**Vermont Telecommunications Relay Service**
**Advisory Council Meeting**

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.

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Zoom Link:
https://sprint.zoom.us/j/87082887702?pwd=N3d0aUs3czJSOGd1T2Jtd2JtVFhyZz09

## Agenda

1. Call to Order
2. Introductions
3. Proposed changes to the agenda
4. Old Business:
    a. Minutes Approval
5. New Business:
    a. Sprint Report-Michelle Vicino
    b. Hamilton Captel Report – Christa Cervantes
    c. EDP report
    d. Vacant Vice Chair position
    e. Open discussion/other items
6. Feedback from Board Members
7. Schedule remaining meetings for 2023
    a. Proposed:

i. April 11 @ 10 am

ii. July 11 @ 10 am

iii. October 10 @ 10 am

# VERMONT RELAY ADVISORY COUNCIL MEETING

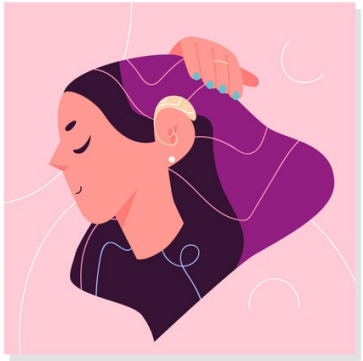
## JANUARY 10, 2023

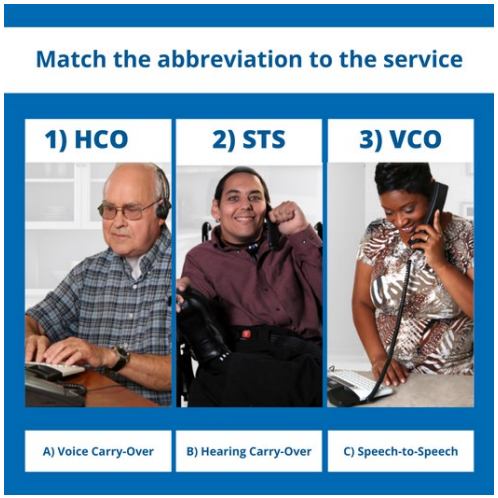
## MICHELLE VICINO

Vermont
Telecommunications
Relay Service

# VERMONT RELAY SOCIAL MEDIA

## SINCE LAST MEETING





# OUTREACH SINCE LAST MEETING

- Continued social media (Facebook and Instagram)
  - VT Relay STS PSA
- Concluded placement of advertisement in Vermont Maturity:
  - Sept/Oct issue
  - Nov/Dec issue
  - Jan/Feb issue
- No in-Person events since our last meeting

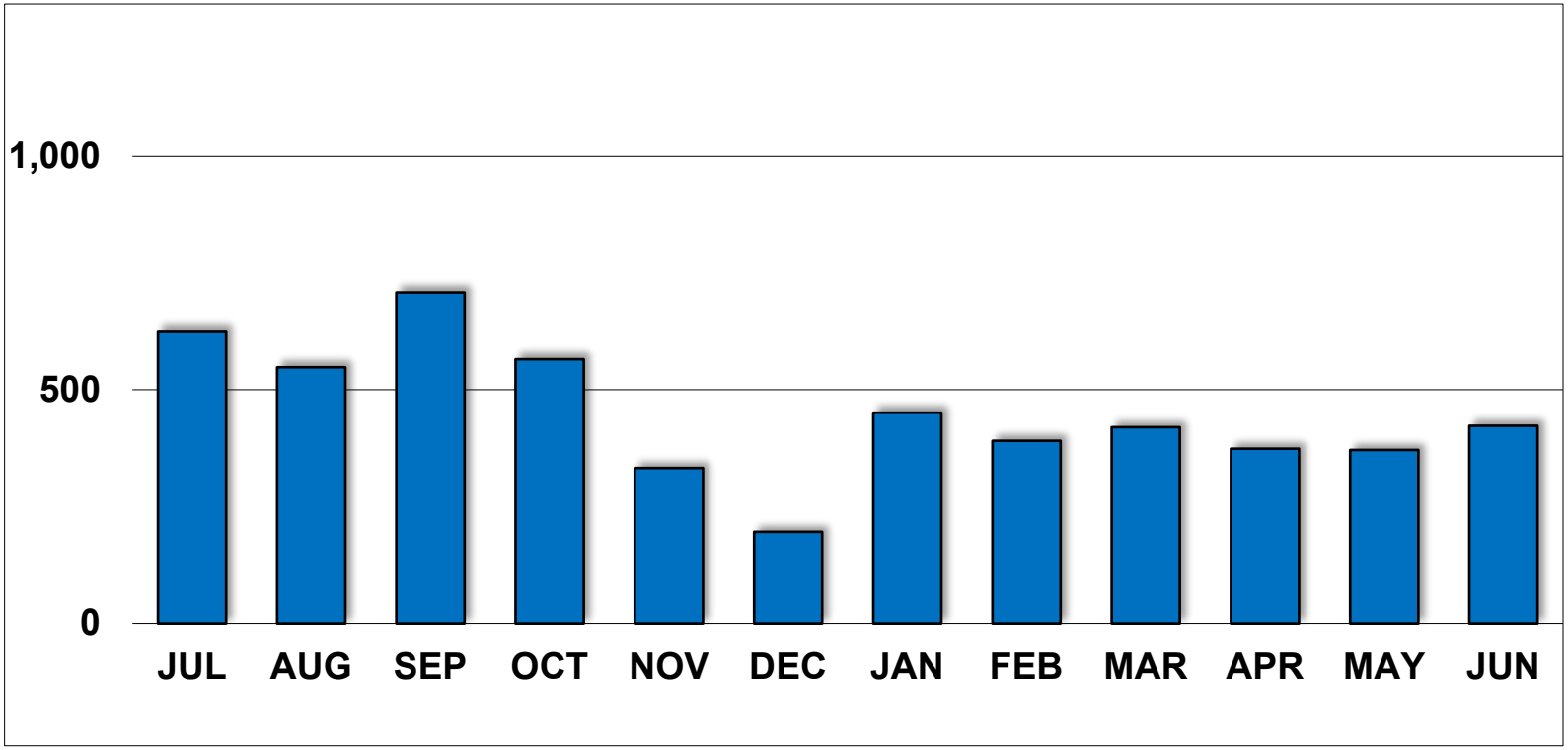
# UPCOMING OUTREACH

- Continue social media (Facebook and Instagram)
- Will attend select events as they come in
- RCC Road Tour planning under construction

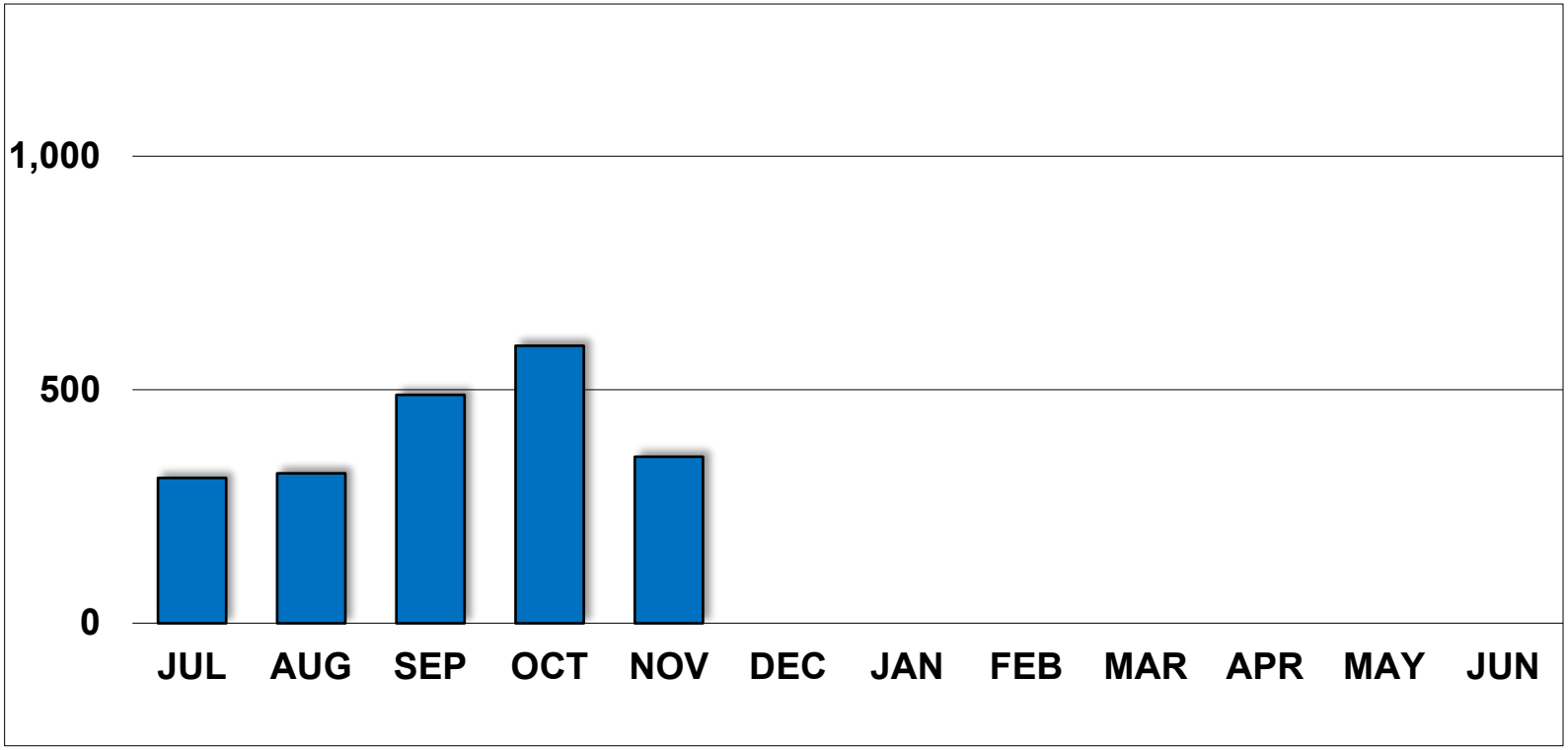
**Send any suggestions along to Michelle**

**Requests for exhibit can also be submitted online:**
www.vermontrelay.com **> Outreach Program**

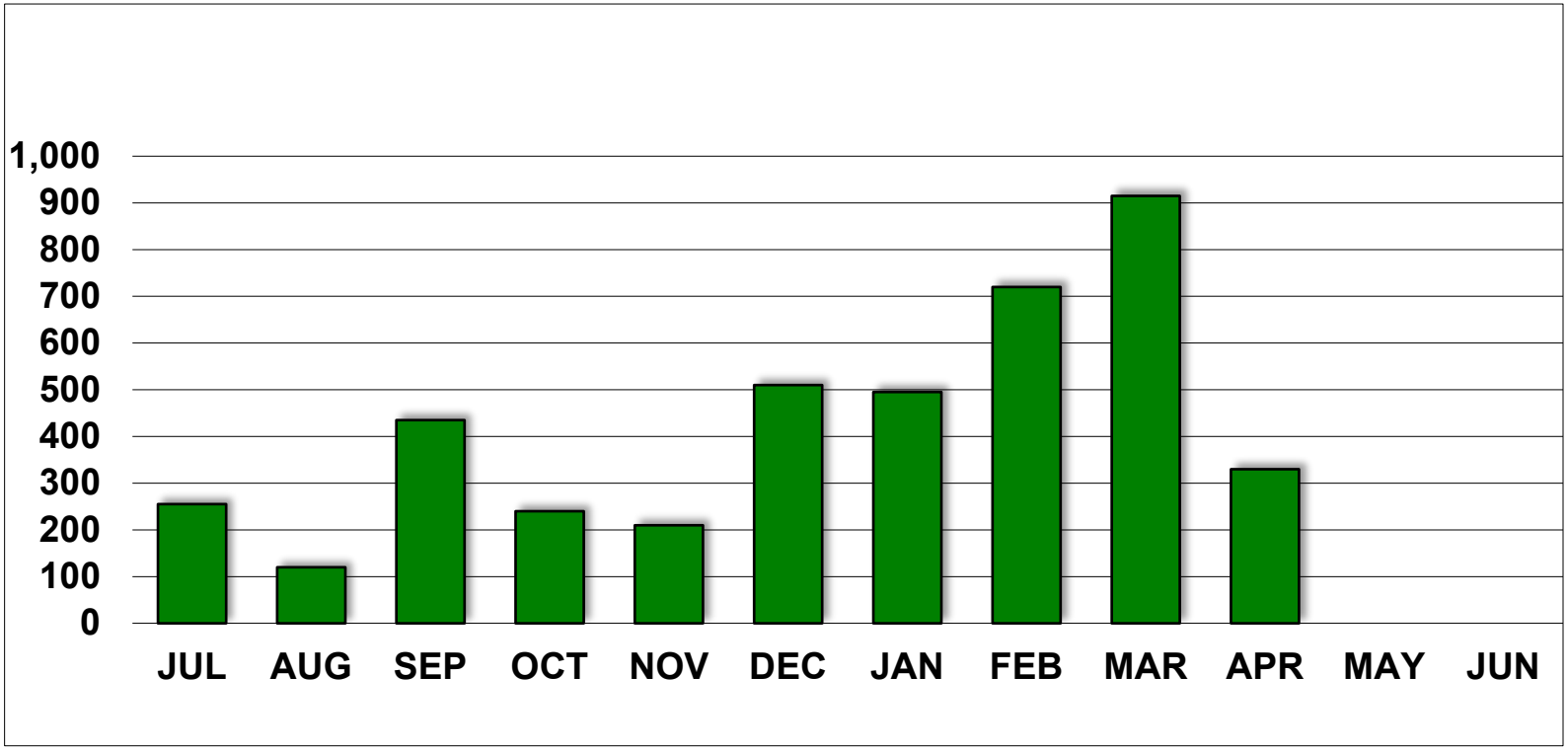
# TRS MINUTES
# JULY 2021 – JUNE 2022



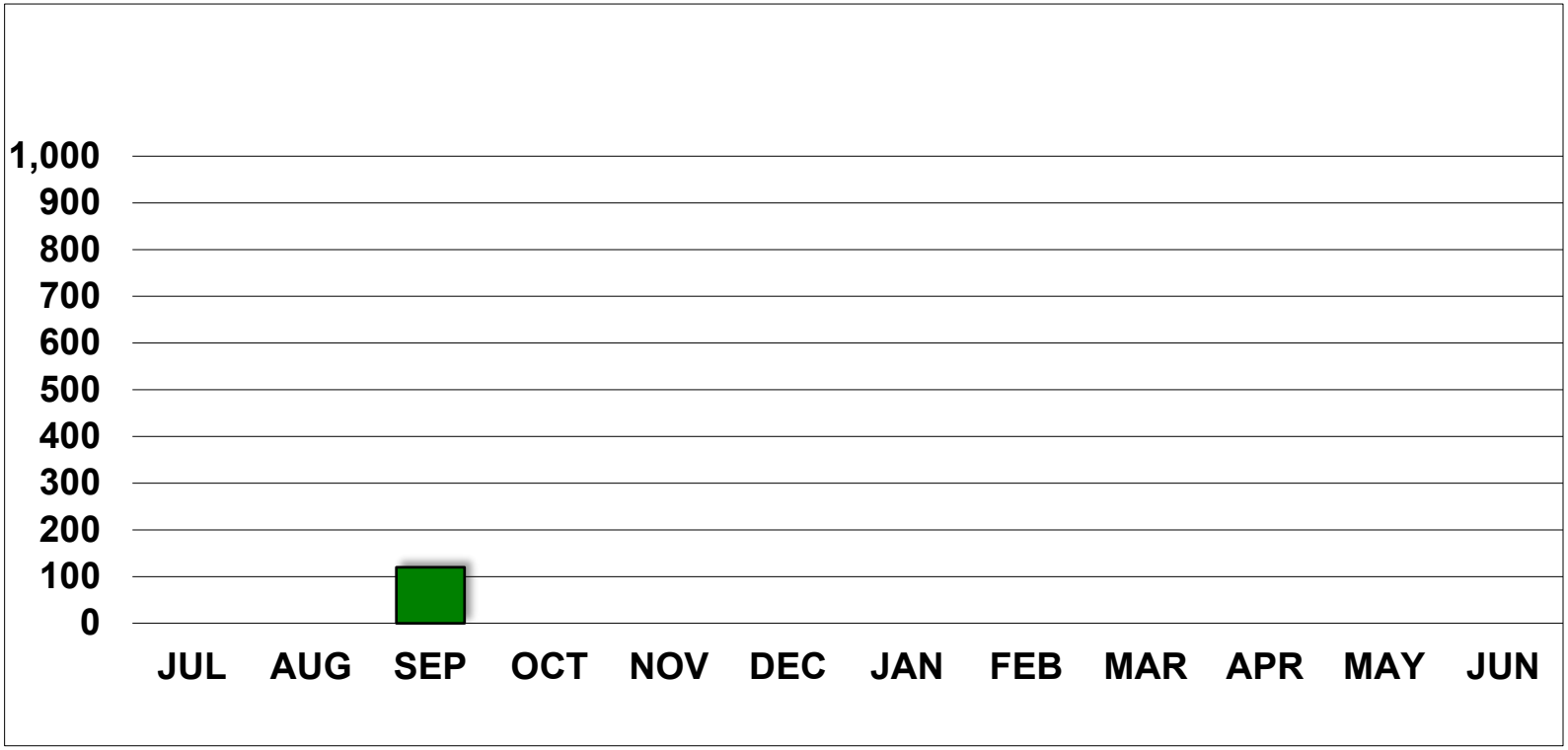
# TRS MINUTES
# JULY 2022 – JUNE 2023



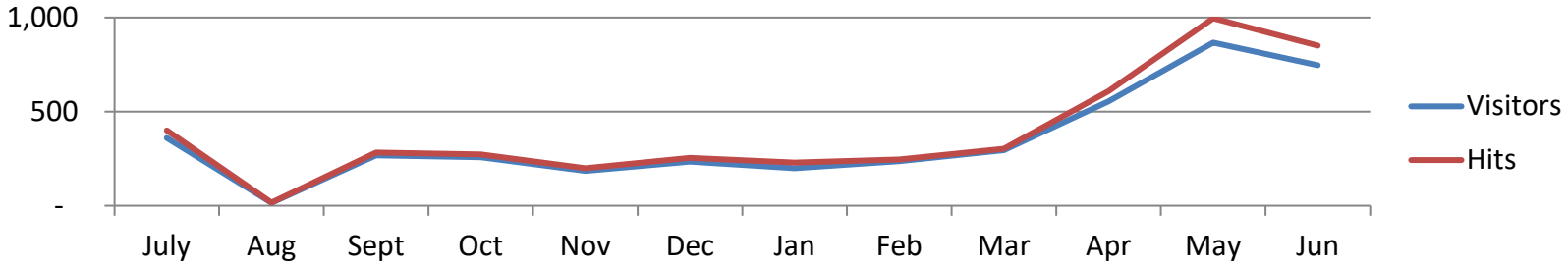
# RCC BILLABLE MINUTES
# JULY 2021 – JUNE 2022

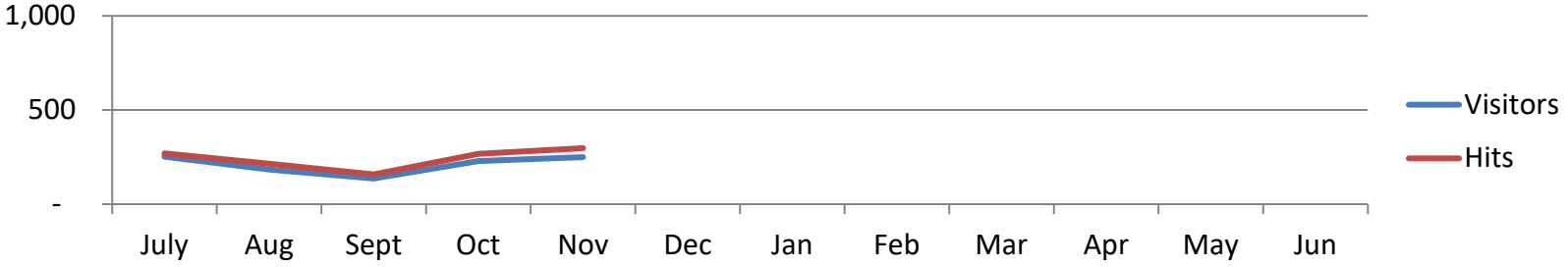


# RCC BILLABLE MINUTES
# JULY 2022 – JUNE 2023



# VERMONT RELAY WEBSITE
# JULY 2020 – PRESENT



# 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 New Year!

# VTRS Advisory Council Update

**Christa Cervantes, Account Manager**

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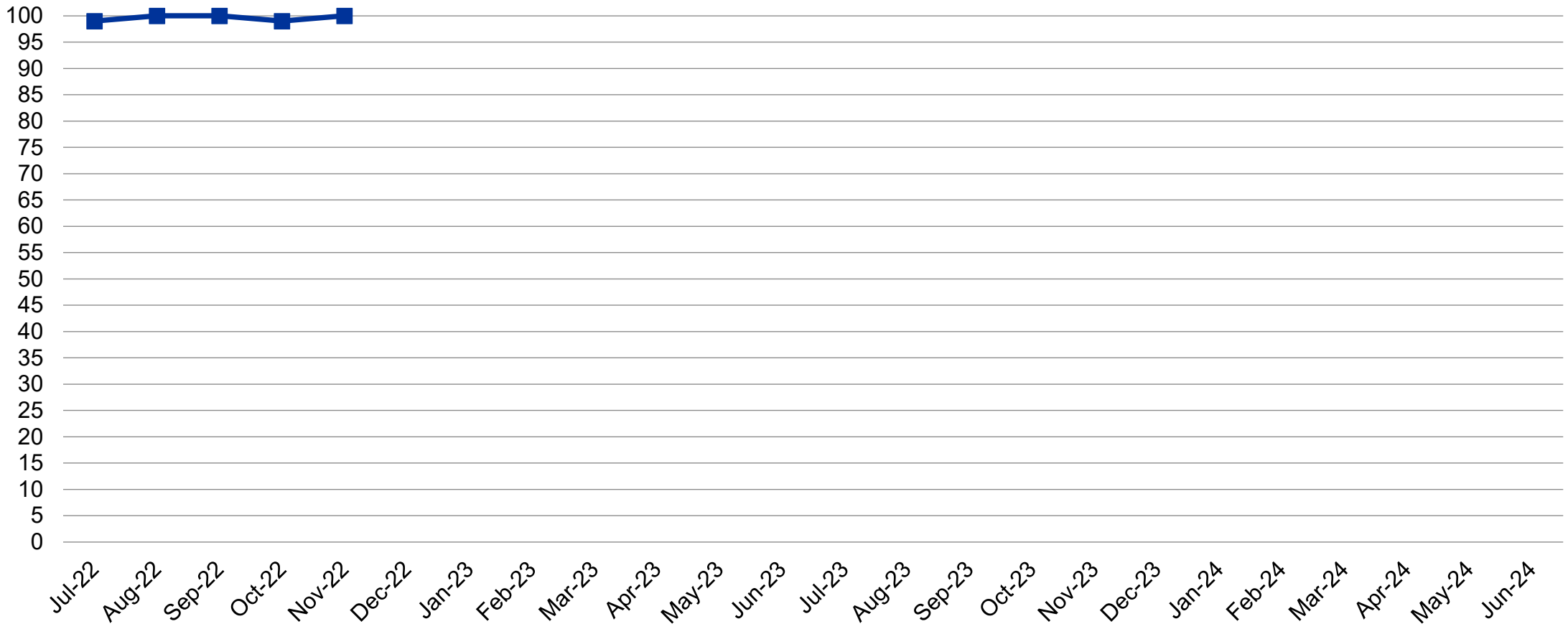
# Vermont CapTel Percent Answered in 10 Seconds

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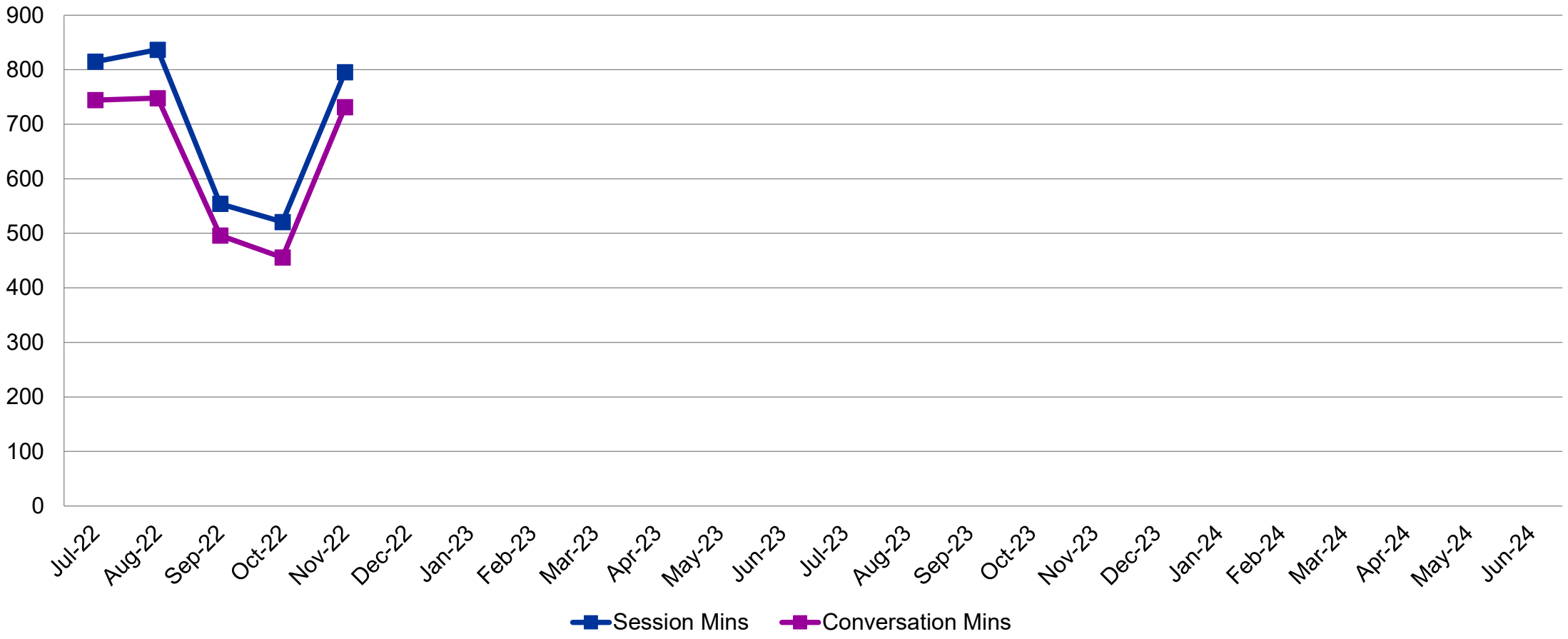
# Vermont CapTel Session and Conversation Minutes

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# Vermont CapTel Customer Care Contacts

| | Sep | Oct | Nov |
|---|---|---|---|
| Service | 0 | 0 | 0 |
| Technical | 0 | 0 | 0 |
| Product | 0 | 0 | 0 |
| Billing | 0 | 0 | 0 |
| Set Up | 0 | 0 | 0 |
| Info/Referral/Ed | 0 | 0 | 0 |
| Other | 0 | 0 | 0 |

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# Questions?

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VCIL Vermont Center for Independent Living

*People with disabilities working together for dignity, independence, and civil rights*

# Vermont Equipment Distribution Program (VTEDP)

## Report

## October 1, 2022-December 31,2022

I am pleased to announce that Nick Morlan will be the new Information & Referral and Vermont Equipment Distribution Program Specialist. Nick previously worked as the Executive Assistant but was interested in working more directly with peers. He served briefly on the EDP Advisory Council but will have to step down from that role since he will be overseeing EDP.

There were five applications and three people were funded in this quarter. Purchases included amplified phones, a cell phone and iPad. We worked extensively (for about a year) with one individual to ensure that the equipment they got is not only what they wanted, but that it would work for their specific circumstances. This was a long process, collaborating the Vermont Assistive Technology Program to identify what type of phone would work best since the phone they previously had (and loved) was not longer on the market. The peer tried several phones loaned to them by the AT Project. In the interim, a used Tele-Ease phone, like the peer had before, was found (inexpensively) on eBay. It was decided to provide the peer with this as well as a new amplified phone, so they would have an easier time transitioning from older to newer technology.

We continued outreach activities, distributing EDP brochures at tabling events and promoting the program during this reporting period.

If you have any questions, please let me know.

11 East State Street, Montpelier, VT 05602
802-229-0501, 800-639-1522 (voice & TTY), fax: 802-229-0503
email: info@vcil.org • website: www.vcil.org

Respectfully submitted,

*Peter Johnke* (he/him)
Deputy Director

802-224-1815
peter@vcil.org