

Relay Missouri Advisory Committee Meeting

October 15, 2024

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

JAMES FROST: I wanted to give you all a heads up in regards to the liver trans--

INTERPRETER: Excuse me. I am having a hard time --

JAMES FROST: I will be on a call with a liver transplant, and I am going to have to excuse myself at 1:10. So at that point someone else will have to run the meeting. Does that make sense and is it clear?

KARI SALSMAN: Yes, I plan to take over when you leave if we are not done yet.

JAMES FROST: I missed who was going to take over. Kari is going to take over. All right.

So who do we have here with us? We have Becky.

INTERPRETER: I don't know everyone's sign names. So I am missing names because I don't know all the sign names.

JAMES FROST: Okay. Everyone who is on the committee who is now on the call -- so let's see. Is everyone able -- this is James. Is everyone able to see me now? Is my camera -- Sarah had said she couldn't see me. Are you able to see me now, Sarah? Okay. Kari, everyone is here; correct?

KARI SALSMAN: Hopefully, everybody is on. But those who

could make it would be on by now, yes.

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JAMES FROST: Okay. Well, then we will go ahead and start the meeting. We are starting the meeting at 10:03 a.m.

I want to welcome a new member of our committee, Amanda. So Amanda, tell us a little bit about yourself.

AMANDA WHYRICK: Hi. My name is Amanda Whyrick. I was born and raised in Missouri. Some of you may know me as Amanda Foltz. I know Becky and Sarah. I currently work for Communication Service for the Deaf, CSD. I am the Division President for California Connect. That is their equipment distribution program so I run their marketing program. I run their testing and training and -- operation and contact call center. So that is my current role. I have been with CSD for nine years. I currently live in Ava, Missouri. I live on a farm.

So that's just a little bit about me. It is nice to be here. Thank you, everyone, for this opportunity.

JAMES FROST: Welcome and nice to meet you, Amanda. We are happy that you were able to join our committee.

So back to the agenda. So next on the agenda we have a T-Mobile report. So that will be Cady. Correct? I will turn it over.

CADY MACFEE: We can go ahead and have everyone video to be off. I will be sharing a PowerPoint. And the interpreters -- one of the interpreters can stay on the screen. I will voice

and you can sign. I am going to share my screen now. Are you 3
guys able to to see my PowerPoint?

SPEAKER: Yeah.

SARAH PRECHTEL: Yes.

CADY MACFEE: Thank you. All right. Good morning everybody.
Fall is here. Fall, fall (sign). Fall is here. Is my audio
okay? I am moving the computer closer to me. So fall is here
and the weather is cold. I just -- I am a little excited about
it. I like football season. I like the pumpkin patch. I like
all the fall stuff. It has been really fun. It is really
pretty.

So a couple of years ago I had made an announcement that I
did get a promotion at my -- on my team; so I was promoted to
be part of the T-Mobile Accessibility National Team. And
what -- something just happened. So I have been doing both
jobs, managing Kansas Relay, Relay Missouri and also working
national team. And it has got a little overwhelming where my
manager said, all right, let's give somebody else the Kansas
and Missouri account. And so Missy McManus, she has been with
T-Mobile for 21 years, and she has been, you know, managing
different accounts. Currently, she is managing South Carolina
Relay, and she is based in South Carolina. Very similar to all
the previous outreach -- sorry -- account managers from before.
Some of them do live out of state, but they do travel to
Missouri occasionally to be at the meetings or do outreach.

And Missy will be doing the same thing. So she -- you know, she knows this business better than me to be honest because she has been in this field for 21 years. And so she has been on board. You know, she really got to love Kansas barbecue. And she really enjoys watching the Kansas City Chiefs. She has not just become a Chiefs fan. She actually watched it a couple of years and decided she wants to be on board, so it is very fitting she likes the barbecue and the Chiefs and now she wants to run the Relay Missouri account. She approves these messages. Missy, anything you want to say or add? Oh, you are muted.

MISSY McMANUS: I am excited about that welcome. Thank you to Becky. Oh, should I keep going? Am I good? Okay. Okay. Perfect. I have already been there in Missouri. I met with Kari. I met with John about six or seven weeks ago. So this is my first board meeting. I am glad to be here.

As Cady mentioned I am here in South Carolina. So it is a little bit chilly here, and I have been working -- I am working with Relay Missouri. The Kansas office as well. And so I am looking forward to future events and getting to meet everyone in Missouri. I want to thank everyone for welcoming me.

CADY MACFEE: Missy has already officially started, you know, taking over Relay Missouri as of July 1st. So any e-mail you have to me regarding Relay Missouri you should be sending to Missy, and her e-mail will be on the last slide and Missy can

add it to chat as well.

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MISSY McMANUS: Sounds good. Will do.

CADY MACFEE: So just to give you an idea who all are on our team.

We have Jeff Branch, who is our sales manager. We used to have this guy named Chris Smith before, but he was on a long-term disability leave and so he is no longer employed with T-Mobile. We really miss having him with T-Mobile. But Jeff Branch is -- was the backup, and now he is officially the sales manager for Relay Missouri.

And Karl Ewan is the Senior Manager for the Accessibility Team. So Missy reports to him.

And you will see different people from our team that are actually based in Overland Park, where I am. They will be doing some outreach for Missy because she can't always fly for every event. But because we are local, we will use local support. So we have Emmanuel McKeever, who is on the national team. So he will be supporting Missy for the Missouri side. And Kim McRae will be another backup for Missy. And if there is like any Deaf events or any events that is -- you know, Relay Missouri should have a presence at and maybe Kim or Emmanuel are not able to attend, then I will be, you know, available to go if my schedule allows.

So, you know, relay is still around. We have good months and bad months. I mean we do know our numbers are declining.

I look at the years it was in 2009 we had 125,000 minutes, and today we have 3,500 minutes. So it is a big decrease in -- decline in minutes, usage, which we know is happening. But right now for the state relay, we are only allowed to promote what we have fought for the ADA for the TTY, the speech-to-speech, the VCO, the HCO. So those are the state relay services. T-Mobile Accessibility have different services in -- I can't think of the word I am trying to say -- for people with different disability that is available on the national level that is billed differently than the state relay service.

So just to give you an idea what are the average users -- because every time I go to an event I always get: Who is still using a TTY? And I have to tell them, there are towns in Missouri that still are not getting Internet services. So therefore, if they want to use a telephone, they are gonna have to use a TTY. They are probably gonna use an older TTY. And they will have to use a TTY with another landline telephone on top of the TTY because that TTY is not made to work with digital phone lines. And so therefore, we have to go back, you know, 1980, 1990 when we had a TTY and another phone on top of it. So I am sure many of you remember that concept.

So majority of our users are TTY users. 34%. Then we have Turbo Code, a different type of TTY at 29%. And then -- wait. That's the wrong one. It is the voice. Sorry. We have 29%

are voice relay users. And 33% are our voice carry-over. And voice carry-over is a similar concept to our CapTel phone but they are using the relay base to help with preventing overlapping of the captions and you still usually use go ahead and SK. And the green is hearing carry-over. And hearing carry-over is using a TTY and if the person is able to hear, he is picking up to hear what the other party is saying. But putting the phone back down on the TTY and typing their response and the relay operator will voice for that person because that person may have a speech disability or a stroke or some sort of barrier that is not allowing them to use their voice.

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I feel like we need to find somebody to really use our Relay Conference Captioning service. We have no usage at all, and this is a wonderful service. I get complaints from different people saying, hey, Cady, I don't like the ASR on the Zoom. And I was like, well, do you know about Relay Conference Captioning? I know that the convenience of turning on the ASR on Zoom is so much quicker. Actually, you are using a CART right now.

SPEAKER: ASR.

CADY MACFEE: Someone is saying how am I marketing our RCC availability. We have Relay Missouri Facebook page. And I have been going to events to talk about this to different businesses to try and encourage them to be all-inclusive. So

this is a no-cost service to us. So we just go on to the Relay Missouri website and book the request for Relay Conference Captioning. If you have any additional questions about this service, please do reach out to Missy. She would be happy to tell you about it. 8

These are some of the places I have been since April. Missouri Rehabilitation Association Conference; that was in the Lake of the Ozarks. Deaf Day at Silver Dollar City in Branson; that was hosted by the MCDHH. Society for Human Resource Management Conference, that is for the statewide conference; that was based in -- that happened in Missouri at the Lake of the Ozarks, Margaritaville. It was so much fun. It was so empowering and inspiring to be there and talking to different organizations about, you know, mainly about RCC and how to be all-inclusive in your business.

I will allow Stacy to talk more about the Missouri TAP Training and her presentation. But we have been doing three out of four. And we have the fourth one tomorrow in Columbia, Missouri. And one of the people on our team went to Show Me Summit in Springfield. It is a senior event.

There is two pictures. The top picture is me at the Society for Human Resource Management Conference. And then the one on the bottom is from the Deaf Day at the Silver Dollar City. That was a lot of fun.

So in addition to the relay services and the outreach, we

also do call wireless education events. If you know of any organization anywhere in Missouri that would benefit from having a T-Mobile team to come and talk to different -- in groups, senior, Deaf, hard of hearing, we will talk to anybody about how to use a phone, how to prevent scams, how to use your Facebook, any question that you may have regarding to your phone, we have a team of people that would be willing to drive all over Missouri and work with your team. We do request that we have at least 20 people in attendance.

And oftentimes we do invite Stacy Brady if it is close enough for her to drive to talk about Missouri TAP because a lot of them really need the financial support from the equipment program to get a newer phone. And so we are just doing a lot of collaborating.

Basically one of the last events for me this year is the Society for Human Resource Management Conference, the Kansas City one. That's happening next month, and I am excited about that one.

And if you have any questions, reach out to Missy McManus and this is her e-mail. I want to thank you all for allowing me to be the Account Manager for the past five years. It was one of the best experience of my working career. You guys are awesome. Like I really enjoy meeting with every one of you and, you know, sponsoring different events and learning about, you know, Relay Missouri. It is kind of bittersweet for me,

even though I am kind of still around but I am not, you know, going to be in too much. And so I -- you know, I just really want to say thank you, guys, for, you know, working with me and I will miss you guys. Thank you.

JAMES FROST: Okay. Does anyone have any questions for Cady? Any questions? Going once. Going twice. Sold! All right, thank you, Cady, for your presentation.

So now back to the agenda. So we will have the Equipment Program Update and that will be Stacy Brady. Welcome, Stacy. I will turn it over to you.

STACY BRADY: Good morning. There is a lot that has been happening with Missouri Assistive Technology and the equipment program. As Cady mentioned in her presentation, we have been traveling regionally to do trainings. So we have completed northwest Missouri, southwest Missouri, and St. Louis for our trainings, and tomorrow she mentioned we will be in Columbia. The interesting thing is that while that is central Missouri, our participants are coming from north central Missouri, south central Missouri, and other parts in between. And unfortunately due to scheduling conflicts, Cady won't be on the last one. I will be heading to southeast Missouri and finishing that up on Thursday. And the goal was to ensure that everyone was aware of the different relays for our centers that we have doing trial/demonstration, but they also knew how to access it and do it.

So as part of that training we did hands-on. A lot of our offices have never used a TTY. They didn't know how to hook it up properly, especially with the changes in the phone lines. And so we had them actually get a handset, put it on the coupler and then make a call using the TTY. We had a few failures in the beginning because there are different things we had to troubleshoot. But it is the same thing that anybody else would experience if they were trying to set up a device themselves. So we get that nervousness out of the way so that they are better prepared when they go into a home.

We also did hands on with setting up a profile, how to make changes on the IP Relay side and also how to set up an account with IP Relay. It has been a very positive experience with our offices that they are able to better understand the process, who the equipment is for, what equipment is needed, and how to setup the equipment and get an individual going so that they are able to do their communications by themselves.

One of the things we did talk about is certain types of -- we will let the interpreters switch. One of the things we did talk about is the two-line setups because those are much more complicated. When that situation comes into play, we are having the offices and the consumer contact MoAT and T-Mobile Accessibility directly because again that will require some additional steps in order to make that the most accessible. Those are for your people who are using two line voice

carry-over, or two line hearing carry-over, so they are having to use two devices, plus the access and an account, all to make that work. But for the right person, it is the best option. And we really appreciate the options that we do have in Missouri for people to continue their daily communications.

Are there any questions related to the trainings we have done around Missouri so far? Okay. I am going to move on.

So ways that we have also been marketing the various types of equipment we offer at Missouri Assistive Technology in our TAP programs is we have been doing library displays, and we have completed our third display. We are actually officially pulling that down next week. We have been at the Midwest Genealogy Center since August. And you might be thinking, well, what does that have to do with assistive technology? When the Midwest Genealogy Center asked us to do a display in their glass cases they said, hey, can you draw some historical perspective on that. So within our case we were able to put in a Perkins Brailler and compare it to the refreshable Braille displays that we offer now at MoAT. When it came to hearing devices and communications, we went back and found information from -- oh, I forgot -- from some archives and it had a 1920s style device that was a predecessor to TTY even. If we have a chance, I will try to get a picture up here in a little while of what it looks like. Then to 40 years later when our first TTYs were developed through Weitbrecht, W-E-I -- I forgot the

spelling. W-E-I-T, brecht, B-R-E-C-H-T. Anyway, so 40 years later to come to something more modern. As we all know, those big style TTYs have gotten smaller. They eventually got to where they can sit on a desktop, small and compact, to being being able to carry in a pocket, to our smart phones, and allowing us to be more communicative. But because of the advance of technology, you didn't have to just use English text, you can now do signed communications which vastly opened our world in communications. And we have it on display showing that transition.

One of the other interesting things, and I realize it doesn't apply to this, but we found out that stair lifts, one of the very first companies actually came out of Kansas City, Missouri, and so there is a lot of that historical perspective to get people interested.

Who are the people that go to the genealogy centers? Your older individuals who are doing that, again, family and historical data. So it was a way of getting people out there.

We will be bringing that display down next week. We will be moving it to Grandview, and right now this has been working really well with the Mid-Continent Public Library system. We have had some interest out of some of our smaller communities. I believe Carrollton was one who was asking for a display and one out in southeast Missouri, really rural. And we are trying to draw interest out of Cass County, which is south of

Kansas City, that picks up your west central Missouri library system for that county. So we are looking forward to that. 14

But it is just an interesting way of showing people how technology is impacting our lives in different ways from, you know, everyday to older technology. And then we also have a display we are going to put in Blue Springs in January that has been set up as well.

And then last -- on Friday I just happened to be at a senior event and talked to over 200 individuals to help them become aware of what types of equipment is offered through assistive technology, including our TAP programs, and our office is constantly traveling out to events.

Any questions about our -- what we have been doing in our community, making people aware? Okay.

TEDPA, T-E-D-P-A, was hosted in September in Louisville, Kentucky. One of the things I want to acknowledge is we are not seeing from manufacturers equipment. Everything has gone to apps, and unfortunately most of those apps are now going to subscription. And as a State program and other states, we are mentioning this is a problem because it is putting a lot of individuals into financial debt, paying a monthly subscription fee. The other option some of the companies are offering is a one time fee for X amount of dollars but then the company fails within a six-month timeframe.

So the states -- while we understand what is going on to an

extent -- we are still limited in what we can do and how we can 15
get there and it is not always the best. Apps are not always
the best option for everything. We get the need but there are
a lot of things that we really are asking the manufacturers to
develop because they are needed.

Another interesting thing we found out is Japan, they had a
congregation come into our meeting. They actually do not have
a relay system set in place, and so they were explaining how
their system is set up. And right now they are developing the
relay system, but the finances fall on the person who needs the
service, the Deaf or speech disabled individual. So that has
been really interesting to learn about their program around why
they are seeking the United States' input on how we have
developed our program and how it has moved. And like us, they
are also finding it is their seniors are the ones who are
needing text based equivalents. So something -- food for
thought for the day.

All right. Any questions about that part before I move on
to the next couple of things? Okay.

So TAP tries very hard to keep in mind what is being needed
in our community when the equipment is coming out and available
on our ability to purchase. So the manufacturers of smart
technology, smart phones will make it available but because we
are a third tier, we don't -- are not able to purchase through
our line for several months while the technology is being fed

to the big stores. We get that and we are okay with that. But 16
we are looking at the updates that are happening with the
Apple iPhone, the Samsung phone, the Pixel and then tablets
for Apple, Samsung and Pixel. Again, that covers our Apple and
Android. So we will be updating our application with the new
devices once we get all of our pricing in and we know that we
can actually purchase.

But some accessories we have added include something called
the Hable. This is an input device for someone who is blind.
A lot of times trying to navigate the screen may be difficult,
and for some individuals, Braille input is the best. So we do
have this quick little six buttons down the middle, three on
the left, three on the right, two space bars which you cannot
see because this is black on a very dark gray. But my fingers
are going over these buttons and that's it. That's the whole
design of the Hable. They also have the Hable Easy which is
being tested. It is more of a navigational team. So the Hable
One is an input piece with navigation, and the Hable Easy is
just navigation.

Speaking of navigation, NanoPac also developed something
called the NanoNob. And the NanoNob plugs into the charging
port of the device, doesn't matter if it is Apple or Android.
It does matter if it is a USB-C, a lightning or a micro, and
that depends off of Apple or Android that is plugged into the
charging port and then it is a navigation device for someone

who struggles with their fingers to navigate their screen. It could be because of neuropathy. It could be because of arthritis. It could be that they have other dexterity issues. So the NanoNob has been something our blind community and our low vision community with continuing site degradation is finding a usable tool to navigate their phone so they can use it for multiple purposes of advanced distance communication. So we are excited to see that. That's kind of it for new stuff.

Social media, if you have not been following us on social media, we do have Twitter -- or X formerly known as Twitter account, and we have our Facebook account. And so this month being Disability Awareness Month, you might check out some of our postings that will be coming up real soon and just for other information.

And the very last thing is this will be disappointing, but Missouri Assistive Technology is taking a break from Power-Up in 2025. So be watching for us in 2026 with our updated conference.

And that does it for my presentation. If there are any questions, go ahead.

JAMES FROST: Any questions? Oh, yes.

MISSY McMANUS: Thank you, Stacy. I have learned from the information you shared today. Because I work for T-Mobile, I have to ask: Where is it that you buy the phones from?

STACY BRADY: So Missouri has to have a contracted vendor.

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We buy our equipment through Teltex, who has been vetted for our contract. T-E-L-T-E-X.

MISSY McMANUS: Thank you. I have been wondering. T-Mobile has phones. I am not trying to pressure you to contract with T-Mobile. I could maybe introduce you to one of our wireless experts so just, you know, to have a look and to talk.

STACY BRADY: I understand that. But not all parts of Missouri can get T-Mobile. So we let the individual -- we just purchase the equipment. The individual is responsible for finding their own service in their area. A lot of them are going through the FCC's Lifeline Program.

And that reminds me. We are having a substantial amount of difficulty with the BlindShell. So that is currently suspended in the Missouri TAP program until they work out some kinks. It is not a carrier issue. It is a physical hardware issue and issues with some of the firmware that we don't have control over. So that is something that -- we have not -- they haven't been taken off the program yet. But they are in a suspended status until they can work out their kinks. We have a lot of blind and low vision users that really like the phone, but we couldn't handle the volume of calls we were getting because of the issues they have undertaken in the last couple of months.

MISSY McMANUS: Okay. Great information. Thank you so much.

JAMES FROST: You had a question, John, for Stacy.

JOHN VAN ESCHEN: Yeah, I appreciate your presentation,
Stacy. You had mentioned that there are a lot of apps coming
out that might be helpful, but the problem with that form of
technology is the subscriptions that a lot of apps want to bill
subscribers and that sort of thing. How much do they want to
charge for some of these services? And has this been a
hindrance for a lot of subscribers that might find the apps
beneficial?

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STACY BRADY: So that is a good question. It varies on the
type of service they are wanting.

There is a new alarm system that is supposed to assist those
who are Deaf and hard of hearing. They want \$10 a month.

JOHN VAN ESCHEN: Okay.

STACY BRADY: There are other ones out there for the blind
and low vision. They are anywhere from a dollar to \$25 a
month. Speech is the same way.

JOHN VAN ESCHEN: And you had indicated that as a possible
solution, some of the app makers wanted a large upfront fee?

STACY BRADY: Correct.

JOHN VAN ESCHEN: One company -- did I hear this right? --
one company went out of business after six months.

STACY BRADY: We have had multiple places do that. Luckily,
we don't buy into that type of system. But we hear it on
boards because several of us monitor different disability
boards -- that sounds -- not quite the way -- Listserve type of

boards. So we see the complaints come up and we are able to watch those.

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The blind and low vision community is very vocal. So they have mentioned some -- a number of times where they have bought into an app and then it was discontinued in a short amount of time. Luckily, we don't purchase those particular apps, but it is not -- it is not unseen.

JOHN VAN ESCHEN: Do you see this as the wave of the future where everything is going to apps? Or is it equipment that is still going to be helpful for consumers?

STACY BRADY: So the equipment is necessary to use some of the disability communication apps, advanced communication apps. That part is still going to be needed. We had an article come out, and I will get that shared with you later. This is the third article I have seen this year talking about home phones. Aside from the nostalgia perspective of the young, which was an interesting part of the article, they are finding certain pockets of areas where home phones are needed and necessary, not necessarily because of lack of Internet or other types of services but because of our aging population. People aren't necessarily on board to learn advanced distance communications. The cellular phone manufacturers are making everything smartphone, and there are people who aren't getting the education to figure that out. And I don't mean necessarily people with disabilities; I mean just general population. If I

go and see my mom, she is often asking me, can you teach me how 21
to do this or how do that? It is not staying in that memory,
but that old-fashioned telephone system is. And I told my
brother, maybe we need to look at putting a house phone back in
for her.

The other thing is: Kids are coming up. Not all parents --
there is actually a huge pushback by parents right now that
they do not want their kids before the age of 9th grade to be
using smartphones because of psychological issues, the
bullying, the teasing, the ability to get into inappropriate
materials. So while they are talking about cell phones, we are
starting to see more people putting house phones back in to
keep their younger children off of these advanced technologies
because, again, you are -- the world is open to you at that
point. Even with a lot of parental controls, there are still
issues with being able to bypass that. And I know that's a
really off topic, but it is where we are starting to see some
of that use coming back. And I do like that idea.

Again, going back to the apps, it is like the cable, that
people have been dropping the cable. But now they are having
to buy packages from Hulu and ESPN. So now when people are
buying all of the packages to have the stations they want, it
is now more expensive than cable, which is a lot of times why
they dropped cable.

I see the same thing with apps. I buy all of these apps to

meet all of these needs instead of buying a one-time purchase to buy a device that gets me to do what I need to do. I hope that answered the question, John.

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JOHN VAN ESCHEN: Yeah, thank you. Thank you.

JAMES FROST: Any more questions? For Stacy.

Going once. Going twice. Sold!

Okay. Next on the agenda, Missouri PSC staff report.

KARI SALSMAN: Hi. This is Kari with the Commission staff.

On the agenda for our section, the first item is the Relay Missouri fund balance. I distributed it on the Meeting Maker, just a little chart to show the balance. I think most of you are aware after we had a lot of discussion in our April meeting about what is going on with the Relay fund, we did reduce the surcharge from 10 cents per line to 6 cents per line effective June 1st, 2024. That was due to the fund having a decrease in expenses due to lower usage, and the balance is continuing to grow so we needed to reduce that surcharge so that we could stop growth of the fund because it was well above the target range we like it to be in. The goal is for the balance of the fund to have about five to nine months worth of expenses in there and we were well above that. So we reduced the surcharge and it is starting to gradually go down. But it will take a few years for that to happen, and at that time we will have to re-evaluate. It will just depend on usage, expenses, things like that.

As of September 30th, the fund balance was a little over \$1.4 million. To give you an example, we kind of want it to be definitely a lot lower than that for the five to nine months worth of experiences, more to like 45,000 to 75,000. We reduced the surcharge in the hopes of getting that down in a few years.

The next item on the staff report which we have already covered in the beginning of the call, we welcomed Amanda and Missy as new members. So welcome and thank you for serving on the Relay Missouri Advisory Committee.

And then the final item is vacancies. We have two vacancies currently. One is for a late-deafened representative which currently Stephanie Logan -- I notice she is not on the call today. She must have had something come up. But Stephanie Logan is continuing to serve until we are able to find a replacement. And then we also have a vacancy for a speech-impaired individual. So if anybody has anybody in mind or has any connections or contacts of anybody that you might think might be interested in serving on the committee with us, please send them my way.

And that is all I have for the staff report. Does anyone have any questions?

JAMES FROST: Any questions for Kari? Going once. Going twice. Sold!

Okay. Open discussion now. Does anyone want to add

anything? Anyone? Open discussion. Nothing? Oh, Dr. Kate Sinks.

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KATE SINKS: Hello. I just had a quick question. This is probably for Cady and/or Missy. So I have been using the relay caption for this meeting, and I will say it is actually quite nice and very helpful. I have auditory processing disorders so sometimes things get a little scrambled when I am listening to speech.

But I had a question. So like if I am scheduling a webinar that I am presenting, can I book the caption service and then share that link within the webinar? Is that kind of how that can work? Okay.

CADY MACFEE: Yes. So you would go to the Relay Missouri website and book the request and then you will get a confirmation e-mail. And in that confirmation e-mail there is a link. And so you use that link and you can share it in the chat or you can share it in the Meeting Maker or you can, you know, embed it like how it is today. That is the embedded RCC.

KATE SINKS: I don't know. It is over here on my other monitor here. Is there a better way to do that?

CADY MACFEE: Okay. So RCC I usually recommend it is on a separate screen because you might have people, you know, you say you have auditory processing; right?

KATE SINKS: Yeah.

CADY MACFEE: There might be people who have low vision. So

they can't really benefit from the captions, you know, this size on top of the video. So they will want it on a separate screen.

KATE SINKS: Okay. I just didn't know if I was allowed to share that link if I book it.

CADY MACFEE: Yes, you can share it with anybody, anybody.

KATE SINKS: Okay.

CADY MACFEE: Yep. And you can contact myself or Missy, probably Missy is best because I need to step out of this role. Yeah, we will work with you, you know, to have you use this service.

KATE SINKS: All right. Thank you.

JAMES FROST: Great. Okay. So any more open discussion? Anyone? Going once. Going twice. Sold!

Okay. So let's set the date for the next meeting. Kari, what do you think would be a good time for the next meeting?

KARI SALSMAN: We generally do them in April and October. So next April. We have been doing them on a Tuesday at 10:00 a.m. I don't know if that seems to work well for everybody. If that's the case --

JAMES FROST: Yeah, let me look at a calendar here. I will bring up the calendar right now.

KARI SALSMAN: We generally do it mid-month. It looks like it would be Tuesday, April 15th.

JAMES FROST: Oh, wait. What about -- April -- that's a tax

day. So that's tax day, the 15th. So let's look at maybe the 8th or the 22nd. Oh, yeah, Stacy. 26

STACY BRADY: Dr. Sinks, when is the audiology conference? It is usually around the same time.

KATE SINKS: Good question. Let me look. Hold on. I will see if I can spell this correctly. 2024. No, that's the other one, not the speech. The website just says coming soon. So we don't have any dates posted.

STACY BRADY: So my suggestion is pick a date --

JAMES FROST: The 8th or the 22nd?

KATE SINKS: I would say based on historical conference dates, maybe the 8th would be a safer bet.

JAMES FROST: Okay, the 8th. Does the 8th work for everyone? So April 8th, 2025, we are good with that? Any objections? Anyone? Okay. All right. Well, we will go ahead and set the next meeting for April 8th, 2025, all right, at 10:00. Are we good? Okay. Meeting adjourned at 10:59 a.m. All right. Good-bye, everyone.

SPEAKER: Bye-bye.