

Relay Missouri Advisory Committee

Public Service Commission

April 16, 2019

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RPR, CRR, CRC, CCR, CRI

APRIL MASON DONOVAN: Hi, good morning everyone. This is April. So we will go ahead and get started with the meeting. It looks like everyone is here, minus a few of our members. We will go ahead and get started.

We can start with introductions if you don't mind. We will start with you.

STACY BRADY: Stacy Brady, Missouri Assistive Technology.

ROB HONAN: Hello. Rob Honan. I am a member of this Council and also the Director of MERIL in St. Joe. And I apologize I have not been to as many meetings as I would have liked to have been. And I am happy to be here today.

APRIL MASON DONOVAN: This is April. We are also happy to have you here. I am the Chair of the Relay Missouri Advisory Council. We are happy to have everyone here with us.

JOHN VAN ESCHEN: John Van Eschen on the staff of the Missouri Public Service Commission.

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

APRIL MASON DONOVAN: Just a second. Please don't forget to 2
in on our sign up paper going around.

CLEMENTINE BROWN: I am Clementine Brown here with my husband,
Adonis Brown.

ADONIS BROWN: I am Adonis Brown, Executive Director for the
Missouri SILC.

WHITNEY PAYNE: Whitney Payne, Staff Counsel here at the Missouri
Public Service Commission. I am not an official member of the
Council, but I serve as a legal representative for the group.

RIC TELTHORST: Good morning. Ric Telthorst, President of the
Missouri Telecommunications Industry Association.

(Phone ringing.)

KARI SALSMAN: Can you answer that?

APRIL MASON DONOVAN: I don't know how.

JOHN VAN ESCHEN: Hello.

INTERPRETER: I am interpreting a phone call for you. The caller
is saying: This is Ernest Garrett, III. And so I am having
technical issues, but we can speak through the interpreter, the sign
language interpreter. Is that okay?

APRIL MASON DONOVAN: Yes. This is April. Absolutely. That's
fine. We actually just started the meeting, and we were starting
with introductions. You called at the perfect time.

ERNEST GARRETT: Great.

APRIL MASON DONOVAN: If you don't mind, go ahead and introduce
yourself.

ERNEST GARRETT: Yeah, I will introduce myself.

3

(Laughing.) Hello. As I said, this is Ernest Garrett, III, and -- in meeting. I am taking advantage -- I am participating in this meeting, but I am happy to be on the phone if I can't be there in person.

APRIL MASON DONOVAN: As a rule of thumb, if anyone would like to speak, please mention your name so that Ernest knows who is speaking. Okay? So then we can go ahead --

ERNEST GARRETT: Thank you for that.

MICHELLE VICINO: This is Michelle here, Michelle Vicino, and I am the Account Manager for Relay Missouri. But today I would like to introduce Cady Macfee, and she will be my replacement for the Account Manager for Relay Missouri effective May 1st. During my presentation today, I will go more in depth for an introduction for Cady.

CADY MACFEE: Hi. My name is Cady, and I am from Overland Park, Kansas. So I am happy to be here.

KARI SALSMAN: I got skipped. I am Kari Salsman, staff at the Missouri Public Service Commission. That's fine.

APRIL MASON DONOVAN: That concludes all of the introductions. So I will turn it over to Stacy to start with our first presentation and then --

Do we need to move the phone closer to the presenter?

STACY BRADY: Are we good to go? So this is Stacy Brady and I am with Missouri Assistive Technology and I will do our update and I

have a very, very short presentation today.

4

From July 1st of last year during the state fiscal year to March 31 of this year, the TAP For Telephone has provided to 683 consumers 848 different devices.

For the TAP wireless, we assisted 138 consumers and provided 173 devices. Most of those are signalers as add-on pieces to assist individuals.

Total consumers served up until March 31st is 821 consumers with 1,021 devices.

Moving along to equipment, specifically CapTels, we have provided 31 CapTels. Now that's both analog, hybrid and Internet-based. We have provided zero TTY, HCO, and VCO devices this year.

(Whispering on the phone.)

What are changes and additions in here? At Power-Up we were able to announce that for speech-impaired consumers only who require an app in order to communicate at a distance, we can provide an iPad -- excuse me -- an iPhone with an Apple Watch with a speech app. It does not do a portion. It has to be the whole complete set in order to be able to communicate, and the reason that is, is because when you are on an iPhone, the microphone shuts off. You can hear, but you can't voice out. And that is an Apple thing. And Android does the same thing. You cannot use an app simultaneously because either the microphone or the incoming sound is not going to work. So

outgoing and incoming cannot work simultaneously.

5

The way to get around that is with a Watch which allows one piece to be the mic and the other to be the outgoing. I know it is complicated and confusing. It is one of the only ways some of our speech impaired is able to communicate if they are not using TTY. It also reduces the bulkiness of carrying two devices which is cumbersome. Watch is on the wrist and smartphone in their pocket; it is good to go.

Not all speech apps are able to go on the device. So we have a very limited number of apps that meet the telecommunications purposes which is the only reason why we can do this. There is Proloquo2Go and Proloquo for Text, and Touch Chat. The DynaBox is not currently working to provide outgoing speech.

Other happenings. We finally had our RFP approved and we are working on our new contract this year. We had our annual Power-Up Conference, and I think we had somewhere around 575, give or take 30.

And then we are closely working with agencies and demonstration sites so we are providing more training to those sites this year. As part of our contract, some of those will be webinar-based and some will be physical locations in regional areas --

The other thing is we are really working on is making sure people understand the difference between TAP Wireless and

iCanConnect. We are getting a lot of individuals who are applying incorrectly which is significantly delaying their application process. Last year we had 40 consumers misclassified.

6

APRIL MASON DONOVAN: Oh, my God.

STACY BRADY: That's a lot. The iCanConnect program is Brenda Whitlock who handles that. I am the contact for TAP For Telephone. And TAP wireless is through MO TAP wireless.

And that is my presentation this year -- this time.

APRIL MASON DONOVAN: Thank you. This is April. Do you mind e-mailing a copy of your PowerPoint to Ernest? That way he can get the information after the meeting is over. Ernest, is that okay with you? (Silence.)

Ernest, this is April. Did you get my question? (Silence.)

STACY BRADY: I will handle it later. I will e-mail it either way.

Any other questions?

APRIL MASON DONOVAN: Okay. Any questions from Stacy's presentation? I do have something. I remember from the last presentation, correct me if I am wrong, trying to figure out a better contract with some services who may have had some issues --

(Voices on the phone.)

MICHELLE VICINO: She wasn't here at the last meeting. Right, Stacy? I don't think you were here at the last meeting.

STACY BRADY: I can't remember.

KARI SALSMAN: David came. He came in her place.

7

APRIL MASON DONOVAN: Yes. Right. Because David, I remember he was explaining like, for example, if, um, like if you were having iPhone issues, basically who you would contact in that circumstance. I don't know. It is fine. No big deal.

Any other questions?

JOHN VAN ESCHEN: So there is different forms to fill out depending on iCanConnect versus the TAP program?

STACY BRADY: That is correct. The iCanConnect program is a federally based program that is administered through Missouri Assistive Technology. We -- our agency was selected by the FCC to do that. So in order to have their paperwork completed, they have their own application. It also has different income standards and different requirements because of the wealth of equipment that can be obtained that is not available in our other programs.

JOHN VAN ESCHEN: How is somebody supposed to know which to use?

STACY BRADY: In the definition of both the wireless application and in the iCanConnect, the iCanConnect is a very specific set of information --

[RINGTONE]

-- we ask in the wireless if --

[RINGTONE]

-- we ask in the wireless if an individual has a combined hearing and vision loss to visit the iCanConnect site first. We mention it twice in the application process. It still

doesn't happen.

8

And a lot of our offices don't understand the difference either, and so that's what we have been working on. We have been doing presentations annually. And what we have found with certain agencies that work with one disability or another, they don't ask questions about other disabilities, and that creates a huge problem. So -- and --

(Voice on the phone.)

Not to pick on Rehab Services for the Blind, but they never ask any questions for the hard of hearing.

Ernest, do you have something to say?

(Silence.)

JOHN VAN ESCHEN: Do both programs offer the same equipment?

STACY BRADY: They offer iPhones and iPads. The apps that go on them are different. And where the phone portion limits -- we offer signalers in both programs. But iCanConnect can do computer monitors and equipment that is not available on wireless. And funding comes from different sources as well.

OPEOLUWA SOTONWA: I have a question. It might be a little off topic. But in relation to the loan program for hearing aids, I am curious, how many people have applied for the loan for hearing aids program? Just an estimated number.

STACY BRADY: That program is run by Eileen Belton because there is medical records involved. I cannot access anything she has.

OPEOLUWA SOTONWA: I see. Okay, okay.

APRIL MASON DONOVAN: This is April. So is there still -- th 9
waiting period is still 6 to 8 weeks to obtain an iPhone.
Correct?

STACY BRADY: Correct. That is not because of us. It has nothing
to do with -- our vendor has to get it from their supplier, and
their supplier releases it when they want. And Apple has some
limitations on how many devices can be sent at one time. Oh, and
part of that process too is because of the apps that are installed
on the devices. Those are specific to each individual consumer.

APRIL MASON DONOVAN: Any other questions related to Stacy's
presentation?

Thank you, Stacy.

And now I will turn it over to Michelle for her Sprint
presentation.

MICHELLE VICINO: Hello. I am going to go ahead and sign today
opposed to talking. I am having a little cough going on.

Good morning, everyone. It is good to see everybody today.
I know we would rather be outside. It is a really beautiful
day. So this presentation really is going to be a short
presentation, very similar to Stacy's.

To begin with, the Relay Missouri snapshot from September,
2018 to actually February, 2019. You can see the total TRS
billable minutes. And we have some of those minutes that are
not out yet. So this is actually right before the total
minutes. So this is just September, 2018 to --

INTERPRETER: You are fine.

10

MICHELLE VICINO: Let me know if I am going too fast.

You can see here there is 31,000 total TRS billable minutes.
Same as last year.

And CapTel is 66,969 billable minutes. And the CapTel
minutes --

APRIL MASON DONOVAN: Can you move --

Can we move the phone maybe closer to the interpreters so we
can hear it better.

MICHELLE VICINO: Thank you, April.

APRIL MASON DONOVAN: No problem.

MICHELLE VICINO: CapTel minutes typically are more than the TRS
minutes. And since September last year we have had 120 total RCC
minutes. That's like I said a quick snapshot of the Relay Missouri.

So you can see the graph here with the total TRS call
volume. You can see -- you can see what is happening with the
blue. This is from 2008. You can see the decline there. But
technically when you get down to it, you can see it goes all
the way up here to -- July to February. It is pretty much the
past several years. There are TTY users out there is what that
is meaning.

And so who is providing it? I don't know, but they are
using it. We can see it right here on our graph. And it is
similar all over the United States.

Here is our CapTel call volume. Again, you can notice that

decline as people start moving more over to Internet connected 11
services. And so more cell phone usage. It is down more.
People are slowly starting to make that movement over to IP.
And this is analog only.

Every year it gets prettier and prettier. You get to see
all of the colors going on over here.

So this shows the breakdown of the different kinds of
services that are utilized under Missouri Relay, TTY, VCO, HCO,
a variety of differences. This is the breakdown of each
service and the percentage it is used.

Some of them, like here, the 70%, that doesn't include
CapTel. It is only TRS. And then you notice it is 70% right
here. That's TTY.

Now I am very excited to recognize the person that is with
me today. And, you know, coming in two times a year to this
meeting, I mean, you guys are very important to me. You got a
special place in my heart, yes. But I would like to take this
opportunity -- so I know some of you are shocked. But I got
the State of Kansas. So I thought it would be best for Cady to
take over Kansas and Missouri as well because she is close. So
she is actually located in Overland Park, Kansas. And that is
right there with Missouri and Kansas. It is a good location.
May 1st she will be taking over running the Missouri portion of
the program. I am happy to hand it over to her. She has all
of my blessings.

And I am working with her to educate her about the contracts 12
and the different vendors, the variety of services. And I am
still with Sprint. I am not going anywhere. But I am just
going to be focusing on a different area. So basically Cady is
taking over the Missouri account portion of that.

Do you want to say some things about yourself, Cady?

CADY MACFEE: Hello. I am Cady. This is my name sign with a C on
the chin. It sounds like Cady not like "caddy," even though it is
spelled like that. I work with Sprint as the operational side of
it. I have worked closely with Kim McGray. She does CapTel and
so -- for Missouri, and we work with Dennis --

INTERPRETER: Who?

CADY MACFEE: Dennis Selznick.

MICHELLE VICINO: Also Chris Smith. Many Sprint staff are located
in Overland Park that Cady has worked with. She has support there.

CADY MACFEE: I worked closely with them. I used to work as your
competitor for many, many years. And then that was with Hamilton in
Massachusetts. I would go very often over there every month. And I
was tired of that. I was missing my family. I wanted to be closer
to home. I was able to get a job with Relay -- oh, Sprint, that's
how I ended up here.

MICHELLE VICINO: Thank you.

CADY MACFEE: I do have business cards I will hand out if you
would like some.

APRIL MASON DONOVAN: This is April. How many states will you be

responsible for then?

13

CADY MACFEE: Two. Kansas and Missouri. I just started at the end of February. So I am learning as I go. We will see if we get more states in the future. We are working on that process. Right now Sprint just gave me the two states, Missouri and Kansas. Two is enough.

MICHELLE VICINO: Be careful what you wish for if you want more states. April used to work for the State of Missouri as the Relay Missouri Account Manager. Small world.

Again, this is Cady and that was her. You will be hearing from her more often.

Going forward if you e-mail me, please CC Cady. And then if you forget to add her, that's fine. I can forward it to her. Just to let you know she will be starting her actual role and starting in the State of Missouri May 1st.

CADY MACFEE: Yeah, CC.

MICHELLE VICINO: Anyway, it will be a very smooth transition, I promise, cross my heart.

Also we have -- social media has been taking off the past few years as we know. It is very time-consuming to run an effective program along those lines. We do have a new Social Media Coordinator. They work part time with the different states. She focuses five hours a week on the State of Missouri. She started on Monday. Her name is Jeanette. She is based in Connecticut. So I will be overseeing her. But she

has hit the ground running. She is very competent with social media. Her graphic design skills are amazing. I am very impressed. We are starting to see some different posts from her, maybe some videos. On Facebook there has been different things posted for Relay Missouri. So anyone doing that is Jeanette. That's her work. A-N-D-R-I-U-L-L-I. 14

We are happy to see that. I printed the outreach report. Over lunch if you want to review that and look it over, that's been for the past six months. And I think it has been a little bit slower than we are used to. I don't know if there were no events. But the report itself, like I mentioned, should be in front of you. If you have any questions, just let me know after you take a look at that over lunch.

But it does say there were 15 events. I think the last time there were like 60-ish. It is down a little bit. But there were a lot of conferences as well. So there were a lot of people counted. I mean it has an audience of 7,500 people.

So this is just a breakdown so you can see the most attended events in the past six months was obviously conferences. Most of those were more than one day. And again, this is just a further breakdown of the kind of events that people were attending. Again, if you do have an idea or if you have a conference coming up, please let us know.

ROB HONAN: I was curious. You ever visit Centers for Independent Living -- there are 22 in Missouri -- just to do a little outreach

and explain to the staff there maybe what some -- just to re-ed 15
them on the new technology and remind them on the services they
provide?

APRIL MASON DONOVAN: By the way, that was Rob speaking.

ROB HONAN: Sorry about that.

MICHELLE VICINO: That's fine. I would have to look at the
network schedule. My contractor Al in St. Louis, he is very
motivated and he -- you know, he attends all of these conferences.
He would be a little bit more knowledgeable about that. I will have
to look at the spreadsheet and if not, I recommend you speak with
Cady to set up some type of, you know, some event for Al to come to.

CADY MACFEE: Do you have my card?

ROB HONAN: I have it.

MICHELLE VICINO: Perfect. So again, with Cady, we recently
introduced her. So the -- towards the end of May, right before
Memorial Day, Alana is going to be -- she is our National RCC
Manager. She will be flying to St. Louis, and Cady is going to meet
with her in St. Louis. And they are going to pair up and travel all
over the beautiful State of Missouri, and it will be really pretty.
I am jealous of you guys. They are -- on their way they will stop
at different businesses, agencies. It is basically a road tour to
talk about RCC across the state.

So they are meeting on a Monday and they are going to start
driving Tuesday. Tuesday, Wednesday, all day, and Thursday
they will have meetings, and fly home on Friday.

So if you are wanting, you know, them to come to your office 16
and you think there is an agency that would benefit from RCC
information, please let Cady know so she can make reservations
for this week. So far we don't think they are fully booked.
If you send them to me, I will forward them. That's about the
Relay Conference Captioning road tour. Take lots of pictures,
Cady.

CADY MACFEE: Yeah, and I will post them on social media.

MICHELLE VICINO: Okay, so that's it. Does anyone have any
questions for us?

OPEOLUWA SOTONWA: This is Ope. Al is still working with you?

MICHELLE VICINO: Yes. Yes, he is.

OPEOLUWA SOTONWA: Okay.

APRIL MASON DONOVAN: This is April. So how will Jeanette help
with the social media -- can you give me more information, like
ideas, picture, or what?

MICHELLE VICINO: So the social media, it is a lot of work. That
alone really should be a full-time position because of the amount of
work involved. She has graphic design experience, and she has
developed blogs and videos, different things trying to catch an
audience and encourage the consumers, trying to attract them
basically to follow us on our pages. Right now we have a very, very
small audience. And I just don't have the time, and I don't have
the experience or the skill set to try to develop the artwork or the
captivating advertisements that business pages may have. I lack in

that experience area.

17

She is promoting and developing pages, and she developed a beautiful RCC with video. It was captioned. I was extremely impressed. I think it was the second day she started her position.

CADY MACFEE: It seemed to be like 10 minutes. That was it.

MICHELLE VICINO: Extremely quick for her to make it. She will be posting, I think maybe -- I want to say several times a week actually. She really is encouraging the community to try to be engaged and follow us on different social media outlets. We are excited about this. And soon I am going to pass all of that over to Cady to work with Jeanette on the State of Missouri. But I am overseeing that. But it is not only for the State of Missouri. I am overseeing her for all of the states she is doing. So I am really, really excited. Does it answer your question?

APRIL MASON DONOVAN: This is April. Yes, it does. And also I just want to know are -- Cady, are you and Al going to be sharing responsibilities together for the State of Missouri?

MICHELLE VICINO: Sharing responsibilities, what do you mean? Cady will be Al's boss.

I am sure she will have some, you know, contact with the Kansas City area. They will be under her. She will oversee that part of the state.

CADY MACFEE: Mostly, you know the Kansas City, Missouri area, predominantly, the west side of Missouri if you will. Al is more

east side, and I will be more west side Missouri. So mostly in 18
area, until I get my feet wet and then we might figure out from then
on. But Kansas as well. And I want to know what I am talking about
and be prepared before I can add more to what -- like what Michelle
is talking about, the different kinds of media and vendors, exhibit
type stuff, and so -- different platforms. So there is a lot of
tweets on Twitter that I want to get engaged in and start learning.

MICHELLE VICINO: If Jeanette thinks Twitter would be best for the
State of Missouri, then I suggest you speak with John and Kari about
that. I don't know that Missouri has a Twitter page. They only
have Facebook at this time. She would be running the Facebook page.
But if the state wants to use Twitter and they want to add that,
then that's something that we can definitely discuss. But Jeanette
is extremely skilled with different platforms on social media.
Instagram is something she is familiar with, and we don't use that.
Twitter, Facebook, really whatever the State would want, she would
be competent in it.

JOHN VAN ESCHEN: This is John. I am not quite sure I understand
the whole use of social media. You are talking about using
Facebook, Twitter. Is this, you know, State specific? Or is it
just sort of a nationwide event --

MICHELLE VICINO: No.

JOHN VAN ESCHEN: -- to publicize Sprint and Relay, CapTel
services?

MICHELLE VICINO: So for this situation, I am speaking only for

the State. This is Relay Missouri Facebook account. So we will 19
promoting through Relay Missouri services only trying to encourage
people and educate the community about the services available. Most
people today use social media for information. They don't really go
to websites anymore. They are looking on social media accounts to
ask questions and search for answers.

So one example actually -- so suppose we are promoting RCC.
Yes, maybe someone from California, they can look at our page.
But if we are promoting that, then we could set up specifically
who we would want to see that advertisement or that promotion.
You can set up specific parameters saying only people in the
State of Missouri. And someone from California couldn't see
the specific promotion. So basically, you know, you can
manipulate what you are posting on the social media platforms
to fit your needs.

JOHN VAN ESCHEN: So what I am hearing is, it could be State
specific; for example, you talked about a Relay Missouri Facebook
page.

MICHELLE VICINO: Uh-huh.

JOHN VAN ESCHEN: What sort of things would be posted on it?

MICHELLE VICINO: What kind of things specifically would be
posted? Okay, TTY information, like tip of the day. Did you know
that you can actually change the font, the size and the color and
the size of RCC text? Just really little facts to help the person
know how to use the services better. Or did you know that on CapTel

that can be customized to fit your audiogram? Did you know? M 20
individuals don't know that from reading the website. But if they
go to a Facebook page, we would provide these tips and tidbits of
information to help educate them so that they can learn something
new and they may be more apt to use our services.

Sometimes even we might share a relative (sic) article. Fun
facts to encourage engagement. It is not just promoting and
advertising. I am not only convincing individuals to use our
services but a community engagement tool to share information.
If Jeanette finds an article to share with our community
specifically, she might share that. I am trying to think of an
example.

CADY MACFEE: Like hearing loss and information about that. And
events, maybe different events like IP relay event.

MICHELLE VICINO: HLAA events. Or one of my favorite things to
share is at Easter time would be -- it is a picture and it shows two
chocolate bunnies. One of the bunnies, his ear is bit off. And
another bunny has his butt bit off. You know how people start
eating the chocolate bunny. And one says, my butt hurts. And the
other bunny says, what? You know, his ear is gone. Community
engagement.

[LAUGHTER]

JOHN VAN ESCHEN: I know the PSC has a link to the Relay Missouri
website. Should the Missouri PSC have a link to the Facebook page
or have something about --

MICHELLE VICINO: We could. That's up to you guys.

21

JOHN VAN ESCHEN: I am hearing you say things like, people don't use web pages as much anymore and they are going towards social media more. Is that --

INTERPRETER: And they are going to what --

JOHN VAN ESCHEN: Usually social media more versus going to a web page for information. Should, say, for example, the Missouri PSC be providing a link to a Relay Missouri Facebook page? Which I don't believe that we currently do.

MICHELLE VICINO: Okay. So I wouldn't say, don't have a website. I want to clarify. I think we should keep the website because it has very in-depth information. Everything you need would be there. However, Facebook is more user-friendly so to speak with how to find the information. I don't believe that social media is all inclusive.

So if you want to link to our Facebook, that would be great. Also, linking, you know, you do have that Facebook page. There is a part on Facebook "about me" section or an "about" section. You can put in links for additional information and have the state website there. They would be linked together. And if you want to put the Facebook page on your website, that is up to you. You can do that. But I am not saying to throw out the website and get rid of that because everything that you would need is there.

But the Facebook and the social media aspect is a little

more fun and friendly way to access the information. Every 22
time that you post something, there is additional information.
And as you post, it moves down on the page. Say you post
something about VCO last month. It will be way down at the
bottom of the page because you posted things since then. Does
it make sense? It gradually moves down.

JOHN VAN ESCHEN: Yes.

APRIL MASON DONOVAN: Do we have any -- I have two questions
actually. What about speech-to-speech, did you show minutes for
that?

MICHELLE VICINO: That's part of the TRS.

APRIL MASON DONOVAN: Okay.

MICHELLE VICINO: Zero. So maybe if you are hearing more speech
users out there letting you know we need to put more emphasis on the
speech-to-speech promotion, let us know.

APRIL MASON DONOVAN: Yeah, I would like to encourage more
advertisement on like the RCO, speech-to-speech, deafblind, all of
that. If you don't mind writing that down, Cady. RCC, deafblind,
and speech-to-speech, those three.

MICHELLE VICINO: One reason why it might be zero usage is because
last year Sprint IP developed a new and improved IP Relay app. It
is very user-friendly for speech-to-speech users, and they have
converted to that app. And also the app itself is matched with
Braille machines for deafblind individuals. So a lot of our users
are using the Sprint IP app on their phones and their computers.

So, of course, that's not a State service. It is not State min 23
The FCC pays for that. So that might be part of the reason why this
says zero usage is because they are transferring under that federal
umbrella.

Anything else?

JOHN VAN ESCHEN: Is there any state in particular that is very
active in social media in promoting Relay and CapTel?

MICHELLE VICINO: Yes. Several states use social media, yeah, for
all of their promotion of services. If you look at North Carolina,
Colorado, New Jersey, they have heavy social media usage. There are
a lot of states. I can tell you right now under the Sprint
umbrella, 25 states have their own account. All of those -- of
those 25 states, there is six of them that have pretty in-depth
usage on social media and more of that promoting because they have
individuals like Jeanette. Jeanette was our second person in the
Social Media Coordinator position. The first woman started two
years ago. She has been running six pages that are -- that heavily
promote the Relay services. So it is really, really picking up and
becoming more popular.

JOHN VAN ESCHEN: What are those states again?

MICHELLE VICINO: I would have to look. North Carolina, .

WHITNEY PAYNE: She said Colorado and New Jersey.

MICHELLE VICINO: Yeah, North Carolina, Colorado, New Jersey. You
could look at Nebraska, Wisconsin. Alaska. Hmmm? I am trying to
think of all of the other ones. I would have to look. You should

check out their Facebook pages.

24

So if there is something that you want to do or you don't want on social -- I mean let me know. Jeanette sends me a plan every week and I approve it before it is posted. So if you don't want something approved every week, let me know, and we can try to get it to her. Again, it is up to you guys what you would want on there.

APRIL MASON DONOVAN: This is April. So is there any other like international --

MICHELLE VICINO: As far as international opportunities, I can't really comment on that. I don't have a lot of knowledge about that at this point, but I mean hopefully --

INTERPRETER: What is this sign?

MICHELLE VICINO: New Zealand.

INTERPRETER: Thank you.

MICHELLE VICINO: In New Zealand, they, you know, we do also have -- Virgin Islands. That's technically not international, but we do have that.

APRIL MASON DONOVAN: Any other questions on this part of the report? This is April.

MICHELLE VICINO: Ernest?

APRIL MASON DONOVAN: Ernest, do you have any questions?

(Silence.)

INTERPRETER: Is he still connected?

KARI SALSMAN: I think the phone would have made a sound.

WHITNEY PAYNE: When it hangs up, you hear a beep.

25

ERNEST GARRETT: Yes, I am here.

APRIL MASON DONOVAN: Okay. Great.

ERNEST GARRETT: No, I don't have any questions.

APRIL MASON DONOVAN: Thank you very much. Sounds great.

So I guess we will go ahead and take our lunch break right now. Does that sound good?

JOHN VAN ESCHEN: Do you want to go through the rest of the meeting and then have lunch --

ERNEST GARRETT: I actually do have a question. Let me know what time to call back.

APRIL MASON DONOVAN: Okay.

JOHN VAN ESCHEN: Why don't we run through the rest and see how it goes. Maybe it won't be a need to call back.

ERNEST GARRETT: Well, unless -- is it a working lunch or not?

RIC TELTHORST: No, it is not.

KARI SALSMAN: We can finish and then --

APRIL MASON DONOVAN: Okay. Let's just go ahead and finish.

KARI SALSMAN: Next item on the agenda is the PSC staff report. Stapled to the agenda there is a chart that shows Relay Missouri fund balance update. As of March 31st, the balance was 2.9 million. We recently reviewed the surcharge in December. We chose to maintain it at the 4 cents because it was starting to reduce the fund balance as we had intended for it to do when we previously reduced the rate. And we project that by November 2021, the account

will be in the targeted range, five to nine months of the expen 26

RIC TELTHORST: November of?

KARI SALSMAN: '21. Anything to add to that, John?

JOHN VAN ESCHEN: Just that the fund balance is declining. Not to be alarmed but we think that the surplus in the fund should be reduced and maintaining the current assessment level of 4 cents per line is appropriate. Staff have made a recommendation to the Commission. A case was established and the Missouri Commission ultimately approved that recommendation to maintain the 4 cents per line assessment.

KARI SALSMAN: This is Kari. Next item under staff's report is to discuss committee vacancies. We have the "hearing" open and the "speech impaired," and we have a hard time sometimes getting these filled. I didn't know if anyone had any ideas on how to obtain members for these spots.

APRIL MASON DONOVAN: Scott Dollar apologizes. He thought his term was actually finished here, and so his is actually until 2020. So I let him know that he was still on for 2020. So he apologizes for any of the confusion that he had there.

Also Claire Mengwasser -- she is an audiologist -- is she still on her term?

KARI SALSMAN: Yes. Hers is not up until May of 2020.

APRIL MASON DONOVAN: Okay. Wanted to double-check.

KARI SALSMAN: Two spots open was Diane's and GayLynn was just up in January.

APRIL MASON DONOVAN: Okay.

27

JOHN VAN ESCHEN: What type of slots -- this is John. What type of slots are those?

KARI SALSMAN: Hearing and speech impaired.

APRIL MASON DONOVAN: You know, I have already tried to reach out to some individuals about the speech impaired one, but I haven't had much luck yet. So I would be happy to talk with Cady, see if there is anyone maybe that you might know or, you know, I don't want to focus solely on the St. Louis area. I want to bring it a little bit westward and include the west side as well. Maybe you have got some input that might help us, Cady.

CADY MACFEE: So maybe I can -- somebody on my road trip that I meet, maybe I can get in contact with them.

RIC TELTHORST: This is Ric. Just a thought, we have a spot open for a hearing person. I am wondering if it might be a good strategy to reach out to a member of the legislature who may have some special interest in hearing issues and have them as a member of the committee. It is always good to have an advocate at the capitol. I don't know if that's appropriate. I don't see any prohibition on it. If it is, that's okay. It might be a good strategic move for the committee to have someone who might be an advocate for hearing-impaired issues.

APRIL MASON DONOVAN: This is April. I am all for that. So the point really is, for example, you know a person with a speech disability or something like that, maybe get a resume and send it to

us or send to me and I will forward to everybody and maybe we c 28
an electronic vote like kind of like we have done before. Thoughts?

KARI SALSMAN: I think that sounds good.

APRIL MASON DONOVAN: Just let me know if you have somebody.

JOHN VAN ESCHEN: This is John. Just a follow-up on your
suggestion, Ric. No suggestions though on a --

RIC TELTHORST: I don't know. I believe --

JOHN VAN ESCHEN: -- interest --

RIC TELTHORST: I believe -- this is Ric. I believe
Representative Kelley, and I am blanking on his first name. I
think --

STACY BRADY: His wife took over. It is "she."

RIC TELTHORST: Thank you.

OPEOLUWA SOTONWA: Are you talking about Representative Mike
Kelley?

RIC TELTHORST: Yeah. And he is out of the legislature now.

OPEOLUWA SOTONWA: He is not a legislator anymore. His wife took
over.

RIC TELTHORST: So, no, I don't have a recommendation. But there
may be somebody that we could identify --

OPEOLUWA SOTONWA: I would actually recommend Ron Hicks. I am
sorry. This is Ope. And so Ron Hicks is hard of hearing and he is
a representative as well.

RIC TELTHORST: He wouldn't be --

STACY BRADY: Yeah, I think the point is not somebody who is Deaf

or hard of hearing; it is someone who is hearing. Is that corr 29

Is that what the by-laws say?

RIC TELTHORST: Yeah, that's what the spot is.

OPEOLUWA SOTONWA: And Mike Kelley himself is hard of hearing as well.

APRIL MASON DONOVAN: This is April. Any more comments? Seeing none, let's move on down.

Any open discussion?

STACY BRADY: I know with a lot of telecos, they are allowed to put down Relay Missouri as a contact. Is there a reason why the equipment side can't ever be added to that to the teleco to be aware. A lot of people don't know we exist.

JOHN VAN ESCHEN: What do you want done?

STACY BRADY: Like in addition to Relay Missouri, you can get information through --

RIC TELTHORST: I think it would be fine. I would be glad, Stacy, if you would put a message together, send it to me. And I will send it to my members as a suggested way to reach out to their customers.

STACY BRADY: Thank you, Ric.

APRIL MASON DONOVAN: Any more open discussion?

OPEOLUWA SOTONWA: So there are a few things I would like to share with you guys. Some bills that the Missouri Commission for the Deaf and Hard of Hearing that we were able to pass. Senate Bill 101, on the Senate side, has already passed. That bill is to establish hearing aids, the distribution of hearing aids for low-income, Deaf

and hard of hearing individuals in the State of Missouri. Reme 30
we had -- a year or two ago we had a struggle with the funding
issue. We have been able to amend that bill and get it through. It
does not utilize any Relay Missouri funding. It is just a general
line item in there. And so like I said, the Senate has already
passed that particular bill. The House actually heard that bill
this morning.

So we do have some funding allotted. It is 100,000 as a
starting place, and so we are hoping to get 500,000. But there
are -- really, this program itself is a pilot program. It is
just to get it up on speed and getting it to run. Hopefully,
by next year more people will be able to benefit from it. The
goal is 88,000 individuals in the State of Missouri. It is a
huge number of individuals, and I don't think they realize --
and I don't think they realize how many hard of hearing
individuals. 10% of the state is hard of hearing. More than
500,000 of them utilize sign so -- don't utilize sign.

With that being said, some of the Representatives themselves
have some hearing loss and utilize hearing aids. So there is
18 of them total that do that and they benefit from it. And so
the point of this is the people cannot really afford the
hearing aids themselves.

And the second bill I would like to make you aware is a CDL,
Commercial Driver's License. As of right now Missouri would be
a model state for this particular bill, and the point of it is

to hire people with disabilities. And the problem that we have 31
struggled with is the federal mandate really conflicts with
this particular bill because the federal mandate says that you
cannot place an interpreter in there while they are actually
taking their evaluation.

So from my understanding -- I have done a lot of research on
this. There has been a lot of misunderstanding into what this
actually means. There was a lot of people -- maybe they have a
foreign language and they are allowed to have that
accommodation piece of it. Many people think that federal --
at the federal level that it is saying this only applies to
deaf and hard of hearing individuals, and so we had some
discussion about that. There were a lot of federal laws that
actually do conflict.

For example, Senate Bill 504 requires -- Section 504, there
is a requirement that anyone who receives federal funds is
mandated to provide accommodations for individuals with
disabilities. It is very clearly stated in that. However,
right now a concern among Missourians, if this bill were to
pass, we would basically stand to lose about \$56 million
by 2022. I disagree with that. I believe that how we are
interpreting that federal language itself, it is not on par
with how Congress wrote that when they passed the bill. People
who are unable to speak English, you know, basically it is
preventing interpreters from cheating in that sense with

individuals who do not speak language -- or speak English as their first language. I feel that they think interpreters are the middle man and kind of helping pass along inappropriate information to help the person pass the test. But deaf people are utilizing interpreters every single day. How else will they communicate? It is quite obvious that interpreters are required. This is under DOR. They are in opposition to the bill. However, in my experience there are always individuals who do oppose bills. So we are hopeful that it would pass this year. But after this legislative session, I do plan to have a meeting with DOR so that we can discuss a few changes among the language in the bill and maybe next year we can propose that again.

So with the hearing aid insurance coverage, which is another bill, there is no action that has been taken on that one. It seems that they killed the bill so to speak. Within politics there are a lot of individuals because of the insurance component that wanted to keep it political. Of course, we all know how it works. I wanted to give you an update on the bills.

WHITNEY PAYNE: What was the bill number for the CDL?

OPEOLUWA SOTONWA: I will check on that. I guess I didn't bring my copy with me. I do have it. It is HB 241.

WHITNEY PAYNE: Thank you.

OPEOLUWA SOTONWA: Also, SB 234 and that's the one that -- we

filed them jointly, basically in the House and Senate. So it is 33
House Bill 241, and it is Senate Bill 234.

APRIL MASON DONOVAN: It is really hard to memorize all of the numbers.

OPEOLUWA SOTONWA: Yeah, there are so many bills. It is hard to keep all of them straight.

APRIL MASON DONOVAN: Any other information anyone would like to share during open discussion, including you, Ernest?

ERNEST GARRETT: Um, let me see. No comments.

APRIL MASON DONOVAN: So now we need to go ahead and set up the next meeting. And this one will be in October. We could do October 8th, October 15th, the 22nd.

ERNEST GARRETT: I would prefer earlier in October. This is Ernest here. There is an Interpreter Conference for the Deaf plus my organization will be having a big gala, you know. So it is the -- hang on a second. Let me see. It is the Pink Wings Of Hope.

RIC TELTHORST: This is Ric. How about --

ERNEST GARRETT: And I --

RIC TELTHORST: October 8th would be my suggestion.

ERNEST GARRETT: October 8th.

APRIL MASON DONOVAN: So October 8th?

CADY MACFEE: Yeah, October 8th I prefer. I am a co-chair for ALDA, which is in Overland Park and that's the end of October. So that's going to be really, really busy. The earlier the better for me.

APRIL MASON DONOVAN: So October 8th sounds like it is pretty agreeable among all the members. 34

OPEOLUWA SOTONWA: That would be fine.

APRIL MASON DONOVAN: We can do 11:00 again here at the same location?

ERNEST GARRETT: Okay. And I do have one more question if you don't mind. For this meeting, this is the first time we have done it through the video. So can we do -- like attach the PowerPoint and also the CART, could we have CART. Could you --

APRIL MASON DONOVAN: This is April. And I will e-mail you the transcript.

ERNEST GARRETT: Okay, great. Thank you.

APRIL MASON DONOVAN: Also, I was hoping maybe we could invite Al to the next meeting if you can.

MICHELLE VICINO: He was here before. Yeah, we can invite him back again. Cady is the new boss. Make sure you ask her.

APRIL MASON DONOVAN: Any other questions? So the next meeting will be October 8th at 11:00. Not at 10:00. At 11:00. Perfect. So I guess the meeting is adjourned. And thank you, Ernest, for joining us via telephone for the meeting.

ERNEST GARRETT: Thank you.

APRIL MASON DONOVAN: Have a safe -- okay. We are finished. If someone wants to hang up the phone.