

Relay Missouri Advisory Committee

April 16, 2024

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

JAMES FROST: Starting the meeting at 10:02. Good morning, everyone. The plan is we are going to start on reports, and when people give the reports, I will ask everyone else to turn off their cameras. If you have a question, go ahead and turn your video back on and just let people know you have a question. Or you can use the hand up feature. Does that work? Everyone in agreement?

So let's start with T-Mobile report. Cady, would you like to begin?

CADY MACFEE: Good morning. Can you guys hear me? Obviously, if the interpreter can hear me. I need to be cohost. Okay, thank you.

KARI SALSMAN: You are welcome.

CADY MACFEE: All right. I will go ahead and get started. Good morning, everybody. I hope everybody is doing well. Happy spring. It is really rainy here in Kansas City. Really it just started pouring hard. So April showers, bring May flowers; right?

I have been in and out the past couple of weeks. I have been sick. Unfortunately, my family got sick with the norovirus. If you have not heard of it, it is the norovirus.

It is not fun. It is worse than COVID in my opinion. So I am 2
working from home. We are on the mend, but it has been a
really rough a couple of weeks. So almost over.

So thank you, guys, for being here today. I just want to
share a few updates, what I have been doing with Relay
Missouri.

Stacy asked if there was a link for the captions. So I want
to make sure that question gets answered before I get started.

KARI SALSMAN: We are having trouble getting the closed
captioning up. I am not even seeing an option on mine now.

With you being a host now, Cady, will it let you go in now
and change it?

CADY MACFEE: Okay. Let's try something.

Are we good? Awesome. Okay.

Today on the call we actually have the sales manager, Jeff
Branch. He is a backup for Chris Smith who is on leave and --
on medical leave. And so Jeff Branch has been really doing
well taking on the role that the sales manager -- for Chris and
he has been working with the Missouri customers. Karl Ewan is
now the direct manager for my role, and he will be on the call
later.

Just to remind you all what services are currently under the
state contract. We have the traditional relay services which
is the TTY, the VCO, the voice carry-over is VCO, HCO is
hearing carryover, speech-to-speech and Spanish relay as well

as Relay Conference Captioning. And the audio is for all of the services are Deaf, hard of hearing, or have speech disability, as well as deafblind for some services. 3

In addition to the services above, we are allowed to promote IP Relay's Internet protocol relay, and I will be talking about that today.

We are still -- let me back up a little bit. We are still doing CapTel, and we have decided on an end day will be May 31st of this year. So the first day without the CapTel will start with the billing on June 1st, 2024. And John and Kari will talk about that later in their report.

So relay is still being used. We have an average of over 2,000 minutes. This is for all of the services, not just one. So I don't know if there is somebody still using TTY. Well, this is also speech-to-speech and voice carryover, hearing carryover, and TTY. And the numbers of calls and minutes has gone way down for CapTel. As you can see, we are hitting below 500 CapTel call minutes.

Relay Conference Captioning is not popular in Missouri. That's really unfortunate because there are so many people that could really benefit from this service. So if you have a meeting and, you know, want to make it all inclusive, you know, just like the call today, we pause so we can have the captioner join. But if you have a meeting and you want to make it all-inclusive, you can book Relay Conference Captioning for

your call and it is not hard. I know the protocol says 48
hours. We have changed that. So you can do it less than 24
hours. So if you know you are going to have a meeting and you
would like to try it, just reach out to me. I will be happy to
train you and tell you all about it. Because right now we know
that automatic speech recognition has been becoming more and
more available, but it is not 100 percent accurate. So we need
to be mindful of that. And think about who are your audience,
and what languages are being used on the call because, you
know, us, deaf people, we get frustrated when the word "death",
D-E-A-T-H, may show up on ASR. That's why we really want to
encourage people to use Relay Conference Captioning because we
are using a live captioner to make the call -- and to caption
the meetings.

And we are, you know -- this service is for deafblind as
well. So they don't need to use it during the call, but they
can access it after the call and it is available on Braille and
you have the transcript or they can enlarge it to any size. It
is during the call. But sometimes for someone who is
deafblind, they need to focus on the interpreter for one thing
and then they will follow-up after the call reading the
transcript. That's the best tip I got from deafblind audience
that I have worked with to see how we can help them use this
service.

Yes, James?

JAMES FROST: I was wondering why the relay conference caption is so low. Are we not advertising it enough? What are your thoughts?

CADY MACFEE: I have been going out and going to different places. I do what is called an RCC Road Tour. Back in December, I did meet with two organizations that I thought would greatly benefit from this service, but they have not booked an event. And back in January -- was it -- January or February, I went to St. Louis and I met with different classes, senior classes, but it is a webinar. It is not a school. It is a webinar. But they do online learning, and they are excited about this. So they are working to set this up on their systems because they feel like they have a lot of seniors that do complain that they are not understanding everything that is being said.

But I have been going around, meeting with different organizations, universities, anybody that I know that works -- any deaf person that works at a company. I went to Power-Up. I went to different events all over Missouri. I am doing the best I can. And it is also posted on Facebook and Instagram. So I don't know how else, you know, to advertise it because I have really been going out.

JAMES FROST: Is there anything that we as members can do to assist in advertising this and getting the word out?

CADY MACFEE: You can share it on your Facebook page. You

can reach out to me to do a presentation and so that way you can learn how to use it for your own meetings. Because I mean everybody is on a meeting every day or every week, you know, virtual meetings. We are all on Zoom calls. We are all on, you know, WebEx calls. We are doing webinars.

Unfortunately, this is not available in person and I think that would be awesome some day but not right now.

Stacy, you have a question?

STACY BRADY: Cady, maybe explain how it works and if there are more than two or three people, are they having to each call in? Explain the process and maybe that will help out.

CADY MACFEE: Okay. Good. Good advice, Stacy. Okay.

So for Relay Conference Captioning, you do have to go to the Relay Missouri website and you would find Relay Conference Captioning and you would find "booking an event." And maybe I could try to just show you here.

Let me stop sharing. Hmm. Okay, can we see it now? I need somebody to say, yes, I can see the Relay Missouri website? Yes? Okay. Thank you.

All right. So on the Relay Missouri website and you see Relay Conference Captioning, and you would go to "RCC reservation." And you would go to -- you would put in your name, your last name, your e-mail address, and your phone number and alternative contact information. You will have to click on both to acknowledge that, or that the service would be

used for deaf or hard of hearing or speech disability. And you would understand if your meeting happens to be cancelled, you would have to cancel within 24 hours in advance. And you get a confirmation e-mail, and you reply to that e-mail to cancel.

7

So this is the event details. Conference call is basically using a phone bridge that is commonly used like in a meeting for hearing people because they are talking. They are not being shown on video. But video meeting is what we are using right now -- right? -- what we are using for today's call. I would pick noon, and I would put the conference provided by Kari and the password. And you would put the link just in case because having more information is better. Event title, what your meeting is about. It helps your captioner to know if this is a meeting about law or science or, you know, or just a regular team meeting. The better -- the more informed you share, the more information you share -- sorry -- the better, because they could pick which captioner. Maybe somebody is more tech savvy than the other. And then they will probably be chosen to caption that meeting because they probably know all the lingo for all of the tech terms that might be used. And there is somebody that might be a scientist; they might understand or, you know, the words better so they can caption that better. So it just helps us understand. And also, if you book multiple events, you know which link you click on when you make the reservation.

Okay. Then you would put in the date and the time. And this is already in central because this is the Relay Missouri page. So it is obviously in central page -- it is in central time zone. Sorry.

And then this participant option, you can allow for the participant to view and save the transcript. And you can have the participant to review the transcript which means they are watching the caption on the call. Some people prefer only for one person using it and then they -- maybe they will share the transcript after the call. Or the participant cannot view or save transcript when the call is over. So that means that anybody that uses RCC, they cannot save it on their end. And if I am the one that makes the reservation and I decided I want the transcript after the call is over, I have 24 hours from the start time of my meeting to request for the transcript.

Then you would click submit after you fill in all of that information.

Yes, Stacy.

STACY BRADY: So if I have four or five people who need to use that in a webinar, are they assigned the same transcriptionist or are those five different transcriptionists --

CADY MACFEE: It is the same person. So once you get that link, you add that link to your meeting maker. Let's say, Stacy, you book a webinar for your team and then you decided

you want RCC. So you would make the RCC reservation. You will get a confirmation e-mail that shows -- saying, this is the link. At the start time of your meeting, click on this link. It would take you to another page, a full page. You can have it embedded on a Zoom call or WebEx. 9

Most people I talk to prefer it to be separate because it is a larger screen, and easier to follow and you can scroll -- and you can scroll up if you miss anything or you can scroll down and you can make all the adjustments of your font sizes and your colors on your own screen. So anybody can use it, but you can customize it your way once you click on that link. So it is not going to be the same as, you know, if I am using the link. And so Stacy, she can customize it however she likes and I can customize it however I like. It is not going to overlap each other. But so we are using the same captioner for the call. It is just basically using the CART but this is Relay Conference Captioning.

Any other questions? Okay. This is just to show you quickly what it looks like. So I put in my name, and this is the demo of what it looks like. We recommend that you say hi, this is Cady and say your part so people know who is talking, and it is also helpful when you go back to read the transcript who said that.

The coolest thing about RCC is that if you know somebody that does not -- is not comfortable using their own voice or

getting on video for whatever reason, you can have the captioner to voice for you. So suppose that I have a question for the call, I would use the message to captioner feature saying, captioner, please ask, you know, what time is that meeting on Thursday. And then the captioner will voice for me during that meeting and say, Cady has a question. She wants to know what time the meeting is on Thursday. And then, you know, I will see the response in the caption, not, you know, in the message to captioner box. So that's what this is. So if you know anybody that has a speech disability, that could be very beneficial for them because they can type in and the captioner will voice for them.

I have already talked about the transcript but there are three options. You can save, e-mail, or print the transcript.

And the settings, you can change your font set, your font sizes, your colors, your background colors. And the new text, when the new text appears it will be in blue. You can have it display word by word or you can have it buffer where it is like two sentences at a time or five words, more than five words I believe it is. And for somebody who might be using a Braille device, if they want to use it during the call, they can. But they probably want to adjust the speed so -- depending on how fast they can read on their Braille device. Some people are really good readers, but some people are not so they prefer to read it after the call is over and review the transcript. But

I have somebody that did it about 37, 36 words per minute, so that way it is really her page, and then they realized she was so far behind so they realized she would rather wait until the meeting is over to read the transcript. 11

Okay? So if you have any questions, I will type in my e-mail address on the chat so that way if you would like to use it for your meetings, contact me and I will be happy to work with you offline to tell you how to set it up. Yes.

STACY BRADY: Hey, Cady. Just for clarification, the captioning will only pick up what they are hearing. So if it was in certain settings and somebody is in the background, not directly at the microphone, handset, whatever, that's not going to be captioned; correct?

CADY MACFEE: Correct. We need to make sure the audio is clear. It is the person that is using the caption responsibility to ask the speaker to repeat themselves, not the captioner. The captioner will let you know when something is unclear or not understood on their end. But they cannot interject and say, hey, can you repeat yourself. Basically they are invisible. We will know that the captioner maybe has lost connection and so they will let you know, I mean, obviously. So we will pause and say we need to click on the link again to reboot it. That has not happened very often, but we have seen it happen. But basically, it is just relicking on the link and it refreshes it.

All right. Can you see the PowerPoint or no? Okay. Let me stop sharing and then I will try again. Hold on just a second. I need to get the side off.

SPEAKER: You will have to click start from the current slide.

CADY MACFEE: What are you saying again?

SPEAKER: You got it. You got it.

CADY MACFEE: Okay. So since our last meeting this is what I have done. I went to Springfield for a couple of days and talked with Empower Ability and talked to them about meeting customers that benefit from IP Relay and RCC.

And the ARC as well. Had the same type of meeting. I met with two individuals and they had no idea about RCC and they realized that a lot of their customers they meet with, they maybe have like brain injury or they have the speech disability, so they realize that RCC can really help them understand what is being said because not everybody is an auditory learner. You know everybody is different. And so they realize, oh, this is a great tool. We need to start using that.

And then I went to St. Louis and met with Washington University and Oasis. They are basically senior webinars. It is like Lifelong Learning Institute. They have lots of seniors, and I know a lot of seniors wear hearing aids. And so it was like seeing how many seniors are requesting captioners

for their meetings. I am still working with them to get this 13
setup for their webinars.

Kansas Commission for the Deaf and Hard of Hearing and Missouri Commission for the Deaf and Hard of Hearing had a joint interpreter conference in April, and unfortunately I missed that. I had another conference, but I ended up getting sick that weekend and ended up not doing anything that weekend. And I talked with someone from the Missouri Commission for the Deaf and Hard of Hearing and they said it was a good Conference.

And Power-Up, I went to that one. And that was an amazing, amazing conference. Well done to Stacy Brady and her team. I made a lot of connections mainly because of this little guy. You see a picture on my screen. It is actually a phone holder. The mop head is used to clean the screen, and it is also a stress reliever. When you squeeze it, the eyes pop out. It was a really, really popular giveaway. I was at booth number one and people were coming to my booth first, and they were telling the other people about it. So I got to the point where I am only going to give it to you if you talk to me. And so it was really, really -- it was a really popular --

SPEAKER: What a great job you did.

CADY MACFEE: I had other vendors stopping at my booth and saying, your giveaway is the most popular. Give me one and I will give you my giveaway. I was like, I don't want your

giveaway. It was really funny how this little guy was really popular, you know, at the event. It was also the eclipse day. And so that really probably changed your schedule up a little bit, Stacy, and I am sure you will talk about it. It was a lot of fun hanging out with people outside and, you know, looking at the eclipse.

So we have the IP Relay. So I know most of you like, well, TTY is obsolete. So what are the other options out there? Well, yes, TTY is becoming obsolete. But there are some people that really, you know, are taking care of their TTY because there is no Internet service where they are at, but also people are resorting to IP relay. This could be used on any phone, not just T-Mobile phone. You can be a Verizon customer and still download the -- this is good for anyone who is deaf, hard of hearing, deafblind or speech disability. You can use the app or browser. Some people prefer to use it on their wireless device, but there are people that may need the larger font sizes. They can use it on the browser on their computer. You can use it on your tablet, laptop, computer, or your phone.

Registration is required for this service. And once you are registered, you will be assigned to a ten digit number. And I know that people -- Deaf and hard of hearing people who already have like video phones, they are assigned ten digit numbers for that and then any telecommunications services they sign up for like video relay or IP relay, you are given a phone number so

it calls directly to that service.

15

This is really, really great for people who are deafblind because again it is the most compatible service for them. We hosted a deafblind Taste of Technology all over the country and this was the really popular device that people will work with our deafblind specialist to get this setup.

And I have been going around to different speech rehab centers like brain injury rehab and educating folks about this service because a lot of people with a speech disability, if they have the ability to text on their phone but they struggle with speaking, maybe they are not always understood or maybe they wear a trache where they often have to clean it out because they cannot talk a whole minute without gagging, this allows them to speak freely on the phone by texting. You are using the relay system to make the call. So you would dial the number you want to call and it connects you to the relay. You don't have to dial 711; it is already connecting you to the relay. And the operator will make the call for you. And you will text, you know, hi, how are you doing today? Go ahead. You remember the GA for the TTY? That can be used on this IP relay. And also, whatever they are saying back, the operator will text, type that and you will read that on the screen.

So again if you have any questions about this service, please reach out to me. I would be happy to work with you. I see there is -- okay. I hope you are okay, Stacy. We finally

got blue skies here, so the rain has stopped.

16

One of the things I have been doing -- going to be start doing I should say that -- okay, first, I have been working with the T-Mobile truck team. We are going to different senior centers and libraries and churches and talking to seniors about their phone and their phone safety and we allow them to ask us questions about their phone because not -- you know, if you think about the seniors, they don't really play with their phone. They expect somebody in the family to work with them how to use Facebook, how to make a text, how to make a group text, you know, how to do Facetime and how to setup large font. So these are the questions that we get asked quite a bit when we host this wireless education event. It has been really successful. We are not selling the phones. We are just working with people. Right now everybody has a phone and the phone is their life, their bank account, their photo album. It is their whole life is on this phone. But we need to protect you from scammers. And so we educate you on how to identify scammers on text, phone calls, and e-mails, and Facebook.

So if you are interested in a training, please reach out to me. I would be happy to work with you. I am trying to set one up right now in St. Louis at Deaf, Inc. We have been sick, as I have already shared that with you. So I have been holding -- putting off the date for the workshop. I am hoping to get one set up in May.

JAMES FROST: Have you considered working with The Whole Person and another deaf organization to interact more with deaf seniors? Because, believe me, there is a lot of them that have fallen victim to the scammers. I have to help myself a lot. So it would be nice if you could setup a workshop like that. That would be phenomenal.

CADY MACFEE: Thank you, James. Yes, I have reached out to Clark who is the one that is hosting the deaf peer support group once a month I believe it is. Oh, I will go ahead and let the interpreters change.

Okay. So, yes, I have been in touch with Clark. He wants me to host one in June at The Whole Person. I am in talks with Sarah Prechtel about the Deaf, Inc. It is just, you know, it is a matter of picking the date right now. Because again, I have been sick. I have been behind on work. And so that will be advertised on Facebook and Deaf, Inc. said they will advertise that as well.

So these are some of the outreach I will be doing later this year. We have the MRA, the rehab conference that will be at Margaritaville, Lake of the Ozark in June. And I am working to set up a wireless education in Springfield and St. Louis. And then we have the Brain Injury Conference that's in the fall in St. Louis, and I went to my first one last year and it was really great. Good connections. I had some follow-ups after the meeting was over so I really enjoyed that conference. I

want to go again.

18

Real Voices and Real Choices, I did not go last year. But somebody on my team went with me. And she had the best time and she worked with over 700 people there and it was amazing. And so I am going to continue and go to that conference.

Another conference I want to try this year is called the SHRM. It is basically HR, human resources conference. I am trying to get the word out to different businesses out in Missouri to let them know about the Relay Conference Captioning service especially to make their meetings all inclusive.

Any questions for me? I will go ahead and stop my screen. So if you have any questions, please share your video.

JAMES FROST: Any more questions? Anybody? Going once?

CADY MACFEE: No.

JAMES FROST: Going twice? Okay.

CADY MACFEE: So --

JAMES FROST: Thank you, Cady.

CADY MACFEE: You are welcome. I am going to type in my e-mail address in the chat so please reach out to me if you have any questions about the services I shared today.

The floor is all yours, James.

JAMES FROST: Okay. So the next presenter is the equipment program update with Stacy. Stacy, do you want to take over? I am ready.

STACY BRADY: Have I been made host?

JAMES FROST: I just made you cohost.

STACY BRADY: Can you all see my screen?

JAMES FROST: Yes.

STACY BRADY: Perfect. Yes, I am Stacy with Missouri Assistive Technology. There are a few folks on here I am not familiar with so I am introducing myself.

As Cady mentioned we just recently held our Power-Up --

INTERPRETER: Stacy, hold on one second. Just a reminder to everybody if you have any questions, either raise your hand or show your screen, share your video.

STACY BRADY: Okay. All right. So last week on April 8th and 9th we had our Power-Up Conference, and we had 56 sessions on a variety of topics including the Commission for the Deaf and Hard of Hearing, Duel of the Digits by LEAD Institute -- excuse me. K-12. There were sessions on augmentative communication devices. A whole host of topics that really helped to expand individuals abilities to understand assistive technology and to work with whomever they are working with better. So we were excited about that.

During that time, I had my annual training for TAP. We had 39 individuals representing 30 of our demonstration sites. We actually have 34 total. But a couple of individuals were out due to family medical issues or one actually had a death in the family.

One of our offices recently consolidated. So everything is

just being run out of one office instead of two with them, and we had one office close. So I am seeking a partner agency in the Rolla and Lebanon area to be a demonstration trial site. Sorry, we changed from demonstrations to trial, so people can try the equipment while they are there and determine what best fits their needs.

It was a lot of people and as Cady mentioned there was a lot happening. People were asking lots of questions in their sessions and in the expo hall. We actually maxed out our expo hall. That's the second year in a row. That's pretty awesome.

Let's get into updates for the program. So Missouri Assistive Technology recently updated their website. And what you will see on the screen is the new link. We have a new color format change. We are more in line with what the requirements are for the WACAG 2.0 and everything should be accessible. If you notice in our layout we have information assistance towards the bottom, device reutilization, borrowing a device, telecommunications access, and financial loans.

Once you click on the -- either the button there or on services, you get another list. And individuals can select again from this list what services they are trying to figure out a solution for.

So when you go to the telecommunications access, you will come to this screen. And not only does it give you a basic qualifications for individuals to receive equipment at no cost,

it also lists the programs. And you will see from left to right, TAP For Telephone, TAP for Internet in the middle, and TAP wireless pilot. Under each of those descriptions, you will see a learn more about. Once an individual clicks on that, then they will be taken to the page that gives more descriptive information and from there, there may be additional choices.

Now one of the things I am working on is the reworking of the equipment page. As you will see the green highlight there on that middle section, where it says equipment, below that is a drop down box of Deaf, hard of hearing, blind, low vision, mobility, speech, and cognitive. We are redesigning that because what you had in the past looks like what is on the left side. It has equipment. It has a description. And then it goes on to the next spot. The problem was we could not duplicate that equipment under each heading. And it just doesn't look nice. So we -- the goal is to be more like what we have on our device borrowing page.

And so we will have a section where that's the picture of the items on the right. We will have like Deaf, hard of hearing, next one will be like blind/low vision, and so on and so forth, and then there will be like cellular devices as well. And then to the right of that will be a picture, a description, and possibly a link so an individual can go and research that. Because while we have limitations on who is eligible to receive the equipment at no cost, as an AT program we have no

limitations on a person to try equipment to see what works.

22

Once they figure out what works, we can tell them how they can go purchase that or other organizations that they might be working with, like the VA, so they can go back to the VA and say, hey, I tried this. I would like this from the ROES program.

So are there any questions about any of that before I move to equipment updates? All right.

Some equipment updates. So for individuals who are blind or low vision who use voiceover on their smartphone, NanoPac has created something called the NanoNob, N-A-N-O-N-O-B. The NanoNob is a dial. On the right side of your screen you will see the phone, a smartphone, and a little plug coming out of the charging port that connects to the NanoNob, and individuals can move it right or left. If they move it right, it turns the dial so you are switching to clockwise. If you turn it left, it -- counterclockwise. And that will help the voiceover scanning portion go across the screen to help the individual determine where they are at and what they are on.

Some individuals who have neuropathy or other dexterity issues, this NanoNob gives them something more tangible to touch. And so once they have found their selection, they just do a quick press on the dial and it will work.

When we have an individual who is wanting this, I do have to find out if they are an Apple or Android user and what the port

charging station is. So it is a little more information I have 23
to know. But again, if it is gonna help that person navigate
their smartphone, that's what it is for. That's perfectly what
it is there designed to do. So -- and this was just introduced
last week, and we have already had our first order request for
one.

The next one, we have talked about this a couple of times.
But since our last meeting it has officially come on to the
program and was just introduced are the non-internet versions
of captioning devices. The ones I am going to show you next
are not using relay. It is using automated speech recognition.
So I want to be very clear about that. This is not using relay
at all. There is no human involvement other than the people
who are speaking on the call. It is automated speech
recognition.

So the XLC8 Deluxe, this is a cordless phone. The
amplification is up to 50 decibels. The keypad is orange for
the keys, blue for the screen. But what makes this important
is there is a cord that has to go from the back of the cradle
is what we are calling it and that plugs into the 3.5
millimeter jack of the tablet. The great thing is our kit has
to stand so that the tablet can sit on that and be in an
upright position for the person to read it. It will caption
what it hears, so there is room for mistakes just like any
other things.

My smartphone has renamed itself on its own accord. So I have to be careful saying certain things around it because then my smartphone starts going off. Again, you have the similar situations that if it doesn't understand you, it could change the context of your conversation.

The nice thing is on the tablet, the individual has the opportunity to change the size of the text. So it can be very small to very large.

For those individuals who don't want a cordless phone but they rather have a desk phone, we have a comparable solution. You will notice that again the tablet is there. It is the same tablet. There is a connector cord from the tablet to the back of the telephone. But on the corded you will notice if you follow that around, there is another little piece that has to plug in. That helps complete the circuit. So the handset is unplugged from the telephone device. It is plugged into what we call the V2-T10. And then there is a little piece that goes from the top of that into the phone. And again that completes the circuit, and that allows it to take out the conversation from the other side and post it on to the tablet. And there are videos of these devices online, so feel free to go check those out.

And then for those folks who have the ability to use the Internet, then we also offer the XLC8-GLT phone system. And if you will notice under the tablet there is a little white box,

that is a special router piece. It helps keep the device connected to the main router. That way it is not unpairing, like what might happen. But it does require an open port on the primary router to keep that flow, if that makes any sense, and it is a terrible description and I apologize. It is Internet-based. And the point is to keep it connected without constantly coming undone which can happen in some instances. Excuse me.

The next device that we introduced in the last year or so is the RAZ, R-A-Z, memory phone, and it is for folks who have memory and cognition issues. It is not good for someone who has vision loss in addition. It just creates -- it simplifies an individual's ability to communicate.

So if you have someone who has dementia, Alzheimer's who still needs a phone, who still has that much cognitive awareness, which is good, this phone is managed actually by a caregiver. So as a caregiver would take my smartphone, connect it to my mom's device, for instance, and I could restrict that she can only get calls from my brother, myself, and her doctor.

I can also open it up to be wider, depending again on where mom is in that situation. Right now video calls are still not quite there, but that is something they are working on. And that would allow the caregiver to be able to see mom really is okay. Or mom can see that everything is fine, that I might be out and about, whatever the case is. But the goal is to

simplify it, make it as easy as possible for that capability of the individual who is needing it, that person with those cognition issues, memory issues. 26

Important to know though that charging station, we have to either lock it or -- so that they can only do Wi-Fi charging or they can do a port charging, so something that is connecting into the bottom of the phone. Once that is done, it is not something that can be undone. It is going to stay that way. So when we are ordering those, we order it with the traditional port plugging in or wireless. And again, for a lot of our folks, the wireless is really easiest to do. But again, everybody is different. So we want to make sure those who need it are getting it and we do talk extensively with the family members who will be managing this, and a lot of times they will setup two caregivers to do that.

And my contact information. You can follow us on Twitter, or Facebook. Are there any questions? Nope.

Captions has locked up the screen.

JAMES FROST: Any questions for Stacy. Anybody have any questions for Stacy? Now is your chance. Going once? Nothing. Going twice? Last chance. No questions. Okay. Thank you, Stacy.

So next will be Missouri PSC Report. Again, just as a reminder, if you do have any questions, you can click the raised hand feature or you can turn your video on. That will

grab our attention. So I am going to turn it over to PSC staff.

27

KARI SALSMAN: Hi. This is Kari Salsman with Missouri Public Service Commission. I will be going over some items and John will be hopping in as well.

The first item under the staff report is in regards to the Relay Missouri fund balance. The fund balance as of the end of March was a little over 1.5 million. The fund continues to grow due to the decline in relay usage. We would like that balance to be within 5 to 9 months of expenses which would be in a range of about 430,000 to anywhere under a little under 800,000. You can see we are quite a bit over that target range, which this kind of comes into play with this next item under the staff's report section would be the case that we had opened a while back in regards to the relay fund. The case basically discussed three topics with the first being in relation to that fund balance is the fact that we need to reduce the Relay surcharge from its current 10 cents in order to try to reduce that balance instead of having such a surplus that covers so much more than what it costs to maintain the fund. So an order was issued and it has been decided to reduce the Relay surcharge from 10 cents down to 6 cents. This reduction will take place on June 1st and we predict the fund will decline and be within the target range within about three years.

The next item in relation to the order that was issued in that case which I had sent the group the order a few weeks ago so maybe some of you did read through that. But one of the other items that was in there was the Commission decided to take no action in regards to phasing out analog relay service and the Relay Missouri fund. Staff would like -- well, there definitely would need to be a statutory change for this and we would need more guidance at the federal level before having any type of plan or deciding to phase out analog relay services. So that is here to stay for now.

And then lastly, in that order staff was directed to work with T-Mobile to decide on a date to discontinue CapTel, which this is something we talked about a lot at our last meeting and we followed up by e-mail to vote, things like that. And there was quite a bit of discussion with this. But it has been decided to discontinue CapTel service. Staff met with T-Mobile by phone and the decision has been made to make May 31st the last day that CapTel service will be available in Missouri. So, in other words, beginning June 1st, CapTel service will no longer be provided by T-Mobile in Missouri and users will have to use another option.

Does anybody have any questions over those first two items? If not, John is going to talk a little bit about the wind down of the Affordable Connectivity Program.

JOHN VAN ESCHEN: Yeah, the Affordable Connectivity Program,

also known as the ACP program, it provides a \$30 per month discount to low-income consumers that qualify for the program. In addition to the \$30 per month discount, there is also a provision that provides up to \$100 for a computer or other connected device.

In any event, the ACP program is running out of money. It is funded differently than the lifeline program that requires funding authorized by Congress and through the discussion about the budget, the ACP program's funding has not been renewed. And the FCC recognized that this might be a possibility and they announced in January that the ACP program would be winding down. People could no longer sign up for the ACP program as of February 8th of 2024. Their last full month of receiving the ACP benefits is this month, April. Their last benefit will be in May which is next month, and in which case instead of getting up to a \$30 discount, it's limited to \$14 per month.

Notice has gone out to these customers. Incidentally there is over 395,000 Missouri consumers that are on the ACP program. Nationwide there is over 23 million consumers. So this is going to affect quite a few people.

In terms of what is gonna happen, most of the people in the ACP program will continue to get broadband service. However, they will be required to pay the full rate for broadband service. If you are in the ACP program and you are currently getting broadband service for free, then you will have to opt

in, in order to continue to receive the broadband service. If 30
a consumer that's currently receiving free broadband service
doesn't opt in, the broadband service will stop after May.

Consumers have gotten like three notices or will get three
notices before service gets terminated. All the customers
should be aware of this. But in any event that's the status of
the ACP program. It is my understanding that there is still
interest --

JAMES FROST: I have a question.

JOHN VAN ESCHEN: Yes. Go ahead, James.

JAMES FROST: It is not a question but more of a comment I
want to add to your remarks. I have talked with several of my
friends in the Washington, D.C. area and they work for Congress
and the odds of ACP is not looking great. So I just wanted to
throw that out there and kind of give a heads up.

JOHN VAN ESCHEN: Yes, thank you. I think they are still --
there is still work being done to try and get the funding
restored. But as Jim -- James said, it looks bleak right now.

Any other questions?

Kari, do you want to take over?

KARI SALSMAN: Sure. The next thing we will go over is
committee vacancies. We have one spot that is currently vacant
and then two spots where members are continuing to serve until
we are able to fill their member position.

The first spot we have open is our speech impaired member is

still vacant. This has been vacant I believe for quite some time. I don't know if anybody has any contacts or anyone in mind that they think that would like to serve. This speech impaired spot is vacant.

And also, Stephanie Logan has served -- her third year term serving the late deafened was up last April, but she has continued to serve which we are so appreciative of until we can fill that spot.

And the same goes for Scott Dollar's spot which is actually an at-large position which can be any type of representation. I can send an e-mail to the group that shows all the different member representations so that you can see that actually visually too. And then if you have anybody in mind, if you have any way to put some feelers out of people you think might be interested in serving, let them know. We meet two times a year, and we could vote by e-mail and if there is some way we could get those spots filled.

JAMES FROST: Just curious, do you know of an organization called Starkloff Disability Institute?

KARI SALSMAN: I am not familiar with that.

JAMES FROST: So they do a variety of services with disabilities that includes people with speech disabilities. So I just want to throw that out there. That might be a good idea or a good contact. I would be happy to introduce you to this organization.

KARI SALSMAN: Okay. If you want to shoot me an e-mail.

32

JAMES FROST: Yes, I can do that.

KARI SALSMAN: Okay. Other than that, just if anybody has any ideas or anybody in mind or knows of someone that might be interested, have them shoot me an e-mail and we can go from there.

If there is not going to be any other discussion, the next item is open discussion.

JAMES FROST: Before we start the open discussion, is there any questions for PSC staff? Any other questions? Going once? Going twice? Closed. Sold! Okay, perfect.

So now I will go ahead and start the open discussion. Does anybody have anything they would like to add? Anything they would like to discuss?

Go ahead, Kate.

KATE SINKS: Kate Sinks. Hello, everybody. Thanks so much James. I just wanted to fill everybody in on the efforts we have been making in Jeff City with regards to our bill for hearing aid and cochlear implant coverage under Medicaid for all adults.

JAMES FROST: Uh-huh. Uh-huh. I'm aware of that.

KATE SINKS: So we have it officially in Senate committee now. We are hoping to get a committee hearing tomorrow, but it looks like it is probably going to be next week. And so all of you, it would be fantastic if you could reach out to your

senators and just ask them to support this bill. The more information, the more support that the legislators get from the general public, the more likely we are to get this to the Governor's desk.

So if anybody has any questions, I am more than happy to answer them. I just wanted to take this opportunity to share.

JAMES FROST: Yeah, why don't you give a brief explanation of the bill, just real quick.

KATE SINKS: Yeah. So we started this process back in December. Currently under Missouri Medicaid for individuals over 21 there are no benefits for hearing devices unless you are blind, pregnant, or you live in a long-term care facility.

So what this bill is doing is it is making it so that all recipients of Missouri Medicaid over -- both over 21 and pediatrics will have access to hearing aids and cochlear implants.

JAMES FROST: Perfect. Sounds great. Any follow-up questions for Kate? Stacy, go ahead.

STACY BRADY: Hey. Are they by chance -- in the past it has been labeled cosmetic. Has that also been addressed that it is medical and not cosmetic?

KATE SINKS: So the language of the bill is hearing devices under medical necessity. I am not sure what you mean by "cosmetic," Stacy.

STACY BRADY: Nobody else understands why they called it that

either, but it had been in the past. Perfect, I like the language. Thank you.

34

JAMES FROST: I will give a brief explanation. In the past I used to work with Medicaid so I am familiar in this area. People who got Medicaid, yeah, so it was considered cosmetic. It was a simple referral. It wasn't considered medically necessary. So the bill is going to change that language from cosmetic to a medical necessity, and that's a huge change in terms of wording.

KATE SINKS: Yeah, the other change that they did an amendment to when it was still on the House side is that the devices can be dispensed by licensed audiologists or hearing instrument specialists. They did that because in a lot of the rural areas people don't necessarily have easy access to audiologists.

JAMES FROST: Great. Any other comments, questions, suggestion, thoughts, concerns for Kate? Great.

Okay. Thank you, Kate.

KATE SINKS: Thank you.

JAMES FROST: So does anybody else have anything they would like to discuss? I don't see any hands. Going once? Now is your chance to speak up if you got something you want to add. Going twice? Okay. Sold!

We do need to set up our date for our next meeting. Six months from now is October. So I can look at the calendar and

see. Do you prefer Tuesdays or do you want to keep it on -- what we have got is Tuesday. So I have Tuesday the 7th, 14th, 21st, or the 28th of October. October 15th? Does that work for everybody?

KARI SALSMAN: Yes. October 15th is a Tuesday. The 15th is -- Stacy, did you want to say something?

STACY BRADY: Are we talking Monday or Tuesday? We said Tuesday, but the dates given were Mondays.

JAMES FROST: Sorry. The interpreter may have said 14th, but I mean October 15th. Does it work?

Kate was asking if we could do a Wednesday.

And then -- so Tuesday, October 15th from 10:00 to 12:00 again, we block that time off? 10:00 to 12:00. 10:00 in the morning until noon. Does that work? Oh, that was weird. What was that?

JOHN VAN ESCHEN: Did Kate indicate that Tuesdays don't work for her, other days would be better?

KATE SINKS: Hold on. I will make it work. I just normally see patients all day Tuesday. So but I can put a block for those couple of hours.

JOHN VAN ESCHEN: Okay. Thank you.

JAMES FROST: Any other comments? Any complaints for October 15th or objections I guess is the word I wanted to use for October 15th? 10:00 a.m. to noon. Okay. It is set then. Let's do that.

Kari, would you send out the reminder for October 15th,
please.

36

KARI SALSMAN: I will. I am going to send an e-mail to the
group about the meeting date because -- couldn't be here today.
And I am also going to send -- that we have --

INTERPRETER: Also what did you say?

KARI SALSMAN: Committee vacancies, and the spots we need to
fill, what is available.

JAMES FROST: Okay. Great. What is that? Fireworks. I
don't know if you saw that from behind me. Okay. I did not
mean to cause that, so I am not sure what is happening there.
Okay, so I will plan on seeing you all at 10:00 a.m.
October 15th. Hope you guys all have a great day.

JOHN VAN ESCHEN: Thank you.

SPEAKER: Thank you.

JAMES FROST: Bye-bye. Thank you.