

TRS Advisory Board Meeting Minutes 6.7.21

Meeting called to Order 10:00am

Attendees:

Rene Pellerin (Chair)
Michelle Vicino (Sprint/T-Mobile)
Clay Purvis (PSD- Vice Chair)
Michael DeHart (PSD)
Erika Smith (Consolidated)
Kate Parrish (coordinator for Statewide Deaf and HoH services)
Peter Johnke (VCIL)
Jake Lavigne (VCIL)
Jorika Stockwell (T-Mobile/Sprint outreach)
Andrew Brenneman (T-Mobile Access Services)

Interpreters:

Lianne Moccia
Virginia Clark
Jen Raney
Kelly Decker

Old Minutes

Tabled for following meeting (will review February and June minutes then)

Sprint/T-Mobile Report

Vicino- Report:

Outreach

Since February, Social media outreach has continued

- Digital marketing campaign with Vermont Maturity
- Back cover advertisement on 6 issues (Jan-June), will extend through December

Club 251 poster campaign continuing after winter pause

Upcoming In-person events:

- Vergennes Day
- Bristol Harvest
- Twin State HR Conference
- Vermont Development Conference

TRS/Captel Usage Statistics

Analog TRS and Captel usage broadly decreasing year over year (Captel usage higher than TRS)

- IP-based captel (not reliant upon State funds) drawing users from Analog, driving decrease

RCC Usage

RCC usage peaked December-Feb

April Usage still high, but below mid-pandemic peak

VT Relay Site

Visitors/Hits increasing after low/decreasing usage in Dec-Feb

New WCAG 2.1 AA Standard website is complete

- Increased accessibility
- Improved screen-reader functionality
- Side bar for user customizable contrast/color/font size adjustments

Complaints/Commendations

No Complaints/Commendations July 2020 – June 2021

Johnke- Is the website available in any additional languages other than English + Spanish?

Vicino- We used to offer Relay in French, but we discontinued it after seeing no usage. We haven't had any requests to add additional language

Pellerin- Before Sprint Contract, I used the French. Perhaps technology has made it less necessary. Peter, do you know people that perhaps need access in another language.

Johnke- Perhaps, we've worked with a few deaf individuals with uncommon languages (Bhutanese).

VT Equipment Distribution Program (VCIL Presentation)

Lavigne- Report Jan 2021-May 30, 2021

8 applications, 5 funded

-3 unfunded still pending

Equipment Purchased

- 1 iPad
- 2 Captel 840
- Captel 840i
- Voice Amplifier

2 in Chittenden

1 in Franklin

1 in Washington

1 in Windham

No Requests over \$750 -> No leverage funding needed

1 amplified phone, 3 Captels, and 1 Laptop in stock for loans

Johnke- Rise program decreasing demand

- Fills needs resulting directly from Pandemic

Website updated for ease of access on Mobile devices

Pellerin- Since digital Captel usage is increasing, are you seeing additional demand for devices? Is \$750 still adequate?

Johnke- Not necessarily through EDP. We partnered with Voc Rehab in one situation.

Lavigne- We typically go with a computer around \$500-\$600 and we have had good success with Lenovos and HP's

New Business:

a. RCC Funding Update

DeHart- Gave presentation of H.315 explaining \$50,000 allocation to RCC

Brennaman- Is there a new monthly cap for this service?

Vicino- A discussion between the State and T-Mobile would be beneficial to determine how we budget for the upcoming fiscal year

Purvis- we have access to these funds through December 2021, but we're happy to discuss that with you.

Next Meeting:

September 13, 2021 @ 10am

One additional interpreter needed

Discuss filling board vacancy left by Laura Siegel

Meeting adjourned 10:59am