

**Telecommunications Access Program (TAP) Advisory Board Meeting  
Held October 23, 2014  
KCDHH Conference Room**

**Members Present:** Ms. Becky Crawford, Ms. Mindy McGirt  
Mr. Jeremiah Ziehr, Mr. Lewis Fowler,  
Mr. Johnny Lawson and Mr. Jim Stevens

**Members Absent:** Mr. Forest Skaggs and Ms. Amy Hatzel

**Staff Present:** Mr. Cole Zulauf, Ms. Wilma Wright, Ms.  
Jessica Endler and Ms. Row Holloway

**Guests:** Ms. Emma Danielson

**Communication Facilitators:** Ms. Shannon Grider and Ms. Julie Johnson

The Chair, Ms. Crawford called the meeting to order at 2:03 pm. Ms. Wright called roll and as there was a quorum the meeting continued. The board mourned the passing of Ms. Betty Timon on October 2, as she was a long time member and also held many other positions within KCDHH during her 25 years of advocacy and service. She will be greatly missed, and her vacancy on this Board will be filled with a hard of hearing individual. Minutes from the October 10, 2013 meeting were reviewed by members, but have already been accepted by the full Commission. The April 2014 meeting was cancelled due to a lack of quorum.

Mr. Zulauf advised that since we are having difficulty getting a quorum for the meeting that the recommendation was made to revise the TAP guidelines to allow for meeting via electronic means. This was discussed with the full Commission in June and was approved. The guidelines have been revised and members were asked to review them for any comments and there were none.

Mr. Zulauf continued with a statistical report of TAP activities. TAP has received 2,231 requests from January through October, which is double that of this time last year. Requests have been received as follows:

- 239 consumers applied on their own;
- 45 saw our television advertisement (CapTel);
- 3 saw the billboard right outside our building;
- 285 obtained information at an outreach event;
- 596 heard from a friend;
- 154 from the website; and
- 909 referrals from other places.

Mr. Zulauf summarized the changes made to the TAP brochure to advertise the addition of equipment and changes in some models of equipment. Ms. Holloway summarized the addition of the iPad, explaining that we started out offering wifi or 3G/4G but found

that many consumers were not using 3G/4G because there is an additional charge. Therefore, as the pilot ended on June 30 the program is now only offering wifi models. There are four versions of iPads, depending on the consumers identified hearing/vision loss, and each has special applications installed. Full information is listed in the brochure and on our website. We have had an influx of speech-impaired applicants, and we are contacting the Speech-Language Pathologist to inquire if the applicant has the capability to use the iPad as a telecommunications device, or they are not eligible through TAP. The influx of applications seems to be plateauing slightly. However, a waiting list has been implemented for both new and reapplications due to budgetary constraints. New applicants, those who have never received equipment, will be served first and then reapplicants. Our vendor contracts expire in May 2015 and we are drafting a Request for Proposal (RFP) to solicit bids for equipment we intend to offer through TAP. Board members were asked again to give us any input they have on new or improved equipment they would like to see included in the program.

Ms. Holloway reported on the Telecommunications Equipment Distribution Program Administrators (TEDPA) conference, where we network with vendors, see new equipment and discuss current challenges within our state programs. Many questions were asked about Kentucky adding the iPads, pros and cons, and how the wireless program works in general. Mr. Stevens reported on the National Association of State Relay Administrators (NASRA) conference, and how we learned valuable information from other countries (Australia, New Zealand, Thailand and Sweden) regarding their progress in telecommunications and relay services. NASRA had panel discussions on current issues with representatives of relay companies and the Federal Communication Commission answering questions and explaining possibilities on the horizon.

Ms. Wright reported on outreach since January, including the Kentucky Academy of Audiologist, the Kentucky State Fair, DeaFestival, TEDPA and NASRA. TAP is also represented at any outreach completed by the Information, Referral and Advocacy department of KCDHH and presentations are often provided to state organizations representing deaf and hard of hearing consumers.

The Chair asked if there were any questions or announcements and as there were none, reminded everyone to turn in their travel vouchers to Ms. Wright. The next TAP Board meeting will be held April 23, 2015. The meeting was adjourned at 3:45 pm.