

Relay Missouri Advisory Committee

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

KARI SALSMAN: Hi, everybody. This is Kari Salsman. I am going to go through the list of who all I show is currently on the Zoom with us. In the room with me I have John Van Eschen with the Public Service Commission and Stacy Brady with Missouri Assistive Technology. And then I show we have Cady on with T-Mobile. Marc Poston, with Office of Public Counsel. Becky Davis. We have Ron Irving with the Commission. Ron Irving. We have Sarah Prechtel on here. Rob Honan. Dr. Stephanie Logan. Stacie Adrian. And we have the interpreters on here also. Did I miss anybody who is on the call?

CHRIS SMITH: Yes, Chris Smith is on the call from T-Mobile. Hello.

KARI SALSMAN: Hi, Chris.

Welcome, everybody. We will get started. As you saw my e-mail, April was not able to attend the meeting today so I will kind of take her spot for her. To get the meeting going, we will have Cady give us the T-Mobile report.

CADY MACFEE: Okay. Good morning, everybody. This is Cady Macfee. I am with Relay Missouri, also under T-Mobile

Accessibility. So I have a PowerPoint I am going to share with you guys today. You can go ahead and shut off your video if you only have one monitor so you can see the interpreter. And I will be voicing for myself. 2

Let me share. Are you seeing the screen as full?

KARI SALSMAN: Yes, we can see the screen.

CADY MACFEE: So I was hoping that we would be in person because I am missing seeing everybody's faces and interacting with everybody. But I understand that we are not quite there yet, and hopefully I will be able to see everybody at the next advisory meeting.

This is who I work with. Myself, I am the Accessibility Relationship Manager. And then my direct manager that supports the Missouri account is Karl Ewan. He is not able to be here today. There is a state administrator conference in Florida. So he is there with some of the administrators, and I know John and Kari are disappointed they cannot be there. So we have Chris Smith, who is our sales and he is on the call. And I have what is called a support team, and it is basically we are no longer promoting national CapTel. And so I have some team members supporting me in some outreach events in Missouri. They are not on the call. But I am letting you know in case you go to an event and you see them. Their names are Kim McRae, Emmanuel McKeever, and Joshua Nogle.

So what is new with Relay Missouri?

Thanks for all of your feedback. I have made some changes to the website and it is up and ready to go and it is in compliance. So if you take a moment, you should review it. If you see any errors or whatever, let me know. I would be happy to listen to your feedback and make some changes if I feel like it fits.

I do not have a contractor for Missouri anymore. She has decided to take a different position, and so I have my local team to help support me in outreach in Missouri.

Earlier this year I had been promoted to a national level manager for Relay Conference Captioning, and I am still doing Relay Missouri Account Manager for the time being. I think that it is said that my position will be filled sometime next year. So for right now I will be the point of contact for Relay Missouri until the position is filled.

On the website we have added a webinar feature. I have not had any requests to -- for a webinar. But Stacy Brady with Missouri TAP and I have agreed that we were going to work together and do some webinars for anybody that is interested in learning about Relay Missouri and Missouri TAP because we do go hand-in-hand on the products and services. If you know anybody that is interested, please let us know.

Now it is 2022; times are changing. We are not really in COVID period anymore. So people are now getting out and about. And we are moving away from landline services and more and more

people are using wireless. And I am sure you think about yourself, you are probably using your cell phone instead of your landline phone, and that's the case for pretty much everybody. There are still some users in Missouri, depending where they are from and their needs. So we do have users, but the minutes have severely declined. We have about 8,000 in TRS call volume since July.

This is the data that is from July to September; the October data will come out in November. So this is just for clarification. So we will continue to see decline in minutes and usage only because that's where everybody is going if we are shifting over to wireless.

CapTel, we are also seeing a decline in usage. I am not promoting CapTel as much anymore, and I will allow Stacy Brady to speak for herself, what she is doing about CapTel in her presentation after I speak. So we are seeing a decline in usage. Again, we are not in the pandemic anymore. And we will see decline in usage, and people are using their wireless phones more.

Relay Conference Captioning, this is something that I am kind of disappointed in. I really would love to see more and more people use Relay Conference Captioning because it is at no cost for the Missouri residents. If you have some reason why you don't want to use it, please share it with me so I can learn, especially with my new role. I know ASR is commonly

used with some meetings. But we have to keep in mind that the captions are not always accurate because it is automated speech recognition rather than a live captioner. And we also provide transcript for our meetings. So if you know somebody that would be benefiting from learning more about Relay Conference Captioning, please e-mail me. I can do a free presentation, and I would be happy to sit down and walk through this whole step with you if you feel like there is some barriers there why you can't book an event. So just let me know.

I thought I would share some of the new features on some of the phones. I know some people are iOS Apple users and they have released a new software where it's software 16 where you can adjust your -- add a new setting is what I am trying to say to have captioning on your call, your Facetime, your WhatsApp, Facebook Messenger. You can have captioning there. And you can have captioning turned on if you are at the doctor and can't get an interpreter. But you have to keep in mind that Apple are not as great as -- the captions are not as good as Live Transcribe is my honest opinion. It is a Google feature. I will share that next. But I have used and I played with the feature on my Apple phone, and there is a lot of bad words that came up during my conversation with my kid and my dad. And I kind of chuckle at that, and I know they are not using them. But anyway, but just keep in mind you need something that will work for the time being. You can turn on your captioning

feature on your Apple phone and there are instructions on how to do that.

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See what it looks like on the right end of the screen.

Android Google Pixel came out in the last two weeks. Last week for me I was able to update my Android phone and I really enjoyed looking at the Live Transcribe feature. It works phenomenal. And you can use it when you are on, you know, the regular telephone call. You can use it when you are on Facetime -- not Facetime -- it is Live Duo or realtime or something like that. I can't remember what the actual name for the video on the Android phone. But this is what it looks like when -- after you make the studies to make the settings work, you will see when you try to make a call, do you want it to be captioned or don't caption call. You click on that and if you click caption call, that is what it looks like on the next screen. And this is the picture of my phone. I was trying to call my voicemail and that's what it looks like. And I feel like the captions are very accurate.

Since April I have been doing some outreach activities around Missouri. These are the ones that I have been to.

The Missouri Rehabilitation Conference was great! It was like over 200 or 300 people. It was so nice to see so many new faces. I tried to promote about RCC because I know that Vocational Rehabilitation works directly with people going to school and going to the workplace and so they need some kind of

accommodation. So that was some of my main focus.

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In June I also attended a deafblind training in Jefferson City. My co-worker whose name is Keith Clark, he flew in from Seattle, to attend with me too so we could introduce ourselves to the different deafblind folks in Missouri, and we are interested in hosting deafblind, Taste of Technology. Taste, taste like tasting with your mouth, not "case".

Basically the vision for that is to host like an exhibitor event with some presentation, workshop to share with folks in Missouri different resources that will benefit the deaf or deafblind population. There are different organizations throughout the area that has their tools and organizations, like Braille devices and SSP program.

I am waiting on a person; her name is Amy Chapel. I heard she would be a great resource to help me plan this. I know right now she is in the northwest planning -- test training to become an expert in haptic or protactile. And so I am going to wait until she gets back because I would love to coordinate this event with her.

Moving on, we attended the Missouri State Fair back in August. That's our annual thing. That was for Seniors Day; there were a lot of people who were really interested in our speech-to-speech services.

And in September I attended the Deaf Day at the carnival the

30th anniversary for Deaf, Inc. to host it. It was a great event and they had a great turnout.

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Last -- oh, earlier this month I attended the Missouri Deaf and Hard of Hearing Conference at Lake of the Ozarks. It was a great weekend. I got to meet so many new people, interpreters. So I really enjoyed myself. I know you were terribly missed, Becky.

Usually toward November and December there is not a whole lot going on. I am continuing to look for different events to attend to -- and I really want to promote the Relay Conference Captioning to get their minutes back up. I was told from Stacy, and I know she will share her in her speech, that the Power-Up Conference is coming up next year in April.

And that concludes my presentation. I am going to stop sharing in case anybody has any questions.

Any questions from anybody? Any comments? Okay.

KARI SALSMAN: This is Kari. If there is not any questions or comments, we will turn it over to Stacy Brady now.

STACY BRADY: Okay.

CADY MACFEE: Okay. Thank you.

KARI SALSMAN: Thanks, Cady.

STACY BRADY: Hi. So this is Stacy with Missouri Assistive Technology. I wanted to do a couple of quick reviews first and then talk a little bit about what is going on, and what is changing and what is happening now.

I want to remind everybody that Telecommunications Access Program actually encompasses three different programs for Missouri Assistive Technology: The TAP telephone program for making and receiving calls; the TAP Internet program which is basic access to the Internet, e-mail for the home; and TAP wireless program to do advanced communications in addition to calling and texting. So those are a few of the things.

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And I just want to remind everyone of eligibility. The applicant must be certified by a specified individual, and that could be a physician, audiologist, SLP, hearing instrument specialist or qualified agency that they are unable to use traditional equipment. The applicant must be a resident of the State of Missouri. Must have access to basic services for whatever they are requesting. So a home phone service, which has become very broad nowadays, or a computer if they're requesting Internet equipment and they have to have Internet service for that. And then for wireless they have to have access to Wi-Fi or mobile service depending on -- and/or depending on their equipment they are requesting.

And then last, the applicant must meet financial income standards. Missouri is actually very generous. For the first two people in the home we allow \$60,000. That is six zero. Then we add 5,000 per individual in the home of the dependent after that. So a traditional family of four is \$70,000, and keep in mind we are looking at adjusted gross income based on

state regulations.

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Sometimes individuals apply for equipment and are not eligible for some reason. We tend to refer those individuals to the FCC to access their communications, and it could be through the affordable connectivity program, the lifeline program, or the iCanConnect.

Now while the FCC administers the funds for iCanConnect, the Missouri assistive technology actually administers it to the people of the State of Missouri.

So I want to focus a little bit on TAP Internet. The reason I am focusing on that is because, as Cady mentioned, relay is changing. People are accessing their services in non-traditional methods. That could be the HCO or VCO through IP Relay. It is also using their apps for caption telephone services through CaptionCall, CapTel through the web browser or other ASR related types of services that allow for captioned calls. So the Internet is becoming much more integrated into our relay services. But not everyone has the means to access that, and I don't mean because of the equipment. I mean that is part of it. It's because they may have a secondary disability.

Someone who has upper body limitations and dexterity, this is where TAP-I really comes into place. An individual may have a hearing loss, and they still may need to communicate through eye gaze because they have again -- they may be quadriplegic,

or maybe they have a dexterity issue where their fingers cannot type anymore. They may still have their voice and can use Dragon, or they may need adaptive switches or adaptive mouse. 11

For someone who is blind, the TAP internet program provides refreshable Braille displays and screen readers. For low vision they may need a large key so their keyboard is a ZoomText keyboard. They may use ZoomText for magnification or they may be transitional and low vision going into blindness and need Fusion. Those are all very important. Reading comprehension.

There is things like Kurzweil 3000 which helps read what is on the screen. And someone hard of hearing may need to access a T-loop or webcam in order to have their communications.

So what I want to think about is -- normally I talk about phones, but we are going to talk a little bit about the TAP Internet and that's why, because everything is starting to integrate so much more and having that access is just as important.

Putting that aside, what has TAP wireless and telephone been doing for the last several of months. We provided approximately 17 hours of training between May and October of this year, which included seven training sessions that averaged 45 participants in each training. The videos will be used -- they were recorded and will be used for future trainings, especially as many of our offices have attrition and people are

retiring, and new people are coming in. I can't do training every other day as this comes along. So we have recorded those and we are captioning them so the individuals can access them. We did have guest speakers including those from CaptionCall and RealsAM. And RealsAM is a new one and I will talk about it later on. And then we have updated the entire TAP training guide for offices. These were provided to all 38 demonstration sites.

And then we updated the application for TAP telephone and TAP wireless. We are starting to get some feedback and we are having a lot of people come back and say for the TAP wireless they're really appreciating and using the ease of the Microsoft form we use for that application. There are some limitations that Microsoft has put into place for safety and we are cool with that. We have got some work arounds. But it made the process so much easier for not only the applicant but for the staff as I am entering the information in.

What is still to come? As Cady mentioned we are working on relay, estimating three to five training sessions, and that's going to cover HCO, VCO, IP relay, and TTY speech-to-speech relay which is one we don't talk about enough. And, Cady, did I miss any relay that we would use for telephone purposes?

CADY MACFEE: I think you covered it all.

STACY BRADY: Okay. Thank you. And then the Blindshell Classic 2, a phone I will talk about in a little bit. They

have their own training sessions that they offer at no cost and they are taught every other week and allow individuals to talk to the company directly, ask questions, and learn how to use their device. Plus, they added a whole lot of training videos to their selection. And we will be getting that on our site at some point. 13

As I mentioned we introduced two new phones to our program. Actually, one has been introduced; one is on delay. In August we introduced the RealsAM pocket cell phone that will be found in TAP telephone. The reason for that is the overlay on this makes it a super basic phone. It is meant for people who are blind. However, we found it also works for individuals with cognitive impairments. So what our goal is, is to have individuals who may not have the support they need able to still use a device with less limitations, but also to access more services. And so it is tap to talk. Individuals tap the button, and it is a big button, probably an inch and a half wide. It is touch screen, so it's not a physical button. They touch the button and say, what's the time? And then when they are ready, say, they tap the button again, call John. And then it will talk and say, calling John, and it makes that call for them. So it has been really helpful in helping individuals who are not as tech savvy still make the connections. It allows for voice input. Someone who is blind can access this by voice which is really important. It has to be on Wi-Fi or data to

access those services. And then there is a limited library for 14  
reading music and podcasts. It uses any network which is  
really important because the next phone I will talk about does  
not have that option.

So again, found on TAP telephone. This is not for someone  
who is going to be tech savvy. This is for someone who is  
basic level, still needing equipment to make their daily  
communications by phone or text.

THE WITNESS: And then we have the Blindshell Classic 2. We  
had the Blindshell at one point. It is a hybrid. It has a  
screen on it and it has buttons on it, and that's really  
important for a lot of individuals. Last year that device went  
away because there were a lot of issues with the 3G ending and  
5G coming into place. So they have updated their system. They  
produced a new device that looks very similar to the old one  
with a few more buttons than before. But it is also cellular  
for those with vision loss. It uses voice output. It offers  
some voice control. It must be on Wi-Fi or have a data plan to  
use it. Now this one has a little more offering. It has apps,  
and e-mail, and more. The apps individuals can access another  
option of services. The Blindshell only has services with  
T-Mobile. So we advise and make sure people understand if they  
are going to apply for a Blindshell they have to get T-Mobile  
service. That can be through Boost. It can be through Metro  
PCS, but it has to be a T-Mobile service network. And again,

there are buttons for individuals to use. So for a lot of people that gives them a little more security. If they can't do one function, they can do it another way. And we are hoping to release that on December 1st which happens to be a Thursday.

The last couple of things: Power-Up, as Cady mentioned, we are having that. We have set the date. It is April 3 and 4. It will be in Columbia at the Holiday Inn Executive Center. We had an awesome response in April to our conference. We are hoping this next year will be that much better. And we look forward to having everybody there. If there are questions, please go ahead and pop on the screen. All right. I guess I will turn it over to Kari then.

KARI SALSMAN: Thank you. Thanks, Stacy.

I will be going over the Missouri PSC Staff Report section of the agenda. The first item on there is in reference to the Relay Missouri fund balance; the balance as of September 31st is a little less than a million dollars. As we discussed in the April meeting, we increased the surcharge effective in June from 4 cents to 10 cents in order to be able to continue to fund relay program expenses while also making sure we keep the balance within the target, which we like to have it be between five and nine months of expenses. We have had a couple of companies we had to reach out to, to remind them of the increase. But that seems to be going well.

The next item, we do have a new permanent committee member.

Becky Davis has joined the committee as the Executive Director of the Missouri Commission for the Deaf and Hard of Hearing. 16

Welcome, Becky. Did you have anything you would like to say?

BECKY DAVIS: Sorry. I was signing and I was not really paying attention. And so I was looking down at the captions and trying to write everything down and I was like, oh, I will just have to ask all of these questions later.

I am very happy to be here. Thank you all so much for letting me join the committee.

KARI SALSMAN: Thank you. And then next item is in relation to committee vacancies also. We currently have a spot on the committee that has been open for a while to represent the speech impaired. April is not on with us today but I know that she has been reaching out on Facebook and different contacts trying to get that filled and has not had much luck. We also have several members whose third term will be up next April and May. So we also have those spots that we need to fill. I would love it if those current members would still serve until we are able to get those filled. That would be the spots of April, Stephanie Logan, Claire, and Scott Dollar. So those roles are basically to represent -- there would be the Deaf, late deafened, the speech impaired which we currently had open, and then a speech pathologist or audiologist. And then Scott Dollar is an at-large member. So if anybody currently on the committee has any contacts, knows anyone they think might be

interested to serve with us, if you could please reach out to April and I, that would be great. Or if anybody has any ideas on different agencies or anybody else to contact, pass that along also.

Does anybody have any comments or questions on that? Stephanie said she would be happy to continue until her spot is filled. Thank you, Stephanie.

If there is nothing else on that, we just have an open discussion. Does anybody have anything that they would like to bring up or discuss?

JOHN VAN ESCHEN: I have something. This is John Van Eschen. I am with the PSC staff. And this is sort of playing off of what Cady's report, and to a certain extent Stacy's report. I mean Stacy was talking about how relay is changing and people are accessing services through the Internet. Cady talked about the accessibility functions on some of the wireless phones that can provide live captioning and things like that. Those are things that weren't around a number of years ago. And I listened to that as well as the usage for things like relay service, CapTel service has steadily declined over the years. And it is apparently a fraction of the usage that we had years ago. And I guess I just wanted to ask what I think is an obvious question: Is there a continued need for the Relay Missouri fund and the services that it supports? We recently -- as Kari was pointing out -- increased the Relay

Missouri assessment from 4 cents per line to 10 cents per line. 18

And that's applied to a landline telephone line. That does not apply to wireless carriers. It does not apply to the Internet service subscriber who only has the Internet. And so the Relay Missouri fund is something that is funded solely through landline telephone lines. And the services that are supported by it are what I will refer to as analog relay service and analog CapTel service. If relay service or CapTel service is provided through the Internet, that is funded differently. It is funded through the FCC, the Federal Communications Commission.

So I guess what I am getting around to asking is: Is this a topic that this group should be discussing in terms of if there is a continued need for the services that are funded by the Relay Missouri fund? And then if perhaps not, what would it look like if a state were to consider phasing out such a fund? And I don't know if any other states have done this. I haven't researched that issue at all. But I didn't know if anyone on the committee had any thoughts about any of this.

STACY BRADY: This is Stacy. I will say something.

JOHN VAN ESCHEN: Okay.

STACY BRADY: My concern is the FCC at some point is going to come back and say, state, we want you to take some of this on. We don't know what is coming down the way at the net -- I can't speak for NAZ, but at the TEDPA Conference, T-E-D-P-A, they

discussed some of the new changes that are coming about. I don't know how that will affect the cost of relay. I can tell you the cost of equipment are going up and with stock and shipment taking longer and the cost of getting the equipment to the United States, all of our manufacturers have told our vendor that their costs are going to go up significantly. Well, that does only pertain to the equipment side. Yes, the minutes are falling down. But again, I -- with some of the new stuff that they're talking about, I don't know that the FCC is not going to come back at some point to states and say, we need you to support this because everything is switching. We cannot get data packets across an analog line. That's why CapTel is not supported. I don't even offer it anymore as an option. I use CaptionCall which is using a hot spot. It helps those people who don't have Internet access. But everything is going to non-traditional phone services.

So we are going to have to expand where we are either collecting from -- I think relay is a valuable asset for someone with speech-to-speech disabilities -- with speech disabilities. We can't cut them out, and the Internet is not the way to do that. They really need to be able to voice to someone.

Someone -- most of my people that I get for the phone right now, because of excellent advertising by captioning companies, I usually get the people who don't fall under the Internet

side. So we are giving them either, you can do traditional relay services or you can use CaptionCall.

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But again, everything is switching over to these non-traditional avenues. So that's where my concern lies. Plus, I would be out of a job.

THE CAPTIONER: Kari, I lost the captioning box. Could you please reassign?

KARI SALSMAN: I think we are good to go again. Does anybody else have any comments about John's thoughts?

JOHN VAN ESCHEN: What I am just talking about is, you know, I feel this is a topic that we should perhaps be talking about as a group. And it is not something that would happen overnight or anything like that, and it is not something that I would be interested in pursuing if it would be detrimental to a large number of consumers. And this is where I think it is very important to hear from people in this committee as to what do you think?

I don't know if T-Mobile's -- if T-Mobile, you know, they supply relay services and CapTel services for a lot of different states, whether this issue has been brought up in other states as well. What are the issues that are being discussed and considered in that? Because frankly I think here in Missouri there certainly would be some legal issues as to how a fund like the Relay Missouri fund would be phased out. There are statutes that are -- that exist that indicate that

the State of Missouri will have a relay service and here is how 21  
it is funded, the same with the equipment program and here is  
how it should be funded. And so I don't feel that this is a  
decision that is solely within the Missouri Commission's  
authority. But I think the discussion has to start somewhere,  
and I wanted to raise it and see what people might have to say  
about that.

CADY MACFEE: This is Cady here. I know at the last advisory  
meeting, I had shared with the committee about what was going  
on with the CapTel under T-Mobile. We talked about possibly at  
the next RFP is to separate the contract with only doing TRS  
contract, which is what we are doing now with the RFP going  
forward because we are no longer doing CapTel when we submit  
our RFP to other states when their contract is close to  
expiring.

We have successfully -- what I am trying to say is we have  
successfully separated our contract and some states do agree to  
it. I know there is one state that does not want to have a  
CapTel contract at all, and so they have phased out with that.  
I know that the technology is changing; everything is changing.  
Missouri was the contract that was signed in, I believe in  
November 1st or October 31, and then shortly after that where  
we have a relationship phased out with CapTel is what I am  
trying to say. So Missouri missed out on that when they  
submitted the RFP last year because we didn't know that was

gonna happen but it did happen. So we are -- going forward all 22  
the contracts submitted to different states are being  
separated. Some states want TRS and CapTel; some states just  
want TRS. It varies. And I am -- I know there is a lot of  
conversation happening right now in Florida with the state  
administrators under T-Mobile; they are in Florida right now  
hosted by T-Mobile with our managers. And they are discussing  
different topics and I know that RFP, TRS, and CapTel contract  
will be discussed as well. If I learn anything, anything new  
from that conference, I would be happy to share it back with  
you, John and Kari, and you can share with the committee as  
well.

JOHN VAN ESCHEN: Okay. Thank you.

KARI SALSMAN: Stephanie. Yeah, Stephanie put in the  
comments to everyone that she doesn't feel like she has enough  
information at this point to provide a meaningful response.  
That is understandable. Did anybody else have any comments?

If there is no other discussion on that --

JOHN VAN ESCHEN: Yeah, I think we will likely bring this up  
at a later date, and perhaps we will provide more information  
to put all of this in context. I know in the back of my mind I  
would think that the Missouri Commission would want to get as  
much information as possible and would want to provide an  
opportunity for as many people as possible to provide input as  
to what should be done if this is to be seriously considered.

I don't know. I am not sure where to take it. But in my mind I could envision having the Commission open up some sort of docket or proceeding to bring the matter up and provide feedback from parties as well as us as a committee to further discuss this issue. But I think given how the industry is changing, our usage is declining, I think we need to at least discuss the continued need for the Relay Missouri fund. And, you know, if things need to be taken back to the Missouri legislature to get a change in the Missouri statutes, what might it look like? And what might that be? I don't know. But in any event I wanted to bring the issue up.

KARI SALSMAN: Thanks, John. Does anybody else have any other items for open discussion or anything to talk about? Okay. If not, we need to set a date for the next meeting. If we were to do it in April --

JOHN VAN ESCHEN: Yeah.

KARI SALSMAN: I know.

If we are looking at a Tuesday in April, I know this meeting fell on a Wednesday for some reason but we generally do it on Tuesdays. We have Commission meetings on Wednesdays. If we look at a Tuesday, maybe April 18th?

MARC POSTON: It works for me. Marc Poston.

KARI SALSMAN: Thanks, Marc.

BECKY DAVIS: I could do April 18.

STEPHANIE LOGAN: Tuesday or Wednesday is fine.

KARI SALSMAN: Becky says she can do the 18th. Let's plan for the 18th. We will still need to discuss if we will be doing it in person or virtually.

JOHN VAN ESCHEN: Do people have a preference?

STEPHANIE LOGAN: I prefer a Zoom meeting if possible.

STACY BRADY: Didn't we talk about the regulations previously that said that we had to do some meetings in person at least once a year or something? I have to look at the by-laws.

KARI SALSMAN: I think we changed them and we made it optional. I need to double-check.

Stephanie prefers Zoom if possible. We can go ahead and set the date for April 18th at 10:30, and then we can figure out closer to time whether we are going to do it in person or on Zoom. I know we've discussed before maybe like a hybrid type meeting where people can choose whether they want to come or not. But the only issue we run into with that is if we still do it like we did before with the lunch, I have to get expenses approved ahead of time and I would need a solid headcount. And I know things happen. And then I feel if we have a hybrid and there is only a few of us that show up -- I mean, I know you travel. Stacy travels and Cady. So it kind of depends on that also. For now we will go ahead and pick the date. Sarah also said Zoom is preferred. Let's go with on the 18th and say by Zoom. If anyone has any issues or isn't able to participate by Zoom to speak up by e-mail or let me know.

STACY BRADY: They can let you know closer to the date or do you need an absolute right now? 25

KARI SALSMAN: Not absolute right now. But it looks like everybody is okay with Zoom. I know Cady had mentioned originally liking to see everybody in person, which is nice too. But sometimes I feel bad that some people travel, and it takes longer to get here than it takes for the meeting.

So we will go with April 18th and at this time we will plan on Zooming. Okay. Well, everybody have a great day. Thank you for joining us.