: I don't have any questions. Anyone else?

JOHN VAN ESCHEN: Do people have to meet an income base or --

STACY BRADY: Yes. So in Missouri it is \$60,000 for the first two individuals, and then we add \$5,000 for each other

individual in the family. And that's adjusted gross.

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LINDA BAKER: You mean a couple?

MARY EXLINE: One or two.

LINDA BAKER: One or two is 65.

STACY BRADY: Right. Your standard family of four, it is 70,000 adjusted gross.

JOHN VAN ESCHEN: When you did the training, do you actually go into their homes or do you --

STACY BRADY: It depends on their need. Some individuals because of their physical disability can't get out. Then, yes, our people will go into the homes. Sometimes they are like, no, I can come down to your center, and the training can take place there as well.

LINDA BAKER: Okay. I think we are ready for the Sprint report. Thank you, Stacy. That was very good.

MICHELLE VICINO: This screen is new to me. Do you know what this is? This is new to me.

LINDA BAKER: Can Dana or John help you?

JOHN VAN ESCHEN: I am not sure.

MICHELLE VICINO: Normally, it just pops up, but for some reason it is not.

RIC TELTHORST: Is that a slide show format?

MICHELLE VICINO: Yeah. I only have one format on here. I only have one PowerPoint.

RIC TELTHORST: I am sure I will break it now!

MICHELLE VICINO: I see this and then up here it looks like that. 14

DANA PARISH: I can call our IT people.

MICHELLE VICINO: Thank you.

RIC TELTHORST: I will never do that again! It is not showing up on your screen.

MICHELLE VICINO: This is good enough. Thank you!

Hi, everyone. How are you? Thank you for fixing this. I think I met everyone. My name is Michelle Vicino, and I am the manager for Relay Missouri. So today's PowerPoint is really going to be short. It is actually -- we will be able to get through it pretty quickly.

The agenda is the same. We will go through stats and through some Relay Missouri minutes and introduce our new contractor, Al. And also have some updates for you guys.

So this is just a snapshot. First Relay Missouri snapshot from October 2015 last year, we had 160,000 -- almost 161,000 total TRS minutes. That does not include CapTel. That is separate. CapTel we had 132,000 relay minutes.

Now you will notice that events that we have had, you know, winter was really slow when it comes to the events that we had. So our contractor at the time left us in February, and so it was a good thing it was slow. But the other good news is that didn't drop much. So we were able to have that much of a decline. Now we have a new contractor working for us and

picking up events again. If you have any ideas for events,
please let me know and I will be happy to work with you.

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Now our favorite graph. This is the total TRS minutes, call volume from 2008. Every time we come to this meeting it is the same thing. The minutes are declining, yes. But it is not really by -- because not many people are using TTY anymore. How many of you still use the TTY?

STACY BRADY: (Raised hand.)

MICHELLE VICINO: Okay, you do. More have transferred over to more advanced technology. Like we said before, analog is not gone but it is fading away and people are transferring over to more advanced technologies. We are seeing a steady decline there.

For the past three years it has stabilized to a certain extent, and we see some overlapping there in the lines. But that's pretty common U.S. wide. The TTY is being used less than it has in the past.

STACY BRADY: Michelle, does this include the IP relay through the computer?

MICHELLE VICINO: No. These minutes are only state relay. IP relay -- that's a federal funding. This is for analog relay.

OPEOLUWA SOTONWA: I know there has been some effort at the federal level to amend the ADA as it sets right now the ADA specifically focuses on the TTY technology and there has been a

lot of concern. It is not effective in today's society, and a lot of places no longer have TTYs. I often get that question as to whether it should be left in there or amended. And that's something that I would appreciate any feedback on if you have any at a later time.

MICHELLE VICINO: Thank you for that. That's great feedback, yes.

Next. So this slide is CapTel only. This is called -- this is state CapTel; this is not IP based. Again, with this, the minutes are declining also for the same reasons because people are transitioning to IP technology, and not only by choice but sometimes I believe that the telephone companies themselves are changing the lines to not be analog anymore. So the CapTel analog 840 model, for example, that won't work with the digital phone line. You can't use it. So you have to switch your phone. So the state minutes, again, these are analog minutes, and they are on the decline as well.

These people recently transitioned to a new phone. Do you have any questions about this graph?

JOHN VAN ESCHEN: Have any states talked about doing away with analog relay service and just go with a totally IP based relay service?

MICHELLE VICINO: You mean for the state to pay for it?

JOHN VAN ESCHEN: Yeah. Well, you have shown how minutes have declined. You have talked about some lines don't work

with an analog signal and things of that nature. Are we getting to the point where everything ought to just switch over to an IP based relay system? Have any states talked about that, that you are aware of?

MICHELLE VICINO: Not that I know of. Not on a state level. I have heard some people theorizing that analog will go away. When that comes -- I really haven't heard of any states that have actually completely dismissed analog. It doesn't mean that they have not discussed it, but I just have not heard about it.

LINDA BAKER: When the day comes, is Sprint and other companies ready for everything digital? I mean -- okay, tomorrow everything is digital. I am just hypothetical. Are you ready for that transition? Are you getting ready for that transition where everything is digital IP?

MICHELLE VICINO: Well, first, it won't happen tomorrow, right? But we do have services that are only Internet based. We have many services that are only digital or Internet based. So I feel that we are ready. But like Ope said, the FCC requires analog TTY. But we also have IP CapTel. And so instead of -- suppose TTYs are thrown by the wayside and we are not using that anymore, you can switch to Sprint IP relay. That's kind of an Internet TTY type of service. So we do have alternatives that are available, yes. So it doesn't mean -- that's analog -- if it went away right now, people would be

left in the dark. There are other products that are available 18
for them to use. Did I answer your question?

LINDA BAKER: Yeah. And I guess that's what Ope was talking about with the changes in ADA, where the FCC will change about devices need to be used. It seems like it should be other alternatives added.

OPEOLUWA SOTONWA: I have a comment. Just in going back to that, with the -- if there were to be an amendment to the ADA, we would want to gather more information from our community to see what their feedback is and to get a pulse to see how many people are still using the TTY, if it is still a viable option, how many people are moving to more digital types of equipment. Still with the TTY, there are many people that live in the rural areas that don't have access to Internet, so they might not then have access to these newer technologies. We don't want to leave them behind. But I do know here in Missouri it has impacted us quite a bit, and we want to make sure we are responding appropriately.

LINDA BAKER: Yeah. I didn't mean that they should be left out.

There was something I was going to say. Oh, you mentioned you get a lot of calls and it is true, we need to know by county government and state government and different municipalities, how many TTYs they need to have because St. Louis County government says, how many do I need to have

when it hasn't been used in years and years. I would like a clearer answer of what to tell county government as far as how many TTYs they need to have. Okay, you can move on now. We can talk about that later.

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MICHELLE VICINO: So a year or two ago, we had a breakdown of the minutes and what percentage was used for what. They are about the same as before, 50% is TTY users. Then we have the Turbo Code, and this is just lots of different ways that users can use the service. VCO is voice carryover. And then the HCO is hearing carryover, that's someone with hearing loss but they can speak. I am sorry. That's VCO. HCO is a much lower percentage. This is a person that can't -- that can hear but cannot speak. That's what the HCO would be. And the deaf-blind is two different ways that those folks can access the TTY service. So this is just a breakdown of how our customers are using the service. And of course, the largest percentage is still TTY usage.

Okay. Now the exciting slide. I want to introduce our new contractor, Al. This is his sign name, A and L on the shoulder. He currently lives in St. Peters which is just outside the St. Louis area, close to St. Charles.

He has an extensive background working with the deaf and hard of hearing community. He is a former leader of the ASL certification in Missouri ASLTA, and president of the St. Joseph's Alumni, and former president of Catholic Deaf

Society. And so this is Al, and I am happy to introduce him.

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Al, come on up. Just introduce yourself and tell us a little bit about yourself.

AL ALVORD: Thank you. I am happy to meet all of you. And I am really happy to be working here and have this opportunity to work together. I have a lot of experience representing this community, both in Illinois and also in Kansas, and I have worked with the deaf and hard of hearing communities for a while.

My background is pretty extensive. It spans a lot of years, doing a lot of different things and a lot of different jobs. Years ago I was a professional mechanic, and then I also went to Gallaudet, and -- where I studied accounting and business. I have been a teacher. So my career has changed over the years. But I am happy to be working here and excited about what I can learn in this venture. So if you have any ideas, I am happy to entertain those.

MICHELLE VICINO: Any questions?

JOHN VAN ESCHEN: What sort of outreach plans do you have?

AL ALVORD: Sorry. I missed that. (Asking for clarification from the interpreters).

Right now we do have some events already scheduled. I think tomorrow, Friday, and Saturday there is a deaf basketball tournament in St. Louis that we will be going to. Last week we were in St. Charles -- at a conference in St. Charles, and that

was a two-day event.

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Currently, we are building our calendar. We are going to be going to some audiology offices, going to some independent living centers, specifically for senior citizens. So actually for the next few weeks we have got quite a bit on our calendar. We are having to make choices as to where we are going to go. We are going to be on the road quite a bit.

We are also trying to focus on rural communities because they don't have a lot of experience. So when those opportunities present themselves, we plan on going.

MICHELLE VICINO: Thank you.

LINDA BAKER: I just want to add that I hope you will be at the Walk4Hearing in St. Louis the first Saturday in October in Queeny Park. I am going to give you a brochure.

AL ALVORD: Sure, yeah. Give that to me. I am happy to look into it. If you have any events that you know of, let me know. Just let us know, we would be happy to participate.

MICHELLE VICINO: Thank you.

You should have in front of you a copy of the report that shows the outreach report events next October of last year (sic). You will notice again that the report is a little bit shorter than in years past. It has been since October. We are still managing to get our name out there. The blue lines that you see, you know, the last time we met, we are wanting more events in the west so --

INTERPRETER: I am sorry. Who?

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MICHELLE VICINO: I asked Stacy to send me her outreach events in the west. So those blue lines --

INTERPRETER: (Clarification.)

MICHELLE VICINO: Those are the MoTAP events. And now that Al is working with us, you will see that we have more events added to the calendar here real soon.

So the one big outreach event -- this is a little bit different this year. I do want to put in the -- didn't want to put it in the spreadsheet because I don't know how to quantify the results.

So starting January 6th, I believe, we have started working with Channel 1340 AM. It is called Ozark big talker. It is southwest Missouri office on aging, they have their own radio show called "prime time." So every week for an hour on Tuesdays, she talks about anything related to aging, senior citizen, health, anything related to that.

And the sponsorship not only do we have -- within the show itself we have a 30-second advertisement. So that's 52 times that we advertise in the year. But also there is 12 thirty-second commercials each week for a grand total of 624 advertisements during the year. So that's a lot of exposure for Relay Missouri. They also add us to their website. They have different ways of getting our brand out there.

And then we have three 10-minute interviews. So I will be

on -- I was supposed to be on the radio show last week, but they were having technical difficulties. But they are giving us three interviews during the year, three ten-minute interviews during the year.

And then the last thing there is a Prime Time column in their newsletter. And we asked about how many people are exposed to the radio show, and they said it is really a huge number. You know, so even though the show is in Springfield, they know 23 different states are able to pick up that signal and hear that show. So many people are hearing the Relay Missouri brand. So far it has been really great. I actually did listen in on one of the shows with the interpreter about a month ago. And every week, you know, we have an advertisement out there. So that's great.

Have you all heard of this show before? Now do you plan on listening to it?

OPEOLUWA SOTONWA: And this is only in southwest Missouri? So this isn't for the whole State of Missouri?

MICHELLE VICINO: This is Internet radio, so anyone can listen to it. You can listen through your computer or in your car. But it is the southwest Missouri office on aging; they are the ones running the show. Her name is Judy John. She is the host that does the interviewing for different people, but it really can be heard anywhere.

OPEOLUWA SOTONWA: Is there any way that deaf individuals or

hard of hearing have access to the radio station?

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MICHELLE VICINO: The senior citizen CapTel -- it is CapTel for senior citizens. They talked about CapTel on their phone. But so many times we have someone with a hearing loss whether they are aging or --

INTERPRETER: (Clarification.)

MICHELLE VICINO: Because they are in denial. Like my father, he is in denial about his hearing loss.

INTERPRETER: (Clarification.)

MICHELLE VICINO: What we are finding more often is the caretaker of the senior citizen is the one listening to the radio shows. So whether they are a CapTel user or not really doesn't matter. We are finding success through the caregiver. They are listening to the show and then passing the information along.

LINDA BAKER: It is in southwest Missouri, but you said it is Internet. So if you are sitting in Moberly, Missouri, if you have an Internet, you will be able to access this show?

MICHELLE VICINO: Yes.

LINDA BAKER: That's good. That's very good.

MICHELLE VICINO: So anywhere in the far corners of the state, if you have Internet or Internet radio, you can access the interviews and the show and everything.

LINDA BAKER: Are you -- Michelle, are you aware that May is the month for better hearing month, or something about hearing

and health month, something to do with hearing and health that you celebrate in May. Do you know that, Stacy? 25

STACY BRADY: I know what you are referencing, but I don't know which month.

LINDA BAKER: It is a national thing. So I was thinking if you could get on the radio show again to promote that.

CLAIRE MENGWASSER: I do know that the speech language pathologists and audiologists National Association has Better Speech And Hearing month in May. I don't know if that's what you are talking about.

LINDA BAKER: Maybe.

MICHELLE VICINO: Julie is open to ideas for shows and all of that. She asked me for topics for her show. So I can definitely drop that hint for the month of May for better hearing or better hearing health month, you know. And if there is a spot available, she will plug that in there. Are we good?

JOHN VAN ESCHEN: How much do those commercials cost?

MICHELLE VICINO: Oh. It was approved. Don't worry about it.

[LAUGHTER]

MICHELLE VICINO: I want to say 5,000. It is in my computer, but I can pull it up after.

JOHN VAN ESCHEN: I asked just because there is about \$100,000 that for the budget with Sprint we use Relay Missouri fund money for outreach projects to help pay for. And when

Michelle is asking, you know, for input on how to best advertise Relay Missouri, you know, and there are a variety of different ways that have been used to promote Relay Missouri from commercials to going to various meetings, taking out an ad with the St. Louis Cardinals program, things like that, and all of these items do cost and are paid out of the Relay Missouri fund. If you do have ideas on how to promote Relay Missouri's service, we would really like to know what your ideas might be. And whether we talked about them in this meeting or after this meeting is over, you know, we would be glad to hear those ideas.

LINDA BAKER: Two things. DMH used to have a radio show that they promoted different disability issues, the Department of Mental Health. I don't know if they still do that radio show because there was two women that -- what do you call them? Talk hosts.

Secondly, it was connected with that radio guy that is -- see, I am kind of disoriented -- that is here in Jeff City. Blassfield?

JOHN VAN ESCHEN: Clearfield?

RIC TELTHORST: Clyde Lear at Learfield Communications?

LINDA BAKER: Is that it? It is right near where Social Service has their --

RIC TELTHORST: Yeah, that's the one. Yeah, he --

LINDA BAKER: Because they go all over --

RIC TELTHORST: -- he has a radio -- they have a radio network in Missouri that they work with a lot of radio stations throughout the state.

LINDA BAKER: Maybe that's -- you want to look into that because that would reach out mainly in mid-Missouri; right?

RIC TELTHORST: Actually, all over the state.

LINDA BAKER: Oh, okay.

RIC TELTHORST: And I think they have -- I think you can place PSAs, public service announcements --

LINDA BAKER: That's -- thank you.

RIC TELTHORST: -- with Learfield. And they have a newscast that they kind of package and send out to radio stations, and I think that they will include those in their newscast. It is something to look into.

LINDA BAKER: Could you spell that -- because she was not quite sure. Spell that communication place.

PARTICIPANT: I think it is L-E-A-R-F-I-E-L-D, Learfield. Learfield Communications.

LINDA BAKER: Thank you.

MICHELLE VICINO: I think they contacted me in the past. Have they worked with Relay Missouri before, do you know, Linda?

LINDA BAKER: Maybe John would know. Do you know whether --

JOHN VAN ESCHEN: I don't recall we have done much with radio. Do you remember, Dana?

DANA PARISH: No, I don't think we have.

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LINDA BAKER: I think that's a good opportunity. This Internet radio thing -- actually I have a friend that owns an Internet radio show and it reaches all over the place.

MICHELLE VICINO: Thank you.

DIANE WIELAND: I have an idea. Why don't you contact all the centers for independent living in the state and have them put a blurb about Relay in their newsletters? Do you understand me?

LINDA BAKER: She said contact -- is it okay?

DIANE WIELAND: Yes.

LINDA BAKER: -- contact all of the independent living centers, which is 22, and put a blurb in their newsletter. Or even better yet, they can put it on their website. And also, they have a MOSILC meeting which is quarterly, I believe, quarterly where all of the independent living --

JOHN VAN ESCHEN: Statewide independent living center council.

LINDA BAKER: Statewide Independent Living Council. And I think Sprint should do that too.

SPEAKER: What was the website again?

LINDA BAKER: The website I think it is MOSCIL.org. S-I-L-C.

MARY EXLINE: Also, most every center for independent living has information about the TAP program, and it has information about TTYs and CapTel too.

DIANE WIELAND: A part of our mission is to find information, provide information, and it will fit in nicely for our mission. 29

MICHELLE VICINO: So basically, the MOCILC runs 22 centers or is that separate?

LINDA BAKER: Okay. They by law have to have a statewide independent living council, and so I don't know if all 22 independent living centers belong to it --

DIANE WIELAND: No.

LINDA BAKER: But the majority of them do.

DIANE WIELAND: Yeah.

LINDA BAKER: But that's a good place to start. And they discuss independent living center business and other related disability issues. They have a very wide range. And, yes, they do serve the deaf and the hard of hearing in their local communities. They just had a Power-Up Conference -- you guys -- the assistive technology people just had the Power-Up Conference. They were there. I am just thinking of places if you need to plant yourself.

MICHELLE VICINO: Okay. Thank you for that.

Now last year we started discussing the 25th anniversary party, and I wanted to bring it up again to discuss it more today about hosting the party this summer because this summer will be 25 years of Sprint providing services with Relay Missouri.

So one idea that I thought of was working with -- working

with GSLAD in St. Louis. Last year we talked about hosting something in Jeff City at the capitol, but I just don't feel like that's the right place, you know, the right moment where we should be celebrating this party.

So is there any feedback or ideas where we should be hosting this? Now the --

INTERPRETER: (Clarification.)

MICHELLE VICINO: Now the background for GSLAD, Greater St. Louis Association for the Deaf, they will be celebrating their 70th anniversary this summer, and we sponsored them building their new building. A lot of foot traffic, Deaf, hard of hearing, senior citizens. I talked to them about hosting in collaboration with us this summer. They are willing to do that. So I just wanted to get feedback from you all on how you feel about that or are there any other ideas on how to celebrate this party.

LINDA BAKER: You said "new building." Are you talking about in the Maryland Heights area?

MICHELLE VICINO: I believe that's where it is. That was new ten years ago, and I believe that Relay Missouri sponsored that ten years ago for their new building. So, yeah, I think it is in Maryland Heights. Al?

AL ALVORD: Yes, that is where it is.

LINDA BAKER: My concern about having it there is that people who do not belong to the Deaf community, they say this is a

Deaf-only event. That's my only concern. And Sprint is much -- relay service is much broader based. You know, I mean you certainly can acknowledge that GSLAD is having their 70th anniversary. But the location -- it is a nice location. Don't get me wrong. But it is like a Deaf-only type thing when you are leaving out a lot of hard of hearing people, speech-impaired people, senior citizens. Senior citizens like you said earlier that might be in denial that they have a hearing loss. So that's my only concern. I am going to give you my opinion whether you like it or not. Just food for thought.

MICHELLE VICINO: I said the same thing. I said the exact same thing, and then I found out that that building, you know, they have a silent senior citizen -- a lot of senior citizens that are hard of hearing go there every Wednesday. I said the same thing you did, and I was concerned about them, you know, that perspective as well. But they have a large population of hard of hearing people that go there already.

OPEOLUWA SOTONWA: This is Ope. My concern is similar to what Linda Baker said. And then also, that focuses on that side of the state. I think we want to make sure that we are including the rest of the state in it. If you could set it up maybe in different cities, maybe to have several events across the state, or have one event that is more centrally located.

MICHELLE VICINO: Do you have an idea of where in central

Missouri we could do this?

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OPEOLUWA SOTONWA: Jeff City.

STACY BRADY: Fulton?

LINDA BAKER: Oh, interesting. I was thinking of Columbia. It is off of 70, and most people can get to Columbia. But I like Ope's idea that maybe you would have small events at maybe Kansas City, Columbia, St. Louis. That way people don't have to travel. You know, just some local events that -- and I should not neglect Springfield. Maybe Springfield, Kansas City, Columbia, St. Louis, and maybe you are hitting again a good part of the state.

OPEOLUWA SOTONWA: And this is Ope. And another idea that I had would be, you know, at the Commission, we generally have a Deaf Empowerment that we host in conjunction with our Interpreter Conference, and we do have some hard of hearing individuals that attend that. But this year we will be separating the two events. We will have the Interpreter Conference at one time, so we can just focus on the continuing education and then we will also be having the Deaf Empowerment, where we can focus on the needs of the deaf and hard of hearing community. Maybe this is something we could collaborate with you on to have an event and we could even possibly do it annually, so that way there would be a new event that we could set up here in central Missouri, and if we wanted to bring in people from other parts of the state, maybe we could have

transportation, a bus, that would allow people to come to the event and to celebrate. That way they wouldn't have to look for rides or have a friend bring them. That's something that I was thinking as well.

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MICHELLE VICINO: If I could offer my personal opinion. I don't think we should have multiple events. I just feel that if there is multiple small events, it won't feel like a big celebration. Now this is 25 years. So I think one large celebration is better. I think that is more appropriate for this kind of event. That's just my feeling, but I really do want to hear from all of you. Everyone is kind of quiet. I kind of want to get a majority vote feel here.

DIANE WIELAND: I was on the committee where we -- celebrated 25 years of -- and throughout the state -- and I feel very strongly we have to do something in different communities because you will miss some people. People who live in Kansas City won't come to St. Louis for a day. And I really want to encourage you to reach out to the speech disability community because I am hearing that we are reaching out to the deaf community pretty much, but we need to reach out to speech disabilities too.

MICHELLE VICINO: So you feel that -- do you feel that from Kansas City -- those from Kansas City would not drive to St. Louis. I understand that. But do you think they would be willing to come to Columbia?

DIANE WIELAND: Yes.

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MICHELLE VICINO: If we met halfway, would they come --

LINDA BAKER: Most likely they would come to Columbia. And think about what your purpose is for your celebration, and who you want there. The average -- and the average person may not come. But if you are trying to get stakeholders that have been involved in the Relay Missouri movement, agencies, yeah, you know, but the average person may not come. I am not saying yes or no. But Columbia is a good location because it is off of 70. Folks in the Springfield area may not think so. But at least it is in the middle of the state.

Anyone from Springfield? (No hands).

LINDA BAKER: If you are only going to do one event, then do it in Columbia. We talked about Jeff City. But Columbia is closer to 70. And you were talking about venues. Several years ago the Power-Up Conference was at the Holiday Inn off of Stadium Boulevard; is that where it is at? Look at a hotel.

WHITNEY PAYNE: There is an Exposition Center there at the Holiday Inn.

RIC TELTHORST: I wanted to say --

LINDA BAKER: Excuse me. Something popped up. I am sorry, Ric. The Garden Hilton Inn in Columbia has a nice room, and a nice parking space. You get off of 70 to 63 north and it is to your left. That's a nice location.

I am sorry. Ric.

RIC TELTHORST: I had a question similar to Linda's question. 35

Other than recognizing that Sprint has been providing the service for 25 years, what would be the purpose of the celebration? And once the -- what is the benefit to the deaf community or any other stakeholder group of recognizing that 25 years?

MICHELLE VICINO: Both we want to provide the public -- we want the public to be aware, and also to include the agencies and so forth. But really, you know, I want this event to be educational as well. It is not just a party and to shake hands. I want it to be an educational opportunity. So we would provide some kind of presentations, you know, to demonstrate how far we have come. The old-fashioned TTYs, and then maybe we can show like, you know, how the technology has progressed over time. Maybe if we can get some former account managers to share some stories. Also, to demonstrate what we have provided for them for all of these years, and maybe then they can appreciate what they have now. And we want to celebrate but also educate. Have some hands-on opportunities for new technology so folks can learn something new. That's kind of how I envision it. And also, you know, provide some type of entertainment as well. Obviously, that's open for discussion.

With low vision, I think Columbia is a good place to have it and how to promote it. And the Garden Hilton Inn, the way it

is designed, you can easily do that. I mean Holiday Inn too.

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But the Garden Inn is newer, and it is a smaller venue. I don't know how many people you are expecting, but it is a smaller venue there. It is a conference center there.

OPEOLUWA SOTONWA: You might also think about setting up a planning committee. That is something -- and you can have them generate some more ideas. There might be some people here that might be interested in assisting with the planning of that event.

MICHELLE VICINO: During the lunch break, why don't I pass around if you would want to be on the committee, just sign up on a piece of paper and we can go from there. Because if you don't want to be part of the planning committee, I don't want to bombard you with all of this. Does this sound good to everybody? Any feedback or questions about this? Then that's it for me.

LINDA BAKER: So that's -- you are finished with your report? Thank you, Michelle.

MICHELLE VICINO: You are welcome.

LINDA BAKER: We will take a break for lunch.

(Lunch taken.)

LINDA BAKER: Everybody is done eating? Can I call your attention, and we will have the Missouri PSC staff report.

DANA PARISH: I am just throwing my plate away. Let me gather that for you. I will pass the latest graph around. It

is showing the Relay Missouri fund. The last time we had a surcharge reduction was in December, 2014. It has been gradually declining, and we are just over 5 million at this point. We will be working shortly to review the surcharge again as well.

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RIC TELTHORST: Dana, what is the cycle on that review?

DANA PARISH: No more than every two years; no less than every one. Is that right, John? No less than one --

JOHN VAN ESCHEN: At least once every two years, but no more frequently than once a year.

DANA PARISH: Yes, that's right. Is that what I said?

MARY EXLINE: Sure.

DANA PARISH: Never mind.

Anyone have any questions about that?

JOHN VAN ESCHEN: So we will have to have a case or something to look at the surcharge. I think right now we may recommend that it stay at the current level.

LINDA BAKER: Which is what?

DANA PARISH: Six cents.

JOHN VAN ESCHEN: Per line. But that's something that we really haven't internally talked about at all. Once we formulate what our recommendation will be, we will share it with the committee and all that and see if you have any feedback before we present it to the Commission.

LINDA BAKER: So this money just sits there?

JOHN VAN ESCHEN: Yes.

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LINDA BAKER: Has there been any discussion on using the money related to Relay service? I mean is it -- we have already talked about that TTYs are in decline. Is there any discussion of using the money for wireless?

JOHN VAN ESCHEN: Well, the fund is dedicated to providing funding for intrastate Relay Missouri service, and it is also used to fund the equipment program. And those are the two --

INTERPRETER: I am sorry. The interpreter missed what you just said.

JOHN VAN ESCHEN: The fund is used for two purposes. One is to provide relay service, and the other is to fund the equipment distribution program.

INTERPRETER: Thank you.

LINDA BAKER: And the equipment distribution program, could it be used for wireless equipment?

MARY EXLINE: Yes, it is. Yeah.

LINDA BAKER: I know we had this discussion, but I didn't know if it happened. So this is April. So like in the fall, you will probably bring it up about recommendations?

JOHN VAN ESCHEN: Probably. Yeah, I think we have to start something before the two-year time period lapses. And the last time the surcharge was adjusted was December, 2014 so we are going to have to have something by December, 2016.

DANA PARISH: Typically, we will reach out via e-mail to the

group and ask for feedback and provide you what we have done researchwise, you know, any type of feedback you would have, and then we would go from there.

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MARY EXLINE: It is going down a million dollars, so significantly reduced.

JOHN VAN ESCHEN: Uh-huh.

LINDA BAKER: But you are still at 5 million?

DANA PARISH: Right. Just over five.

JOHN VAN ESCHEN: Correct.

LINDA BAKER: I might have one million for myself.

[LAUGHTER]

Any questions about that? Status of committee vacancy.

DANA PARISH: Basically, right now we have all of our positions filled. Everybody hopefully has met GayLynn. She just joined our hearing position.

So at this time we are at full capacity, and I am passing around little spreadsheets so to speak about our positions and who we have them filled by. It also shows the beginning and the term expiration dates.

RIC TELTHORST: So, Dana, are we at full capacity then?

DANA PARISH: Yes, we are.

RIC TELTHORST: And it doesn't look like anybody's term expires until next year.

DANA PARISH: Not too soon.

Anyone have any other questions?

LINDA BAKER: Okay, I do have a question. It says May, 2017, 40
when we usually have a meeting and April. So would that be my
last meeting? I mean I don't -- I mean after the date that is
in April, I no longer serve? I mean I don't have to do
anything between April and May is what I am --

DANA PARISH: No, you won't need to.

LINDA BAKER: Any questions? Any -- are you finished?

DANA PARISH: Yeah.

LINDA BAKER: Open discussion. I just want to mention -- I
mentioned earlier when Michelle was giving her report that
St. Louis is having a Walk4Hearing, and I brought a few
brochures. And if you would like to be a sponsor for the Walk,
I have sponsor sheets, and there are different levels for that.
I know -- I encourage anyone to come because we do have people
outside of St. Louis attending the Walk. There is also
alliances. Alliances, they have to demonstrate that they --
how it works is the money they raise, a certain percentage goes
back to alliances, most likely a non-profit, and certain
percentage goes to them, and they have to use it for
hearing-loss-related type issues or programs. And then a
certain percentage goes to our chapter, and a certain
percentage goes to National. So if you would like to form an
alliance and get a little bit of money, you can do that or you
can be a sponsor. And it is located in Queeny Park in
St. Louis.

That's all I wanted to say. Anyone else?

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MICHELLE VICINO: What I just found out -- I was hoping that Ope would be here -- but your Walk4Hearing is the same weekend as -- what's it called?

AL ALVORD: The Interpreter Conference and Deaf Empowerment. It is the same weekend.

MICHELLE VICINO: And Relay Missouri is the sponsor for that.

LINDA BAKER: Is there any way that two different people could be at -- can you be at the Interpreter Conference and someone represent you at the Walk4Hearing?

MICHELLE VICINO: Well, Al is my one contractor. I am in Connecticut. Oh, no, we have not had a Kansas City contractor for four or five years. So she is checking the date. Do you remember the MCDHH, their Interpreter Conference?

ERNEST GARRETT: October 8th. Is it the same?

MICHELLE VICINO: He thinks it is the same weekend.

AL ALVORD: I wish I would have brought my schedule with me. I don't have it with me.

ERNEST GARRETT: The interpreting conference is on the 9th.

LINDA BAKER: The 9th is on a Sunday.

ERNEST GARRETT: It is the whole weekend. It is the 7th through the 9th.

MICHELLE VICINO: We can talk, yeah. But I just wanted to let you know, it is the same weekend.

LINDA BAKER: Anyone else have anything to bring up?

Okay. We need to set the date for the next meeting. Is it 42
always the third or fourth Wednesday in October?

DANA PARISH: Sometimes we do it the third Wednesday, but I
mean whatever works.

LINDA BAKER: It doesn't make any difference to me.
October 26th --

MICHELLE VICINO: I have a conflict on the 26th. I could
come on the 19th.

LINDA BAKER: Everyone can do -- is the 19th okay? All
right, October 19th. Any discussion on the date or anything
else? Okay. Well, I make a motion to adjourn the meeting.

ERNEST GARRETT: I will second it.

DANA PARISH: Thank you.

LINDA BAKER: All right. Thanks for coming.

RIC TELTHORST: Thank you.

MARY EXLINE: Thanks.