

**CODHHE MEETING MINUTES**  
Wednesday, March 21, 2007  
6:00 PM – Delaware School for the Deaf  
Newark, Delaware

**MEMBERS PRESENT:**

Diana Armstead, Advocate; Linda Heller, HLADE; Loretta Sarro, DODHH; Peg Stewart, Interpreter/Advocate; Julia Sullivan, HLADE; Terry Whitham, DSP; and Kyle Hodges, Staff

**MEMBERS ABSENT:** Joe Drexler, WCD; Richard Pelletier, Chair, DSD

**INTERPRETERS**

Eileen Casey  
Alyx Richardson

**CALL TO ORDER**

The meeting was called to order at 6:20 PM.

**ADDITIONS TO THE AGENDA**

- Depending on time, Kyle will give an update on the Visor card.

**APPROVAL OF MINUTES**

Loretta noted on page 4, paragraph two, please take her name off as being a part of the Public Outreach Sub-Committee. Also, on page 5, the DODHH bullet, take out "DODHH".

Motion was made, seconded and approved to accept the January 24, 2007 meeting minutes as amended.

**TREASURER'S REPORT**

Peg provided January and February reports.

The balance of accounts as of January 31, 2007: Certificate of Deposit, \$3,090.74; Money Market Account, \$6,348.57, plus \$4.58 interest. Total balance of \$9,443.89.

The balance of accounts as of February 28, 2007: Certificate of Deposit, \$3,090.74; Money Market Account, \$6,353.15, plus \$4.14 interest. Total balance of \$9,448.03.

On or about March 11, 2007, Peg received a notice that the Certificate of Deposit was due on March 15, 2007. Peg is not sure of where the actual certificate is at this time. Julie may have it. So, Peg made an executive decision and rolled this CD of \$3,249.20 into a 6-month CD which will mature of September 15, 2007 earning an interest rate of 2.66%. This earns more interest than the money market fund. Peg suggested that you put \$5,000 into the CD. Kyle suggested putting all but \$1,000 (which would remain in the money market) into a CD. Linda suggested putting the money into two CDs with different dates. Peg said that as of this date, Wilmington Trust will give us 3.34% interest for two to three years and three to four years is 3.44% interest. On line, Artisans' post two years to three years at 4.25% interest. Kyle suggested putting this on the May agenda as an agenda item.

Motion was made, seconded and approved to accept the Treasurer's reports as submitted.

## **Business**

### **CapTel**

An overview of what states are doing regarding CapTel was provided by Julia.

Terry said that CRS funds guarantees you payback. The local agency, however, has to set up seed money first. As you have expenses, you submit back to the CRS fund to be reimbursed. Julie said that you could have the telephone company or a non-profit establish a seed fund for us; or establish legislation. Loretta may be able to offer information on the Office of the Deaf and Hard of Hearing office trying to get us seed money. It was suggested that maybe DTI could provide funding.

Kyle asked Julia how she obtained this list. Julie said that she was provided a state contact list. Kyle passed out a letter from Rich to Jim Cole asking for more information. Julie's list gives you an idea of what all the other states are doing. Kyle said that 42 states have some kind of CapTel services. Linda added that now the State of Washington has a CapTel service which increases this number to 43 states.

Loretta reported that when she went to the Relay meeting Julia did explain what she investigated on the status of each state as it related to CapTel. Connie Welde from the PSC had not read the a particular document so she had to go back to her office and see how that was relevant to what Julia had discussed so she could comment on the document. Someone else from the group had not

seen the document, so Loretta e-mailed the document to all this morning. Connie, Jim and Carl explained how the funding process works from NECA to get the money to the State, which is complicated. There is a user surcharge that generates the money to go into the pot. That is the money that everyone pays for relay services and also to provide particular programs within CapTel. Some states have a grant and some use a state pot—as a point of clarification, we can decide what is best for us. Terry reported that the FCC legislation that he printed today does specially say IP based CapTel. This is not your regular traditional landline. It says that you have to go through an Internet protocol—whoever provides high speed internet-based telephone services. It does say that they are recognizing that service and there is going to be money reimbursed from the fund. Linda said that in Washington the CapTel consortium has pushed and received the IT digital and has submitted a request to the FCC for analogue which has not happened yet. Terry said that there is a monthly cost to a high speed internet line. Terry also said that in Delaware the relay services is free so there are no TRS funds.

Kyle thanked Julia for doing this survey. Terry suggested for Julia to contact Rhode Island since it is similar to the size Delaware and get an idea now of how many people are using existing CapTel service. This would give us a basis what to determine to set up a TRS fund. Terry will send Julia an e-mail of how many access landlines that CapTel has in Rhode Island. Linda now has the number of deaf and hard of people by age in Delaware from every source. Linda will send that information to Kyle. To conclude, Kyle said that once he gets the information in a format from Linda and get information from DTI, work on some of the information from Julia and Terry, we can then have another meeting with DTI to move forward.

### DENS TTY Call Testing

The Emergency Preparedness Group through Safety and Homeland Security are looking for ways to do better outreach for all types of people with disabilities including the deaf and hard of hearing community. Terry said that the Delaware Emergency Notification System (DENS) is a data based set-up to the Delaware Emergency Management Agency (DEMA). They have pre-set notification lists on various emergencies. In addition, they have a very sophisticated mapping program to where if they have a hazardous material incident and decide that they want to have an evacuation, they can draw up all the phone records in that area. When they activate it there is a pre-recorded message that they send out. More access phone lines are needed in a populated area like Dover—this also includes TTY lines. Art Paul would like to test the system—so he needs TTY phone numbers. Loretta suggested to Kyle to contact Rich for TTY phone numbers and noted that most people are using video relay through their cell phones. Kyle will e-mail Rich, Loretta and Linda asking for a TTY phone numbers distribution list.

### DODHH Survey

Loretta gave the following report:

The DODHH survey was mailed out to the Deaf Community in November of 2006. The Office received very few responses.

DODHH wants to clarify their services. The DODHH is a State government office. The Office provides information, referral and advocacy for and on behalf of people who are deaf or hard of hearing. The Office does not provide any vocational rehabilitation services, mental health services, or independent living services.

The VR counselors made a recommendation that Loretta contact people individually and offer to complete the form for them. Loretta is meeting with her supervisor this Friday to discuss what the next steps will be.

Linda said to send an e-mail to her, and she will get some responses. It was suggested to go to the different deaf and hard of hearing organizational meetings and leave some surveys.

### Highway Call Boxes

Loretta gave the following report:

The call boxes with a phone are installed on highways that you can use in case of emergency to receive help. Loretta read an article from the Deaf Times about California's Highway Call Boxes which were upgraded for people who are Deaf and Hard of Hearing and shared it with the Emergency Preparedness Working Planning Group. William Carrow, from the Communications Section Chief of the Delaware State Police, stated that the call boxes were originally installed on I-495 in Delaware but were removed several years ago due to non-use based on the influx of cell phones. Loretta contacted the VR Counselors about what their deaf clients do. Basically, sometimes they have cases where services are cut off on their cell phones due to non-payment, etc. Therefore, they have no way in an emergency to contact someone. If Delaware had call boxes equipped with TTY perhaps they would have a way to contact someone.

Terry said that they had them strategically placed on I95, 295 and 495 through federal money years ago. There were three buttons to push—one for police and one for fire and the other for road service. Terry said that 52% of their 911 calls are cellular. Therefore, the call boxes were discontinued because of old technology not being able to be repaired and the use of cellular phones. Now there are dedicated cars on the interstate to help disabled drivers. Terry announced that 911 phone calls are free on a cellular phone. Terry also said that any call boxes he has seen, they are all voice. Loretta quoted from a source in California that there are TTYs that can be installed in call boxes.

Linda said to try and distribute information to the deaf and hard of hearing stating what to do in an emergency on the highway. Kyle suggested that Loretta may want to compose this emergency list and distribute it from her office adding that they can call 911 free on a cellular phone and also look for a recycled cellular phone. Loretta agreed to compose a rough draft of an emergency list and send it to Terry for corrections and feed back.

### Delaware Helpline & DE House Bill 57 (Establishment of the 2-1-1 Information Helpline)

Kyle, Loretta and Brian Posey from AARP met with Patricia Blevins, Executive Director of the DE Helpline and Ann Lewandowski, Assistant Director of the DE Helpline Office. Two topics were discussed.

Kyle initiated the meeting since there is no TTY line at the DE Helpline office. They had one in the past, and it broke; they did not get it repaired since they only received one call a month in the past. Ms. Blevins and Ms. Lewandoski were very receptive to installing a TTY. Loretta let them know that the TTY use has been reduced with the use of e-mail, pagers, etc. Kyle and Loretta did not push the use of a TTY since they have relay service. Loretta gave the DE Helpline office website: [www.delawarehelp.org](http://www.delawarehelp.org). Loretta offered to put a brief summary of the services available through the Delaware Helpline in the DODHH newsletter. They appreciated that offer; and we will show it to the DE Helpline for their approval before we send anything out.

Kyle provided everyone with a copy of HB 57 in today's hand-outs. This will extend the DE Helpline to establish a 211 number to be called 24 hours a day. The State would contract with another agency that will provide the services when Helpline is not providing the services. The fiscal note for the first year is for about \$250,000 in the Governor's budget and it came out of Committee today. It gives people access to not only government agencies but non-profit agencies. Terry said that this is the second shot at this bill.

### **OTHER BUSINESS**

Kyle announced that the final revisions were made on the visor card. Kyle will work with Terry and Ed to see what the next step will be.

Linda announced that on April 9, the deaf and hard of hearing community is cordially invited to hear the nationally known speaker on hearing loss, Dr. Terry Portis, Executive Director of the Hearing Loss Association of American (HLAA) at Agilent Technologies, Centerville Road, Wilmington on April 9 at 7:30 pm. Further information is on today's hand-out.

In lieu of time for people to be able to watch the PBS documentary—“For Deaf Eyes”, the organizational reports were deferred until the next meeting.

## **ADJOURNMENT**

The next meeting will be May 16<sup>th</sup> at 6:30 pm at the Delaware School for the Deaf in Newark. The meeting was adjourned at 8:20 pm.

Respectively submitted,

Kyle Hodges  
CODHHE Administrator

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