

*Meeting Minutes*  
**COMMUNICATIONS ACCESS COUNCIL**  
January 19, 2008  
Vocational Rehabilitation – Westbay Office  
3016 West Charleston, Las Vegas, NV 89102

**ROLL CALL:**

**Members:** Cindy Frank, Dennis Granata, Karen Pearl, Denise Phipps, Theresa Piccinini, Linda Raymond, Kim Ryan, Jana Vickers, Chairman, James Womack **Absent:** Kim Holloway

**Staff:** Betty Hammond

Interpreters: Jachoe Harris, Wing Butler

**Guests:** Elizabeth (student CSN), Kurstin Chun, David Daviton, Bill Moran, JR Goff, Craig Radford, Chameen Stratton, David Stromm, Sheryl Whitehead

**INTRODUCTIONS:**

Jana Vickers, Chairman, called the meeting to order at 10:41am. Introductions were made by all present. Chairman discussed housekeeping information.

**APPROVAL OF MINUTES:**

A motion to approve the minutes of the October meeting, with a correction was offered by Cindy Frank, seconded by Linda Raymond and unanimously approved.

**CHAIRMAN'S REPORT:**

Ms. Vickers updated the Council regarding a Town Hall meeting which was held on December 4<sup>th</sup>, 2007 at the Northern Nevada Center for Independent Living. She stated that the meeting was productive and many people attended. Ms. Vickers said Cindy Frank gave the group an overview of the new interpreter regulations. The main issue seemed to be lack of training available to interpreters and lack of available interpreters. Linda Raymond added that programs such as the one at Ohlone College are essential. These are immersion programs which expose new interpreters to many signing opportunities and cultural opportunities; whereas other programs do not. Cindy Frank mentioned an upcoming meeting at the Capital regarding education of Nevada students coming up on March 27<sup>th</sup>; and urged members to attend. This meeting will be held by the Committee on Education. James Womack also mentioned an issue with funding and that teachers and trainers must be given the support to fully work programs and also emphasized that training centers should work together as a team.

**COORDINATOR'S REPORT:**

Ms. Hammond gave a copy of the Communication Access Council (CAC) bylaws to the group. Ms. Phipps suggested the document be changed to reflect the word CART instead of realtime captioning in the document. Ms. Hammond stated that she would make the changes and give a new copy to the group.

**RELAY SERVICE PROVIDER'S REPORT:**

Chameen Stratton gave an overview of her Relay Service Report which included:

- TRS is experiencing a steady decline in minutes as many users are switching to IP & VRS services.
- STS minutes have a tendency fluctuate, this particular month looks like the numbers dropped a bit.

- CapTel minutes continue to increase. One of our main objectives for 2008 is to increase our marketing approaches and increase our visibility in promoting the CapTel phone.
- CapTel minutes are typically high on the outgoing, but low on the incoming. She would like to see those incoming calls increase a bit more. Also, have more awareness out there so people know that they can call CapTel users. She indicated that calls don't need to always be initiated by the CapTel user.
- The difference between the CapTel usage and the number of phones out there is quite significant. She would like to see this addressed. Again more training & more awareness will go a long way!
- Chameen Stratton stated that the Combined Report is always an interesting one for her. Relay Nevada's total number of calls is pretty much the same from 13 months ago because as the TRS minutes decline, CapTel replaces those declining minutes.
- Relay Nevada Customer Database Profile is a great tool. By filling out your profile, the agent is able to process the users' calls faster and smoother. A person can fill in their most frequently dialed numbers, request that the operator announce relay service or do NOT announce relay service, and many more! She said to take a minute and check it out!

There are two ways of accessing and filling out the information:

1. [www.relaynevada.com](http://www.relaynevada.com), then click on Customer Database Profile Form.
2. [www.mysprintrelay.com](http://www.mysprintrelay.com), create a new profile or log in to make changes to your current profile.

(Go to [www.learnwithsprint.com](http://www.learnwithsprint.com) for everything that was presented.)

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

Theresa Piccinini gave an overview of the programs advocacy and information/referral services. In the North, 9 clients (39 units) and in the South, 53 clients (821 units) = 62 clients (860 units). In the North and South, majority of the clients inquired on information and referral services; only a few clients required ongoing in-depth advocacy. In the North, there was a decline in the number of clients and unit counts due to the cleaned up in our system according to the Office of Disability Services requirements.

Consumers and/or their families received information, referral and follow-along advocacy services. In the North, 53 (95 units) and in the South, 70 (165 units) = 123 (260)

Two case managers and the regional office supervisor attended a two-day workshop offered by Grant Writing USA in Carson City on Dec. 12 and 13. One of the case managers already started to write a grant for the Read and Sign project which would help some rural area deaf children to practice reading and signing with deaf adults. She indicated that the project was highly successful a few years ago and the NVAD would like to do it again.

There were three workshops provided to students. An emergency preparedness workshop was offered for deaf and hard of hearing students in the Northern region. The other workshops were given in school. In the North, the case manager gave a mini-workshop to high school students on how to advocate for themselves. In the South, the case managers introduced the program services to school-age children.

## Distribution of Telecommunication Equipment

	North	South	Statewide Totals
TTY	3	6 (2 exchanged)	9
Light Signaler	1	3	4
Amplified Phones	26 (2 returned)	16	40
Cap Tel Phones	16	19	35

The TTY distribution has remained slow both in the North and the South. With the advance in technology, most clients do not want to use TTYs any longer.

The number of CapTel phones distributed has increased somewhat, as during the equipment Demonstration it often turns out that even though the client would prefer an amplified phone, it is not the most useful device for them. There currently isn't a wait list for CapTel phones since there are enough to distribute to our clients.

Training was provided to consumers, family members, friends, and agency personnel in the use of telecommunications equipment and Relay Nevada. There were 85 individuals in the North and 40 individuals in the South; statewide total was 125.

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

Kim Ryan updated the council regarding the subcommittee's work and progress on regulations for CART and interpreters.

### **PUBLIC COMMENT:**

None

**SCHEDULE NEXT MEETING DATE:** The next meeting date will be discussed with NVAD President, Jana Vickers, so that NVAD and the (CAC) meetings can take place at around the same time. The meeting will be in Reno, time and location will be announced; members will be notified by email.

**ADJOURNMENT:** The meeting was adjourned at 1:40pm.