

Vermont Telecommunications Relay Service Advisory Council Meeting

Department of Public Service, GIGA Conference Room
112 State Street, Third Floor, Montpelier, Vermont
April 18, 2023, 10:00 a.m. to 12:00 p.m.



Zoom Link:

<https://sprint.zoom.us/j/82945866559?pwd=WThXVEl4b1FtOFoxT2lNRWxYSXNndz09>

Agenda

1. Call to Order
2. Introductions
 - a. New PSD Telecom Director - Hunter Thompson
3. Proposed changes to the agenda
4. Old Business:
 - a. Minutes Approval
 - b. Other?
5. New Business:
 - a. Committee Membership questions
 - i. PSD Staff?
 - ii. Nick – Acting as both a consumer and EDP Rep?
 - b. Sprint Report-Michelle Vicino
 - i. Outreach update?
 - ii. Summary of the March RCC outage

- c. Hamilton Captel Report – Christa Cervantes
 - d. EDP report – Nick Morlan
 - e. Vice Chair position –
 - i. To be filled by Hunter?
6. Open discussion/other items
 7. Feedback from Board Members
 8. Schedule of remaining meetings for 2023
 - a. Scheduled
 - i. July 11 @ 10 am, In-person and via Zoom
 - ii. October 10 @ 10 am, In-person and via Zoom

Vermont Telecommunications Relay Service
Advisory Council Meeting
Meeting Minutes

Department of Public Service, GIGA Conference Room
112 State Street, Third Floor, Montpelier, Vermont
January 10, 2023, 10:00 a.m. to 12:00 p.m.

Attendees:

Aaron Brassard, PSD Telecom
Michelle Vicino, Sprint/T-Mobile Account Manager VT Relay
Virginia Clark, Interpreter
Rene Pellerin, Consumer & Chairperson of the VTRS Advisory Council
Sabrina Seeger, Interpreter
Christa Cervantes, Hamilton Relay Account Manager for VT CapTel
Ashley Bonneau, Department of Disabilities, Standing in for Laura.
Andrew Brenneman, T-Mobile/Sprint
Nick Morlan, VCIL, Information Referral and Assistant, Equipment Distribution Specialist
Scott Brooks, Consolidated Communications
Peter Jon Key, Deputy Director at VCIL and oversees the EDP Program
Chelsea Vilord, PSD Legal Assistant

Action Items (Also listed where relevant to specific Discussion)

Action Item	Person Responsible	Deadline
Number of Calls to TTY	Michelle	April 18 Meeting?
RCT for Future Meetings	Michelle	Meeting Dates (April 18, July 11, and October 10)
Schedule Interpreters	Aaron	Each Quarterly Meeting
Check the Conflict of Nick Acting as Hard-of-Hearing Consumer AND EDP Representative for VCIL	Aaron	April 18 Meeting

Sprint Report – Michelle Vicino

Discussion:

Sprint has been continuing with social media, placing a lot of emphasis on it for a more targeted reach to the community, including education on TRS, how to set up a customer profile if you are deaf/blind, on HCO. The goal is to touch on all the products via at least two posts a week on Facebook and Instagram.

Outreach has remained the same since the last meeting, continuing with social media. Sprint wrapped up species PSA which was very successful and had a heavy focus for about a month. There were over 20,000 impressions in the species speech market in front of a lot of people.

Sprint concluded the placement of advertisements in VT Maturity Magazine. The goal is to revisit the idea of the ad again in the future but to ensure that the advertisement is solely focused on one area.

There have been no in-person events since October.

In the future, there are a few in-person event opportunities. There is the VT Maturity 50+ Expo and Sprint is receiving requests for events in November. Sprint is staggering/being selective with in-person events as this contract is different from previous contracts regarding product promotion, being selective with in-person events. Sprint will continue with social media, working on the RCC phone brochure, reaching out to agencies with satellite offices, and is open to anyone who wants a free demonstration. Sprint is open to suggestions via email or a page on the VT Relay website where a request for presentations, workshops, events, and requests can be made.

See the PowerPoint for charts and graphs reflecting the activity of CRS, RCC, and social media presence, as well as the contact information for Michelle and George, including their social media handles.

Questions:

Q. Aaron – Is there any focus on folks who are new to the community?

A. Michelle – There is an agency called HLLA (Hearing Loss Association of America). They do not have a branch in VT. We have had a relationship with VT Maturity for over 10 years. When I asked about the age group for the VT Maturity age group, it appeared that the low end is still representative of working Vermonters, stopped that advertising but will revisit it in the future if needed. For someone who just lost their hearing, HLLA is recommended.

A. Rene – Another group that we may want to look at is Area Councils on Aging, there are those around the state, a number of different groups, maybe through Dale, where Laura is working, maybe they can get us connected to those Triple As, many work with folks who are older and maybe resistant to help, difficult population but one option. Another idea, gatherings for deaf

folks in person have not been well attended, everyone seems to have their own smaller group that they socialize with, planning a larger event for Sept. 9, another opportunity for more outreach.

Q. Rene - RCC – resistant to that, whole idea of it being free, but rather see consumer focus on RCC, rather than the agency side or the state, I like to see the state hire captioners and not take advantage of the RCC program because our budget is limited, I would rather say no on that front

A. Michelle – when reaching out to agencies, doesn't necessarily mean that she is having them use RCC, the agencies she is reaching out to so they can inform the employer/employee who would benefit from the service, not advising the agency to use

Q. Rene – Many state agencies have started advertising calling 711, is that number still accessible here in VT? Do you see more utilization of that? Do you have a record?

A. Michelle – Our TTY numbers are low but stable, a lot of states see a decline, and VT has leveled off due to many individuals transitioning to online services, but not just VT, all states in the US. The number of calls to TTY numbers isn't in the PowerPoint, but the minutes are averaging as of November about 500 minutes a month or less

Action Item	Person Responsible	Deadline
Number of Calls to TTY	Michelle	April 18 Meeting?

Hamilton CapTel Report – Christa Cervantes

Discussion:

Hamilton began its services in July 2022.

The PowerPoint presentation provides graphs reflecting the percentage of calls answered within 10 seconds, for the last month since July, it's been between 99 and 100% of calls answered quickly, nobody must wait long if they have to wait at all.

The PowerPoint has a representation of the Sessions Minutes or the time the call gets to the CA, all the way to the end, as well as, the Conversation Minutes, which represents the entire conversation time. There was a small dip in September/October. At present it is unclear whether this is a trend for VT; however, it was back up in November.

On the next slide of the PowerPoint, you can find the number of customer contacts. There have been no customer inquiries, complaints, or questions about Caption Telephone for VT from September through November.

Hamilton is open to Questions/Requests to appear on future PowerPoint presentations.

Questions:

Q. Rene – CapTel outreach and advertising – who does that? Do you have numbers?

A. Christa – Website for caption telephone for VT Caption Telephone, partial awareness program in the contract with the State, do not have a person on the ground doing outreach for CapTel full-

time in VT, can do virtual events in the contract, and will have brochures. Only contracted to do 2 virtual outreach events a year, as well as, the website available, and doing some promotion from there, no outreach events because it is different than what T-Mobile does for TRS at this point.

Rene – will get in touch and request outreach on his end.

Q. Peter, VCIL – Is CapTel different from Hamilton? If someone calls us and requests a CapTel phone, who do we reach out to?

A. Christa - Caption Telephone is more appropriate to call it than CapTel because it is through Hamilton. Reach out to CapTel or Hamilton for the appropriate equipment. Nothing has changed in the service being provided, other than the name of the provider.

Q. Rene – is VT paying for both Hamilton and the other company?

A. Aaron – there are two separate contracts with both companies, CapTel service provided by Hamilton Relay, and the rest of the TRS program is provided by T-Mobile.

Q. Peter, VCIL – The service of answering the captioned calls is a contract with Hamilton, trying to clarify where people get, oftentimes consumers are specific about which piece of equipment they want, EDP does not provide service, but specific pieces of equipment wants to ensure consumers receive the right equipment.

A. Andrew – T-Mobile offers TRS, that's the 711 and relay conference captioning, RCC, those points aside, Hamilton is now the provider for analog CapTel in the State, right now there are 7-8 internet CapTel providers out there, any deaf/hard of hearing people can purchase/receive service from other CapTel providers (internet-based), the state pays only for analog services under Hamilton.

EDP (Equipment Distribution Program) Report – Peter, VCIL

Discussion:

Nick is going to be coordinating the EDP program, taking over completing reports in the future.

There were 5 applications from October 1 – December 31, and 3 people were funded, purchases included an amplified phone, a cellphone, and an iPad.

An interesting and a little unusual case which reflected a good collaborative process occurred with an individual who has significant hearing loss and unique situations at home. She is not especially tech-savvy and requires items that are easy to use. She originally applied in February 2022 and we worked with Vermont Assistant Technology Project to determine what phone would work best for her, she borrowed many to determine what might work for her, and found out through the VATP project that she previously had a style (tele-ease) that is no longer made, VTAP found one they thought would work and in the interim Peter found a tele-ease phone on eBay which was purchased well under the \$750 limit for EDP purposes, even with shipping, the

individual was provided with both items, not knowing how long the tele-ease would last and allowing her to slowly transition to the newer technology. The consumer received these devices in December 2022.

VCIL is continuing to do outreach. The biggest reason for a significant decrease in EDP applications and usage is that so many people are switching to mobile devices and internet-based devices so they are not requiring telephone equipment anymore. It is of note that some disabilities might not be with hearing but with dexterity requiring voice-activated electronics, which newer equipment is better at accomplishing, lots of people don't have good internet or cell service so some people require landline services.

All applications pending that came in before this quarter are hopefully going to be funded in this next quarter.

Vacant Vice Chair Position

Discussion:

Rene – Michael left, and Clay is gone. What the DPS plan is for the replacement of those folks?

Aaron – The DPS has myself, and others as needed. The Director position is open and was posted to backfill Clay. Michael's position was posted twice but we were unsuccessful in filling the vacancy.

Open Discussion/Other Items

Discussion:

Nick – Live Captioning for Meetings

Action Item	Person Responsible	Deadline
RCT for Future Meetings	Michelle	Meeting Dates (April 18, July 11, and October 10)

Schedule Remaining Meetings for 2023

Proposed:

April 11 @ 10am

July 11 @ 10am

October 10 @ 10am

Discussion:

Michelle – no meetings week of April 10

Conclusion:

April 18 @ 10 am (Rene will double check availability)

July 11 @ 10am

October 10 @ 10am

Meetings are just a starting place; Aaron will Schedule interpreters if the dates are agreeable.

Action Item	Person Responsible	Deadline
Schedule Interpreters	Aaron	Each Quarterly Meeting

Other Matters Discussed

Discussion:

Confusion surrounding whether there is a conflict with Nick acting as both a VCIL EDP employee AND a hard-of-hearing consumer on the board.

Action Item	Person Responsible	Deadline
Check the Conflict of Nick Acting as Hard-of-Hearing Consumer AND EDP Representative for VCIL	Aaron	April 18 Meeting

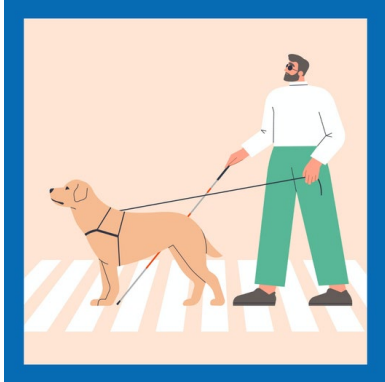
VERMONT RELAY ADVISORY BOARD MEETING

APRIL 18, 2023
MICHELLE VICINO



Vermont
Telecommunications
Relay Service

VERMONT RELAY SOCIAL MEDIA SINCE LAST MEETING



Hearing Carry Over (HCO)

- 711
- 800-253-0191 for English
- 877-253-5424 for Spanish
- vermontrelay.com/hearing-carry-over

MYTH	FACT
I can't afford to use relay services.	Thanks to the American's with Disabilities Act, relay services are available at no cost to the user!

FOLLOW
US ON FACEBOOK!
[FACEBOOK.COM/VERMONTRELAY](https://www.facebook.com/vermontrelay)



DID YOU KNOW?

Vermont Relay has services for users with speech differences.

Relay Conference Captioning

Bringing accessibility to the office



DID YOU KNOW?

Vermont Relay services are available 24 hours a day.

OUTREACH SINCE LAST MEETING

- Social media (Facebook and Instagram)
- RCC Road Tour
 - Colleges throughout Vermont
 - Affiliate American Job Centers (Workforce Development)

UPCOMING OUTREACH

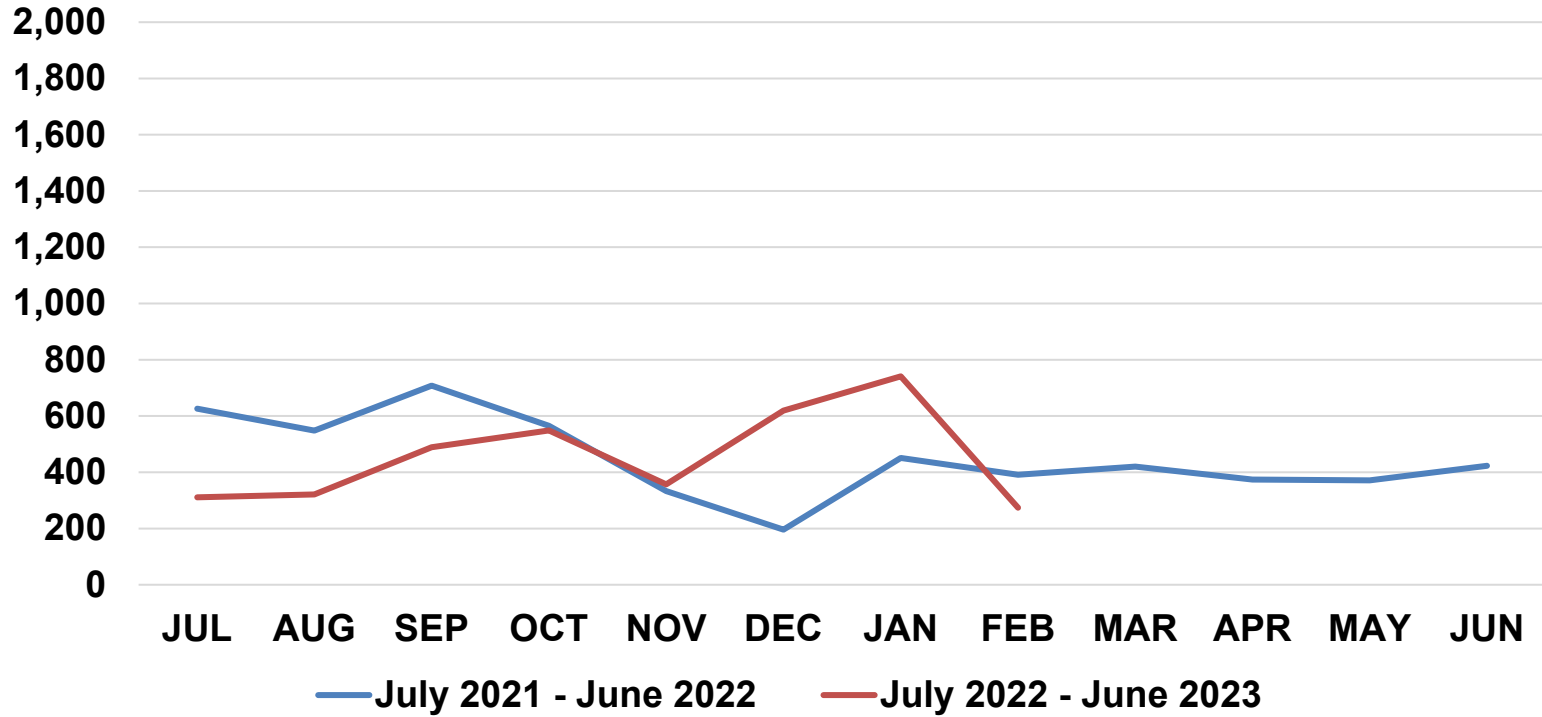
- Social media (Facebook and Instagram)
- RCC presentations
 - HireAbility
 - HLAA Vermont Chapter

Send any suggestions along to Michelle

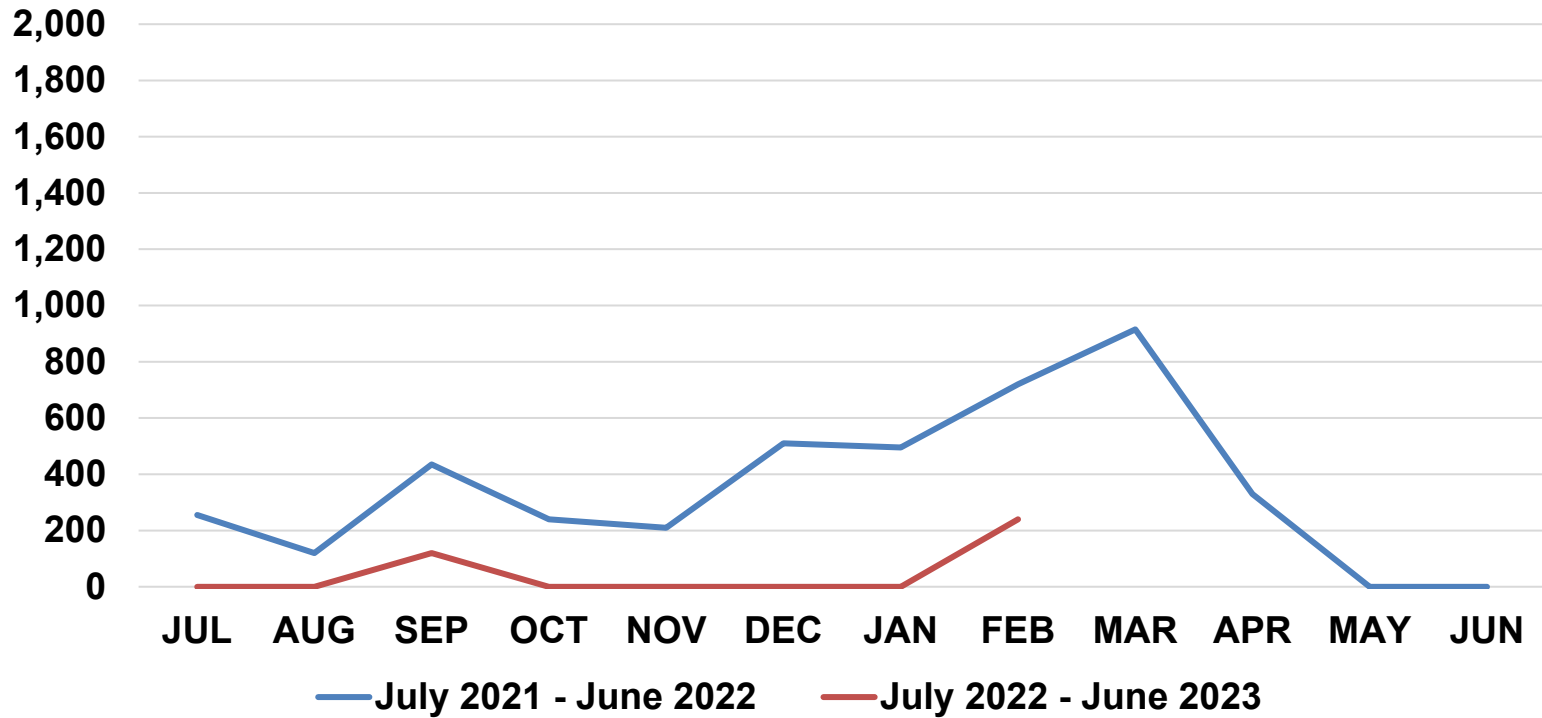
Requests for exhibit can also be submitted online:

www.vermontrelay.com > Outreach Program

TRS MINUTES 2021 - 2023

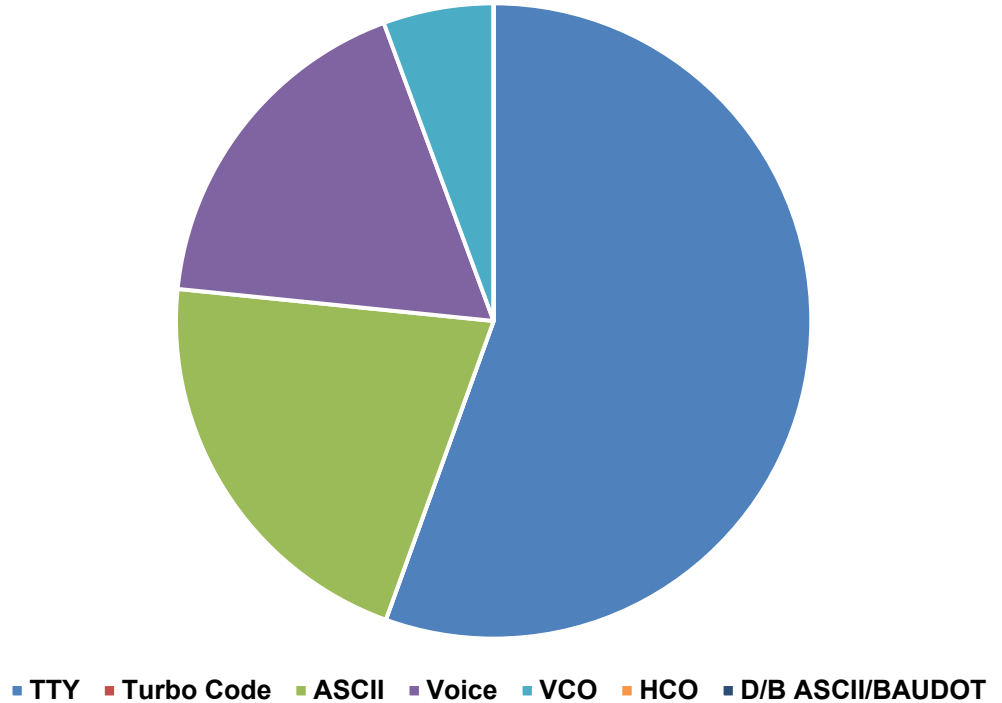


RCC BILLABLE MINUTES JULY 2021 - JUNE 2023

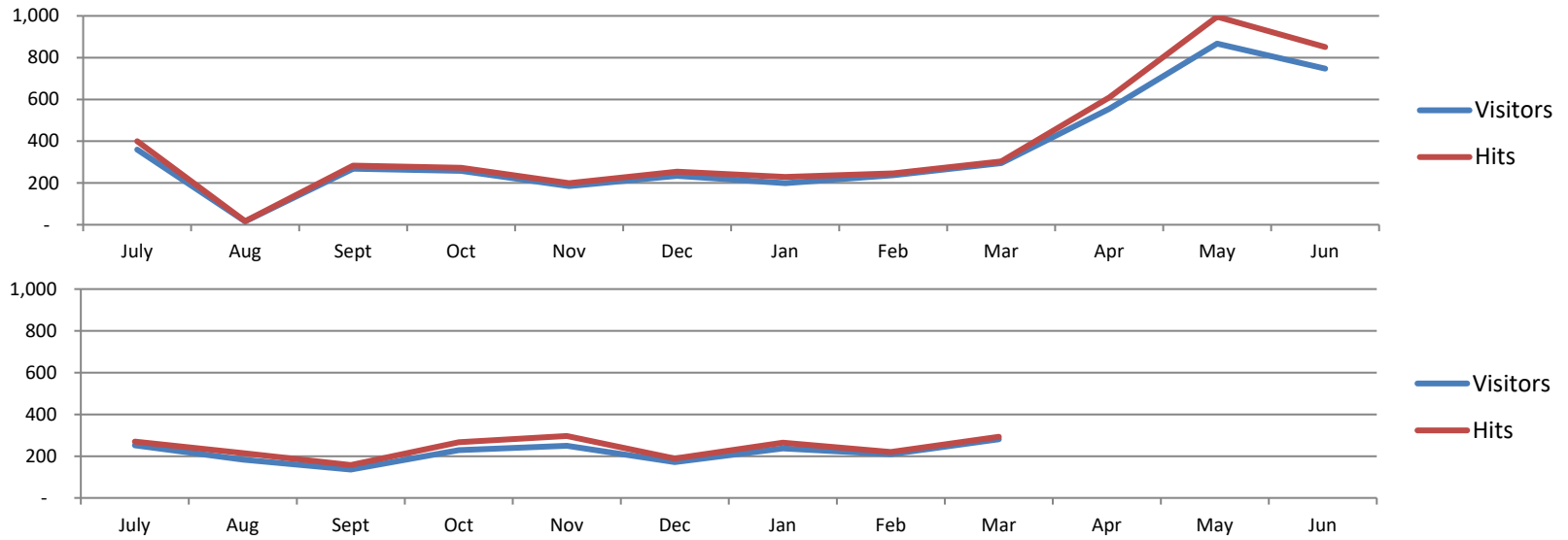


PERCENTAGE OF CALLS BY TYPE

Service	Current Average
TTY	55.51%
Turbo Code	0.00%
ASCII	21.10%
Voice	17.77%
VCO	5.62%
HCO	0.00%
D/B ASCII/Baudot	0.00%



VERMONT RELAY WEBSITE JULY 2021 - PRESENT



UPDATES SINCE LAST MEETING



CONTACT INFORMATION

Michelle Vicino, Vermont Relay Account Manager

Michelle.Vicino@t-mobile.com

Jorika Stockwell, Vermont Relay Outreach Specialist

Jorika.Stockwell@t-mobile.com

Vermont Relay Customer Service

866-931-9028 (Voice/TTY)

Vermont Relay website

www.vermontrelay.com

Vermont Relay Facebook

www.facebook.com/VermontRelay

Vermont Relay Instagram

www.facebook.com/vt_relay

Happy Spring!

