

**Telecommunications Access Program (TAP) Advisory Board Meeting
Held April 7, 2011 @2pm
KCDHH Conference Room**

Members Present: Ms. Betty Timon, Mr. Shannon Caldwell,
Mr. Johnny Lawson, Mr. Forest Skaggs
and Mr. Jim Stevens

Members Absent: Ms. Nina Coyer, Mr. Lewis Fowler Ms.
Mindy McGirt and Mr. Jeremiah Ziehr

Staff Present: Ms. Virginia Moore, Ms. Rowena
Holloway, Mr. Cole Zulauf and Ms.
Wilma Wright

Visitors: Ms. Emma Danielson, Sprint Relay
Manager and Ms. Kat McGee, HLAA

Communication Facilitators: Ms. Shannon Grider, Ms. Mary Fehrenback
and Ms. Becky Boyd

Ms. Timon, TAP Advisory Board Chair, called the meeting to order at 2:14 pm. Members introduced themselves and the organization or entities they represent. Ms. Wright completed the roll call, and as there was a quorum the meeting continued. Minutes from the last meeting were reviewed, and as there were no comments or additions they were accepted as read. Ms. Wright, the Administrative Specialist for the TAP program, was asked to speak next.

Ms. Wright presented a report about outreach activities for the last quarter and gave members a synopsis about setting up the fifth cabinet in Owensboro. She explained that each piece of equipment available is displayed in the cabinet and staff at the Wendell Foster Campus was very receptive to inclusion of the demonstration cabinet. The sixth cabinet will be placed in the Prestonsburg area but a date has not yet been set. Members were then given an opportunity to ask Ms. Wright questions about the report.

Discussion continued, and a suggestion was made to track where individuals acquire an application. A question may be added to the application, such as “where did you learn about the program?” including a place on the application to track the referral type.

Next on the agenda, Mr. Zulauf reported as to the program statistics for the last quarter. He noted that TAP had received 539 requests, a significant increase from last year, primarily due to the inclusion of wireless. Since October 2010 the TAP has received more than 1,000 requests, almost double that from last year. Several KCDHH staffers are being utilized part time to help process the TAP applications. Of the applications received, 671 have been completed, 15 denied, and 269 have been closed due to failure of the consumer to follow-up on the request. Members were given an opportunity to ask questions about the report.

Ms. Holloway advised members that the first Deaf-Blind Communicator has been ordered for Mr. Shannon Caldwell. We will be sending someone from Lab Computers, who provides that product, to help train Mr. Caldwell so he can use the device efficiently. Ms. Moore advised that TAP prides itself in providing devices to serve the needs of all deaf, hard of hearing, deaf-blind and speech impaired Kentuckians. Members were given an opportunity to ask questions about the phones currently provided and make suggestions for additions to the program.

Ms. Moore spoke of the good work being done by the staff. Outreach is growing for the TAP program and demonstration cabinets are now spread throughout the state, making it easier for consumers to test and see equipment before selection. Additional outreach efforts have also proved successful, such as the web descriptions, vlogs and blogs. We are also searching for opportunities such as faith based advertising, local club announcements, newspapers and Public Service Announcements. We are also working with Sprint, our new relay provider, to facilitate additional outreach opportunities throughout the state.

Ms. Moore explained that we continue to work with the CMRS Board to promote emergency notification via wireless devices. Although funding was lost during the last legislative session we continue to pursue all avenues for inclusion of data driven notifications to assist our consumers. We began reaching out to other entities that deal with emergency services and public health situations and are forging partnerships for future efforts. We are also working to distribute communication kits that include specialized telecommunications equipment, which will be located within the state police posts for easy access during a declared emergency. The kits include Captel phones or TTY's for access to relay services.

Ms. Moore advised that we met with Ms. Emma Danielson/Sprint Relay Provider, and had a good meeting discussing outreach. Sprint will continue to provide outreach and training for all devices that utilize the relay service. Sprint is seeking consumers that would be willing to be trainers in their regions and members were encouraged to advise the TAP staff if interested. Members were given an opportunity to ask Ms. Danielson questions. Ms. Danielson confirmed that CapTel services will continue uninterrupted with the relay conversion and encouraged members to contact her if they have any concerns or questions about the relay service or any services provided by Sprint.

Ms. Holloway spoke per our guidelines for the TAP program regarding member appointments. Three member terms are expiring effective June 30th. All three members agreed to serve another term, through 2015, and as there was a consensus the membership recommendation will be presented to the full Commission for final approval at the April 30th meeting.

Members were asked if they come across new equipment, new apps for phones, new amplified phones, anything that will help consumers to please advise TAP staff so that the website can be updated and the program can keep current with useful new technologies. On the website we list apps that are popular, easy to use and easy to download to the wireless devices to provide greater accessibility.

Members were asked if there were any other topics for discussion, and as there were none the meeting was adjourned at 3:40 pm. Members were reminded to provide travel vouchers to Ms. Wright for processing. The next TAP Advisory Board meeting is scheduled for October 6, 2011 at 2:00 pm here at KCDHH.