

Relay Missouri Advisory Council

October 19, 2016

CART Reporter: Kimberly A. Pfleinger Schacht,
RPR, CRR, CRC, CCR, CRI

LINDA BAKER: Are we waiting for more people?

DANA PARISH: We have four out today. Whitney, our attorney will probably show up shortly. You can go ahead and start.

LINDA BAKER: Okay. I am going to begin the meeting this morning. Good morning, everyone. Before we start on the different reports, I want to quickly go around and have you quickly introduce yourself because if I don't see your name -- I know most of you, but I don't know all of you.

Michelle, you want to start with your name and who you represent?

MICHELLE VICINO: My name is Michelle Vicino. I am the account manager for Relay Missouri.

STACY BRADY: Stacy Brady, Missouri Assistive Technology.

DAVID BAKER: David Baker, Missouri Assistive Technology. I am Marty's replacement. He has moved on to a national technical assistance technology project.

JOHN VAN ESCHEN: My name is John Van Eschen. I am with the Missouri Public Service Commission, and I manage the telecom department.

DANA PARISH: Dana Parish, PSC staff.

ERNEST GARRETT: My name is Ernest Garrett, III, and I am the

OPEOLUWA SOTONWA: My name is Opeoluwa Sotonwa, and I am with the Missouri Commission for the Deaf and Hard of Hearing.

DIANE WIELAND: Diane Wieland from Paraquad.

CLAIRE MENGWASSER: Hi. I am Claire Mengwasser. I am the speech language pathologist at the Missouri School for the Deaf.

APRIL MASON DONOVAN: Good morning. My name is April Mason. I am a Voc. Rehab. counselor for the deaf and hard of hearing.

LINDA BAKER: And I think most of you know me, Linda Baker. We will start off this morning with the equipment update.

JOHN VAN ESCHEN: Linda, this is Marc Poston. He is with the Office Of Public Counsel.

MARC POSTON: We represent utility customers. We advocate for them. I am an attorney.

LINDA BAKER: Thank you. Welcome! Stacy.

STACY BRADY: All right. Good morning. I am Stacy Brady, as we mentioned earlier, with the Missouri Assistive Technology, and David is our new Director. We need to prepare for change. The FCC recently announced that all services for telephone will be converting to IP by the year 2025. So the big thing is how will this affect hearing carryover, voice carryover, TTY and CapTel when it is not Internet-based? We have already seen some conversions happening. That has to do with the expansion

of digital service, the expansion of fiber optic Internet service, and people are moving to Home Connect. For those of you who may not be familiar with that, that is I get a box from my cellular telephone provider, and I can connect it and instead of having -- the FCC used the word "wire line service" -- I am now using my cellular minutes in order to connect. But I have to have an RJ-11 jack, traditional phone jack that plugs into the back of the device.

So we have already seen these transitions. It will become more popular. But again it creates problems with using the TTY, hearing carryover, voice carryover, and caption phones that are not Internet-based. So right now in order to use those, you have to have an analog phone line service.

Again, the equipment won't work across that without Internet. We have a lack of access in a lot of our rural areas including the mark 24s(?), the Ozarks. While we can get Internet in some parts, cellular service in some parts -- keep in mind when you have peaks up here and you are trying to get service down here, the service goes across. It does not come down. And that's creating some significant problems with getting access. And then the cost of high speed Internet is cost prohibitive for many individuals, assuming they are not the end of the line where they don't get Internet to begin with.

But there is a glimmer of hope. As a state EDP, Missouri

Assistive Technology can offer to individuals who need a CapTel 4 something called an 840+. That is a hybrid type of device.

What makes it unique is that it starts off as an analog device and happens to be that an individual moves from maybe their home into a nursing home and the nursing home is on digital service and they have Wi-Fi, the phone goes with them. They get a conversion box. It is now an Internet-based compatible CapTel.

Does that make sense? So what -- with traditional, what we call two-line analog CapTel, you had to have the analog phone line. The 840+ allows us to have analog that can be converted so you can accept Internet. And then the Internet-based CapTel is strictly for Internet. You can't go down if you move from one center to another.

So the nice thing about the 840+, that transition can go back and forth wherever the consumer moves, if they are transferred from their home to a nursing home to another nursing home. John?

JOHN VAN ESCHEN: Is that a wireless device?

STACY BRADY: It can be. It is not a cellular. It is traditional CapTel, but it has a different way of connecting. It can connect by Wi-Fi, Ethernet port, or the analog phone line.

APRIL MASON DONOVAN: Have you tested this with the conversion kit? And does it affect the speed of the download,

the captioning?

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STACY BRADY: That's two questions with two very different responses. We have several individuals we have had use the conversion kit. They have had no difficulties. It is a little complicated initially setting it up. But once it is set up, no difficulties.

As far as the change in relay speed, there is so many parameters that are used, it is hard to say if it had a change. It depends on the Wi-Fi, depends on storms, depends on so many capacities, just like you would with any other CapTel.

Questions?

JOHN VAN ESCHEN: What does it look like?

STACY BRADY: The traditional CapTel. It looks just the same as the 840 and the 840+ -- excuse me, 840I.

LINDA BAKER: Okay. I am missing something. Does CapTel 840, does it -- do you have to have connection like you do a regular landline phone?

STACY BRADY: It works the same way as a regular phone, yes. Okay. Very similar to the 840, and not the Internet-based version. You still have to have a telephone line, yes. So you have to have your wall connection or some other way, maybe a modem connection. And you have to have Internet if you are Internet-based or if you are digital-based.

LINDA BAKER: Either/or. If I live in the Ozarks and don't have access to the Internet, can I just have the wall

connection?

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STACY BRADY: Yes. As long as you are on -- as long as your phone service has not converted from anything other than analog. If your phone service by your carrier -- and I will pick on AT&T. In the Ozarks it is actually CenturyLink more than likely. And if you are on AT&T and they have not converted the line or the relay between there -- the relay station, not Relay for captioning -- if that has not been converted to digital, then you are able to use analog. But if that conversion has already happened, you have to have the Internet. It is not a choice at that point. The problem goes back to not all areas get Internet.

LINDA BAKER: Yeah, I just came from the Ozarks this past weekend and I thought, wow, this is pretty isolated.

Are they in transition, like you said, from the analog to the --

STACY BRADY: Yes.

LINDA BAKER: So if I live in a valley and the cell tower is up there, I am not going to get any connection as far as cell phone use?

STACY BRADY: Yep, right.

LINDA BAKER: Any other questions for Stacy?

STACY BRADY: I talked a little bit about what is going on with the phone service. Let's talk about numbers in Missouri that happened in the last year. Fiscal year 2016 which was

Technology was able to help 962 individuals with hearing loss obtain equipment -- this is just on the TAP telephone side by the way, not the wireless numbers -- 424 individuals with vision loss, 44 individuals with physical or mobility issues, 20 with multiple and other disabilities. By the way, individuals with deaf-blindness fall under multiple and other. Speech, 7, and cognitive and learning 4.

Where it really starts counting is here, the TTYs, HCO, VCO. We provided 102 CapTel in that year. The number I really want you to look at is the next two. The CapTel non-internet based phones, 50 consumers received a non-internet based phone. This could be a problem as these conversions from analog start taking place. They won't be able to use their device. And then the Internet based T52. It is about 50/50 on that. We have 14 consumers that had voice carryover devices via TTY, and two hearing carryover users. Those are all speech users in that category. So when you look at this, you see 66 individuals as this conversion takes place in the last year that will be affected.

Let's look at bigger numbers. I went ahead and pulled numbers from January 1st, 2013, to June 30th. We have 418 CapTel users we have provided equipment for. 172 of those are not Internet-based, and 72 TTY, HCO and VCO users. Almost 250 individuals in Missouri that this will affect. This is just

the equipment that Missouri Assistive Technology has provided.

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This is not including equipment they have received through other resources, private purchased, they have gotten handed down, or equipment that has been Legacy equipment prior to these numbers of 2013. So this is a big deal! This is something all states are watching.

So you have absorbed that for just a moment. Let's talk about wireless. The future is here! And I pulled this from a comic in the public library. It looks like the 1920s. I love that they are little Facetime-looking devices.

From July 1, 2015 to June 30, 2016, we supplied 269 consumers with equipment on the wireless program.

Vision loss is the number one group that is being assisted, followed by hearing, and then speech, mobility and physical, and then multiple and other. However, in this breakdown does not include deaf/blind. We will see those in a little bit.

What they received, the majority of consumers are requests for iPhones, iPads, and then some accessory devices. We have had several Jitterbugs and flips, by the way. This is the newest Jitterbug flip. I will pass it around; look at it. All of the accessibility is on its face. It is not internal. It has changed a little bit from the previous model.

ERNEST GARRETT: I am sorry. If you could stop for a minute. The other slide you showed, could you go back to that to show how much the "others" were. The group you were marking

"others", how many people?

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STACY BRADY: Multiple and other group? Who is in that group?

ERNEST GARRETT: Yes.

STACY BRADY: That will be individuals who may have both a physical access issue and some other type of access. Mobility and physical is going to be typically maybe your quadriplegics, upper limb. Where as your multiple and other, they will have maybe the physical access and then maybe a speech loss on top of it. But they are categorizing themselves as they have a speech loss, so they may have cerebral palsy that is maybe affecting their arms to access the device and their speech, but they don't feel their speech is significant enough to require an app to be able to use the device. Make sense?

LINDA BAKER: I will stop you. How come that speech -- I mean I heard what you just said, that some people with CP, their speech is not impacted. But how come that number, 16? I know there is more than 16. They just don't know about this equipment? They don't identify themselves as having difficulty?

STACY BRADY: That's part of it. Partially because of the outreach has been limited. Not because we want it to be, people are not telling others about it. They are not aware of it. They are finding it slowly.

LINDA BAKER: Seems like there should be some marketing in that area.

STACY BRADY: Some individuals qualify under disability waivers. I will pick on David a little bit. Could you talk about waivers on some of the folks? John helps with a little bit of that, too.

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DAVID BAKER: There is a variety of different ways that assistive technology can be funded. Sometimes it is decided by what the person's disability is. One of the things that happened in Missouri in the last couple of years -- it is a good thing -- the majority of waivers that the state uses for folks with developmental disabilities has been expanded to include assistive technology.

So to give you an example that might go with the speech question. We see people -- as people access the waivers, a device that they are getting is fairly frequently are going to be iPads with a variety of an augmented communication app on it, which that app then may also function to make a telephone call for the individual. There is multiple kind of sources that people can get for communication purposes, and then we are starting to see more devices that are being used for more reasons than just a device that will just function to help someone with telecommunications. I kind of screwed that last part up. I was not clear.

The analogy with the iPad is it is like a Swiss army knife. I can do multiple things on it other than if I have a speech impairment and I have telecommunications issues, and I

might use a TTY to make my telephone calls. So I am using a stand alone device. But with an iPad, I can use it for voice, use it for telephone calls, take notes, record audio, help me write. We are seeing more and more people accessing those through the waivers, plus other sources as well.

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STACY BRADY: And also individuals have to have it for distance communications, not just face-to-face. It has to be for distance communications. So apps that we install on speech are to e-mail, to text, to be able to make a call. April?

APRIL MASON DONOVAN: This is April. As you all know I work for Vocational Rehabilitation with the deaf and hard of hearing. And so we are trying to educate our clients about receiving devices such as iPads or iPhones. So we are encouraging that within the Deaf community. But we do have a hard time writing answers to that specific question on the form, on the application itself. So how do you communicate with somebody out of the room? And then also, trying to tell them not to put down, you know, just two words, work or school.

VR tends to be more of a backup first. And then -- I will give an example. If our client sends in an application for an iPhone or iPad, if they are denied, that's when VR would contribute. So that's just been a challenge for us, when they have been declined, and then they have an emotional reaction to that, a negative emotional reaction to that. I wanted to share that.

STACY BRADY: April is really good about getting down what they need to do. April has been doing a lot of applications for consumers. So she is very knowledgeable and I have called you many times and said, okay, I need help. Or we have gone back and forth with the consumer and explained, we need more information. And she is really good about making sure her consumers respond when we are asking additional questions because we are trying to get them approved.

APRIL MASON DONOVAN: Is there any way to modify or make some changes to that part?

STACY BRADY: We are working on the entire process. But I am one person.

APRIL MASON DONOVAN: Okay. You said it takes ten weeks to receive an iPad or iPhone?

STACY BRADY: Correct. Right now it is 8 to 12 weeks because when our vendor has to order them, they are the third or fourth person on the list behind like AT&T, Verizon, and -- the telephone carriers are the number one to get all of the equipment first. When stuff sells out, it is the carriers. Then it goes down to your Best Buys, your Wal-Marts, those markets. Then it goes down to the next tier. Yes, as we are transitioning 6 to 7 it takes longer.

Right now our vendor can only get two iPhone 7s at a time and that's from an entire country trying to order equipment. It does take time.

LINDA BAKER: The population you are talking about is the speech difficulty or population in general?

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STACY BRADY: All disabilities.

LINDA BAKER: When he talked about disability waivers, there was another source for them to get devices before they go to Missouri A and T?

STACY BRADY: Two parts to that. Missouri Assistive Technology, what we do on the TAP for wireless side is distance communications. The waiver side is a totally different set of programs. Do you want to clarify more about waivers? Like the DD.

DAVID BAKER: Good question. The waivers are more expansive. They will be more geared towards independent living. Whereas the TAP wireless program is going to be more specific -- it is geared towards telecommunications access.

LINDA BAKER: That's what I thought.

DAVID BAKER: A little narrower window on why someone might apply for a waiver and why we may have more reasons why we might use that source.

LINDA BAKER: I was thinking if I had a speech difficulty, do I have more sources than Missouri A and T to get -- I heard what you say you might use an iPad for something else --

DAVID BAKER: Right. Or another example would be there is someone with a stand alone augmented communication device, like a Dynavox, that has the capacity to make telephone calls too.

LINDA BAKER: Therefore, it won't be. I am trying to get the 14 picture.

DAVID BAKER: For that population and telecommunications there are various on ramps to telecommunications formation.

OPEOLUWA SOTONWA: I have two questions.

First question: Do you know what the number of people is that are declined approximately?

STACY BRADY: Off the top of my head it is really a low number. Maybe 5% to 7%. Your bigger part is people who don't follow up.

OPEOLUWA SOTONWA: The reason I was asking that is looking at some of the numbers you have on the slides, I was wondering if there were some specific things we could do to encourage people to apply for equipment. It looks like the number of people who are applying might be low. I didn't know if the restrictions might be too stringent. That was something we could go back and take a look at to see about who is applying for the equipment. And I also know there are other states like Kentucky, I previously worked with their Commission for the Deaf and Hard of Hearing, and we had an equipment program that went through our office. And the application was not a very long application. It was more simplified. It allowed them to receive the equipment easier. If the person was Deaf or hard of hearing or other disabilities were involved, we were able to provide the equipment fairly easily. I was comparing that to

what I am seeing here. I didn't know if it is something that we might be able to review and see if it would be something that we could maybe have the different groups apply for different equipment or if there was a way to simplify that.

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STACY BRADY: Let's talk about Kentucky. They have their hands full down there. Kentucky pays for phone service for one year. The problem is a lot of individuals are dropping their service as soon as the one year is up. Now there is a lot of devices are out there because they don't have service and they are not using them. That created logistics that has been difficult for them to figure out how to get around. I am not so sure that they have not -- they have been thinking about restructuring that because no other states are offering service for the first year.

OPEOLUWA SOTONWA: Thank you.

APRIL MASON DONOVAN: Is there a way to -- VR is required to provide more transition services for the Deaf and hard of hearing students in school, so this would be self-advocacy, activation, assisting them in preparing, transitioning to the next stage in their life once they graduate from high school. Is there a way that VR could work with MoTAP to help provide more wireless devices for those who are Deaf and hard of hearing students, that age group?

STACY BRADY: Keep in mind the restrictions on the program. They have to be 18 years and older. That is your high school

senior in most cases. But we are also looking at family income. If they can pass those, then it is up to their parents to set them up with a service plan or themselves to set up with a service plan and for many of those individuals that also means a background check, financial background check.

The other phone I wanted to show you is the Jitterbug Smart. Now in the past the Jitterbug Smart was about this big. This is known as what they call the old people phone, the senior phone. Okay?

This device I have it set for people with vision loss. (Phone talking). They decided if we are helping seniors, we probably should make it where they can see it. So you will notice the font is much larger even in the most basic of font settings, and that is a huge difference. It also is not complicated. So you get an iPhone and you see all of this stuff all over the screen as soon as you get it. What do I do with this? Jitterbug might be a solution. You notice I didn't say "will be". I said "might be". They have to get service through Great Call. And the other thing is Great Call is on the Verizon network, and there is a difference between carrier and network. So they have to get on the Verizon network. So in some parts of our state Verizon is not real strong. One example I can think of off the top of my head, in the Mark Twain National Forest, but all of the carriers have problems there.

I will pass this around. If you want to do something, you have to double tap in order to make the screen move because it is set up for someone with vision loss right now.

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So we have kind of touched on this in our question and answers. As a reminder, Apple devices have apps on them for distance communications. Going back to the whole distance telecommunications access. And apps also provided may not just be for distance but to access the device itself. So on some of the devices, especially for individuals with vision loss, we have apps that may be used for zoom because they need that extra feature. This is different than the built-in feature of the device. They may still need additional access. So we have big magnify, which an individual can put on top of the already magnification and make the font even larger. It may not work with some apps. That app can help increase that font.

What types -- since this is a Relay Advisory Meeting, what types of apps are provided for distance communication? We have video relay. We have Sprint IP. And we have captioned phone. Michelle, cover your ears if you would. It is Hamilton CapTel because they are the ones offering the service right now while Sprint is redesigning their relay app.

Video chat. Video chat is distance communication because you are having a conversation with someone else. It may be through Convo or Glide or it could be Facetime itself.

Social media, Facebook, Four Square, those are connecting

you with other individuals at a distance.

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Apps for speech, there is a specific list. It can't be just for face-to-face communications. It has to be for distance. So the apps that we offer for speech also do e-mail and texting.

Emergency. Nothing better than being able to know, oh, there is something happening. I need to get to safety.

And, of course, weather. And the weather channel is on there. And you are going, why is that on there? It also has emergency alerts attached to it?

I have a list of the different apps that are put on the devices depending on the disability category. For Deaf and hard of hearing, they are obviously, VP, text and captioning. Convo.

Apps for speech. Individuals are allowed to pick one app. And the ones we offer is Proloquo2Go, Proloquo4Text, Touch Chat HD, and Tobii, T-O-B-I-I, Dynavox Compass. And those cost into the device itself, but we build it into the cost.

And we actually had videos because we had presentations regarding some apps, and they asked to see the difference between Proloquo2Go and Proloquo4Text. If you want to know about that, we can send you the video to watch.

Most people are familiar with Facetime. But if you know about Facetime, you know it is only Apple to Apple. But what if your friend has an Android device? What are your options?

I am not going to list these because I don't want to kill the interpreters. But you can see there are a variety of different options that will work between devices. The big one right now is Google Duo, D-U-O. That allows individuals to communicate by video chatting, and you can connect either two other individuals or connect just to the general public if you want. It is interesting.

And some apps we use to better access the device for someone with a physical access issue or someone who has a low vision, one touch dial allows them to stick a screen, different contacts on the face of their screen, and by pushing that one spot, it dials out for them rather than having them go through the contact list.

Big magnify, we talked about earlier. Zoom reader has similar functions in it allows someone with vision loss to better access their device.

LookTel VoiceOver is a tutorial. And Braille Tutor is for those who may be losing their vision, but already may be blind and losing more. This is a tutor to help to learn them to use Braille. They can attach a Bluetooth wireless Brailler to their phone, and they can communicate through the Braille then.

Emergency apps we talked a little bit about that. But I want to reiterate Engage by E-View, and Nixle OneBridge is great for people with hearing loss. Nixle, N-I-X-L-E, does theirs by text and Engage does their through sign.

iCan and iCanConnect and following through here. Missouri from January 1 of this year and through June 30 has assisted 40 deaf-blind individuals obtain equipment through the iCan program.

Some additional -- what you saw with some of the apps for hearing loss, individuals who are deaf-blind we will not only provide them the apps for vision loss and for hearing loss, we will also add things like Marlee Signs, ASL finger spelling, and Braille tutor. There is a little bit of a -- and I don't have it here, but there is a nice little way of determining how to connect your Braille device to your I device to use that if you are a deaf-blind individual.

JOHN VAN ESCHEN: How does that exactly work, I mean for a deaf-blind individual? I am just -- I am unsure how --

STACY BRADY: A lot of pieces there.

What happens, they use maybe the Sprint IP Relay app because that is text-based. They make their call through their device. They are having their conversation, and while the stuff is coming up on the screen, the captioning, it is also coming down on to the Braille device where they can read that and then they can respond on the Braille device. The text goes back over, but it is converted to print for the relay operator, and that information is conveyed to the end user.

JOHN VAN ESCHEN: What exactly is the Braille device? Is it like a little pad that --

STACY BRADY: It could be. It could be the Braille Focus 14. 21

It could be the Braille Focus 40. So it just depends. But it has to be Bluetooth compatible. Michelle?

MICHELLE VICINO: I saw this myself.

I have a customer in Connecticut who was deaf-blind, and she wanted to try Sprint IP Relay on her computer rather than wireless device. While they have a computer, correct me if I am wrong, their computer is called Humanware. It is a Humanware. So it is basically like it was like the size of this, but there was no screen because they can't see the screen. So she has a keyboard and then under it, she has the Braille that pops up. She can type, but she can also -- she was running her fingers along the bottom that was telling her what the screen was saying. So I was watching her, but I can't read Braille. She was actually reading the Braille on the bottom of the screen and signing to me what it was saying to give me an idea what she was looking at. She was looking at her screen by the Braille reader on the very bottom. That's what I saw. It was Humanware.

STACY BRADY: Impact notetaker. It is essentially a computer. It really is. It is a computer, and it has Braille on it. Just no monitor. It does a lot of things.

So to finish up, a couple of quick things and I will pass around some cards. Power-Up 2017, please save the date. It will be in Columbia, April 2 through 4. Sunday not much goes

on. But the 3 and 4 are the big days. If you can come, please 22 sign up.

JOHN VAN ESCHEN: What happens there?

STACY BRADY: Everything. We talk about anything related to assistive technology. This year -- we are working on our conference right now and who our presenters will be. We tend to have manufacturers there. So I can tell you my manufacturers I have been speaking with for a couple of months who plan to attend. Sonic Alert, they are the ones that develop a lot of alerting systems. There is going to be Clarity who is one of the phone manufacturers. They are also working on some auxiliary pieces to better function with iPads, iPhones for people who are hard of hearing.

Clear Sound, they are the ones that do the neck loop, the Quattro 4, and Amplifon, another phone manufacturer. They do neck loops. They are doing signaling devices that are Bluetooth connectible, like the Pulse and the Cube. Those are four manufacturers that committed to coming to Power-Up in regards to that.

JOHN VAN ESCHEN: It is three days.

STACY BRADY: It is two days, the 3rd and 4th. And we list the 2nd because a lot of people come in the night before to be ready to go by 8:00 in the morning.

JOHN VAN ESCHEN: How many people?

STACY BRADY: 550 individuals. That's a lot of school

districts are present. Agencies are present. Voc. Rehab.

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APRIL MASON DONOVAN: It is together.

STACY BRADY: We have vision and hearing specialists. My mind went blank, David. We have companies that come in doing wheelchair accessible devices or wheelchair accessible vehicles. It is everybody. And we have been kind of touted as the premier agency for this kind of expo. We bring in -- we are able to get a lot of companies coming in from out of state to present and be there.

DIANE WIELAND: It is awesome! You can learn a lot from it.

STACY BRADY: There you go. You have heard it from two of our best.

JOHN VAN ESCHEN: Do other states do it?

STACY BRADY: Nothing quite as big as ours.

LINDA BAKER: We are the "Show Me" State.

DAVID BAKER: Right!

LINDA BAKER: But it is a lot to do with technology, but also there is usually a track about what is going on in Jeff City, our legislative issues. It used to be. I don't know if you changed it.

DAVID BAKER: Yeah.

LINDA BAKER: All kinds of diverse population.

STACY BRADY: That concludes my report unless there are other questions?

LINDA BAKER: Thank you, Stacy.

DANA PARISH: Linda, do you want to break maybe for lunch
real quick and people can make their plates. I need to get one
thing from the cafe before we start with the food.

LINDA BAKER: We will break for lunch. Well, while we are in
transition, you said David is your new Director and Marty moved
to a national Tech Act position. What is that national
position?

DAVID BAKER: The -- for years there has been a grant that
was to provide technical assistance to all of the technical
education across the nation plus the ones that are located in
the territories like Puerto Rico and some islands.

The associated Tech Act projects, which Missouri is a member
of, applied for that grant way back like probably a year and a
half ago, and they were awarded the grant. So Marty is now
overseeing this national technical assistance grant for state
Tech Act projects. He is overseeing the whole thing. Plus, he
is our contact -- he actually has our region to provide
technical assistance to. He is actually still in the
Kansas City area. He doesn't have to move or anything. He
will still be around. But actually it is a golden opportunity.
He is excited about it. I am sure he will do a great job at
that.

LINDA BAKER: Congratulations on your new position.

DAVID BAKER: Thank you.

LINDA BAKER: Okay. Are we ready to break and get our

(Lunch taken.)

LINDA BAKER: Well, I guess, should we get started again? Michelle, we are ready for your Sprint report.

MICHELLE VICINO: Hello, everyone. It is nice to see you all again.

Now if you want me to send any information to you, let me know afterwards. It is all just the same kind of stuff, nothing out of the ordinary. Does everyone have the information? Three packets I gave out. I wanted to give you a snapshot of Relay Missouri and the traffic we have been having.

For April 2016 to August 2016, we had 116,030 total TRS relayed minutes; that did not include CapTel minutes. We counted them separately. That's 127,965 total CapTel relayed minutes.

And again, this is over a 5-month period. But with all of the outreach events we did this year, things just really took off.

From April to September, we made so many new contacts, business to business, events they were hosting. There is just a list of events we went to, including MoTAP as an event we went to. We reached over 17,000 people in just five months. So that was an incredible increase. I feel we have done a really great job with outreach.

Now every meeting I show you these charts. The total TRS

call volume, and we are comparing them from 2008 to 2016. You notice there is a drop. It is a pretty standard drop from year to year as people are transferring to Internet-based services, just like Stacy was talking about earlier, like we are slowly moving out of analog services.

For the past three years. It seems like the drop has stabilized this year. It hasn't really moved around a whole lot. It has kind of been -- we have noticed a bottoming out as many of the customers who are moving over to Internet services have already done so.

A lot of them are moving to services like VRS, VP, IP CapTel, IP Relay. They are using other transitional services right now.

Now the CapTel call volume. Again, we have seen a steady decline in use. The reason being again that people are transitioning to Internet-based services like IP CapTel from analog again to Internet services.

Is this going to fall over? The screen is blowing back and forth. I feel like it will fall over.

I handed out a list that included all of the outreach events. Two years ago I was asked to include the MoTAP outreach events. We do a lot of events in the western part of the state. Things that are highlighted in blue, those are the MoTAP events we were involved in. And we also -- MoTAP and us -- went to events together as well. And our information is

included in their brochure, and their information is included
in our brochure as well. If you have this handout that I gave
to you, it has everything color coded like I explained.

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PARTICIPANT: What does it mean, GBP?

MICHELLE VICINO: G is general. For example, like if you go
to an audiologist office to have a consultation, that's
general. Booth, that's like a -- P is for presentation. B is
for booth. Recently, Al went to Tiger Place. It is a place
near -- in Columbia for -- senior citizens center, and there
were 25 Deaf and hard of hearing people there for CapTel and
Relay Missouri, for that presentation. So GBP covered all of
them.

Any other questions about that spreadsheet in particular?

Now if you will remember at the last meeting we discussed
the anniversary party we were going to have. It was supposed
to happen this past Saturday the 15th. Well, as things were
progressing, it turns out that out of 200 people that we were
planning on coming, only 20 RSVP'd out of 200 we invited. So
due to lack of RSVP, we decided to postpone until December to
try to get more people to come, try to get more organizations
and more Deaf and more hearing businesses, whatever, to have
more time for us to invite them and to have everyone in the
same place at the same time.

So the initial plan was for it to be an all-day conference,
to be a Deaf and hard of hearing symposium with Missouri

Commission for the Deaf and Hard of Hearing, presentations in the morning, and break for lunch, and presentations in the afternoon and a celebration in the evening. Technically, not quite all day. But we went ahead and obviously didn't do it this past Saturday. Like I said, we only had 20 out of 200 RSVP. And to only have 16 people signed up to come, it just didn't make sense. So, Ope, do you want to expand -- before I ask Ope to expand, does anyone have any questions? The reason I am asking Ope to explain is there are a lot of questions about separating the Interpreters Conference and the Deaf Empowerment Symposium. And so I will leave that for him to explain why they were separated.

OPEOLUWA SOTONWA: Can everybody see me? This is Opeoluwa. This year we decided to separate the Symposium. We had the Interpreters Conference and Deaf Empowerment Symposium concurrently so we were able to bring together the two communities together in the two events. We feel it is important to have these two communities be able to have this time together.

However, we took time to look at the numbers and we noticed the attendance was down. So we had asked some individuals for some feedback as to maybe why these numbers were decreasing. So this year we decided to separate the two events so that we could focus on them and each have their own unique purposes.

So that is one reason we decided to partner with Sprint for
their 25 year anniversary.

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We found out that the day we were originally having it on
conflicted with some other programs. MSD had their Alumni
Association homecoming, and there were some other events across
the state that conflicted.

As Michelle also stated, the numbers of RSVPs were fairly
low. And as you know, you get RSVPs and they don't always show
up. We decided to postpone it. We hope to look at the event
after the fact and look at the numbers and have a better idea
what we would like to do in the future. If you have any
questions, I would be more than happy to answer them.

CLAIRE MENGWASSER: Most people are crazy busy in December.

STACY BRADY: One week before Christmas, too.

CLAIRE MENGWASSER: I feel like you will have less than the
middle of October.

OPEOLUWA SOTONWA: Sprint already has a contract with the
hotel, and to honor the agreement it has to be completed within
a certain amount of time. That's where the time frame came in.
We were originally looking at December 3, but there were
conflicts with that date as well. That left us with
December 17th. Our goal is to promote it and encourage people
to plan ahead so we can hopefully have some people RSVP. So if
you guys could, spread the word for us as well and let them
know we are taking RSVPs. We also will be trying to

collaborate with some CILs, to see if they can provide transportation for their constituents.

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LINDA BAKER: If you are going to keep it as December 17th and because it is going to be in Columbia, and also you will have to deal with people who are coming out of Columbia, the weather. But the thing I want to point out is that Dr. Stephanie Logan has a group in Columbia, LEAD, L-E-A-D, that you might want to contact Stephanie's organization to get mid-Missouri Deaf and hard of hearing community to come to this celebration as well as that CIL in Columbia.

Is there any room to negotiate with the Holiday Inn to postpone it until after the holidays? Of course, again, you have to worry about weather in January.

MICHELLE VICINO: Yeah, so -- I am sorry. I was speaking with the hotel manager myself and the contract that was signed said that if you cancel completely, you lose your deposit and that you must reschedule up to 60 days after the initial date of the event date. Ope suggested December 3rd, but the hotel didn't have it as an available option. We asked them what the options were, and they had the week before Thanksgiving, whatever that weekend is, the 19th or such, or December 17th. And I preferred December 17th just so it was more time to invite people. And I understand the weather might be an issue though. But there might be more time in order to get people informed so they can come. And if we wait until after

Christmas, it will be after that 60-day period for our contract. So we were limited when it came to picking the dates.

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I just wanted to make the most of what we had, and picking that date allowed us to invite more people and still have the event. Hopefully, it should be fun.

Now I don't have the FCC update for Relay, so here is the information I do have. Missouri Relay has been providing access services for over 26 years for the Deaf and hard of hearing. They have recently changed their name though. Now they are using the word "accessibility," Sprint Accessibility, to give a better idea of the focus we are having. It is not just on Deaf people or deaf-blind, but those with mobility issues or cognitive issues. So we are focusing on who might have a disability. That means we are going to be rebranding ourselves with the new logo to make it clear what services are provided.

I am not going to sign this whole mission statement. You can read this yourself. But this is our commitment to those with disabilities and our commitment to accessibility.

So far currently for Missouri Relay we have different focuses for those who are deaf. We have the CapTel; that's the captioned telephone for senior citizens or people who are hard of hearing or people who are suffering with different types of hearing loss.

The Sprint Relay Wireless Store is where you can find Sprint's discounts for those who have a disability or those who have vision disabilities or are Deaf or have other hearing issues. So, for example, myself, I am still learning how to use the tools and apps myself. But you can click a button and it will talk back to you, read things back to you, so if you have vision loss you can see.

So we have video customer service. Suppose you have a deaf consumer and their phone is messed up, and they need help. They can't just take it into the store to fix it because you go into the store and you can't clearly communicate. So we are calling it VCS, video customer service. So you schedule an appointment on your video phone, and then you just have the appointment there, so they can troubleshoot with you on the video phone.

So that falls under Sprint accessibility. That's just this umbrella of all of the different services we provide for anyone who has a disability.

Let's say -- people say, how would you provide services for those with mobility issues or for someone who has a wheelchair? Again, I am still learning myself. But there are lots of different application services for people with disabilities to -- and we are slowly rolling that out, offering different things.

And I am not as well-versed in all of the services we

provide to provide access to all of these different disabilities. But I am slowly picking it up. We are working on it.

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This has no impact on the State program. This is just more information about the company. The services are staying the same. The only changes that you will see, like the materials that you are getting, the logo will be different, but the actual services that are provided will be the same. They will be consistent.

That's it for my part. Are there any questions?

JOHN VAN ESCHEN: What's the new logo look like again?

MICHELLE VICINO: Just changing the name, just adding that word there.

LINDA BAKER: So that part where it says "Relay Missouri," you are going to keep that logo?

MICHELLE VICINO: The State program, that's a State program. No change with the State program, Relay Missouri. I am just giving you information about the rebranding for Sprint. But the Relay Missouri, the State stuff, there is no change, no change.

LINDA BAKER: Thank you. Missouri PSC staff report.

DANA PARISH: I am passing around a few papers here for the fund balance update. So as soon as those get passed out I will start.

Our first two items are kind of going hand in hand, the fund

balance as well as the surcharge review. Since the last meeting in spring the fund balance has been a slow decline over the last several years actually. We are currently right around 4.8 million. At this time is also a time to review the surcharge amount. Staff is working on that and we should have something ready to go out by the end of the year, reducing it maybe a couple cents or so to get the fund balance projection in with the expenses.

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JOHN VAN ESCHEN: This surcharge is used to pay for relay service, CapTel service, as well as the equipment program. We are required by Missouri law to review this surcharge at least once every two years. Now we are at the end of our window of reviewing it. We have not made any -- we have not looked at this closely yet. But the fund balance we feel is higher than it should be based on the expenses that we have. There is another fund that the Missouri Commission oversees and it is called the Missouri Universal Service fund, and that money is used to provide discounted -- discounts for telephone service to low-income people as well as disabled consumers.

A general rule of thumb that we try to use for that fund is, the fund balance ought to be enough to cover five to nine months worth of expenses. And so if we apply that philosophy to this fund, I think we are looking at, you know, something less than \$2 million for a fund balance. Currently, we are at \$4.8 million.

The fund balance has been declining. When we adjusted this, 35 the surcharge which is currently 6 cents -- it was 8 cents and we reduced it to 6 cents two years ago. The projections that we had at that time were the fund balance would be around \$3.8 million. And obviously our projections weren't on target, and we are looking at what happened. Some of these things may be beyond our control, but nevertheless we will be taking a look at that.

Anyway, we -- the process for that is the Commission will establish a case to look at it and the public will have an opportunity to provide feedback to the Commission regarding the surcharge. The Missouri Commission will have a recommendation which will probably kick things off and be used to establish the case. But that is sort of it in a nutshell in terms of the surcharge review and the fund balance discussion.

OPEOLUWA SOTONWA: I have a question in regards to the surcharge. I have had meetings with legislators over the years. And there is actually several legislators that are hard of hearing and they have mentioned concerns about, you know, maybe adding new programs for hearing aids and trying to decide where some funding could come from for a program like this. We estimate there is about 600 (sic) individuals that live in Missouri that have a hearing loss, and 90% of them are non-sign language users. And a good chunk of them that don't use sign language also aren't able to provide hearing aids. So we are

looking to see if we could find a bill or some type of amendment so that we could have funding to go into a general fund that could assist people with purchasing hearing aids.

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And I was wondering if I could get an idea about what you guys would think if there would be an idea for some type of program where this funding could come from, but I thought it could be something that I could bring up to this group here as to what your thoughts might be.

APRIL MASON DONOVAN: This is April. I wanted to add to Ope's statement. Often there are people that can't afford their hearing aids, and so they come to VR and we can help them with that. Now though there is a new policy that has been set up that we do not help anymore with homemaker with subsidizing that cost anymore. There is a new policy. Homemaker. Homemaker, like if you stay at home, and you take care of your children, those people who are not working. We no longer provide services for homemakers. I think a month ago that policy was changed.

ERNEST GARRETT: This is Ernest. I just want to clarify. When you say the word "homemaker," are you talking about other types of -- maybe if they might get employment later or someone who can't find employment or some type of coaching they might receive, some type of job coaching?

APRIL MASON DONOVAN: No. We can help with that. We will pay them an hourly wage if they are going to a job. No. We --

it will be equivalent to that if they come in for that.

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For those who have medical insurance, they tend to have a high deductible though, so they can't afford the hearing aid because the deductible is so high. But they come to VR and there is nothing I can do if they are a homemaker.

LINDA BAKER: Hey. Clarification. Typically, a homemaker, using those words, don't have a vocational goal. And if I recall correctly when I used to work with Voc. Rehab., there was vocational goals and then the independent living, and some of those people with independent living didn't necessarily have a vocational goal. Am I correct, April?

APRIL MASON DONOVAN: Sure. I will clarify that point.

Those who are earning a competitive wage, which is above -- minimum wage or above, those are making competitive earning, those are people who we can provide services for, yes, part time or full time.

LINDA BAKER: Okay. We are clear. Clarify.

So Ope has put on the table and I don't -- don't we have to have a quorum to vote for anything because we don't have enough people. But is there a recommendation to the Public Service Commission about --

JOHN VAN ESCHEN: That's not something that Missouri Commission would -- they would not make that sort of decision. Ope, you talked about getting the law changed, and that really is the only avenue that is available if somebody wanted to

expand Missouri Relay funds to be used -- to include something because the fund is -- was established under Missouri law and the laws are very specific in terms of here is what the money can be used for. Those laws will need to be changed to include whatever.

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LINDA BAKER: I am reading my CART service, and you said 600 individuals who identify themselves as hard of hearing and I find that hard to believe.

APRIL MASON DONOVAN: 600,000.

OPEOLUWA SOTONWA: 600,000.

LINDA BAKER: Thank you. And I wonder if that's not bigger being that some of those legislators may not identify themselves as hard of hearing, as well as the general population. So you are working with legislators, Ope, to see if you can get the law changed to expand -- to include funding for hearing aids?

OPEOLUWA SOTONWA: Yes, we are planning on working on that. I thought it would be a good idea to discuss with this group to see if that would be something that you would feel was appropriate. We didn't want to, you know, add something and then come back and find out that there was something that I was not aware of or another program or anything conflicting with it. I just wanted to make sure that it was something that you guys would feel comfortable with before we pursue it. We are looking at possibly looking into the law to see if we could

look into expanding the law to include hearing aids for families.

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APRIL MASON DONOVAN: I think that is great, Ope.

STACY BRADY: One of the questions recently came up from the TEDPA committee asking states about alerting equipment like smoke detectors going off, and they were able to get their legislative department to determine that it was telecommunications because of the signaling device went off, they were then able to make a call to the fire department to let them know that their alerting device had gone off, like the Home Aware signaler. Kind of a wishy-wash project there, but that is something to also think about.

LINDA BAKER: So there is a lot of different -- I am just thinking first responder type alerting device for the hard of hearing, Deaf population, as well as maybe all of the 911 compatible to cell phone. If I hit 911, well, I know I will, but in rural areas, if I cannot voice that I need help, how would 911 know I need help? There is a lot of things maybe -- I mean -- I think hearing aids are important. But like John said, if we was to change how that fund is used, we are going to have to work with the legislature. An average hearing aid costs \$5,000. So very well it is going to add up. Maybe to prioritize the need and -- I don't think there is any easy answer because like in St. Louis we have the Center For Speech And Hearing where you can get refurbished hearing aids for

So in rural Missouri -- I don't know about Kansas City or Springfield. I don't know what the setup is there, if they have a local organization. But if you start offering -- I can see if you start offering "free" hearing aids, other disabilities will start saying, I want a wheelchair, I want a communication device, I want blah-blah-blah. So be very, very careful about what you are asking for because, yes, there is a need, but it has got to be crafted so that other groups are not pulling at the apron strings. And I think first-responder-type equipment, alerting devices, and 911 providing funding to communities that are in rural -- I guess I had a rude awakening by going into -- I went to Eureka Springs, Arkansas this past weekend. But at the resort to get to Arkansas, and I had a problem where, hey, there is not service out here. Surprising all of my state years of employment, that little rural area, I never went into.

And also earthquakes -- kind of jumping the gun here -- you know, earthquakes, geologists are saying we might have an earthquake. So I just look at disaster-type stuff that may be needed to be prioritized. That may be my opinion. I am not saying hearing aids are not needed. But just craft it so that you can -- looking at where there is a need. And how -- help me out here, Missouri A and T, you still have the Show Me loans; right?

STACY BRADY: Uh-huh.

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LINDA BAKER: 3%.

DAVID BAKER: Between 2 and 4%.

LINDA BAKER: I know for a fact you can buy a hearing aid if you meet the requirements they set up. Just look at what is out there and craft it carefully.

Diane, you had your hand up.

DIANE WIELAND: I think we offer it to one group, we have to offer some -- because a lot of your families who have kids with speech impairments need a communicative device that they cannot afford it. So we need to be very careful to serve everyone in all different disabilities community or you might be asking for trouble because they might say, look, they are asking for this, and they need a communication device. So we need to be careful not to exclude anyone.

LINDA BAKER: I just want to add something. Senator Eric Smith who is running for Treasurer, he was able to push legislation through the Senate, and it is in the House side, for autism treatment to be paid by insurance.

I personally would like to see if we got insurance, including Medicaid to pay. It could be a percentage. It doesn't have to be 100%, but they would pay something toward the hearing aid.

I also want to add that there are new personal amplification devices for people with mild to moderate hearing loss, they are

not as expensive as \$5,000. You can buy them for less than \$1,000. So there is also a push to get people to wear these personal amplification devices. They are not a hearing aid. They are something different. So this just gives you a discussion of different angles. Yes, Ope.

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OPEOLUWA SOTONWA: We actually did start with trying to see if we could work with insurance agencies to include it in their policies as part of a coverage, but they consider it cosmetic. So we have gone through the legislators to see if this would be an avenue for us. We have been unsuccessful. The insurance agencies have very strong lobbyists and are successful that push against this idea. We have not been successful. We have tried several different ways with approaching the insurance companies, with the political culture. It is just not an option for us right now.

At the national level, there are some initiatives that are taking place with HLAA and NAD. They are pushing some bills at the national level. If those were to become law, then it would come down to the state level as well. But for the time being, currently, we are trying to see what we could do at this point in time to fill the gap to bridge this.

We are trying to bring up a bill that would include a tax on it. So we are looking to see if there is any funding available that we might be able to use and utilize, or maybe if there is a surcharge that could be increased, as it does with collecting

money for this. We would look at using the same type of criteria that assistive technology uses to provide equipment at discounted prices and having a sliding scale so these would not be free. We would follow the setup as other agencies do have as a state agency. We want to make sure that we have the right equipment and the right resources so individuals could be living -- so individuals can live independently and cherish their independence and be able to be successful on their own.

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LINDA BAKER: A key word here is that language called "cosmetic." Until hearing aids are considered medical durable equipment, nothing is going to change. Because they pay for wheelchairs. They pay for all of the durable medical equipment, and that's the key thing. I am not an elected official. But if I was, that would be the first thing I would change is that hearing aids are not cosmetic. Maybe the person with amplification devices that have been pushed by another group, that might be cosmetic because they want it to be invisible or not shown, but a hearing aid, you have to go through an audiologist, you have to go through a test, you have to get an ear mold, there is a whole set of things you have to do to get a hearing aid. So until that language changes from "cosmetic" to "medical durable equipment," it is not going to change.

CLAIRE MENGWASSER: We had a family come to the school, come to MSD recently and they were not able -- their insurance

denied their coverage to buy a hearing aid for their son
because it was a pre-existing condition. He was born deaf.

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LINDA BAKER: And I say -- well, I have said enough.

Michelle?

MICHELLE SANGSTER: I want to step aside from my role with Sprint. You are right, my mom has been fighting for 30 years to get me hearing aids. She kept telling them, they are prosthetic because it is helping something that is broken. My ears don't work. So it replaces my ears. So my insurance will pay for my mold, but they won't pay for the hearing aid. But if I can't get the hearing aid, how do I get the mold? It is just -- it doesn't make sense really.

STACY BRADY: Talk with North Carolina and Oklahoma.

OPEOLUWA SOTONWA: One of the issues is -- not trying to change the law here. I will be honest with you guys. When it comes to changing it with insurance companies, we do not have any legislators that are willing to take that stance with us to make that change. When it comes to campaigns and money and politics, they are strong. They have strong holds, and so they were not willing to go against that. So now we are looking for a way to set it up within the State of Missouri. So we are trying to be creative and find another solution because going to the insurance companies doesn't seem to be an option right now, especially with it being an election year, which is trying to get -- understanding the political climate and work with

what we have at this point in time. But there are so many legislators right now that are using hearing aids, but they are not willing to sponsor a bill like that.

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STACY BRADY: Contact those two states, North Carolina and Oklahoma.

JOHN VAN ESCHEN: I guess if you pursue legislation to somehow expand the Relay Missouri fund for other uses. The Missouri Commission generally remains neutral on pending legislation. And so I wouldn't expect -- I just want to make it clear that -- don't expect the Missouri Commission to come out and support the bill. But I wouldn't expect them to come out and be against it. But we would provide information in response to questions that legislators may have about the fund, current balances and things of that nature. But beyond that, other than following the bill, that would probably be the extent of our involvement.

LINDA BAKER: Thank you, John.

You mentioned the surcharge review. Are you going to have some recommendation in springtime?

JOHN VAN ESCHEN: It would probably be within the next month or two, and we will share it with the committee. And so you will be one of the first to know what we are recommending. And from there, whether you want to provide feedback to the Commission in some way, I will leave it up to the rest of you on how you want to proceed.

In the past, I do recall the Committee expressing some concerns about lowering the surcharge. Frankly, they were somewhat influential with the Commission in delaying a reduction to a surcharge, and they delayed it for a year or two before they decided to take action.

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STACY BRADY: So at TEDPA, one of the biggest things that the FCC talked about is next year will be a major review for services provided, relay related. That's something to be thinking about as the surcharge questions come up. They said this year is not a priority, but next year it is.

JOHN VAN ESCHEN: You know, that has -- that issue has been raised where the FCC has fully funded Internet-based relay service, as well as Internet-based CapTel service and I think the FCC would like to have states pick up some of that cost.

It has been talked about for 15 years or more it seems. And I know the Missouri Commission did file comments in response to the FCC soliciting feedback about some of those ideas. Our response was, well, we need plenty of time to -- whatever you implement, whatever you do, we would probably need to adjust the surcharge and that takes some time.

And it also takes time if you need to build up the fund for that to happen. So give us at least a year's notice or more in order to make it happen. I don't know. Are you serious that they may do something next year?

STACY BRADY: That's -- they are talking about that becoming

their proposed rule making coming up. That's one of my top subjects. I think I might have information on that somewhere that I could share with you.

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JOHN VAN ESCHEN: Good to know.

APRIL MASON DONOVAN: So for now, are we keeping the surcharge the same? Will it stay the same?

JOHN VAN ESCHEN: We don't know yet. But I think we are seriously looking at further reducing it because we think the fund balance ought to be somewhere below \$2 million. And if we do recommend something like that, that will all be explained in the staff recommendation.

LINDA BAKER: So by -- that's why I asked about -- you would know within a month or two. Is that going to be sent to us by e-mail or wait until spring?

JOHN VAN ESCHEN: We will e-mail it to you.

LINDA BAKER: All right.

JOHN VAN ESCHEN: And once that happens, then you guys will need to decide, well, do we disagree with staff's recommendation? Do we agree with it? Whatever your thoughts are --

LINDA BAKER: Have a discussion.

JOHN VAN ESCHEN: -- whether you want to file something in the case, whether it be a letter or something saying, don't do what the staff has recommended, keep it where it is or whatever. And you may bring up stuff like Stacy was talking

APRIL MASON DONOVAN: Thank you to Stacy and really to each of you. So the plan then is to include part of the equipment distribution to include the fire alarms and those devices for the deaf and hard of hearing for emergency equipment?

STACY BRADY: As it stands right now, it cannot do that. I can offer equipment. I am looking at adding equipment that will take very late calls. It happens to do cellular calls, lets you know it is ringing. It does telephone calls. It might just happen to do a few other things, but I can only focus on the telecommunications parts. And if it does the other things, I can't buy those pieces to make those parts work. Just the notification for the phone and the VP and the cell.

APRIL MASON DONOVAN: Okay. Thank you.

LINDA BAKER: Okay. The next thing, Sprint contract expires June 30, 2017. Discussion on that or wait until spring?

DANA PARISH: Staff is working on the RFP to get that ready for the bid process. Pretty limited I guess on what I can say other than we are working on it and it does expire June 30th, 2017.

WHITNEY PAYNE: The process is for anyone who is interested to submit a bid and then the Commission would review that and determine if they want to go -- continue with Sprint or if they want to take on a new provider. So that's how that process

would be, but that will all happen at the expiration.

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LINDA BAKER: Thank you. Status of committee vacancies.

DANA PARISH: I will go over that real quick.

I am passing around a current list of everyone on the committee. Right now it looks like we are looking at six members whose terms expire next year, a lot of them right around the spring meeting or right after.

So we need to start thinking about those positions that will be vacant or if we want to go ahead and put someone in for another term if they are interested in such. A member can serve up to three years or three terms, I am sorry.

A lot of the ones here that expire 2017 on the far right column that says "term ends", we need to focus on those members. We have quite a few.

LINDA BAKER: And I think as we are talking about vacancies, since my term would be in May, April would be my last meeting.

So I think I have already served --

DANA PARISH: Yes.

LINDA BAKER: So you may need to think about who you want as chair of the Advisory Committee.

You said six. So we need to start thinking about some new names that we want to submit to you, Dana. Is that correct?

DANA PARISH: That's fine.

JOHN VAN ESCHEN: Is Linda the only one that is term limited?

DANA PARISH: I believe so, yes.

JOHN VAN ESCHEN: So if there are committee members that their term ends in the spring of 2017, we would be interested in knowing if you would like to be appointed to serve another term. In which case, we would welcome that. And if so, let Dana know.

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DANA PARISH: Just let me know, and you can e-mail me and we can go from there.

LINDA BAKER: April, Ernest, Claire, and Stephanie.

WHITNEY PAYNE: Scott also.

DANA PARISH: Scott as well. Scott Dollar.

LINDA BAKER: It was nice to have Scott because he represented the deaf-blind community. So we need to look at -- he was at large. But it was nice to have someone represent that area of northwest Missouri. Not everyone is coming from St. Louis. So we need to spread it out a little bit.

Okay. Is there any open discussion? And now we need to set a date for the next meeting.

(Thunder)

LINDA BAKER: We usually have it in April, is it the third Wednesday?

DANA PARISH: Yes, usually.

LINDA BAKER: That would be April 19th? So far I am clear. Is there any problem with April 19? If not, we will set the date at April 19th. And that would be after the Power-Up, so we can hear all about what happened there.

If there is not any more discussion at our meeting, I am
going to call to adjourn the meeting. Thank you.

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DANA PARISH: One more thing. I need to pass around a
sign-in sheet so everyone can sign this so that we can get
everything paid for.