

*Meeting Minutes*  
**COMMUNICATIONS ACCESS COUNCIL**  
August 25<sup>th</sup>, 2007  
Sierra Regional Center - Reno, Nevada

**ROLL CALL:**

*Members:* Jana Vickers, Cindy Frank, Karen Pearl, Kim Holloway, Kim Ryan, Linda Raymond, Theresa Piccinini,

*Absent:* Denise Phipps, Dennis Granata

*Staff:* Betty Hammond

*Guests:* Bob Guernsey, Laura Daviton, David Daviton, Kurstin Chun, Todd Bader

*Interpreters:* Kimberly Dawson, Jessica Ludlow

*Captions:* Karen Yates

**INTRODUCTIONS:**

Jana Vickers, chair, called the meeting to order at 9:45am. Introductions were made by all present. Chairman discussed housekeeping information.

**APPROVAL OF MINUTES:**

A motion to approve the minutes of the April meeting with corrections was offered by Cindy Frank, seconded by Linda Raymond and unanimously approved. The corrections were as follows: Change the name "Shanna" to the correct name, "Chameen". Correct the spelling of Theresa Piccinini's last name. Also add the name of Todd Bader.

**CHAIRMAN'S REPORT:**

Ms. Vickers described in detail the goals and objectives for Deaf and Hard of Hearing Advocacy Resource Center (DHHARC). She explained that goals and objectives are set by DHHARC and the Office of Disability Services (ODS) and indicated that the fiscal year begins in July. She spoke about the goals for the equipment program and the advocacy program. She informed the Council that the program will work in conjunction with Sprint to provide outreach activities for DHHARC and Relay Nevada.

**COORDINATOR'S REPORT:**

Ms. Hammond spoke to the Council regarding the changes to the council since the passage of SB473. She discussed the Communication Access Council's (CAC's) policies and procedure document with the Council. The Council agreed to make the document into a set of bylaws. Ms. Pearl made a motion to approve the document as the official bylaws of the Communication Access Council and Ms. Frank seconded. The group discussed making changes to the document's wording. Wording was changed to reflect that the "Division" cannot make changes to the CAC's will, expressed by their votes, without just cause. The group agreed to keep the term for the chair and vice chair a one year term; but language was inserted to say the incumbent may be reassigned to the position. The name of the document will be the "Committee on Communications Services for the Deaf and Hard of Hearing Person and Persons with Speech Disabilities." The motion was accepted by unanimous vote with changes. Ms. Hammond also distributed copies of the bill, SB 467 and asked the committee to review and become familiar with the elements in the law so that they could be ready to provide feedback once the regulatory process begins. Ms. Hammond also explained to the council that people are still using the CapTel phone without utilizing the captions function. Ms. Hammond discussed outreach activities and deferred to Todd Bader to speak more on the issue.

### **RELAY SERVICE PROVIDER'S REPORT:**

Mr. Bader spoke about Telecommunication Relay Service (TRS) and CapTel minutes. He stated that the minutes are declining slowly in TRS. He discussed the percentages of calls from different types of equipment. He reported a slight increase in Speech to Speech minutes after Relay Nevada's outreach efforts. He reported the number of calls increased with CapTel; and the number of phones being distributed has increased. There is a discrepancy in terms of *percentage* of CapTel calls versus the number of phones out there. Some users are not turning on the Captions function. Ms. Frank reminded the Council that sometimes hard of hearing persons can hear most, but not all, of the calls so they may not need to have the function on all the time; but may actually need it from time to time. Kim Ryan wondered if educational outreach might be helpful especially to seniors who may benefit from one on one instruction. Laura Daviton from the public, who works at DHHARC, indicated there may be an issue in the Las Vegas area as some consumers were being shipped units without instruction. Ms. Hammond also added that Jana Vickers and David Daviton discussed and added to the new equipment objectives a goal to set up a table with amplified phone choices and the CapTel phones to avoid giving those who will not use the captions the more expensive, CapTel phone. Kim Ryan asked if there were large print options available to CapTel users and Ms. Hammond responded that the large visual display options are available to Nevada consumers and suggested that this option be presented on the display table for amplified and CapTel phones. Ms. Ryan asked about follow up with CapTel users and Ms. Daviton stated that the users are followed up on. Mr. Bader clarified that we cannot identify and follow up on any specific CapTel users. We can just follow up with letters and such in a general way. He also suggested the development of an instructional DVD about the equipment. Mr. Bader talked about various outreach activity ideas to rural and other locations and suggested to add, on the Relay Nevada website, the history of events that have taken place. He talked about working with local chamber of commerce to help business avoid hanging up on Relay users. Ms. Pearl asked Mr. Bader if there were other companies selling and manufacturing the captioned phone. Ms. Hammond expressed that there were no other providers at this time and it has caused concern with the Public Utilities Commission. Mr. Bader showed the Council various promotional item ideas. The group liked the CD cleaners, pens, small towels, yo-yos, pedicure kits, CD holders, (for CapTel with the CapTel CD inside of it), backpacks for children, etc. The Council agreed that some of the materials should also be in Spanish. Ms. Raymond thought older people might enjoy the pen and paper sets and the pedicure sets. Something to hold hearing aid batteries, eyeglass kits, and hearing aid stickers were other ideas. Ms. Vickers said she would like to see Relay Nevada and DHHARC work together on the outreach ideas and activities. Mr. Bader also spoke to the group about Internet Relay Fraud calls and handed out information sheets for the business owners and a sheet put out by the Federal Communications Commission (FCC) on the issue.

### **EQUIPMENT DISTRIBUTION PROGRAM AND ADVOCACY REPORTS:**

Theresa Piccinini provided the quarterly reports from DHHARC including the number of equipment distributed and advocacy services provided.

### **INTERPRETER/CART SUBCOMMITTEE REPORT:**

Kim Holloway informed the council that her goal, after today's meeting, would be to research her materials and come up with ideas from her experiences with stakeholders and to provide feedback to the committee she encounters. Ms. Frank stated that she had a lot of material in a binder for the tier committee and she would give this information to Ms. Hammond at ODS and Ms. Hammond agreed to mail it to Ms. Holloway once the material is furnished to her.

**PUBLIC COMMENT:**

Bob Guernsey introduced himself as a person who had worked for the legislature for 23 years as primary and secondary staff on three of the legislative committees for the study of services for the disable with Senators Titus and Cegavske. He also worked for the mental health system. His previous work was with the states budget division. He has served the state for 36 years. He informed the group that his assistance was requested to work on the interpreting/CART regulations, and he will be working closely with ODS and CAC's subcommittee on interpreting and CART.

**SCHEDULE NEXT MEETING DATE:** Meeting dates were emailed to all CAC members prior to this meeting. The next meeting date will be October 20<sup>th</sup>, 2007 in Las Vegas at 9:30am.

**ADJOURNMENT:** The meeting was adjourned at 12:10pm.