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DRAFT Minutes

Name of Organization: Subcommittee on Communication Services for Persons Who Are Deaf or Hard of Hearing (SOCS) and Persons with Speech Disabilities of the Nevada Commission on Services for Persons with Disabilities

Date and Time of Meeting: May 10, 2017
9:00 am

Videoconference Location: Deaf Centers of Nevada
3120 S Durango Drive, Ste 301
Las Vegas, NV 89117

To join the meeting by phone, dial 1-801-877-0804 and enter the meeting room number: 8149166 when prompted. Enter 2712# as conference pin number. Persons in Northern Nevada requiring sign language service can call their VRS providers; give them the dial in information in order to access the meeting.

DRAFT Minutes

- I. Welcome, Roll Call, Introductions & Housekeeping (Please turn cell phones to silent & Identify yourselves before speaking)
Gary Olsen, Chairperson

Members Present: Gary Olsen, Eli Schwartz, Sal Fiorentino, Jeff Beardsley, Mike Eifert, Nick Easter
Guests: Maureen Frahdani, Reanne Hosin, Mei Jeong, Courtney Horner (Interpreter), Tory Jaramillo (Interpreter), Kristy Clark (Captioner), Kevin Carter, Jesse Palmer, Libby Hathaway, Ellen Thompson, Lisa Furr, Gary Shade, Kim Johnson
Staff: Rique Robb, Betty Hammond, Dawn Lyons, Tamika Scott, Krystal Castro, Wendy Thornley
- II. Public Comment (No action may be taken upon a matter raised under public comment period unless the matter itself has been specifically included on an agenda as an action item. Please state and spell your name for the record. Public comment may be limited to three minutes per person at the discretion of the chair.)

Gary Olsen stated Angela Greer has stepped down and her position is currently vacant.

III. Approval of Minutes for November 15, 2016 and from the February 8, 2017 Meeting (For Possible Action)
Gary Olsen, Chairperson

The meeting minutes from November 15, 2016 were previously approved with grammatical changes. Jeff made a motion to approve the minutes from February 8th, 2017. Sal seconded. Motion carried.

IV. Presentation: Interpreter Program in LV
Caroline Preston-Bass, Lead Faculty
Deaf Studies and Interpreter Preparation Program at the College of Southern Nevada

Gary stated Caroline Bass was unable to come to this meeting and this agenda item will be tabled.

V. Report and Update on Legislative Topics and Discussion (For Possible Action).
Gary Olsen, Chairperson

- SB-443: Makes an appropriation for the transfer of contracted sign language interpreter positions to state employee positions.
- SB-481: Creates the Nevada Commission for Persons who are Deaf, Hard of Hearing or Speech Impaired.
- SB-400: Authorized the Director of the Department of Health and Human Services to enter into success contracts.
- AB-139: Provides for the voluntary establishment of a program of dual language immersion in certain public elementary schools.

Rique stated SB443 will have two more hearings before it is passed. This bill would hopefully eliminate some of the challenges, especially in Northern Nevada, and the lack of interpreters available as this bill would provide for two positions in the North, and two in the South, effective July 1, 2017 and hiring would be effective October 1, 2017.

Eli asked if those positions would have to go through a new recruitment process.

Rique stated there will be a new recruitment process as the positions are now state positions and no longer contracted positions within the state. Rique stated she is currently in the process of writing work performance standards and class specifications for the interpreter positions.

Gary stated if you are able to attend the hearing, he would recommend everyone to show support as it would be a big achievement.

Gary stated SB481 has passed the Senate vote and the hearing will be on Friday, May 12, 2017. Gary also stated there was an amendment as three changes were recommended to be made with deaf telecommunications. Upon agreement, the means were not there for the concept of having a speech impaired person. The next thing was regarding the three-year term, as the chair person may only serve 1 year with the ability to extend to a second-year term. Gary stated that once this bill passes, the Commission can work on the by-laws as it is more fitting.

Eli asked who made and approved the changes.

Rique stated there were legislative changes based on a conceptual amendment and that was moved forward. Rique stated once the Commission is approved, any changes that would be wanted within the by-laws will be included.

Mike asked if there was only one amendment with the amendment making the director of the commission a non-paying or non-salaried position and there are no other amendments.

Rique stated that is correct.

Betty stated the hearing is Friday May 12, 2017, after the assembly floor session adjourns and no sooner than 12:15 pm in Room 3138. Betty asked if anyone was interested in attending so she can ask for interpreters and CART in the North and the South.

Gary stated SB400 was given to ADSD as an opportunity to search for contracts with different companies who can provide funding to ADSD to provide services to people. It may have an impact on SB481, especially with funding issues. SB400 will help funding if the Commission is approved and will allow for meetings, traveling, etc.

Gary stated AB139 relates to the deaf and children to be involved with the dual language immersion program. The program puts children together to develop and become familiar with the different languages. There is a clause for sign language. Gary stated he is in support of this bill, but would like a clear understanding on the guidelines and how the program will become successful.

Sal asked if the goal was only for public elementary schools or for the entire school district.

Gary stated he believes it is an experimental program.

VI. Hamilton Relay

Lisa Furr & Kirk Stein

- Traffic Reports
- Annual Report
- Outreach Report

Lisa presented the TRS Call Traffic Report and Outreach Reports. Please see Attachment A titled: Relay Nevada TRS Call Traffic and Outreach Reports.

Jeff asked what the difference between Interstate and Intrastate is.

Mike clarified that Interstate is business conducted between states. Interstate is business conducted with a particular state.

Eli asked if there has been a decrease in TTY users.

Lisa stated there is about a 20% decrease nationwide.

Lisa presented the Annual Report. Please see Attachment B titled: 2016 Annual Report.

Gary asked what a malicious caller is.

Lisa stated it refers to the report of a person who was uncouth on the phone, rather than just taking that call.

Kirk reported on the quarterly outreach he has done. Kirk stated since January 1, 2017, he has conducted ten presentations, eleven exhibits, six one-on-one visits, thirty-one field visits, nine networking events and one sponsorship.

Eli asked if Kirk has gone to any businesses such as Nevada Energy or Southwest Gas.

Kirk stated he has not, but it is a great recommendation and will look into it.

Jeff stated that some of the community has Humana and it is easy to use the video phone service through sign as opposed to TTY and would like Kirk to teach the video phone service.

Kirk stated Humana outreach is geared more towards seniors and he will be promoting CapTel.

VII. Presentation: Report from grantee Deaf Centers of Nevada. Status update of goals for current fiscal year.
Kevin Carter, DCN Executive Director

Kevin stated he is the executive director of Deaf Centers of Nevada (DCN) which operates a center in Northern Nevada and Southern Nevada, and is working on outreach in the rural areas. Kevin listed the board of directors as well as the staff directory and their job descriptions. Kevin stated all of the deaf mentors have gone through the training at University of Utah to be nationally certified.

Kevin stated DCN works closely with the University of Utah and their Sky-Hi program.

Kevin happily announced that DCN will have a deaf licensed social worker starting officially on July 1, 2017. Kevin stated DCN has three certified domestic violence counselors and 42 collaborative relationships. Kevin stated he met with the board of directors at UMC, who will have 5-8 carts in the hospital with all the resources for the deaf population. All staff has also gone through an emotional boundaries workshop and an immigration workshop seminar.

Eli asked what Deaf Centers of Nevada is going to do to eliminate the waitlist.

Kevin stated he wish he had a magic wand, but the services are increasing. Kevin stated his staff is doing a great job along with the collaborative partnerships. The case workers have increased their caseload from three to five, but the reality is that more positions need to be created.

Kevin stated the goal was to distribute 300 pieces of equipment for the year, and to date 339 pieces have been distributed. The equipment includes: 191 CapTel Phones, 75 Amplified Phones, 5 TTY's, 41 Doorbell Ringers, 12 Fire Alarms, 13 Bed Shakers, and 2 Amplified Answering Machines. Kevin stated the advocacy is from July 1 (2016) to April (2017), which includes 171 brand new clients, 604 physical appointments, 2,053 VP calls, 2,700 phone calls, 1500 emails, and 185 who were referred to other services.

Gary stated he wanted to thank Kevin for his work. Gary asked, in regards to the outreach Kevin has done at the hospitals, if specific interpreting agencies will still be used under thier contracts.

Kevin stated that he is not sure as it would be the hospitals contract negotiations, but he did meet with the board of directors and discussed the importance of access.

Jeff stated that he would like to educate first, to help understand what the best fit for their clients needs would be.

VIII. Discussion and Possible Recommendations to Status and Updates from the Chair (For Possible Action)

- Goals for Deaf Centers of Nevada for Fiscal Year 2018
- Discuss value of having town hall meetings for the Deaf community

Gary Olsen, Chairperson

Gary stated one of the main goals is to look at evaluating the programs and ways to make improvements. Gary stated he would like the committee to see how beneficial town hall meetings are because that is the voice of the deaf and hard of hearing. Gary stated he would like to develop a paper to show the value of the town hall meetings and would like to possibly present that at the next meeting.

IX. Strategic Plan – Discuss and strategize implementation of the Strategic Plan (For Possible Action)

Gary Olsen, Chair

Eli Schwartz, Chair, NV SOCS Strategic Plan Subcommittee

Gary stated the entire strategic plan is complete and Eli will continue to take the lead.

Eli stated he met with Kevin Carter, which gave him an idea on what the strategic plan needed to do in order to comply. Eli stated he would like to form a workgroup with two members in the North and two members in the South to get the information needed for the strategic plan.

Gary stated he has one year left on the SOCS committee and would be interested in working with the Strategic Plan Workgroup.

Maureen stated that she is interested in being a member of this workgroup for the North.

Jeff stated that he is also interested in being a member of the Strategic Plan Workgroup.

Sal stated he is interested in being a member of the workgroup.

X. Report and Possible Recommendations on Staff Report Status/Advisory Needs (For Possible Action)

Betty Hammond, SSPS III, Disability Services

- Interpreter Pool Status
- Tentative Budget Projections
- Update from CSPD meeting regarding open position - parent of a child who is deaf or hard of hearing or speech impaired
- Open SOCS Membership Positions

Betty stated there are four interpreter pool positions available through the temporary agency and only one part time position was able to be filled. That one position that was filled is currently out on maternity leave, so the interpreter pool is currently vacant.

Jeff asked if the positions were full time and when the expected advertising will start to hire the positions.

Betty stated that the bill has to pass through legislature first, but ADSD is currently in the process of writing the classifications for the positions.

Betty stated there has been some issues with the budget. Right now, it has not been approved and is currently waiting for the PUC to review the budget, then approve it. Betty went over the SFY18 CAS Projections. Betty stated the interpreter registry is mostly for the computer programming and not for staff. The PUC support entails pay ingfor interpreters, CART, etc. while they have hearings and testimonies.

Eli asked about the involvement of the telecommunication charge and what the projected rate for the next fiscal year will be.

Betty stated \$0.07 per line was asked and is hoping that will accommodate the \$2.3 million budget. Betty stated the PUC is going to offer two budgets, last years FY17 legislative approved budget and FY18 governor's recommended budget.

Rique stated ADSD's budget was approved, which did have an increase for Communication Access Services.

Betty stated there is a vacant position for a parent of deaf child for the SOCS committee. Two applications were received and both were invited to CSPD to present. Both applicants withdrew their applications, and the position is still open. There is also an open position for NVAD as Angela has resigned.

XI. Report regarding Interpreter/Cart Registry
Tamika Scott, SSPS II, Disability Services

Tamika stated she oversees the interpreter registry. Currently, there are 185 registered interpreters, 90 of the registered interpreters are community interpreters or educational interpreters and 32 are verified to do both. Tamika stated there are some revisions that need to take place in reviewing the current regulations that govern interpreting services within the State of Nevada and is reaching out to SOCS for feedback.

Eli asked what Tamika is specifically looking for from SOCS.

Tamika stated, as of today, she is not looking for anything, but following the legislative session, she would like to reach out to SOCS for recommendations regarding the laws that govern the interpreters in terms of the regulations and requirements.

Gary stated he would like the right people involved in this process in order to make sure that the skilled and qualified interpreters will be available.

XII. Present Approved CPSPD, SOCS and Integrated Employment By-Laws
Rique Robb, Chief of Disability Services

Rique stated Commission on Services for Persons with Disabilities (CSPD) has updated their by-laws as they needed to be all inclusive of Integrated Employment and SOCS. The by-laws have been approved and posted.

Gary stated regardless of what will happen with the legislative session, he would like to note in the by-laws, the chair with terms and speech will be mentioned.

Rique stated that is correct and once the Commission is passed, the subcommittee piece will come out and the Commission can have a workgroup that will create the new by-laws, which will be completely separate from the CSPD by-laws.

Sal asked if the Commission will be following the same mission statement and by-laws.

Rique stated that the Commission will not have the same mission statement, and once the Commission is approved, the by-laws will be re-written and separated.

XIII. Voting for Chair and Vice-chair positions (For Possible Action)
Betty Hammond, SSPS, Disability Services

Betty announced Eli for Chairperson and Sal for Vice-Chair.

XIV. Consider Agenda Items for Next Meeting (For Possible Action)
Chairperson

The items to be considered for the next meeting are: Strategic Plan, Study of Town Hall Meetings, Invite Caroline Bass and David Kelsey, Report from Hamilton Relay, Update from DCN, Staff Report, Report from the Chair, and Work Group on Future Commission.

XV. Next Meeting Date First month of the quarter, on the second Wednesday of the month (For Possible Action)
Chairperson

The next meeting is scheduled for July 12, 2017.

Eli stated July 12 is not a good day and he would like to reschedule the meeting to a different day.

Rique stated if a chair or vice-chair is unable to attend a meeting, then the other person should substitute rather than changing the meeting date.

XVI. Public Comment (No action may be taken upon a matter raised under public comment period unless the matter itself has been specifically included on an agenda as an action item. Please state and spell your name for the record. Public comment may be limited to three minutes per person at the discretion of the chair.)

Mei stated in regards to Hamilton Relay's report, she believes the forecasting needs to be changed and it should have actual numbers. Mei stated the projections and actual numbers should be noted with the percentages and the revenue.

Lisa stated on the last page of the annual report, there is additional summary information which include the actual expenditures by the month as well as the monthly report. The relay services do not have any revenues.

Libby stated she is proud of the progress that is being made for the deaf services. She would like to see more services provided. Libby stated she has a lot of experience in her profession and has deaf models in the community and is fighting for the Commission.

Eli stated he would like to thank Gary for the good job he has done for the past two years and his involvement for the future.

XVII. Adjournment
Chairperson

Meeting Adjourned at 2:05 pm.

Current Subcommittee on Communication Services Members

Gary Olsen (Chairperson), Betty Hammond, Jeff Beardsley, Sal Fiorentino, Angela Greer, Michael Eifert, Nick Easter and Eli Schwartz

NOTE: Items may be considered out of order. The public body may combine two or more agenda items for consideration. The public body may remove an item from the agenda or delay discussion relating to an item on the agenda at any time. The public body may place reasonable restrictions on the time, place, and manner of public comments but may not restrict comments based upon viewpoint.

NOTE: In an effort to provide a safe environment for Aging and Disability Services Division meetings, please refrain from wearing perfume, scented hairspray, cologne, scented deodorant, essential oils aftershave or any other scented products when you attend. Scented products contain chemicals which can cause migraines, nausea and even breathing problems for people with asthma, allergies, and environmental illness.

No Scents is Good Sense! If you are unsure if a product is safe to wear, a good rule of thumb to just not wear it.

NOTE: We are pleased to make reasonable accommodations for members of the public who have disabilities and wish to attend the meeting. ASL Interpreters will be available at the meeting. If special arrangements for the meeting are necessary, please notify Krystal Castro at (775) 687-0586 as soon as possible and at least **ten** days in advance of the meeting. If you wish, you may e-mail her at KrystalCastro@adsd.nv.gov. Supporting materials for this meeting are available at 3416 Goni Road, D-132, Carson City, NV 89706, or by contacting Krystal Castro at 775-687-0586, or by email KrystalCastro@adsd.nv.gov

Agenda Posted at the Following Locations:

1. Aging and Disability Services Division, Carson City Office, 3416 Goni Road, Suite D-132, Carson City, NV 89706
2. Aging and Disability Services Division, Las Vegas Office, 1860 East Sahara Avenue, Las Vegas, NV 89104
3. Aging and Disability Services Division, Reno Office, 445 Apple Street, Suite 104, Reno, NV 89502
4. Aging and Disability Services Division, Elko Office, 1010 Ruby Vista Drive, Suite 104, Elko, NV 89801
5. Southern Nevada Center for Independent Living, 2950 S. Rainbow Suite 220, Las Vegas, NV 89146
6. Deaf and Hard of Hearing Advocacy Resource Center, 25753120 S. Durango Suite 301, Las Vegas, NV 89117
7. Northern Nevada Center for Independent Living, 999 Pyramid Way, Sparks, NV 89431
8. Deaf and Hard of Hearing Advocacy Resource Center 1150 Corporate Blvd. Suite 1, NV 89502
9. Nevada State Library and Archives, 100 North Stewart Street, Carson City, NV 89706

Notice of this meeting was posted on the Internet at: [ADSD Website: https://adsd.nv.gov](https://adsd.nv.gov) and [State Public Notice Website: https://notice.nv.gov/](https://notice.nv.gov/)



ATTACHMENT A

Relay Nevada TRS Call Traffic and Outreach Reports

Lisa Furr

Relay Nevada Account Manager

Kirk Stein

Relay Nevada Outreach Coordinator

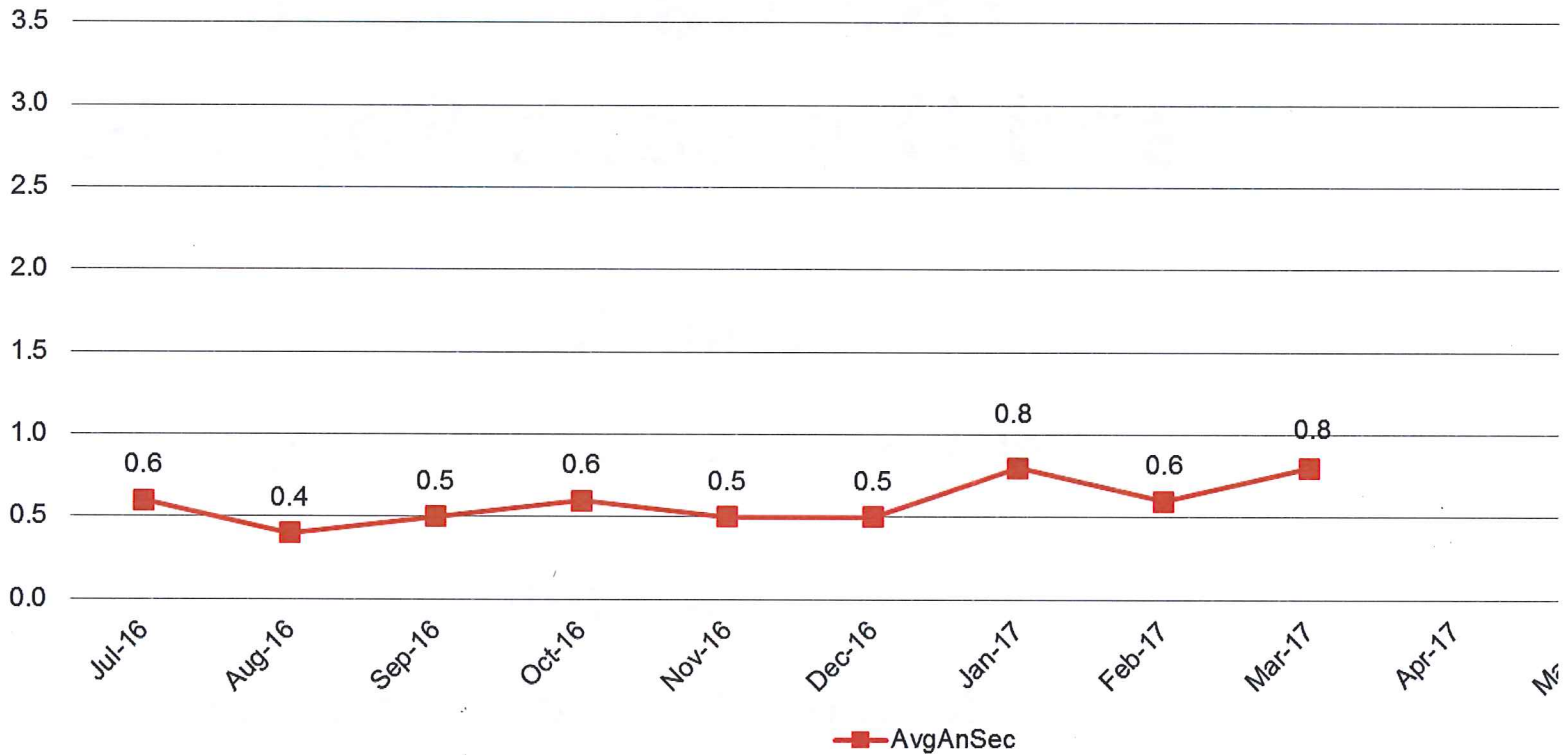
That's what I'm talking about



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Neva Average Answer S 2016 – 2017 Contra

Average Answer Seconds



That's what I'm talking about

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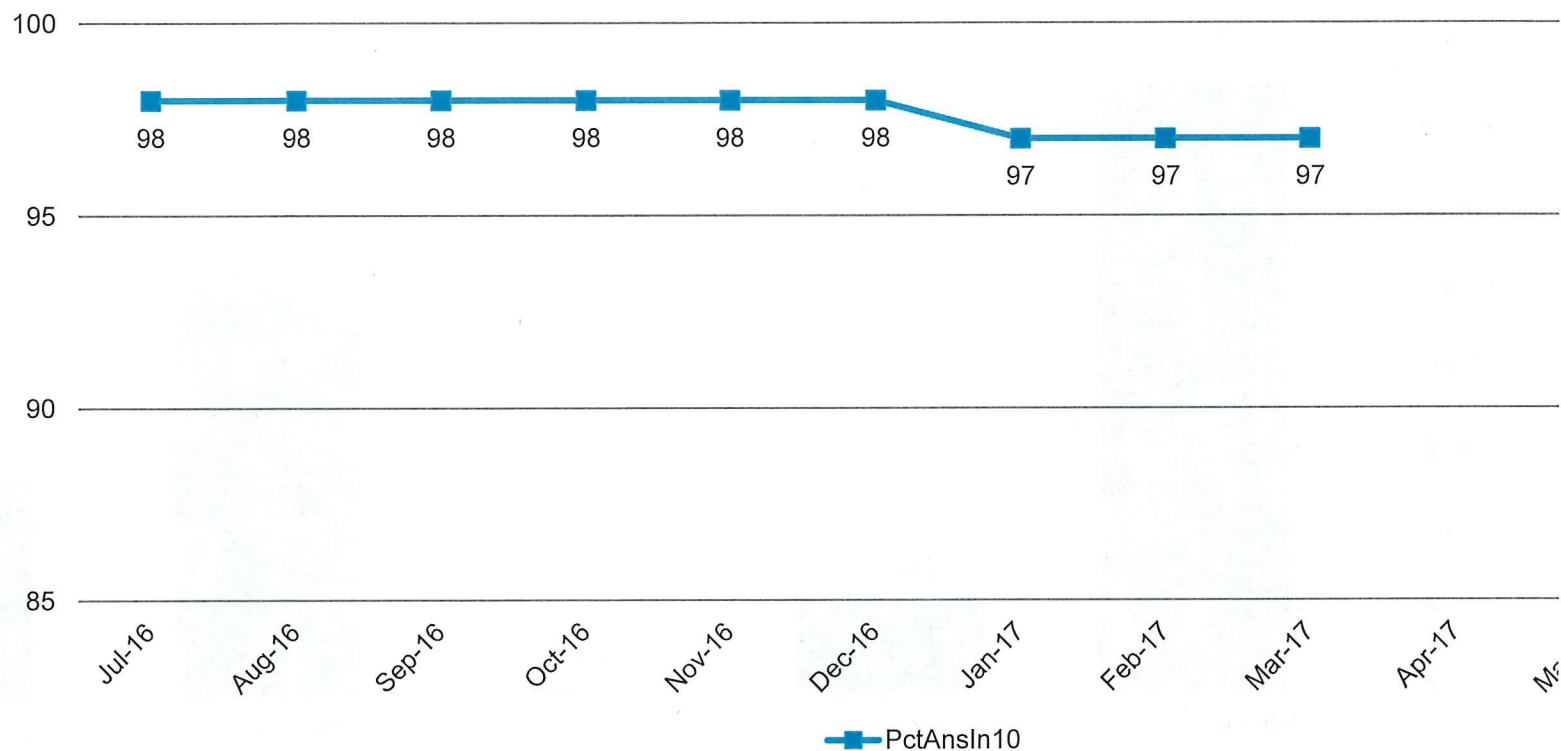


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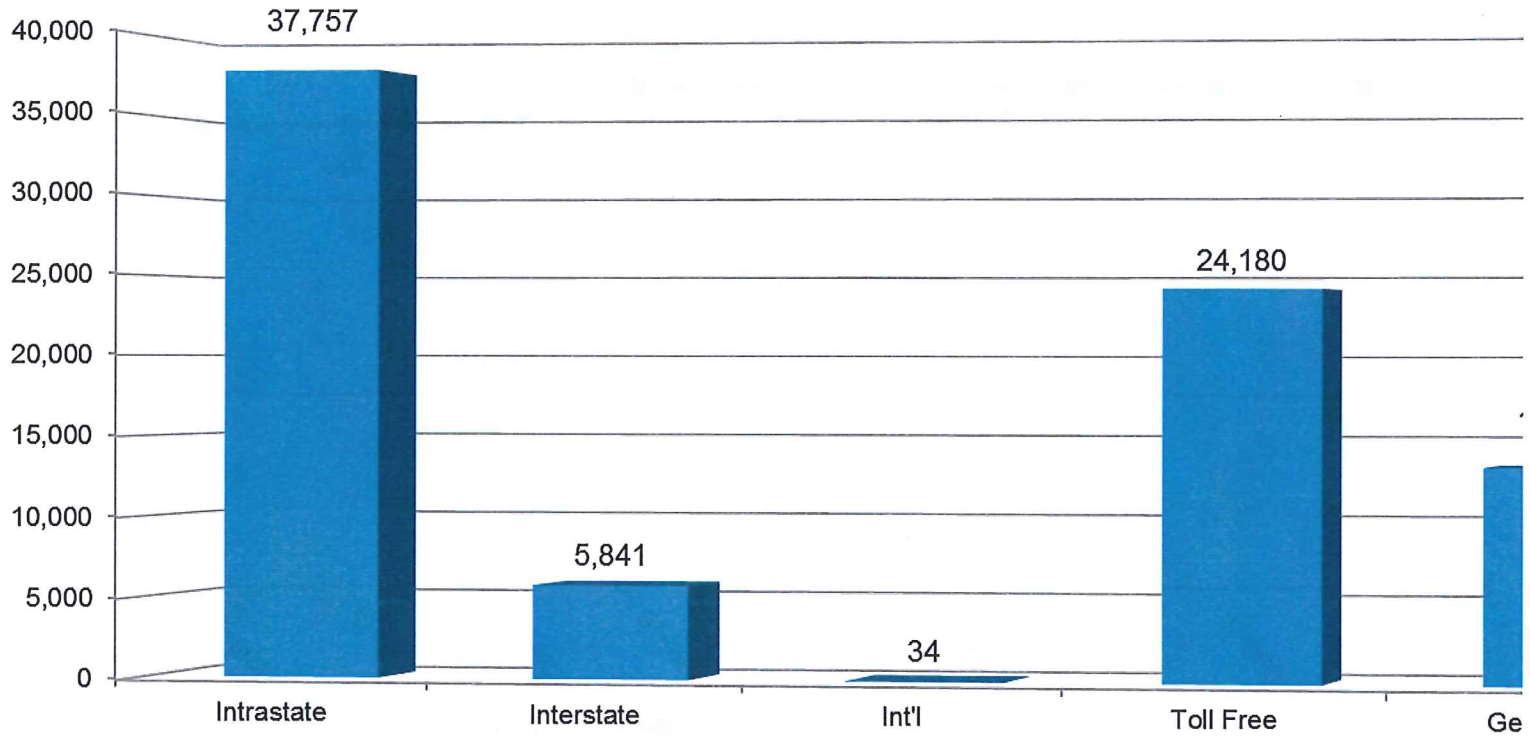
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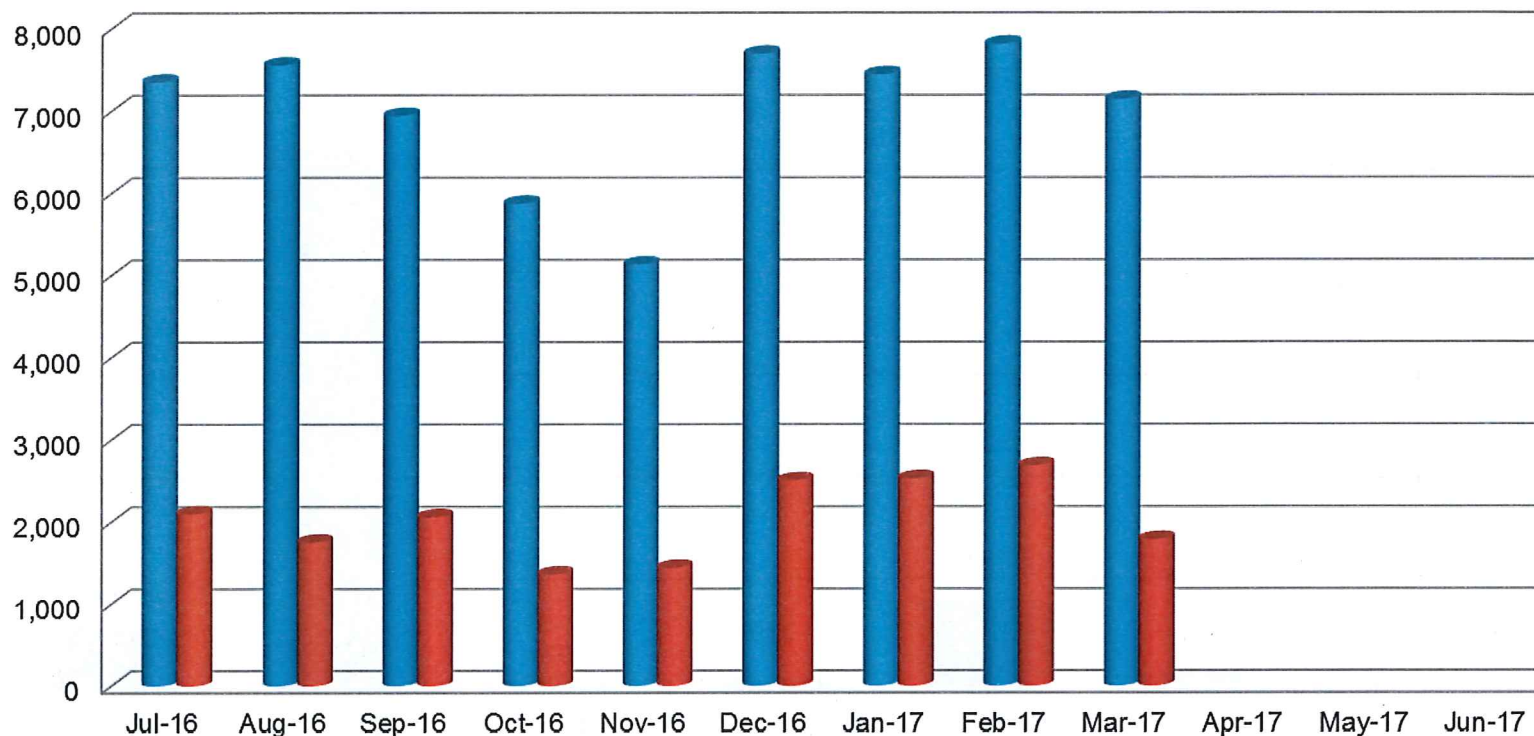


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2016-2017 Intrastate and Interstate Sess Minutes



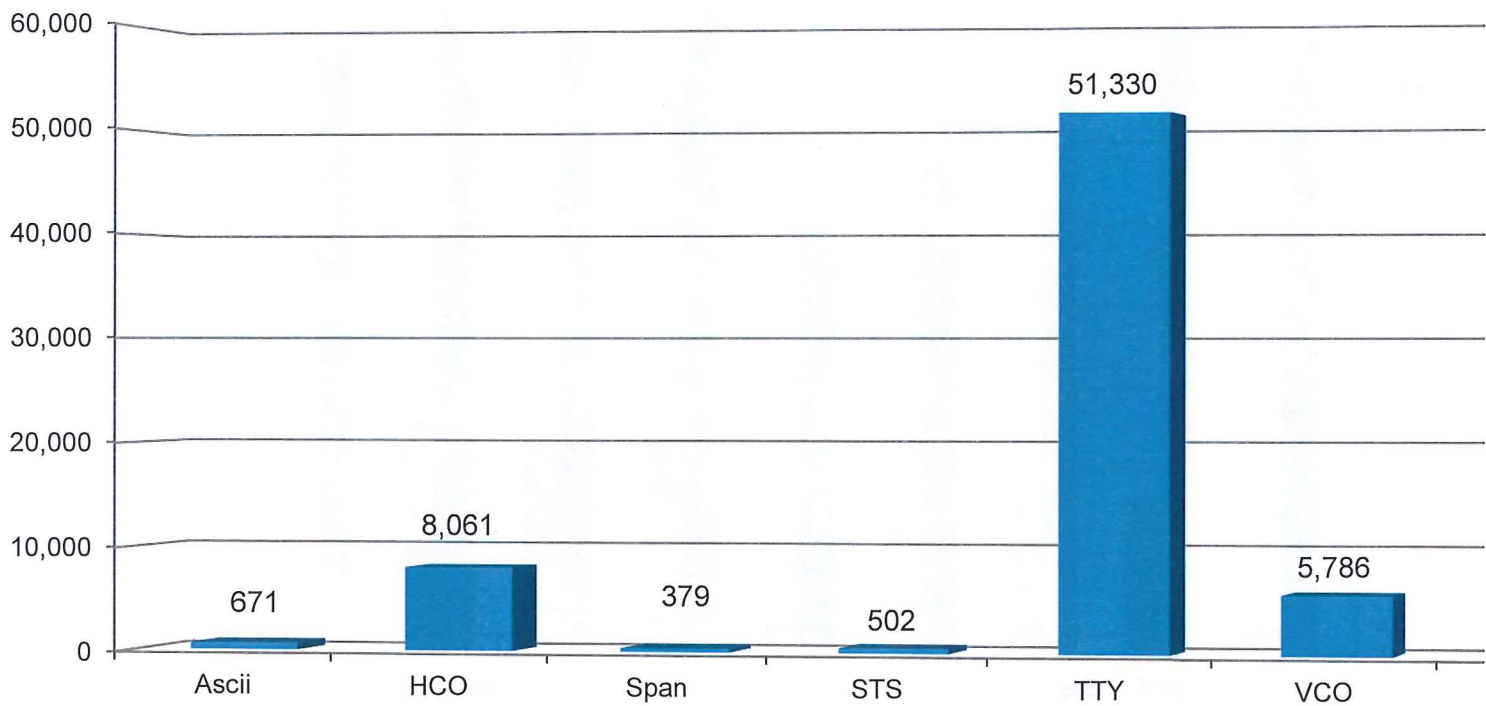
That's what I'm talking about



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That's what I'm talking about

HamiltonF



CapTel Call Traffic Report

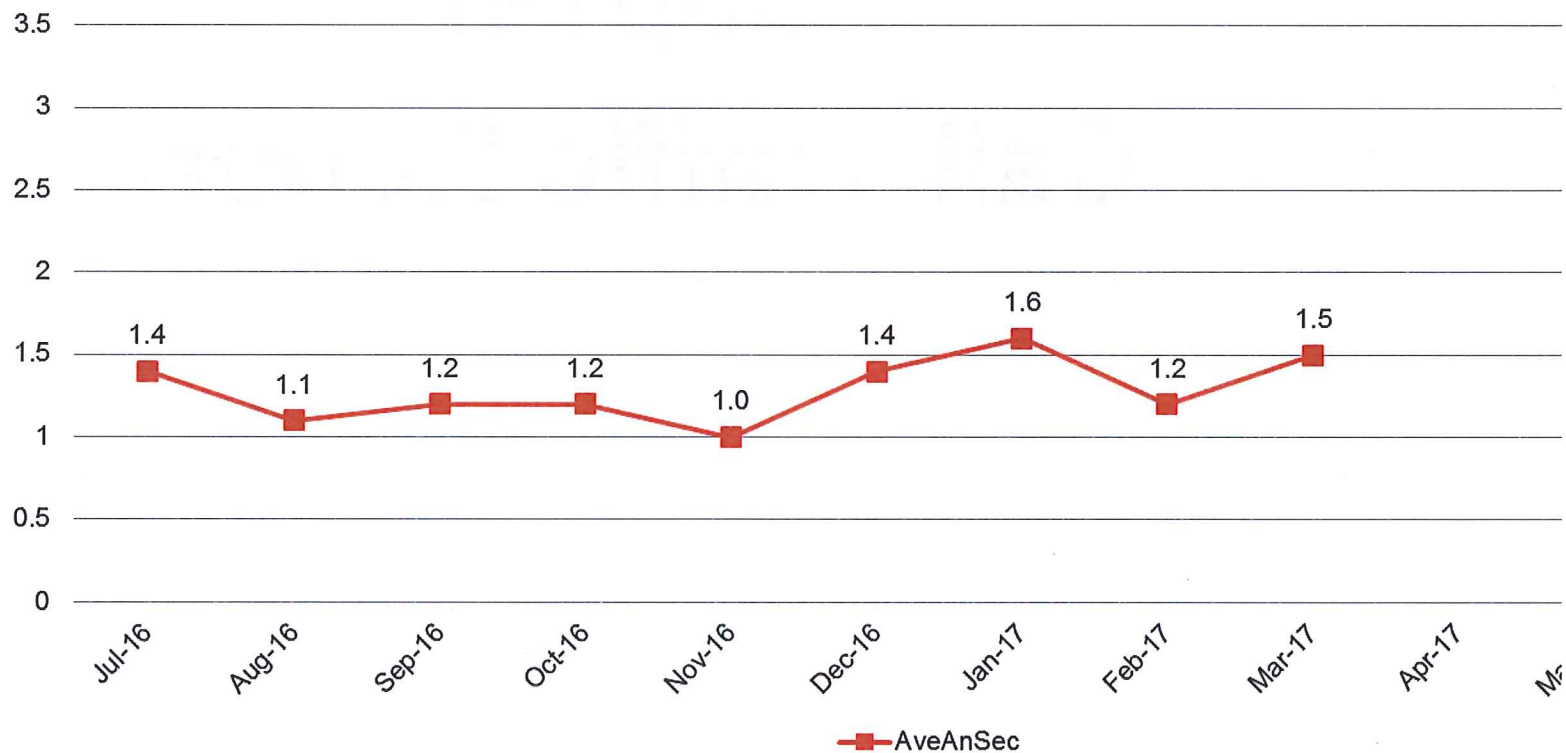
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Average Answer Seconds



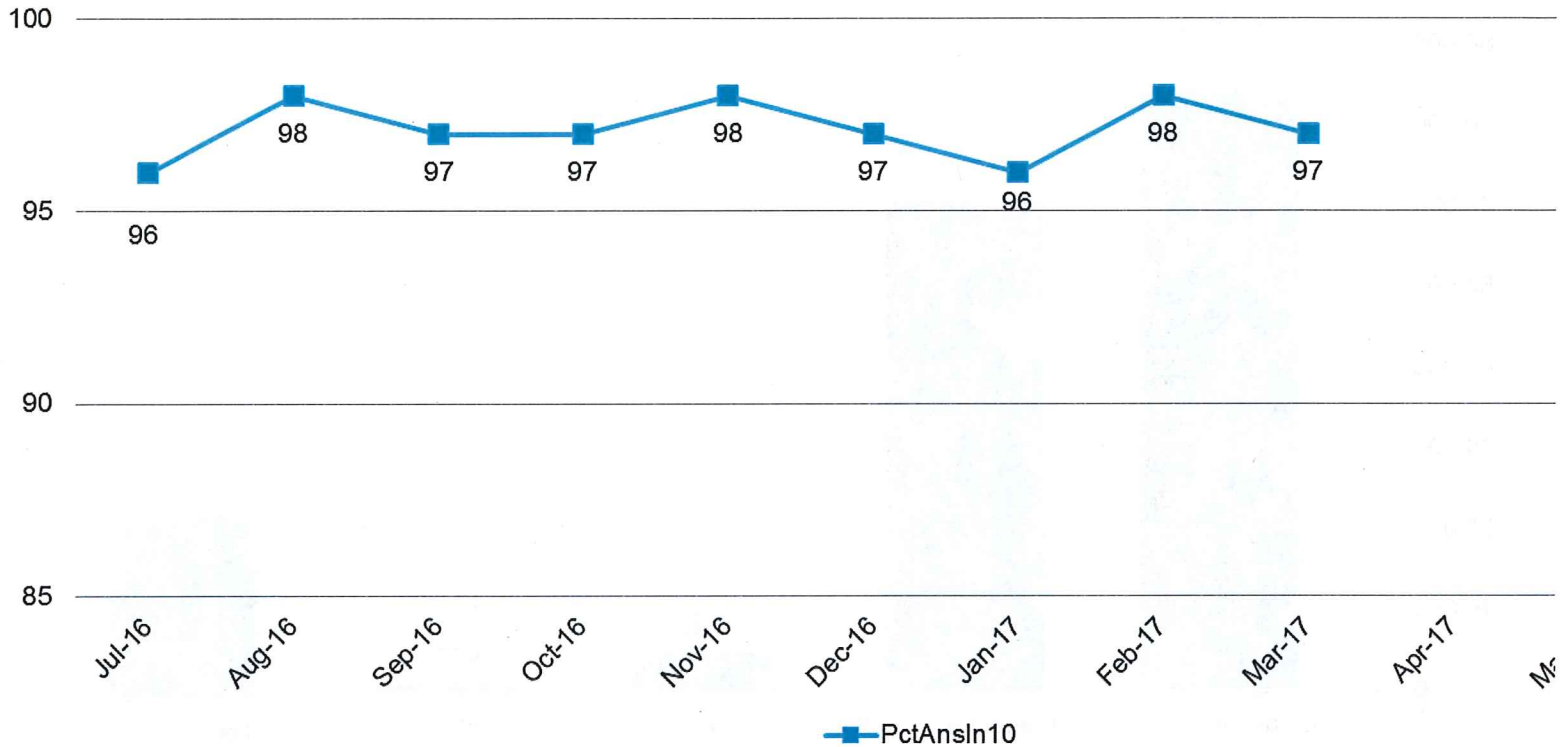
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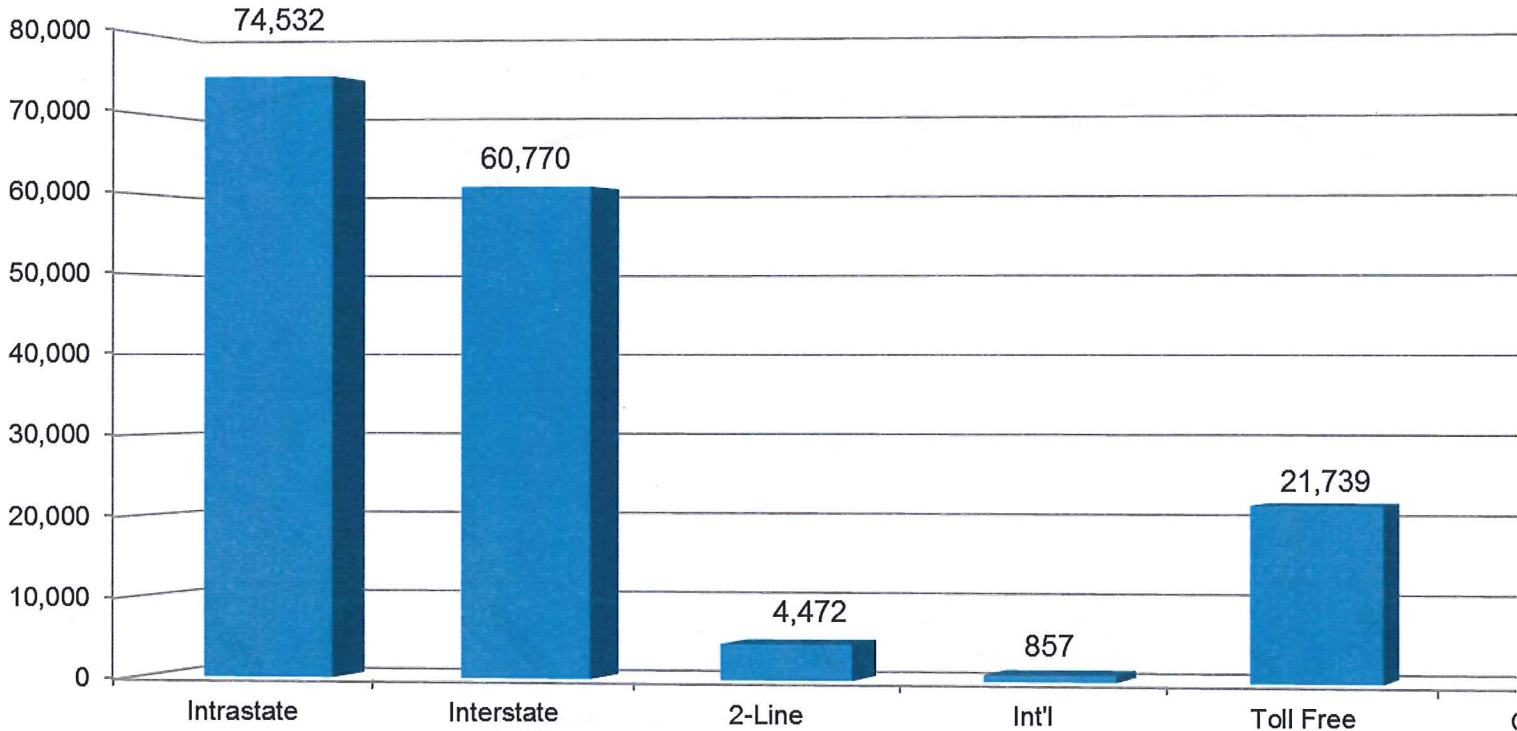
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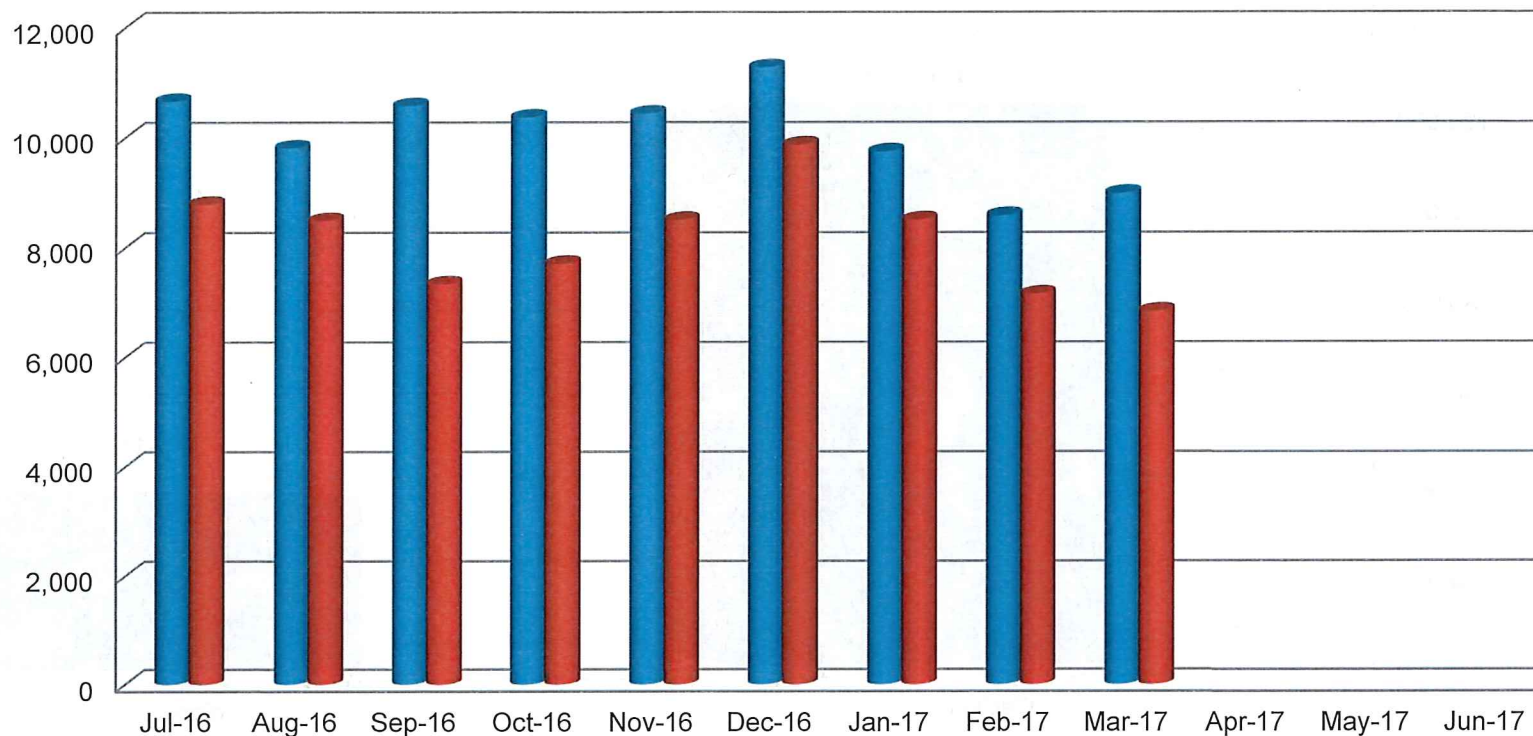
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Nevada CapTel Intrastate & Int Conversation M 2016 – 2017 Contra

2016-2017 Intrastate and Interstate Sess Minutes



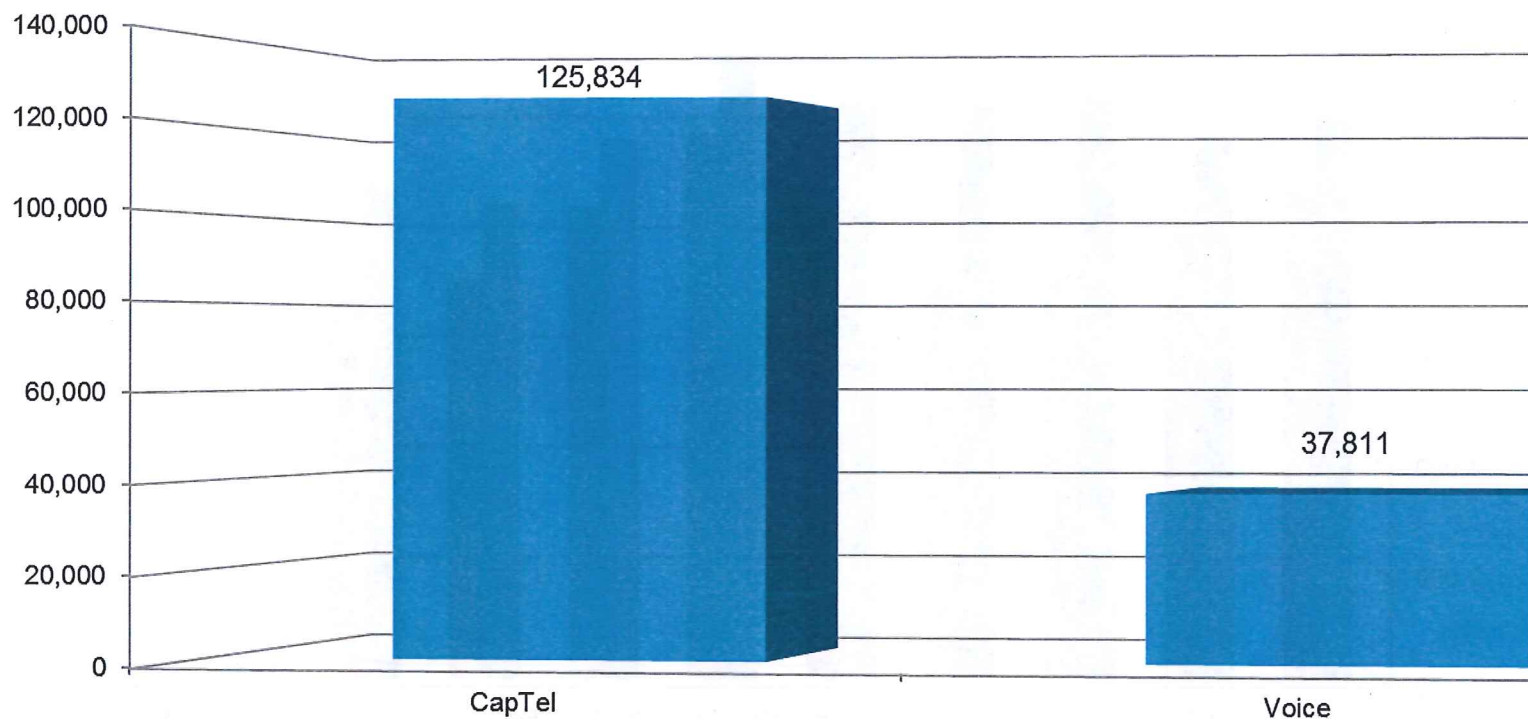
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Nevada CapTel Session M by Inbound I 2016 – 2017 Contra

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Upcoming Activities

- Spring Fling – Taste of Technology
- Presentation for Clark County School District Special Education Employees
- Lunch and Learn at Cleveland Clinic Lou Ruvo Center for Brain Health
- First Friday Arts Festival



Quarterly Highlights

- North Las Vegas Veterans Community Commission
- Deaf and Hard-of-Hearing Student Transition Fair
- Senior Health Fair at Mesquite Public Library
- DCN 1st Anniversary Sponsorship



Quarterly Outreach Included

- 10 Presentations
- 11 Exhibits
- 6 One on One Visits
- 1 Meeting
- 31 Field Visits
- 9 Networking
- 1 Sponsorship





2016 Relay Nevada Annual Report

Any
Questions?



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HamiltonF

Relay is Connecting F

How can we better connect with you?

Questions?



ATTACHMENT B

2016

ANNUAL Report

www.hamiltonrelay.com



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Report provided by:

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EXECUTIVE Summary

The past year has been a year of celebration and growth for Hamilton Relay. We've added a new state contract, renewed long-standing contracts, expanded our centers, added a Captioned Telephone solution for people in the workplace and celebrated our 25th Anniversary.

Over the past year, we took every opportunity to celebrate our 25th Anniversary with as many of our staff and consumers as we could. We celebrated at each of our relay centers, and each outreach coordinator held community celebrations in each state we serve.

It is truly an honor to be a Hamilton Relay employee and to have the opportunity to serve customers across the nation. As I think about what 25 years means to me, this is a time to look back and celebrate 25 years of milestones - the advancement of technology, the relationships with people who use our service and embracing change while being consistent to our mission statement and our commitment of quality to the people we serve.



The account management team celebrating our 25th Anniversary.

This year, every task, every investment and every function supported two main goals: regulatory compliance and consumer satisfaction. We hope as you read through our annual report that our commitment to those goals shines through.

I'm grateful to have a fantastic team supporting and working toward a consistently high quality of service. We look forward to another year of growth and success.

- Beth Slough, Director of Account Management and Compliance Manager



25TH Anniversary



Letter from John and Dixie

This year marks a milestone in the history of Hamilton Relay and our parent company, Hamilton Telecommunications. For 25 years, Hamilton Relay has provided high quality telecommunications relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

From our beginning in 1991, Hamilton Relay, a division of Hamilton Telecommunications, was founded to provide Traditional Relay Services on a contract basis. Over the years, we have expanded our services and today we provide Traditional Relay and Captioned Telephone Services through more than 24 contracts to 18 states, the District of Columbia and the Island of Saipan. Hamilton also provides Internet-based Captioned Telephone solutions nationwide.

We are proud to continue a tradition of top quality, reliable service and unmatched customer care support while striving toward innovative communication solutions.

We are grateful to all of the people that have made the last 25 years a success. Thank you for being a part of our journey. We couldn't be more excited for what is to come!

- John Nelson, President of Hamilton Relay

- Dixie Ziegler, Vice President of Hamilton Relay



INNOVATIONS

CapTel For Business

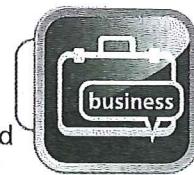
Hamilton Relay and Tenacity, Inc. introduced a captioned telephone solution for business professionals who have difficulty hearing on the phone. With Hamilton CapTel for Business, Interconnected by Tenacity, employees with hearing loss can listen while reading word-for-word captions of what's being said on a business phone. The result is reduced frustration during business calls and greater productivity.

Hamilton CapTel for Business, Interconnected by Tenacity, provides employers with a solution for telecommunications access which meets the accommodations standards in the Americans with Disabilities Act (ADA). The solution seamlessly integrates into existing Cisco VoIP networks and utilizes features built into the Cisco Unified Communications Manager.



TRS Platform

Technical enhancements that were part of our new supervisor console allowed for more redundancy by improving our ability to automatically failover. Other enhancements include more robust staffing oversight of log-in and queuing.



**Hamilton CapTel®
for Business**

Interconnected by Tenacity™

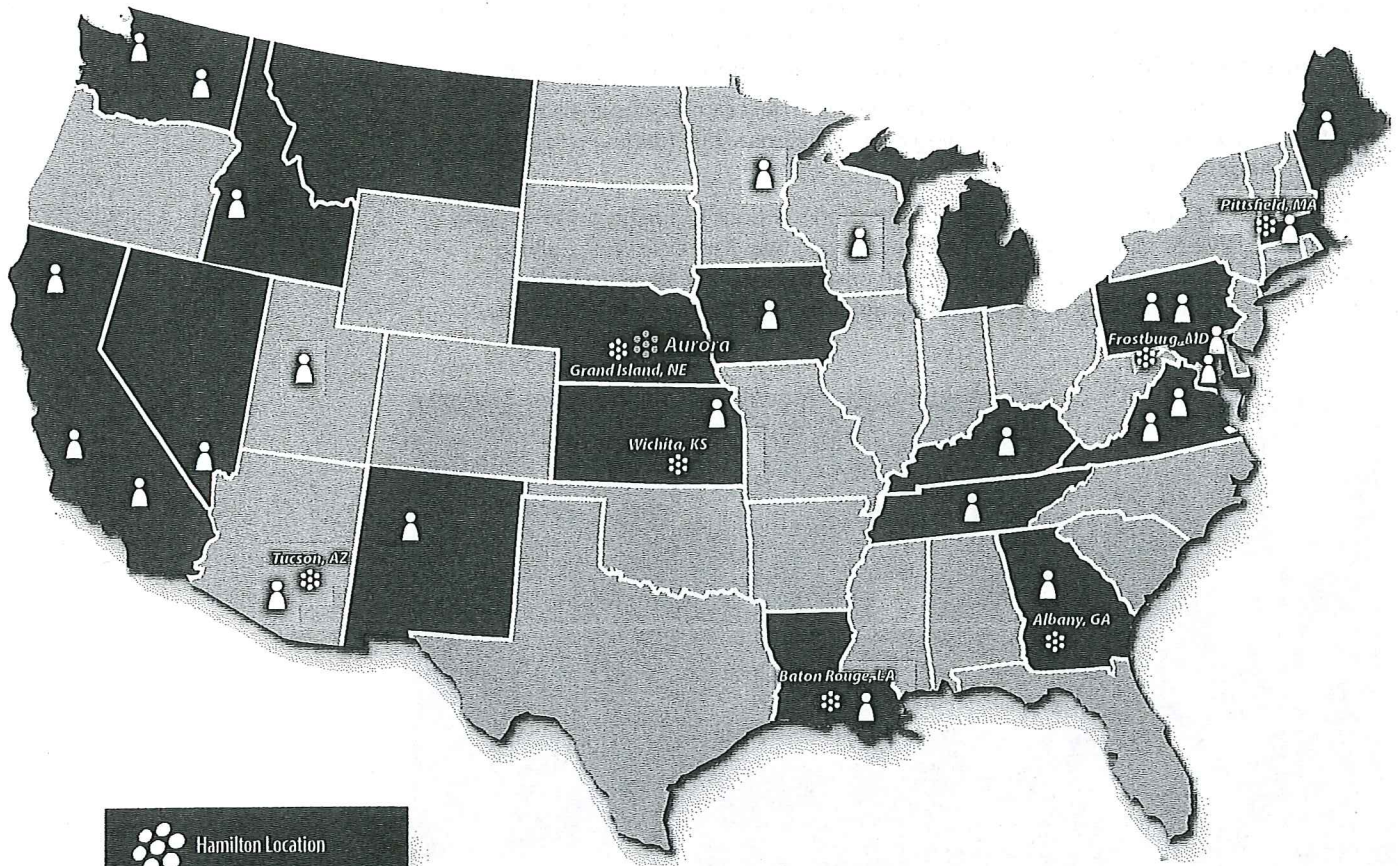
Data Centers

We continue to modify and optimize our current virtual infrastructure to not only become more efficient and automated but to also implement security best practices as they evolve.

Automated Quality Assurance System

There are a series of monitoring and tests that each Communication Assistant (CA) are required to pass. In the past, tracking this has been a labor-intensive process. Our new Quality Assurance System (QAS) will automate and help identify trends in CA performance.

SERVICE Area Map



HAMILT:ON[®]

Connecting lives for 25 years, Hamilton Relay is now providing TRS and CapTel services through **24 contracts in 18 states, the District of Columbia and the Island of Saipan.**

CULTURE Training

Hamilton Relay is dedicated to educating our employees about the Deaf, Deaf-Blind, Hard of Hearing and Late-Deafened communities and their cultures, as well as individuals who experience difficulty speaking so that we may better serve those who use our services.

We provide culture training to new staff when they join our team. Communication Assistants participate in 20 hours of training during their new-hire training and have 12 hours of ongoing training throughout the year.

Training modules include a wide variety of topics and methods including presentations, videos and activities. One module we use this past year was Deaf Deaf World, which provides trainees with first-hand experience on how to communicate in a variety of settings. Our staff truly enjoy the variety of modules included in our culture training.



Pictured above is one of several training sessions that take place throughout the year.

INDUSTRY Changes

Procedural Updates

In order to provide the highest quality TRS service to our customers, we continually review our procedures, often asking our consumers for their input and feedback. Over the past year, this feedback prompted a number of changes that we believe have enhanced our services. We will continue to review and refine our procedures in an effort to continually provide the most functionally equivalent service possible.

- **Free Long Distance/Equal Access Waiver** - Because of the waivers granted by the FCC, Hamilton will provide long distance service to relay users at no cost if selected by the state. Exceptions include, calls from inmates at correctional facilities, calls placed from payphones, call placed to and from international locations and calls placed to Directory Assistance.
- **911 Procedure** - If a relay user asks for the "Police" or states "I need help", the CA will voice or type "DO YOU NEED 911?" We believe this will provide clarity for the CA because of the various interpretations of a statement like "I need help".

CTS Operations

We continue to see growth in Hamilton CapTel call processing, adding CapTel seats and expanding our centers. CTI opened new centers this year in Tampa, Florida and Appleton, Wisconsin.

We place a large focus on CapTel quality, following the same process for measuring speed and accuracy as CTI does. All CapTel CAs are required to pass speed and accuracy tests to transcribe verbatim at a minimum of 125 words per minute at 98% accuracy before they are allowed to take production calls.

Each CA is regularly monitored and scored on call quality. CAs meet with their supervisor to review their monitoring scores and discuss ways to improve their performance. In addition, a CapTel CA must re-qualify each month in order to continue processing production calls by passing the speed and accuracy tests. Should a CA fail the monthly qualification they will be removed from captioning calls until they can pass the speed and accuracy tests.

CapTel Updates

Hamilton has worked to ensure that current CapTel users have been kept up-to-date with the latest software updates this past year. Users of the CapTel 2400i phones were provided with the following updates:

- **New Feature - Bluetooth® Connectivity:** Users can connect their own Bluetooth-compatible headset, neckloop or other Bluetooth assistive listening device to enjoy "hands-free" calling and benefit from the features of their Bluetooth-enabled device.
- **New Button - Speakerphone** (replaces "Tone" button): Provides quick one-touch access to the Speakerphone feature. Users can still adjust the Tone control using the touch-screen menu.
- **Revised Audio Jack access - 3.5mm connection:** Provides 3.5mm audio jack to accommodate contemporary devices with both outgoing audio and incoming microphone/voice. The 2.5mm jack has been removed.

QUALITY

Third Party Quality Assurance TRS Testing

To ensure that calls are processed accurately and efficiently, Hamilton continually conducts both blind and standardized tests of every Communication Assistant (CA). Blind testing is performed for each of our Relay Centers by Cositics (a well-respected auditing firm who is experienced in evaluating relay performance), in addition to internal testing by Hamilton, and in many cases by the states we serve.

Cositics conducts an annual independent comparative study of the major Relay Service providers in the U.S. The Performance Index measures agent accuracy, typing speed and the overall customer experience using objective Key Performance Indicators (KPI). The providers are then stack-ranked based on their score in each performance category, or KPI. Cositics annual National Relay Service Competitive Index provides Relay Service companies with insight and competitive intelligence to compare their performance to that of other relay service providers.

We ask you to recognize the level of "Outstanding Call Quality" that Hamilton provides as shared below.

Based on the results of the 2016 TRS Index, Hamilton is proud to announce they lead the industry in the following categories:

Leading the Industry in Average Typing Speed & Overall Accuracy

In the following KPIs, Hamilton scored "Best in Category":

- Average typing speed
- Typed accuracy at 97.5% (this while typing at an average of 87.3 WPM)
- Total number of calls with over 95% accuracy
- Percentage of calls typed at or above 95% accuracy and 60 plus WPM
- Lowest average number of words added or changed per call
- Lowest average number of words missing per call - with an average of 0.3 missing words per call
- Lowest average number of spelling errors per call
- Average spoken accuracy with an amazing 99.9%
- Average number of calls with spoken accuracy over 95%: 100% of Hamilton calls were at a spoken accuracy rate of over 95%
- Overall accuracy
- Passed calls (tied)

Note: One or more providers may be within the margin of error.

Hamilton goes to great lengths to ensure outstanding Quality of Service. Year over Year independent test results show Hamilton sets the pace in many key performance categories.

In a comparison of the past three National TRS Indexes, Hamilton improved its scoring every year in the following KPIs:

- Average typing speed
- Percent of calls at or above 60 words per minute
- Number of calls at 95% accuracy and 60 words or more per minute
- Overall Customer Care

Third Party Quality Assurance Captioned Telephone Testing

As an additional and important quality control tool, Hamilton utilizes Cositics to provide third-party, independent evaluations of Captioned Telephone service. Cositics is a well-respected auditing firm who is experienced in evaluating relay performance.

Cositics provides an annual Captioning Telephone Service Performance Index (the Index) where auditors measure vital details on every test call; ranging from delay time, missing details, spelling errors, words changed or missing, to total errors. The Index is an independent comparative study of all major Captioned Telephone Service providers in the US, ranking providers based on their score in each performance category.

We thoroughly analyze the results of the Index to not only see how we stack up against other captioning services but more importantly, to ensure that we continue to provide the quality service our customers are used to receiving. Hamilton continues to be a leader in overall captioning accuracy, which demonstrates Hamilton's focus on critical service components that significantly impact the customer experience.

The Cositics CTS Index is divided into two areas which were audited separately, evaluating performance for browser-based and for device-based Captioned Telephone Service. Hamilton's stellar performance in both areas is highlighted below.

Hamilton continues to be a leader in Overall Accuracy of Captioned Telephone calls.

Browser-Based Captioning Solutions

Hamilton CapTel placed first in the following categories:

- Vital details missing (lowest average number of vital details missing per call)
- Average non-vital details changes (tied for the lowest number of non-vital details changed per call)
- Average non-vital details captioner corrected (non-vital words missing or changed that were later added or corrected manually by the captionist)
- Average non-vital details not corrected per call (lowest average number per call)
- Average words missing (lowest number of missing words per call)
- Average missed correction opportunities (lowest number of correction opportunities)
- Total errors (lowest average errors per call)
- Average overall accuracy

Hamilton CapTel tied for first in total missing sentences (lowest number of missing sentences).

Hamilton CapTel placed first in the following categories:

- Vital details corrected (highest number of missing or changed vital details that were manually corrected by the captionist)
- Average non-vital details corrected (highest number of missing or changed non-vital details that were manually corrected by the captionist)
- Average corrections (highest number of vital and non-vital details that were manually corrected by the captionist)

Device-Based Captioning Solutions

The CTS Performance Index is designed to measure the customer experience. Hamilton's results are a testament to the commitment Hamilton has to providing the best customer experience possible.

Monthly Third Party Quality Assurance Captioned Telephone Testing

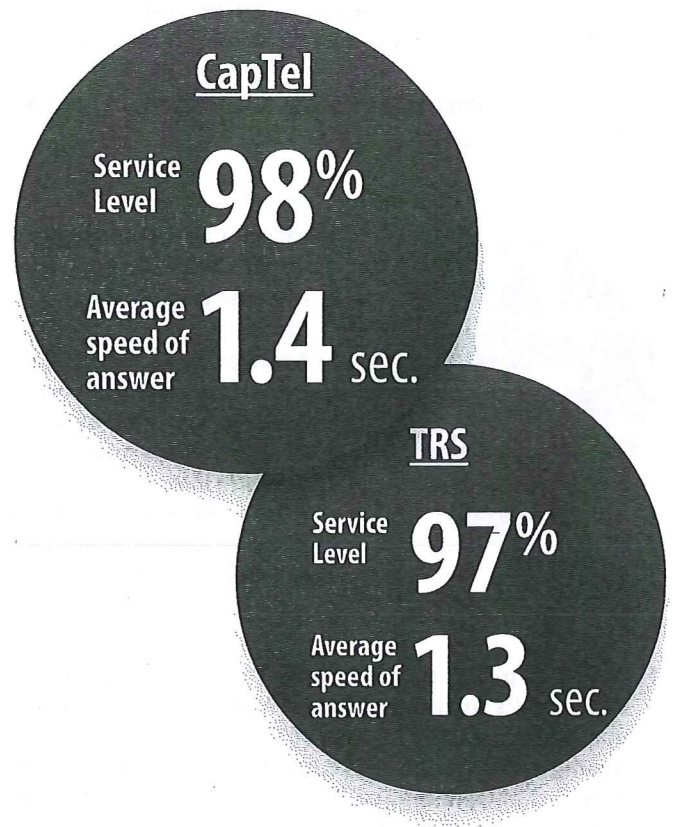
In addition to an annual index, Cositics provides a monthly evaluation of the overall quality and performance of the Captioning Assistants (CAs) who provide captioning services for Hamilton. Cositics places test calls in which it evaluates twenty Key Performance Indicators (KPI) on every test call; ranging from incorrect additions, missing details, missing sentences, spelling errors, words changed or missing, to total errors.

As with the Annual Index, we closely monitor these reports as we continue to look for areas where we might be able to improve. Month after month, CapTel service, including overall captioning accuracy, continues to significantly exceed that of other CTS providers. These monthly tests are designed to measure the customer experience and are a testament to the commitment Hamilton has to providing the best customer experience possible.

Quality & Answer Performance

With the belief that quality is of the utmost importance, we constantly monitor our CAs in areas such as proficiency and professionalism, typing speed and accuracy, procedures, language, voice quality, decorum, and professional knowledge and skills.

- Two evaluations are completed on each CA monthly; one formal call evaluation in which the call is observed from start to finish, and one informal evaluation.
- A Formal Audit is performed on each CA every month and consists of an observation and scoring of a scripted call from beginning to end.
- All monitoring are documented and feedback is shared with the CA so that areas of improvement can be identified and the progress of the CA can be tracked. This information is also used during quarterly trainings which focus on improving areas of weakness and review of new call procedures and infrequent call types.
- The Performance Averages Report that appears at the end of this report indicates outstanding answer performance throughout the contract year. Average TRS answer seconds for the year were **1.3 with 97%** of the calls answered in ten seconds or less, and average CapTel answer seconds for the year were **1.4 with 98%** of calls answered in ten seconds or less.

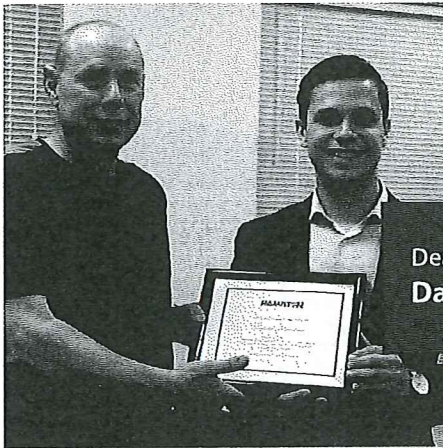


RELAY Outreach

Hamilton Relay once again recognized outstanding leaders within the state of Nevada with its annual scholarship and leadership awards. Hamilton presented the following individuals with their respective awards for outstanding leadership in their communities:




Better Hearing and Speech Month
Award Winner
Merideth Foster




Deaf Community Leader Award Winner
David Daviton

**Award
Winners**

Marketing




Now it's your call...
anytime, anywhere with
Relay Nevada.




RELAY
NEVADA
www.relaynevada.com

See what they say with
Captioned Telephone

Relay Nevada makes
conversations possible
who are deaf, hard of
hear or have difficulty speaking.



Captioned Telephone allows
individuals who have difficulty hearing
on the phone to listen while reading
captions of what's said to them.



RelayNevada.com

Relay Nevada Speech-to-Speech (STS)

Speech-to-Speech relay service is especially useful for individuals who have difficulty speaking or being understood on the phone.

Speech-to-Speech relay involves specially trained Operators (STS) who are familiar with a wide variety of speech patterns of callers with varied hearing, speech, comprehension, voice disorders or other speaking difficulties. The STS repeats the STS user's side of the telephone conversation as needed, to ensure that the caller's conversation is understood.



Making a call:

1. Dial 7-1-1 and request STS, or dial the toll-free STS relay number for Relay Nevada, 1-888-326-5658.
2. Give the STS the number to call.
3. The STS will ask the STS user about his/her call preferences relating to speaking other than the STS user's voice or remaining in the background and preferences is requested.
4. The STS user may provide any other special instructions to the STS during the call.
5. The STS will pass the STS user's four word phrases unless requested otherwise.

Tips for STS Users:

- You are in charge of your call. You may request a male or female STS - and as long as one is available, your request will be honored.
- Give the STS as much information as possible about your call prior to the STS during the call. For example, if you know you are calling an automated system that requires you to select from a number of options, let the STS know which options you want before the call is placed.
- Once the call is connected, everyone on the call will be able to hear each other. You may choose whether or not the person on the other end hears your voice. It's helpful if you pause while the STS repeats what you've said.
- You or the person you are calling may request that the STS remain in the background. If you need the STS to begin repeating what you've said at any time during the call, you must request the STS to do so. This approach is especially helpful when calling family, friends or others who may be familiar with your speech.
- If you reach an answering machine, the STS will get your full message and then call back to leave that message.
- Do not be concerned with the length of time a call may take. There is no time limit and you may make as many connection calls as you like.

To learn more about Speech-to-Speech:
Please contact Customer Care at 1-888-326-5647 or call www.relaynevada.com.

RelayNevada.com

Make the Call with Relay Nevada — Just Dial 7-1-1

Relay Nevada is a 24-hour service that allows individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate over the phone.

How to Connect

Dial 7-1-1 or call one of the toll free numbers below:

TTY/ASCII/HCO (Hearing Carry Over): 800-326-6868
Voice: 800-326-6888
VCO (Voice Carry Over): 800-326-4013
Speech-to-Speech: 800-326-5658
Spanish: 800-877-1219


Captioned Telephone (CapTel®)
-dial the other party's number directly
-incoming callers: dial 1-877-243-2823

Customer Care:
888-256-5647 Voice/TTY
Email: relaynevada@hamiltonrelay.com





In addition to presentations, meetings and exhibits, the Outreach Coordinator, Kirk Stein, utilized flyers, Facebook and videos to promote Relay Nevada.

Throughout the year, Relay Nevada held more than 110 outreach activities and reached more than 13,900 people with information about relay services available to them through Relay Nevada.



Recently, Kirk spoke with members of IJASD and SALT about telecommunications solutions for individuals with hearing loss. The SALT Council is dedicated to the prevention of elder abuse and crimes against seniors or citizens in all forms.



Teamra visited several Clark County Schools for Reading Week. Here are the books she chose to read to the students. Have you ever read any of these books?

Like Comment Share

Thomas Sana, Christa Bean Cervantes and 12 others



Recently, Kirk spoke with members of IJASD and SALT about telecommunications solutions for individuals with hearing loss. The SALT Council is dedicated to the prevention of elder abuse and crimes against seniors or citizens in all forms.



Like Comment Share

Christa Bean Cervantes and 5 others

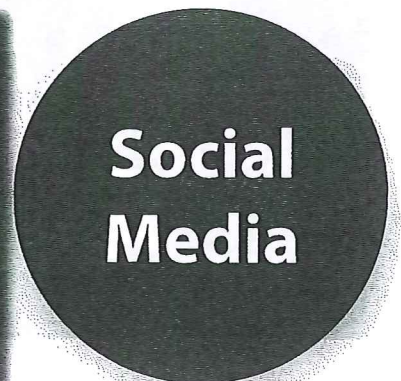


Kirk is ready for his close-up! This week, he joined the SPOTLIGHT Program Breakfast to talk about telecommunication solutions for individuals who experience a hearing loss. The SPOTLIGHT Program provides a resource program and support system for Health Care Professionals who assist Senior Adults in Southern Nevada.



Like Comment Share

Cady Lear Machine, Christa Bean Cervantes and 6 others



Outreach Highlight Story

"While I was presenting at Ensemble Senior Apartments, a woman told me how much the phone has improved her life. She had an easy time setting up the CapTel phone. She enjoys using the conversation and message saving features on the phone. About three other seniors have come up to me after my presentations and told me they have the phone. Hearing stories of someone successfully using Relay Nevada service to connect with family and friends is the most rewarding part of my job."

- Kirk Stein, Nevada Outreach Coordinator

Outreach Report

• Relay Friendly Business (RFB)

The Nevada Outreach Coordinator performed Relay Friendly Business training sessions for the Bank of America call center and the Carson City Justice Municipal court. Staff at each location learned how to place and receive relay calls. Both organizations successfully completed training.

• Events

Kirk, the Nevada Outreach Coordinator, presented information to several organizations and exhibited at numerous events, which included health fairs, senior fairs and civic organizations.

Notable Events include:

- Caregivers Expo in Boulder City
- Clark County School District - Nevada Reading Week
- Young at Heart 55+ Senior Expo
- National Association of Social Workers Convention
- VA Car Show and BBQ

• Captioned Telephone Service

Kirk provided presentations at senior centers, senior living facilities, veterans groups and hearing loss groups. He also displayed the phones and literature at his exhibit booth.

• Speech-to-Speech Service

Kirk shared information about Speech-to-Speech service at presentations and exhibits. He handed out flyers at various events and discussed Speech-to-Speech service with residents at senior living facilities who may benefit from the service.

• Partnerships

Kirk partnered with different agencies and organizations that allowed him to share booth spaces, information and contacts with each other throughout the year.

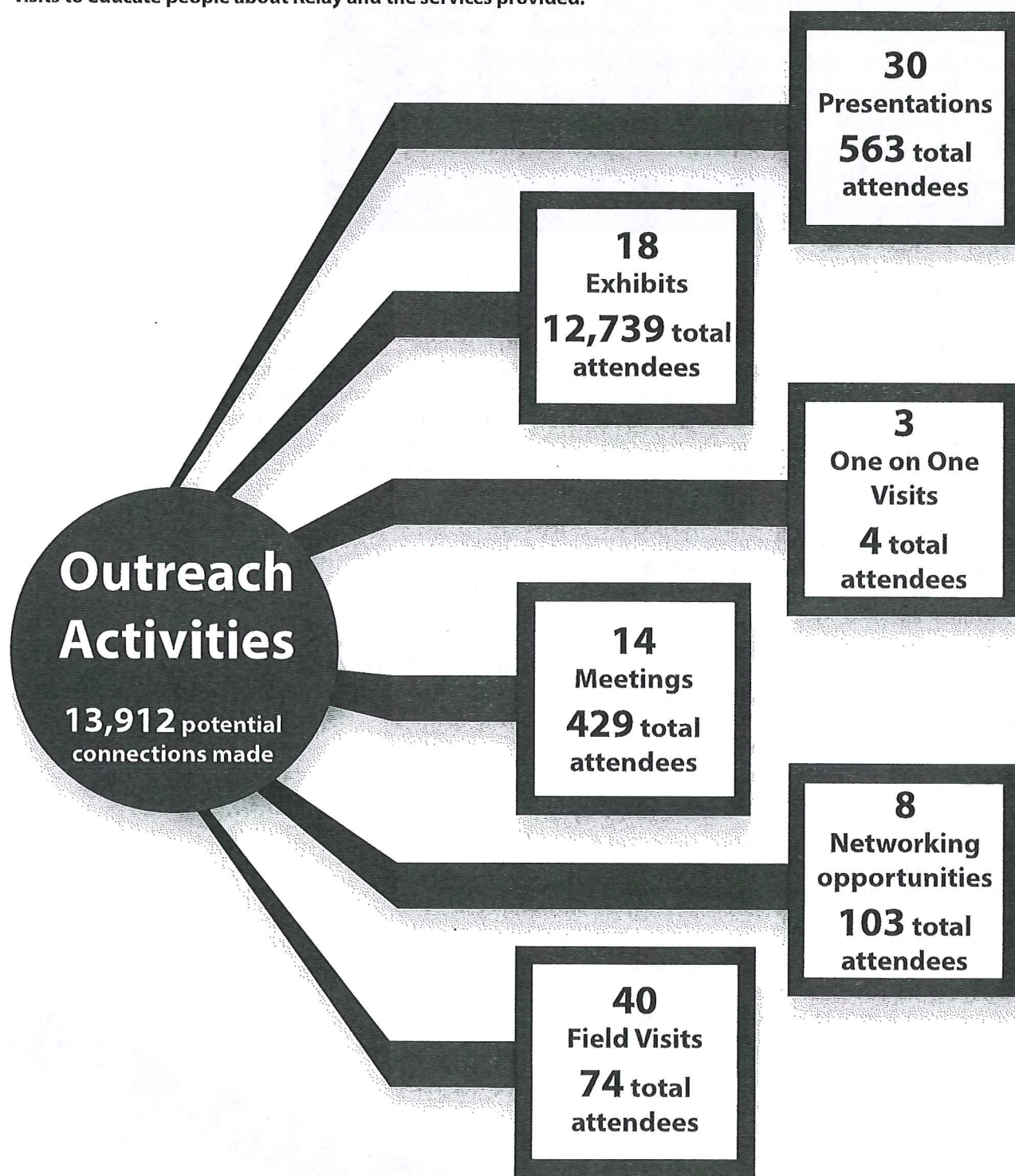
- Deaf Centers of Nevada (DCN)
- Hands and Voices

• Target Audiences

- Seniors
- Veterans
- Businesses
- Civic Organizations
- Emergency Personnel
- School Teachers and Staff

Outreach Activities

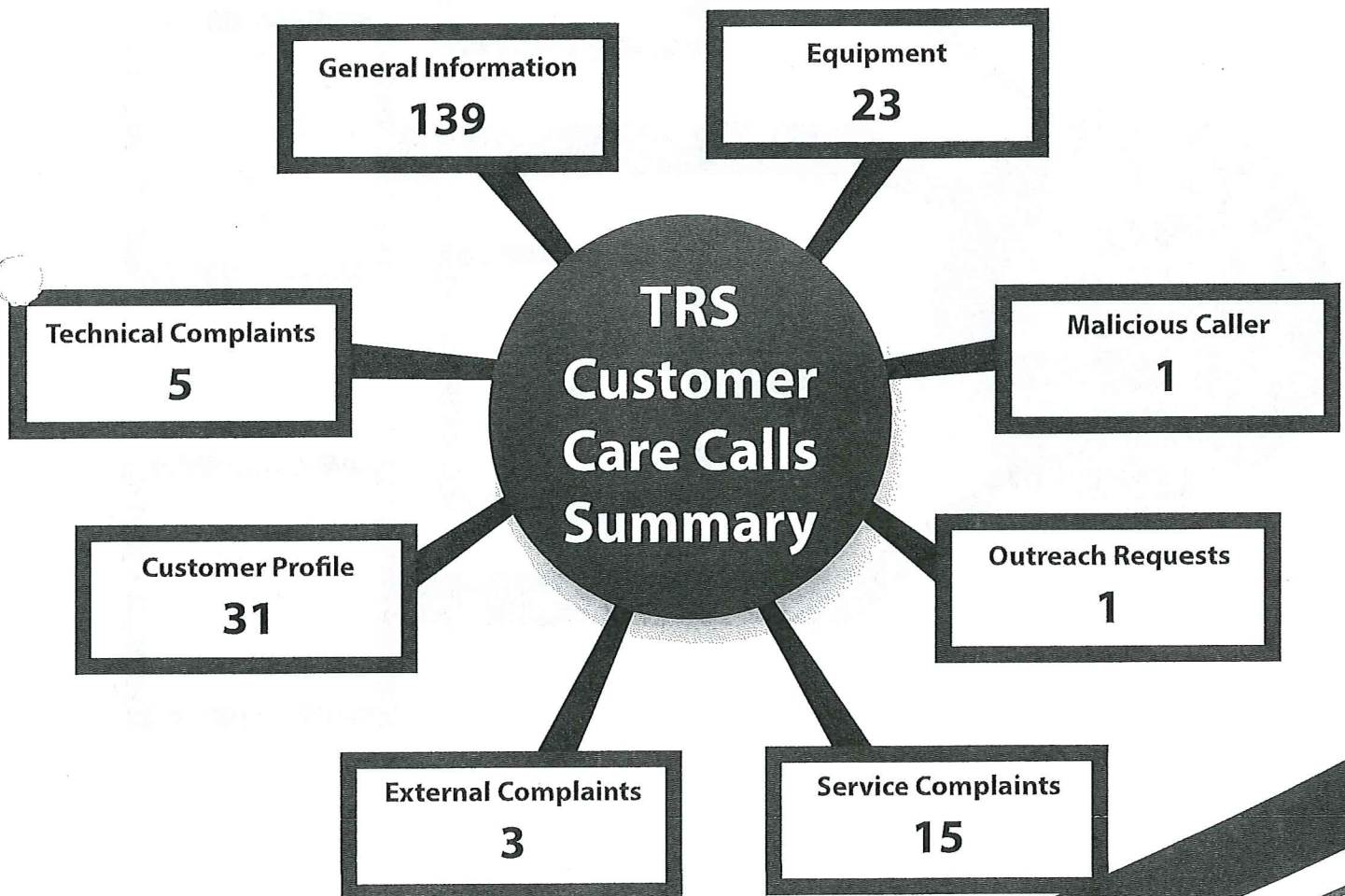
The Outreach Coordinators for Relay Nevada were very busy this year doing many presentations, exhibits, one on one visits, meetings, networking events and field visits to educate people about Relay and the services provided.



STATISTICAL Reports

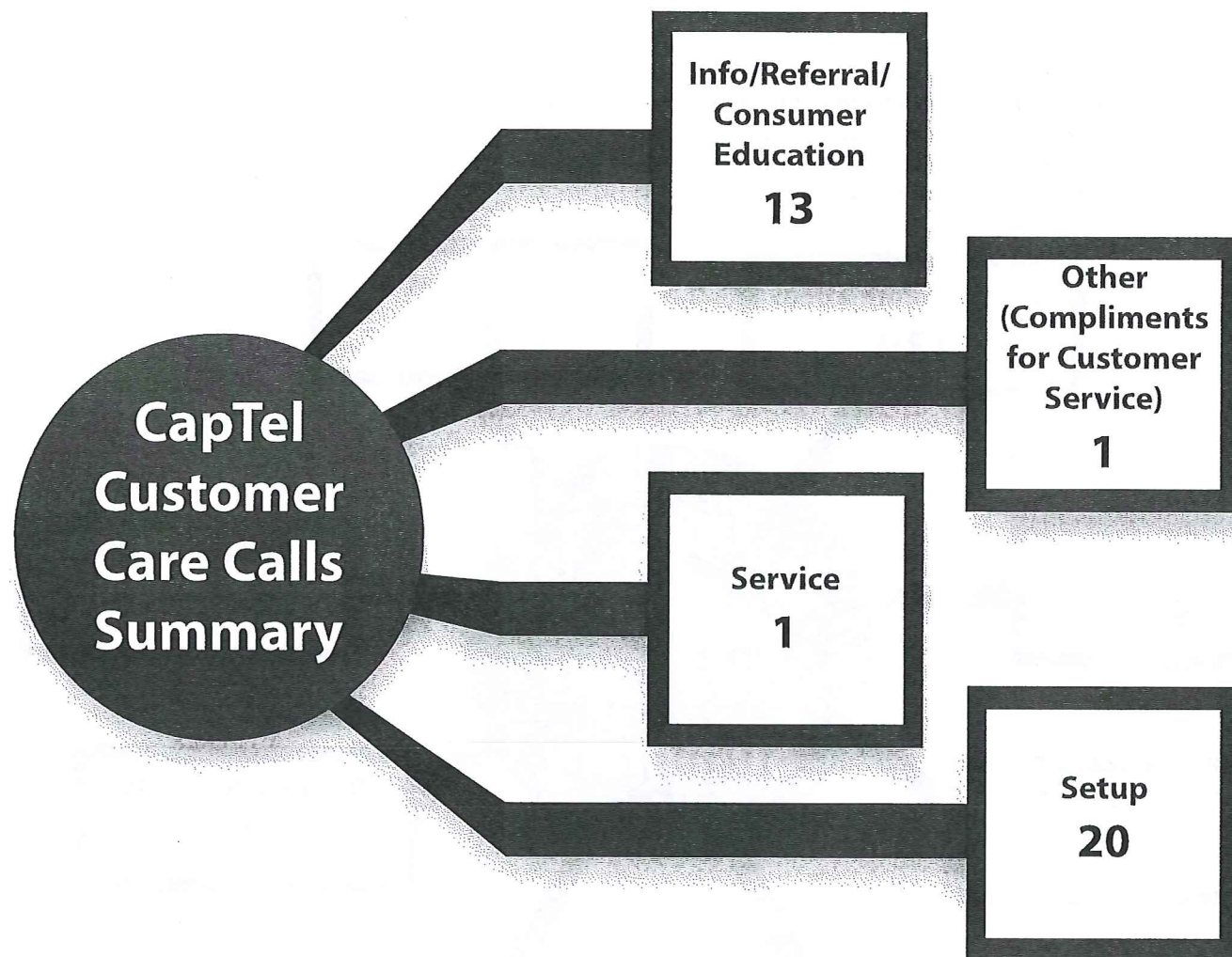
TRS Customer Care Summary

Every call that comes into Nevada Customer Care, as well as comments sent via fax, letter or email, is logged into Hamilton's Customer Care database. We received a total of 218 inquiries to Customer Care from January 1, 2016 through December 31, 2016. The majority of the legitimate calls to Customer Care were requests for information on equipment.



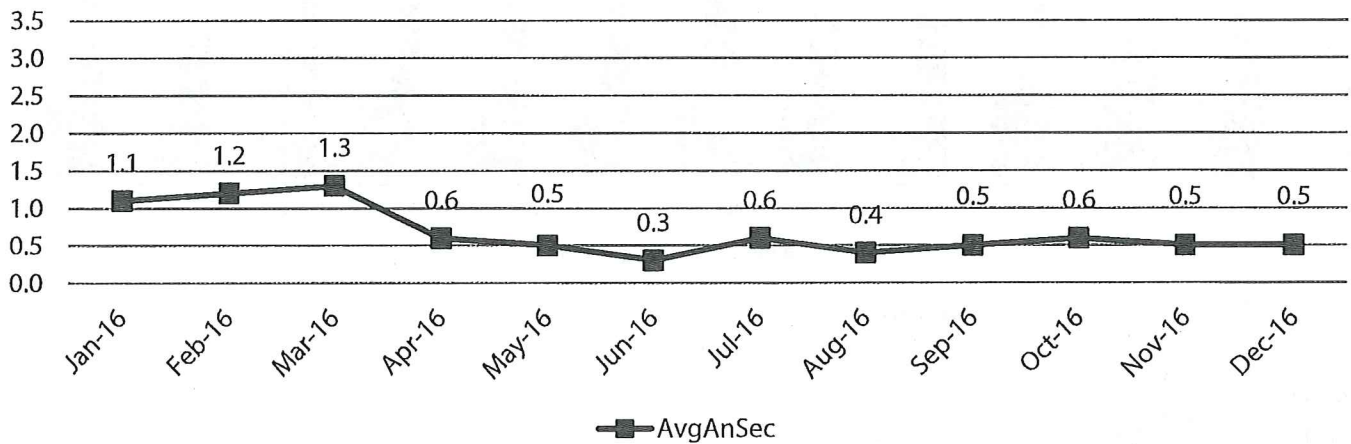
CapTel Customer Care Summary

Every call that comes into CTI Customer Care from a Nevada consumer is tracked. CTI received a total of 35 inquiries to Customer Care from January 1, 2016 through December 31, 2016.

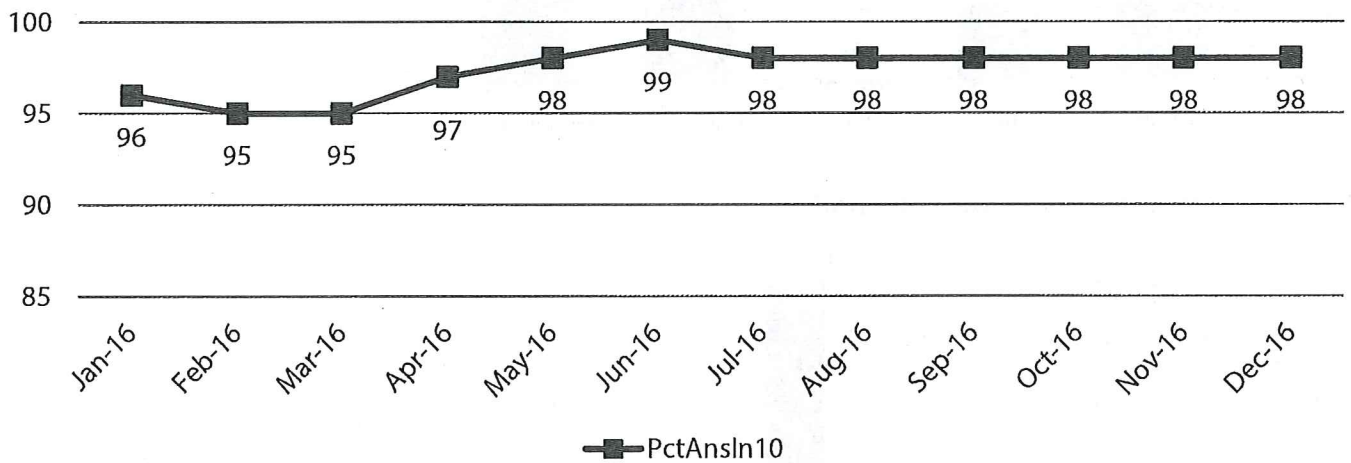


TRS Monthly Performance Averages

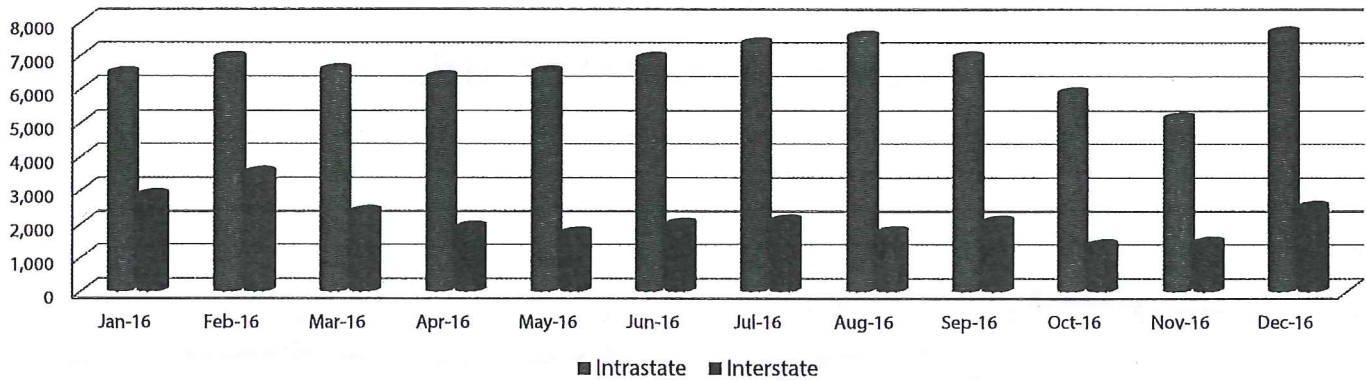
Average Answer Seconds



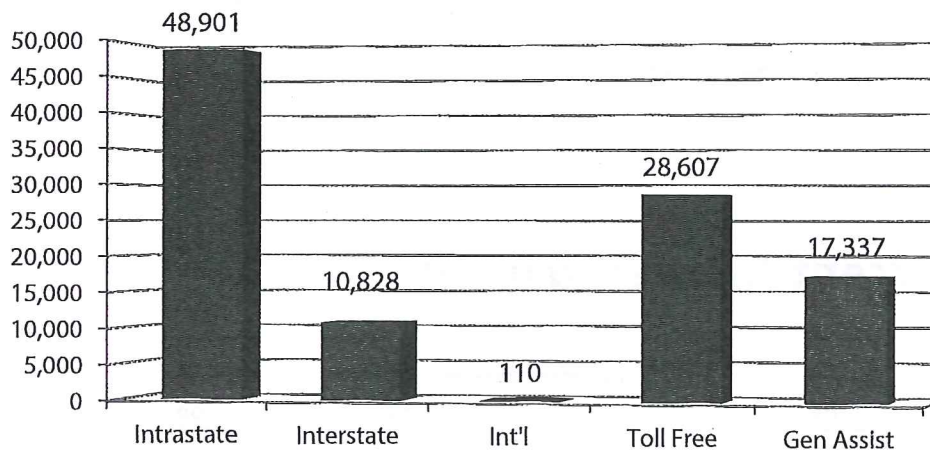
Percent Answered in 10



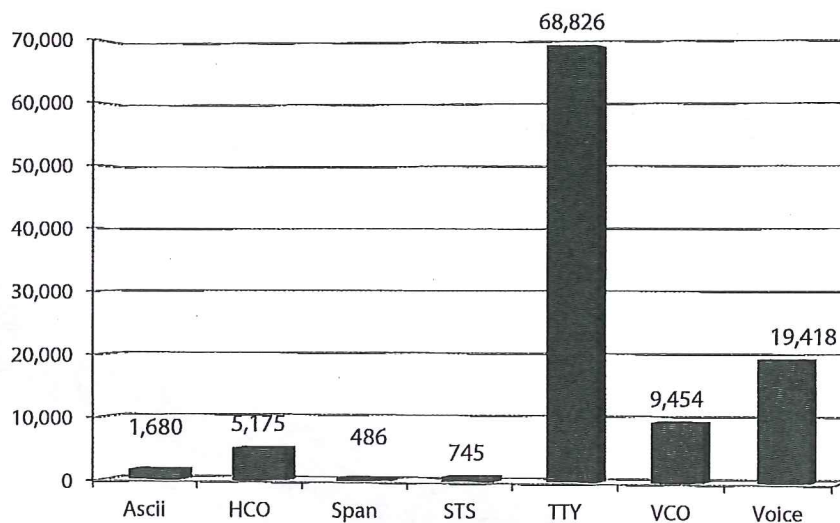
TRS Total Intrastate and Total Interstate Session Minutes



TRS Session Minutes by Jurisdiction

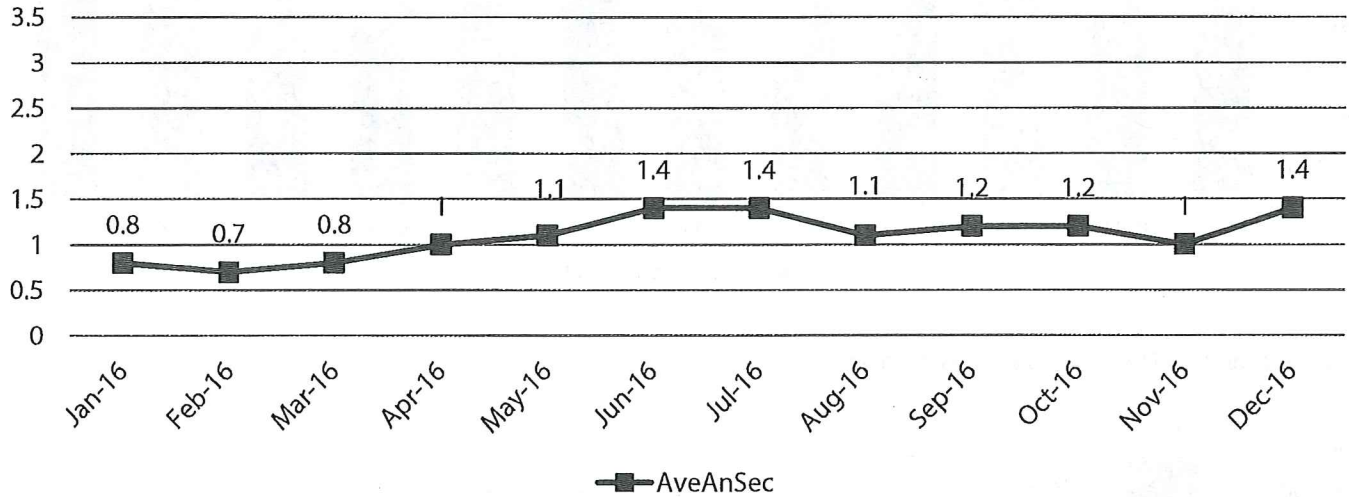


TRS Session Minutes by Inbound Method

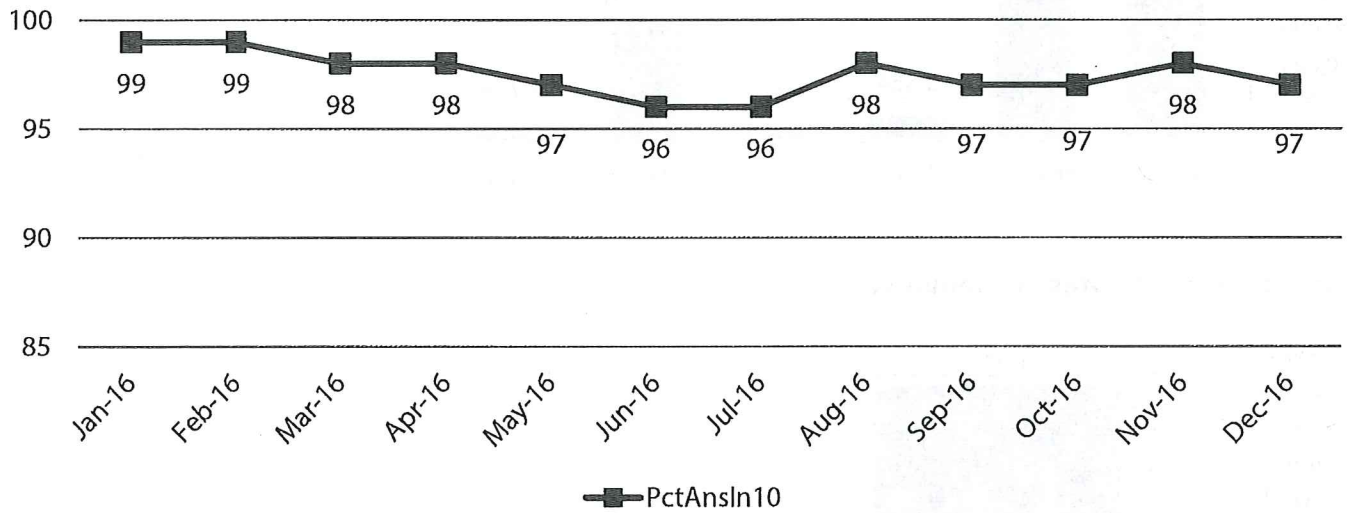


CapTel Performance Averages

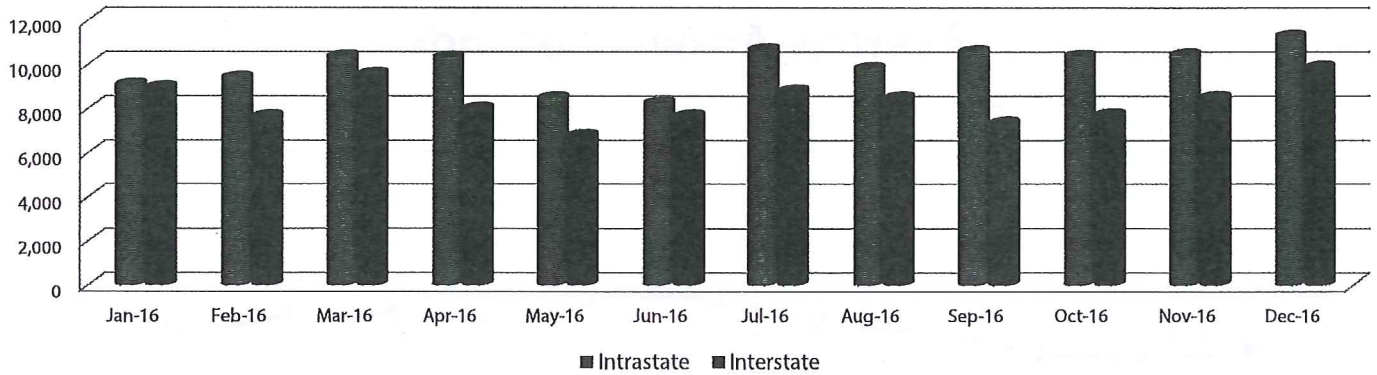
Average Answer Seconds



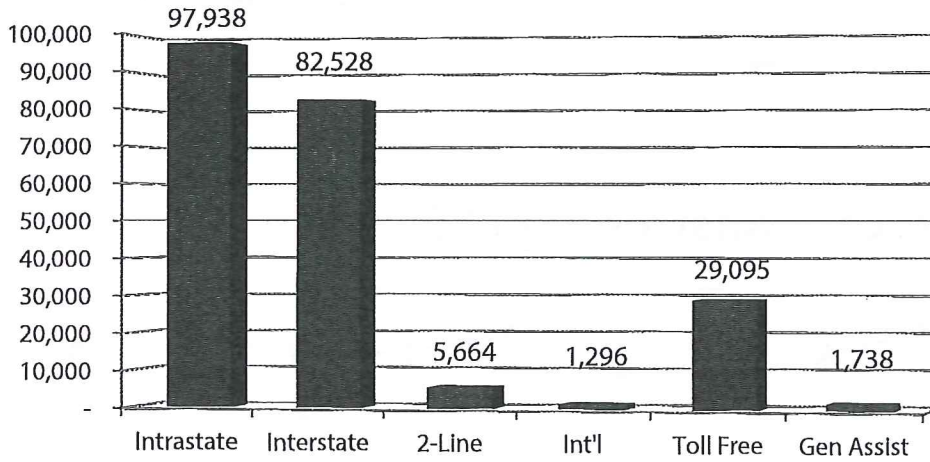
Percent Answered in 10



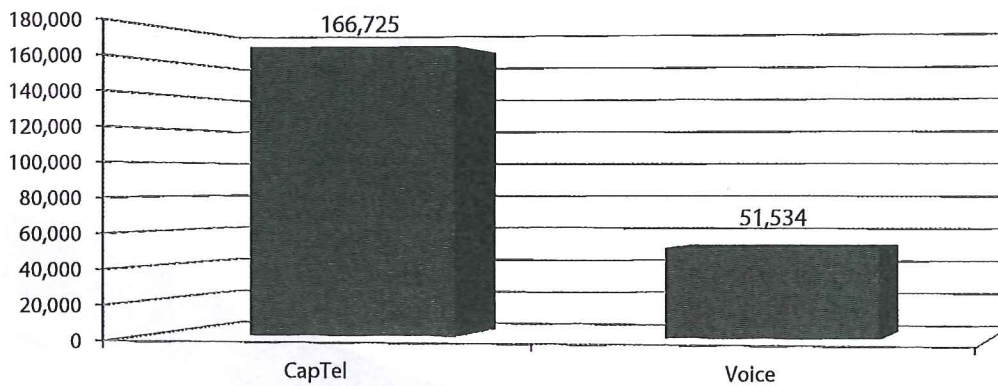
CapTel Total Intrastate and Total Interstate Session Minutes



CapTel Session Minutes by Jurisdiction

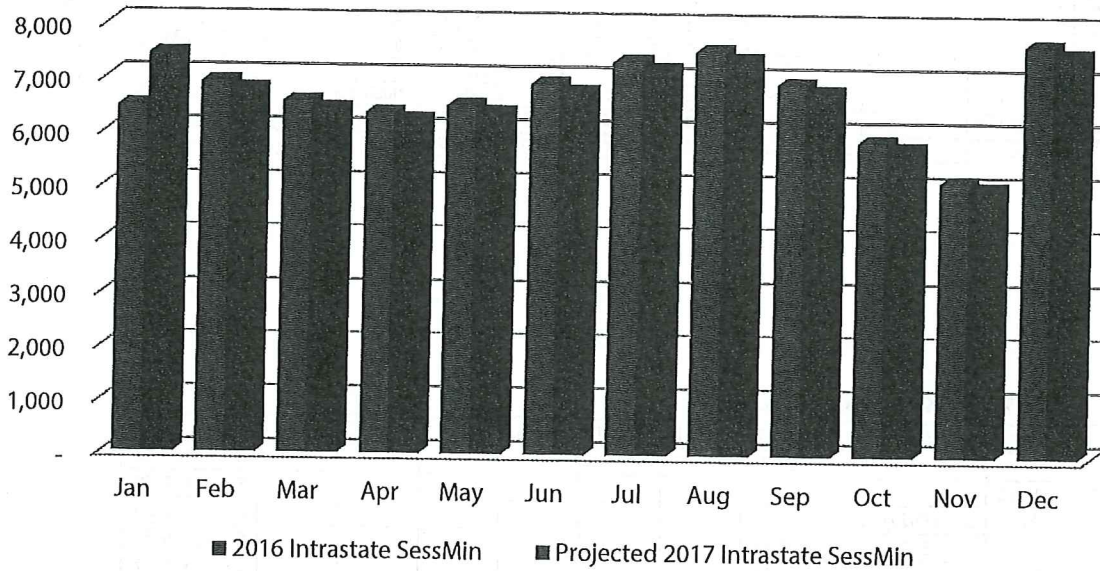


CapTel Session Minutes by Inbound Method

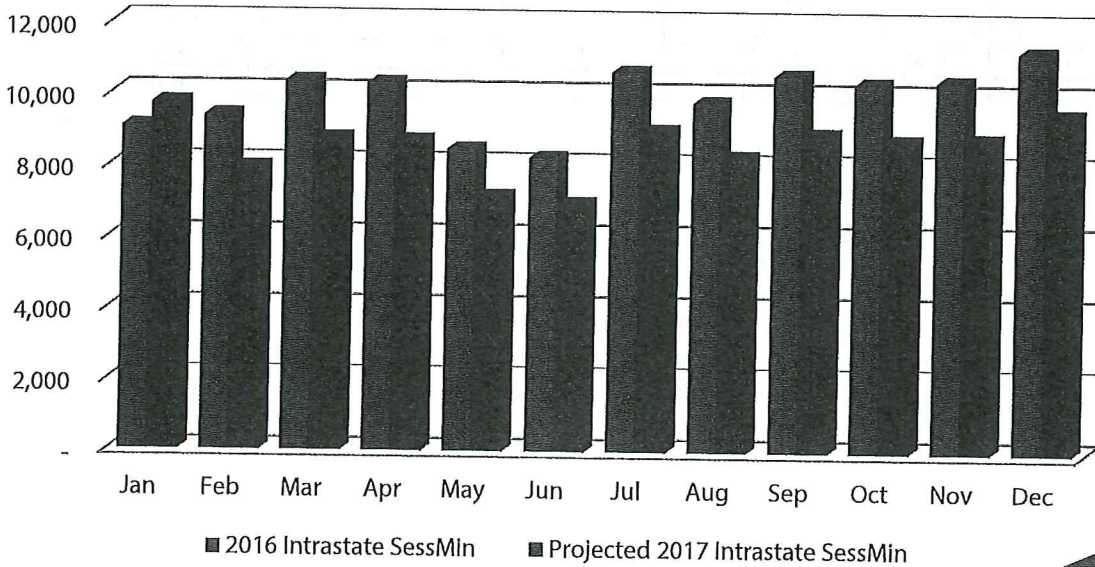


Traffic Projections

TRS Intrastate Session Minutes



CapTel Intrastate Session Minutes



Outreach Expense Report

2015 July 01 2015 to June 30, 2016

Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
-	\$ -	\$ -	\$ -	\$ -		\$ 323.54	\$ -	\$ -	\$ 59.21	\$ -	\$ -	\$ 382.75
-	\$ 5.00	\$ 1,335.06	\$ -	\$ 50.00		\$ -	\$ 51.17	\$ 50.64	\$ -	\$ 75.00	\$ -	\$ 1,566.87
10.00	\$ 450.00	\$ -	\$ 200.00	\$ -	\$ 425.00	\$ 620.00	\$ -	\$ 125.00	\$ (125.00)	\$ 100.00	\$ 1,520.00	\$ 3,935.00
10.00	\$ 150.00	\$ 2,550.00	\$ 2,956.71	\$ 1,185.53	\$ 189.96	\$ 874.22	\$ 472.37	\$ 1,806.71	\$ 412.50	\$ 818.87	\$ 1,134.76	\$ 14,401.63
11.35	\$ 28.05	\$ 65.58	\$ 364.47	\$ 311.32	\$ 374.34	\$ 425.00	\$ -	\$ 61.01	\$ -	\$ 1,628.38	\$ (466.30)	\$ 2,893.20
18.88	\$ -	\$ 142.18	\$ 3.21	\$ 310.06		\$ -	\$ -	\$ -	\$ 391.94	\$ -	\$ 568.75	\$ 1,975.02
22.25	\$ 94.00	\$ 3.78	\$ 29.55	\$ 3.56	\$ 439.36	\$ -	\$ 60.55	\$ 28.35	\$ 99.71	\$ 31.10	\$ -	\$ 882.21
27.25	\$ 4.81	\$ 140.70	\$ 9.69	\$ 319.69	\$ 6.73	\$ 112.69	\$ -	\$ 25.49	\$ 194.89	\$ 97.40	\$ 127.82	\$ 1,267.16
0.11	\$ 32.11	\$ -	\$ 4.89	\$ 0.21	\$ (4.68)	\$ 109.90	\$ -	\$ -	\$ -	\$ 3.75	\$ 16.71	\$ 163.00
18.93	\$ 119.45	\$ 431.19	\$ 65.10	\$ 76.17	\$ 33.95	\$ -	\$ 1.42	\$ 178.53	\$ 53.75	\$ 34.57	\$ -	\$ 1,213.06
30.00	\$ 30.00	\$ 30.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 405.00
-	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ 100.00	\$ -	\$ -	\$ 100.00
79.49	\$ 104.97	\$ 177.00	\$ -	\$ 334.67	\$ 185.98	\$ 178.28	\$ 174.43	\$ 179.43	\$ 199.00	\$ 190.57	\$ 197.23	\$ 2,101.05
37.41	\$ 542.93	\$ 1,480.64	\$ (69.84)	\$ 474.18	\$ 100.77	\$ 42.79	\$ 88.84	\$ 658.28	\$ 1,013.34	\$ 364.98	\$ 289.79	\$ 5,124.11
15.67	\$ 1,561.32	\$ 6,356.13	\$ 3,598.78	\$ 3,100.39	\$ 1,786.41	\$ 2,721.42	\$ 883.78	\$ 3,148.44	\$ 2,434.34	\$ 3,379.62	\$ 3,423.76	\$ 36,410.06

July 01, 2016 to June 30, 2017

Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
-	\$ 99.99	\$ -	\$ -	\$ -	\$ 323.53							\$ 423.52
-	\$ -	\$ -	\$ 1,221.13	\$ 2,130.27	\$ -							\$ 3,351.40
-	\$ 495.00	\$ -	\$ 89.20	\$ (392.00)	\$ -							\$ 192.20
-	\$ 440.00	\$ 800.00	\$ -	\$ 800.00	\$ 686.54							\$ 2,726.54
318.75	\$ 120.11	\$ 65.84	\$ 39.83	\$ 71.51	\$ 29.13							\$ 645.17
-	\$ -	\$ 449.93	\$ 412.10	\$ -	\$ 791.12							\$ 1,653.15
192.24	\$ 32.47	\$ 24.61	\$ 144.39	\$ 392.33	\$ 86.68							\$ 872.72
-	\$ 115.31	\$ 33.83	\$ 291.80	\$ 232.56	\$ 69.47							\$ 742.97
100.00	\$ 357.25	\$ -	\$ 70.17	\$ -	\$ 19.25							\$ 546.67
75.38	\$ 3.25	\$ -	\$ 146.89	\$ 62.51	\$ 46.93							\$ 334.96
40.00	\$ 40.00	\$ 40.00	\$ 40.00	\$ -	\$ -							\$ 160.00
-	\$ -	\$ -	\$ -	\$ -	\$ 308.14							\$ 308.14
82.91	\$ 62.15	\$ 61.67	\$ 57.94	\$ 95.48	\$ 57.16							\$ 417.31
37.99	\$ 369.95	\$ 1,536.75	\$ 1,354.81	\$ 1,165.67	\$ 515.46							\$ 4,980.63
847.27	\$ 2,135.48	\$ 3,012.63	\$ 3,868.26	\$ 4,558.33	\$ 2,933.41	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 17,355.38

The information in this document is considered Proprietary and Confidential.