

**Telecommunication Access Program (TAP) Advisory Board Meeting
April 18, 2019
KCDHH CONFERENCE ROOM**

Members Present: Ms. Gerry Gordon-Brown, Mr. Jim Timon, Ms. Mindy McGirt, Mr. Johnny Lawson, Ms. Marilyn Fenwick, Mr. Tyler Campbell, Ms. Jeannie Taylor and Mr. Jim Stevens

Members Absent: Mr. Jeremiah Ziehr and Mr. Lewis Fowler

Staff Present: Ms. Jessica Endler Smith, Ms. Toni Jo Stinson, Ms. Virginia Moore

Guests:

Communication

Facilitators: Ms. Shannon Grider, Ms. Julie Posey Johnson and Ms. Laura Kogut

The Chair, Ms. Gerry Gordon-Brown, called the meeting to order at 2:00 p.m. Ms. Smith called roll and, as there was a quorum, the meeting continued. Minutes from the October 25th meeting were reviewed, and there were no corrections.

MS. FENWICK (MR. LAWSON) MOVED TO ACCEPT THE MINUTES AS PRESENTED. THE MOTION PASSED.

Ms. Gordon-Brown introduced the new Telecommunications Access Program (TAP) staff member, Toni Jo Stinson. Ms. Stinson shared a little bit about herself with the TAP board.

Ms. Smith provided members with a statistical report of the Telecommunications Access Program (TAP) activities since the last meeting. TAP has received 510 requests and has processed orders for 111 iPads, 125 iPhones, 133 landline devices, and 185 signaling devices.

Ms. Moore updated the board on the most recent 911 information and commented that the trend toward landlines being replaced by wireless equipment has continued. She stated that people who have Sorenson and Captioned Phones should either call 911 directly or give their location at the time of the call. She also mentioned that not all of the counties with dispatch services have the technology to pinpoint a constituent's location during a 911 call. She recommended registering for Smart 911 regardless of whether or not the service is available in an individual's area of residence, since it may be available where they work or travel. Ms. Cervantes advised people who have captioned phones to call 911 directly without captioning services, inform the 911 dispatch service know they are hard of hearing and provide their current location. Ms. Moore informed the Board that the Commission sent a letter to the 911 Board to urge them to work on this issue for hard of hearing and deaf constituents. She also reminded those present to encourage people to contact their legislators and make

their voices heard regarding 911 access for the protection of deaf and hard of hearing Kentuckians.

Ms. Cervantes provided a Real-Time Text (RTT) phone demonstration, citing the Federal Communications Commission (FCC) mandate that this technology be implemented by wireless carriers by December, 2018. She added that the RTT phone used for the demonstration is not currently available for sale. She indicated that there will be a trial period to allow state programs to test the RTT phone. Ms. Cervantes explained that while it does require an internet connection, it offers the benefit of being able to text and talk at the same time. She also commented that the RTT phones will be good for people who use Voice Carry Over (VCO) and that it does not require the typical TTY etiquette phrases such as “go ahead” and “stop keying”.

Ms. Endler updated the group on outreach efforts completed by TAP staff since the last meeting. Ms. Endler attended a speech language pathology presentation and laryngectomy support group. She also completed three phone installations. She explained that the TAP Department’s activity has been constrained by the limited number of staff member, but she anticipates that they will be able to do more outreach events now that Ms. Stinson has been added to the team.

New Business:

Ms. Endler provided a demonstration of the KCDHH website’s new addition of an online application that constituents can download and print. They can then scan and send the completed application back to KCDHH via email or fax, or they can mail it as they have in the past. Ms. Moore commented that there continues to be a lot of incomplete applications as a result of constituents printing and filling them out without reading all the directions or the list of documentation required to process the application. Ms. Moore also mentioned that the Commission will be switching to a new database in a few months, which will have new user accounts that allow applicants to log in and view the status of their applications. If there is missing information or documentation, that information will be posted to their account.

Ms. Endler also informed the board that the front page of the brochure has been revamped, changing the format of the description of each piece of equipment to bullets as opposed to paragraph format. The reason for the change was to make it more readable and easier for constituents to make an informed decision. Ms. McGirt asked about providing an American Sign Language (ASL) video of the application instructions for ASL users as well.

Ms. Endler informed the TAP board that there have been issues with the Serene signaler system orders due to one special unit that is uniquely manufactured. This issue is complicated by the fact that most of the signaler systems are manufactured in China. Ms. Moore stated that she is working with the TAP team to resolve the issue, including investigating the possibility of finding another signaler that is equivalent to the Serene system currently provided through the TAP program.

Announcements:

- The next TAP Advisory Board meeting will be held at the KCDHH office on October 17, 2019 from 2:00 p.m. to 4:00 p.m.
- Members need to turn in their travel vouchers to Ms. Endler.

MR. LAWSON (Ms. McGirt) MOVED TO ADJOURN THE MEETING. THE MOTION PASSED. The meeting was adjourned at 3:24 p.m.