

Relay Missouri Advisory Committee Meeting

October 19, 2021

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

WHITNEY PAYNE: Good morning, everyone.

KARI SALSMAN: This is Kari. We are still missing several so I will give it another minute or two. I don't see April on. I know for sure she plans to be on today. The only person I heard from that will not be able to attend is Scott Dollar.

KARI SALSMAN: April just reached out to me by e-mail. She thought the meeting started at 10:30. So we will be on in just a second.

KARI SALSMAN: Hi, Rob!

ROB HONAN: Hello. Sorry I am a little late.

KARI SALSMAN: That's okay. We are waiting for April. She thought the meeting was at 10:30. She will be on in the next minute or so and then we will get started.

ROB HONAN: All right. Sounds good. Thank you.

APRIL MASON DONOVAN: Hello, hello.

Okay. Can you hear me?

INTERPRETER: I can see you.

APRIL MASON DONOVAN: All right. I am so sorry. I thought it started at 10:30. Anyway, I am here now. Okay.

Good morning to everyone. My name is April Mason Donovan.

Hello. So before we start the meeting I wanted to introduce two wonderful people; they are now on the committee with us. I wonder if Sarah is here. 2

KARI SALSMAN: I know Sarah had a different meeting today. She planned to hop on to join us but I do not see her on here.

APRIL MASON DONOVAN: Okay. That's fine. She is from Deaf, Inc. She is now serving on the committee for the Deaf and hard of hearing.

And now a wonderful woman named Cathee Wolford. She is from the Missouri Commission for the Deaf and Hard of Hearing. Yay, I am so happy she is here. Hold on.

INTERPRETER: Hold on. I can't see you.

CATHEE WOLFORD: Thank you so much for welcoming me here.

INTERPRETER: Just a minute. The interpreter is trying to pin.

APRIL MASON DONOVAN: We will go ahead and start the meeting. Hold on. Let me look at the agenda. Hold on one minute. It is on the printer.

Hold on just a moment. I will be right back.

Okay. So now next on the agenda is the Equipment Program Update. Now you have the table.

STACY BRADY: Hello. Can everybody hear me?

So this is Stacy with Missouri Assistive Technology with the update on what is going on. And so equipment has changed just a little bit but not much. For numbers for the state year we

have trended down which is similar to most other states

3

throughout the United States, and a lot of that is just because individuals are dropping their home lines as we have talked about.

But one of the bigger things that I want to talk about is what is happening with the phone lines. Individuals who are using text-based communications on their home lines, we are starting to see a lot more difficulty with this. And this is something that I kind of forecasted about five years ago when we started transitioning from the public -- Federal Communications Commission stating that the copper lines no longer had to be updated as long as there was a similar service available. For most people it was digital or voice over Internet.

What we are seeing today is many of the companies are going straight to fiber optic, and this presents a huge problem. And Kimberly from T-Mobile Accessibility and -- another Kimberly from T-Mobile Accessibility, we kind of met to talk about what is happening. It is not an equipment issue. It is not a Relay issue. It is a line issue. And so we are finding we are having to go back to old school technology in order to meet the needs of individuals who do not have access to the Internet in their home.

And for those that may not be aware, access for captioned phones, this is an issue. We have people who can't afford the

service. We have people who can't have access to the service because it is not available in their area. So they are without Internet.

4

What do you do to meet those needs? It is not just individuals with hearing loss. It also affects our individuals who have speech disabilities. So what I have done -- since we are noticing these changes are occurring almost instantly to the point that my head is spinning on a daily basis trying to catch up -- is we are going back to TTY, not in a direct connect mode. It has to be one with a coupler so the telephone can be put on it. And we are having to train individuals on how to use voice carryover or TTY-to-TTY with calling the Relay ahead of time. And it is a big, big undertaking. If we were to do this ten years ago, it wasn't as big of a deal. Today it is a huge task. Individuals are not used to going back to this -- in this direction. So not only are we retraining our individuals who help us carry out the program, but getting consumers to understand the way they did business before isn't possible unless they can get the Internet.

And that's kind of where things are with equipment. We at least have a Band-Aid solution, but it is not ideal. It is what we have to work with, and it is the best that we are able to do given the situation. So at least we have something. Other states are not even offering that as a solution. Missouri is kind of ahead of the curve, but again this is not

ideal in any way.

5

And that kind of concludes my presentation. Are there questions?

Okay. April, I will turn it back over to you. Thank you.

APRIL MASON DONOVAN: Okay. Wonderful. This is April again. Before I forget, did everyone have the opportunity to introduce themselves?

Anyone? Did everyone introduce themselves at the beginning of the meeting already?

Oh, Sarah is here.

Go ahead.

SARAH PRECHTEL: Hello, everyone. Good morning. My name is Sarah Prechtel. I work for Deaf, Inc. I am Executive Director in the St. Louis area, and today is my first day here. Thank you for having me here today.

APRIL MASON DONOVAN: Wonderful. Thank you, thank you. We are very happy that you have become part of this team.

Kari, did everyone introduce themselves already in the beginning? I wanted to make sure.

KARI SALSMAN: We did not do introductions.

APRIL MASON DONOVAN: Oh, okay.

KARI SALSMAN: I can start us out. Hi. I am Kari Salsman.

Oops!

APRIL MASON DONOVAN: Go ahead.

KARI SALSMAN: Hi. Kari Salsman with the Missouri Commission

staff.

6

APRIL MASON DONOVAN: Next?

Kari is done. How about Stacy.

STACY BRADY: I am Stacy Brady with Missouri Assistive Technology, the equipment distribution program.

APRIL MASON DONOVAN: Perfect. Thank you.

Now Whitney Payne.

WHITNEY PAYNE: Hi. Whitney Payne. I am the legal representative for telecommunications issues before the Commission. Also the Zoom guru apparently.

APRIL MASON DONOVAN: (Laughing.)

Awesome. Thank you, thank you.

And now Dawn Shipman?

DAWN SHIPMAN: Hello. I am Dawn Shipman and I am -- I provide outreach for Relay. Glad to be here.

APRIL MASON DONOVAN: Yay! Thank you. Good to see you again.

DAWN SHIPMAN: You too. Thank you.

APRIL MASON DONOVAN: Now next, Dr. Stephanie Logan.

STEPHANIE LOGAN: Hello, everyone. I am Stephanie Logan, and I am the Executive Director for DeafLEAD. I provide services for the Deaf here in Missouri. Thank you.

INTERPRETER: Sorry. The video froze a little bit.

APRIL MASON DONOVAN: And now for Kim.

KIM CALABRETTA: Hello, hello, everyone. Good morning. My

name is Kim Calabretta. Name sign, Kim. And I am right now covering for Cady who is out on maternity leave. So I will provide the presentation for today. Thank you.

7

APRIL MASON DONOVAN: Excellent. Thank you, Kim. Good to see you.

I am trying to follow the list on the screen. Let's see who is next. Marc Poston.

MARC POSTON: Good morning. My name is Marc Poston. I am with the Office of the Public Counsel. We represent consumers before the Public Service Commission.

APRIL MASON DONOVAN: Great. Thank you, Marc. And now John. Wait a minute.

JOHN VAN ESCHEN: Yeah. John Van Eschen. I am with the Missouri Commission staff.

APRIL MASON DONOVAN: Yes, thank you. Thank you, John. And now Rob Honan.

ROB HONAN: Good morning. Rob here. Rob Honan. I am with MERIL in St. Joseph, far northwest part of the state. I think I represent hard of hearing. I am not sure what category I represent. I apologize. I need some more coffee. Maybe I will remember in a little bit. Good to see everybody.

APRIL MASON DONOVAN: (Laughing.)

Okay. So this is April. Did I miss anyone? I hope not.

I am going to explain this morning has been a little crazy. But I will have an important announcement I will make during

the open discussion at the last part of the agenda. I am going to explain to you why my morning was so crazy. 8

So, oh, Karl is here now. Hi, Karl. Go ahead and introduce yourself if you want to.

KARL EWAN: Hi, I apologize for being late. I was in another meeting. My name is Karl Ewan. And I am here in Texas with T-Mobile. I have been with T-Mobile for four years now. It is good to see you, April.

APRIL MASON DONOVAN: Good to see you too. It has been a long time. So we are done with the equipment program update. I wanted to double-check and make sure that nobody had any questions for Stacy before we move on to the next agenda item. Going once?

Going twice?

JOHN VAN ESCHEN: I have a question. I am not quite sure I understand the problem. You said people were dropping lines and going with fiber optics and that you had to go back to old school technology where people were having to use TTYs. And I guess from a technical standpoint, why is that?

STACY BRADY: So they are dropping their regular house phone lines in general. But the text conversion will not go across lines unless there is Internet. You cannot send the data packet across an analog line as easily. So analog has to be analog. With the CapTel analog, if you try to put it on an Internet line it is not going to work. It just cannot do that

transition. If you try to put -- let me back up.

9

So in my office I have a TTY line specifically for TTY. I also have CapTel, in analog format and Internet-based format. We recently had a situation where everything says our phone line is analog. When we put our CapTel analog on there, the data packet would not cross because somehow along the way -- and we had a technician out from AT&T twice -- once you get past our office to the switching station, it turns to fiber optic. At that point it can no longer convert the text like it needs to and the data packet won't cross. We don't understand it. But that's what the technicians tell us in both AT&T as well as the CapTel. What CapTel hears on the line is static. That's why the data packet won't cross because whatever is going across, it is not allowing that text to make that conversion back into text. So it has presented a problem. And this is why when we have anything other than an analog phone line with a CapTel or if we are trying to use a TTY in direct mode, it won't work if it is digital voice over Internet, fiber optic, and it just doesn't work on wireless Home Connects. And again it has something to do with the way the data packet has to go across while simultaneously having the voice go across.

That's the best explanation I can give you. I am not a technician guru, but that's how I understand it. At least with the TTY in a non-direct connect mode, as long as we are using the coupler, it can still somehow pass it, but again we are not

sure how much longer that is going to last. And they tell me it works on a fax line, but we experienced the same issue on our fax line when we put the equipment on it. So that is why we are going back to old school with the TTY, the hearing carryover and the voice carryover because at least when it is in a coupler mode, then we are able to still have transmission of signal.

I don't know if that is any more clear. That's how I understand it.

JOHN VAN ESCHEN: It sounds like there is some sort of issue in taking an analog signal and converting it to a digital signal.

STACY BRADY: That is correct.

JOHN VAN ESCHEN: Okay. All right. Thank you.

MARC POSTON: I have a follow-up question. Is this something that other states are experiencing this problem that you are aware? Are there solutions they have been able to find in those states?

STACY BRADY: This is a national issue. I was on the call with TEDPA -- recently we had our annual meeting -- and this is everywhere. Oddly enough for whatever reason New Mexico has changed their lines but it is working. But almost all of the other states have reported the same exact problems. So a lot of them aren't even offering old school technology; they just don't offer the equipment at all. And I was like, oh, at least

Missouri is trying to do something.

11

APRIL MASON DONOVAN: I have a question as well.

(Too many voices at the same time.)

APRIL MASON DONOVAN: I am going to go ahead -- Marc, finish up your question and I will hold my question until the end.

MARC POSTON: I was just going to offer up if there is anything you think we could be doing before the Public Service Commission or any solutions we can help with, just let us know. Thank you.

STACY BRADY: I have heard a rumor and I e-mailed Kari. She is checking on it. I heard that one of the other major carriers in Missouri is looking at converting their lines by the end of this year. And if that happens, it is going to be a mess because it is one who covers most of our rural areas. So I am hoping we are able to find out if that is coming to fruition or if it is just a rumor. And I don't want to announce the company until I have got solid information.

KARI SALSMAN: Hi, Stacy. I wanted to let you know I did reach out to the company and they had asked me if I had documentation. And I just responded explaining the problems it would have caused with equipment, and I have not heard back yet if they are really going to be getting rid of the analog lines at the end of the year. But I don't have -- I will reach out again.

STACY BRADY: Thank you, Kari.

APRIL MASON DONOVAN: Thank you to all. That is wonderful.

12

I do have another question, as far as the relay team, just to make you aware of a situation, so thank you so much for that.

Is there anything else that people have?

JOHN VAN ESCHEN: This is John again. Stacy, do you know, is the Federal Communications Commission looking into this problem?

STACY BRADY: I am just going to say this because I am a good old Missouri girl. They are the ones that created the issue in 2016 when they fast tracked the line changes. States are starting to come back and say something. TEDPA is looking at getting with NASRA to -- and I am sorry -- National Association of State Relay Administrators. TEDPA, Telecommunications Equipment Distribution Association. They are looking at some Britain communication company to make a request to explain somehow the problems we are running into. When there is not broadband available and it is not cost prohibitive -- it is just not feasible.

I had an e-mail last week that an individual was willing to get it; the primary carrier didn't offer the service to their home. Another company said they would come out. It would cost them \$4,000 to install the line. They will eat \$3,000, but \$1,000 is the consumer's responsibility and that is not including the monthly bill. These are the things we are aware of. We know it is happening. These are the things we are

collecting information on.

13

And we are again -- two teams, NASRA and TEDPA, they are trying to relay the information and say, hey, we got a mess and it needs some assistance.

APRIL MASON DONOVAN: Thank you very much. I am assuming that Karl, Kim, Dawn, and the Relay team, you all are aware of it; correct?

KIM CALABRETTA: I want to make sure I am following. I am also watching the captioning. You are asking where it is happening, what states is this an issue. Is that the question?

APRIL MASON DONOVAN: Yes, that is the question.

KIM CALABRETTA: It is happening in North Carolina. I am an Account Manager for North Carolina also. And for my state we are seeing in some of the rural areas, like in the mountains, you see the conversion where the phones are not working. So it is not just the captioned phones, but as Stacy mentioned it is other phones that depend on the copper lines. We anticipate analog lines will become obsolete. We didn't anticipate they would become obsolete right away but they are. I have to say I applaud states for coming up with creative ideas to provide consumers equal access with the TTY or VCO equipment. So it is providing access they need until the resolution for this issue occurs. And right now it is more about educating consumers and making sure they are aware this is going to happen and down the line everything will probably become digital. This is going to

be an issue that will pop up nationwide. The equipment itself 14
is made, set, designed for people who have high speed Internet
and then analog line for the 840 model.

So right now everything Stacy has said is accurate, and we
are hoping that down the line there will be a resolution.
Right now there is none other than providing old school
technology as Stacy has mentioned and coming up with creative
ideas of how to lower the cost of Internet services which is
also an issue for people in rural areas that can't afford the
Internet. So I am hoping that is answering your question.

APRIL MASON DONOVAN: Perfect. That was beautifully said.
Thank you so much. Does anybody else have any questions or
concerns that they want to talk about or bring up?

Okay. Let's go ahead and move on if there are no further
questions, we will continue. We will move on to the next item
on the agenda. This is the Sprint report. Go ahead.

KIM CALABRETTA: Okay, I am back.

Hello. Just to let you know, we are considered T-Mobile
now. We merged so it is T-Mobile. And right now I need access
to upload my PowerPoint to kind of show everyone. If you can
make me a cohost for this, that would be awesome.

Thank you.

Let me know if I am ready to be a cohost.

KARI SALSMAN: I think you should be good to go now, Kim.

KIM CALABRETTA: Thank you.

INTERPRETER: I am going to go ahead and turn off my camera. 15

The interpreter will turn off the camera because Kim is signing for herself.

KIM CALABRETTA: I wanted to make sure everyone can see this well, with any questions or concerns, everybody can view this.

Everybody is good?

APRIL MASON DONOVAN: It looks good.

KIM CALABRETTA: Thank you.

Thank you so much for allowing me to provide this presentation on behalf of Cady. And I will also check in if you want to prefer to have the interpreter sign. So if the interpreter would like to sign, I will just voice. It might be clearer. Sure, thank you.

This is the new news we have. Cady has welcomed a daughter. Her name is Kajsa. Instead of TII, it is KII. Her middle name, sign language, Kristine. She was born September 8th.

APRIL MASON DONOVAN: Kim, I don't see the interpreter. She disappeared.

KIM CALABRETTA: Go back. Can everybody see the interpreter? I just want to make sure everybody is okay. Awesome.

Okay, this is a picture of Kajsa born September 8th. She is adorable. Very proud parents. She is Swedish, and her middle name is Kristine. She is named after Cady's father Chris. Her initials are KC because Cady and Brian love Kansas City, and they also love Kansas City Chiefs. So she has a brand new

outfit and booties for Kansas City Chiefs, so she is ready for the football season next year. 16

This is the TRS call volume. As you can see it is pretty good which is still over stable with over 10,000 callers in September. And in the past July and August, pretty much stable.

Now as for the CapTel volume, you see a drop. This will signify -- could possibly be two things. One with COVID, people are more likely to be in the home. It is reflection of the 840 model. Many people are going from 840 to the digital models. So you will see a drop with 840 models which is what this signifies.

In addition, we have Relay Conference Captioning, and you can see the numbers are great until August, September. They have dropped. Again, it could be a fact of where people are starting to come out more after COVID. You are seeing a lot more, and I know I am seeing that with my state as well. You are seeing a lot more people venturing out to in-person presentations and events opposed to being in virtual events and being indoors, participating through any webinars where they may use webinar conference captioning. So that's where you might see the drop.

Now this is Facebook account and Instagram, and you will see the difference. It is actually very good considering we have no budget. We are doing this organically. So everything that

has been done using hashtags and sharing content as a way to reach people without using any ads. We have an average engagement rate of 1.9%.

We would love to see you like us on Facebook and Instagram. It gives you an opportunity to find out more news about Relay Missouri.

Now this is what we are waiting for, what are we doing. I am going to hand it over to Dawn, our Outreach Specialist. Dawn, if you would like to join.

DAWN SHIPMAN: Hello! Can you all --

KIM CALABRETTA: Let me know when you want to turn the page.

DAWN SHIPMAN: Okay. Perfect. Thank you.

Yes, so I feel like the last couple of months definitely, August, September, October, has been very busy. And that has just made my heart sing because I have been able to be around people. And it has been so great being able to go to events and have it pick up to talk with people about Relay and all of the services that we are able to provide.

This particular picture is from the Interpreters Conference which was just the beginning part of this month. And so that was a really great turnout.

You can go ahead and turn the page.

KIM CALABRETTA: I want to verify, I am noticing some of the captions was a little bit off. Okay. They are coming on now.

DAWN SHIPMAN: Thank you. So we are continuing to drop off

goody bags to long-term care facilities, places like that.

18

They are not as -- I am not getting as much I think need for that since people are now able to come in and see people more as those places do open up.

My guess is with the winter months, we don't know what that will look like. I have a feeling they might pick back up though. They have been fun to drop off and interact with people as well.

You can go ahead and turn the page.

And these are the places that I have been able to drop off. A lot of them have been in more east and southern. I am hoping to try to connect with people more in the north and maybe further west as well within the state. But this is what I have been able to do summer and some of the fall as well.

You can go ahead and turn.

And so, yeah, this is the fun, the most fun part for me to be able to interact with people. And the first one we have been able to do since I have been with Relay last April was to attend the Sedalia Fair which Cady was able to attend with me as well and that was great. It was great just getting back out there and having people come in and want to know more about the services that Relay provides. It was actually Seniors Day at the fair. It was a really fun, fun event to go to.

And then I will just discuss the other bullet points.

Senior Day in St. Charles was phenomenal. I did not expect so

many people to attend. Safely, of course. Everyone wore masks 19
and I did as well. So that made it a little bit more
challenging. But the people who came to the table and
interacted -- and there was one woman in particular who just
stands out to me. Her -- she knew of Relay, but she really,
really wished her mother would have taken advantage of it and
she didn't realize just what we offered. And so she took some
information and took the fun pens, and she said I know I am
going to need this again at some point. It felt reassuring for
her that she has got some resources available.

And then just most recently two back-to-back conferences at
Margaritaville which were really great fun. The interpreters
Conference was really amazing to see all the different people,
all of the interpreters coming together. It was really an
honor to be there. And then the Rehab Association Conference
was really great too because just seeing people coming back
into the workforce and what kind of communication needs that
they really do need and a lot of people were really happy to
see Relay there. It was really exciting. I am looking forward
to more events and hoping that that just continues, and we get
on an even momentum with it. So that is outreach right now.

Thanks, Kim.

KIM CALABRETTA: Last but not least, all about future
outreach events. So we will continue to do our outreach with
seniors with goody bags. We will continue to provide webinars.

We are also interested in participating in meetings and virtual events and share about our products and services so if anybody would like these, and we are interested in sponsoring events in your community as well. 20

This is the last part. Anything else, Dawn?

Want to say anything, Dawn?

DAWN SHIPMAN: Yeah, just that I am absolutely honored and so excited for just all of the new things and hopefully COVID is -- I just feel like there is light at the end of the tunnel. Again, I know to be cautiously excited, but it just has been good to get out so far. Thank you.

KIM CALABRETTA: I am done. Thank you.

APRIL MASON DONOVAN: Does anyone have any questions related to the Sprint report? Go ahead if you do.

DAWN SHIPMAN: It was great to see you there, April.

APRIL MASON DONOVAN: Yes, yes, it was. I saw Dawn at the Missouri Rehab Association Conference. It was good to see her. I was really impressed with her booth, and it was really good to see all of the other people telling me repeatedly that Relay Missouri is awesome and doing a great job.

DAWN SHIPMAN: Thank you. Thanks.

APRIL MASON DONOVAN: Okay. So since there is no questions for the Sprint report -- if you guys have any questions that pop up, just feel free to send them in the chat. That's totally fine.

Now next on the agenda, Missouri PSC staff report.

21

KARI SALSMAN: Hi. The first item I am going to discuss is the Relay Missouri fund balance. The balance at the end of September was 1.3 million. The balance is declining as intended when we reduced the Relay surcharge to 4 cents. We are still above the target range of 5 to 9 months expenses. Reducing the surcharge has reduced the surplus in the fund. Staff is going to be reviewing the surcharge just to determine if the 4-cent Relay charge per line should be maintained or if it needs to be adjusted at all. Any questions on that?

Okay. The next two items on the agenda have to do with committee appointments and committee vacancies. I am first going to discuss the new committee member appointments. April touched on it at the beginning of the call. I did want to just repeat that we do have some new committee members. We had a majority vote for Sarah Prechtel to fill the position to represent the Deaf and hard of hearing. Welcome, Sarah. It is a pleasure to have you join us. And then we also have Cathee Wolford is also a new permanent member of the committee as the Executive Director of the Missouri Commission for the Deaf and Hard of Hearing. Welcome, Cathee.

And then this comes to the committee vacancies. When I drafted the agenda I had noted that we had a speech-impaired vacancy. We still need to try to get that vacancy filled.

We do have another vacancy. I am not sure if other

committee members are aware, and I am sad to share this news.

22

But I was just informed yesterday of the passing of Relay Committee member Adonis Brown who was very active with us in attending meetings. And with his passing we now have a speech -- or actually a hearing vacancy on the committee. We now have two vacancies, the speech impaired and the hearing representatives on the committee. And as stated before with vacancies, if you have anyone to recommend, if you have anyone you think might be interested, please relay their information to April or myself. And again, I am very saddened to be the one to share the news of Adonis.

Any questions or conversation with that?

APRIL MASON DONOVAN: Yes. I was shocked to find out the information yesterday.

So like Kari said, if you know of anyone -- sorry. We need somebody to replace Adonis. I hate to say that. It is really unfortunate. So just contact me or contact Kari if you have a name. Thank you.

Thank you. Kari has the table again.

KARI SALSMAN: The last item for this section is the Telecommunications Relay Capitel Services Contract. I just wanted to provide an update that this contract is still in the process of being awarded. We do expect the contract will be awarded soon though, and we are likely to be able to announce it is by the end of this month.

APRIL MASON DONOVAN: Okay. Does anybody have any questions for this section? 23

No?

Boy, you are a quiet group today.

So my question is: Does anybody have any comments related to the contract, the contract Kari was talking about?

No? Okay. Then the final agenda item, we have open discussion. Does anyone have any announcements?

Then I guess I will go first. So again, related to why I had such a crazy morning and last week as well. My last day with VR Vocational Rehabilitation is November 5th. I got the job offer -- I will be working for St. Louis Community College at Meramec. So my role in my new position is going to be the Disability Advocate Specialist. I am actually going to be living in St. Louis, Missouri and I am going back to where my family is. I will just make trips back and forth to Jeff City where my family is and --

So I am moving back to a new house in St. Louis. I am going to be doing that in the early summer. So I am going to be going back and forth between that. So '21 -- '22 is going to be a crazy year for me.

KARI SALSMAN: Congratulations, April!

APRIL MASON DONOVAN: Oh, thank you. Thank you so much.

Okay. So are there any other announcements that anyone has or any information that you want to share with the group? Now

is your time. Okay.

24

So if there are no other announcements or information, let's go ahead and schedule for our next meeting. Normally we meet October and then in April. So, Kari, when would you like to set up the next meeting?

KARI SALSMAN: They are usually on Tuesdays at 10:00.

I first want to make sure that Kimberly would be available. What about if we do April 12?

APRIL MASON DONOVAN: That's fine with me. What does everybody else think?

Dr. Logan, Rob, I am saying yes. Dawn is saying okay. So Stacy -- so Stacy, Cathee, Rob, Dr. Logan and I are all saying it is okay. It seemed like a high percentage of people agree that April 12 is good.

KARI SALSMAN: Awesome. We will plan for April 12, 10:00 a.m. once it gets closer. Hopefully, we will get back to where we can meet in person. It will be great to see everybody in person again. We will also have the option to do it virtually as well once we get closer to that date.

APRIL MASON DONOVAN: Okay. All right. That sounds great. This is April. It sounds good. And I am gonna shoot Kari an e-mail because I don't know what my new e-mail address will be. I will notify you my new e-mail address when I get there, but it will be my personal e-mail address.

KARI SALSMAN: Sounds good.

APRIL MASON DONOVAN: All right. Fantastic. Well, thank you 25
guys so much for everybody that was joining the meeting today.
And if there is no other questions, concerns, or anything that
you want to announce, then I guess you guys could just go ahead
and go out and enjoy the fall. Thank you! I guess the meeting
it adjourned!