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Programs of the California Public Utilities Commission

Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC) and the Equipment Program Advisory Committee (EPAC)

Advisory Bodies to the California Public Utilities Commission

DDTP Advisory Committees Joint Meeting

Oakland City Center
500 12th Street, Suite 105, Oakland, CA 94607
Paramount Conference Room
September 13, 2024
10:00 AM to 4:00 PM

[Join Zoom Meeting](#) with audio from your device.

If you are participating by phone only:

Dial: 1 669 900 6833

Meeting ID: 805 250 5300

[StreamText Link](#) for Captions

DDTP Advisory Committees – Joint Meeting

September 13, 2024

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DDTP Hybrid Meeting Protocol

This may be challenging but we can make it work if everyone follows some simple rules, is courteous, and most of all, patient.

1. If you are using a laptop in person, please **do not connect to computer audio**. If you are at home, please always have your microphone on mute to avoid background noise if you are not speaking or until you are called on, by the Chair.
2. If you have a question or want to speak, please raise your hand or use the “raise hand” function on Zoom. Wait to be called on by the Chair before beginning to speak.
3. **Only one person can speak at a time** – this is the most important rule. Please be courteous, watch the captions or ASL interpreter, and wait until the person speaking is done before you speak.
4. Please speak slowly and clearly – remember there will be some lag between you (your computer system) and other participants.
5. When directing Members to a report in the Binder, please call out the Page Number (“Page 1”) then **Pause ALL talking and communications to wait for Members to find the correct report**. Watch the ASL Interpreters to know when to begin speaking.
6. **Voting:** After a motion, a second, and discussion, the Chair will call for a vote. The vote will be by roll call, in the order listed in the meeting binder. The Chair will call your name, you will then announce yourself and vote by saying YES, NO or Abstain.
7. Captions are available by clicking the Closed Captioning (CC) button on the bottom of your screen in Zoom and also here: [StreamText Link](#)
8. Each participant may pin up to 9 individual squares.
9. During discussion, gallery view is recommended ([instructions](#)).
10. During shared screen presentations, side by side speaker view is recommended ([instructions](#)).
11. To maximize viewing active participants, it is recommended to hover your mouse over the three dots in the upper right-hand corner of your box and select “hide all non-video participants”.

Lunch in Downtown Oakland

Sidewalk Burger/Kosmos Located in Oakland City Center Plaza 1-minute trip 0.1 mile	Panda Express Located in Oakland City Center Plaza 1-minute trip 0.1 mile	Sandwichiez North Beach Deli Located in Oakland City Center Plaza 1-minute trip 0.1 mile
Subway Located in Oakland City Center Plaza 1-minute trip 0.1 mile	Bagel Street Café Located in Oakland City Center Plaza 1-minute trip 0.1 mile	Ladle and Leaf Located in Oakland City Center Plaza 1-minute trip 0.1 mile
Popeye's Chicken Located in Oakland City Center Plaza 1-minute trip 0.1 mile	City Center Pizzeria Located in Oakland City Center Plaza 1-minute trip 0.1 mile	Oakland Street Food Co. 430 13th Street (341) 699-7445 5-minute trip 0.2

DDTP Advisory Committees Joint Meeting

September 13, 2024

Roll Call Voting Order

Order	Member Name	Committee
1	Antoinette Warren	EPAC, Vice Chair
2	Danyelle Cerillo	EPAC
3	Janice Armigo Brown	EPAC
4	Judy Viera	EPAC
5	Monique Harris	EPAC
6	Steve Longo	EPAC, Chair
7	Devva Kasnitz	TADDAC
8	Frances Reyes Acosta	TADDAC
9	Jesse Acosta	TADDAC
10	Kevin Siemens	TADDAC
11	Louie Herrera	TADDAC, Vice Chair
12	Richard Ray	TADDAC
13	Robert Sidansky	TADDAC
14	Sharmila Rajeswaran	TADDAC
15	Katie Wright	TADDAC, Chair

Deaf and Disabled Telecommunications Program
**Telecommunications Access for the Deaf and Disabled
Administrative Committee (TADDAC) and the
Equipment Program Advisory Committee (EPAC)**
Advisory Bodies to the California Public Utilities Commission

September 13, 2024
10:00 AM to 4:00 PM

Oakland City Center
500 12th Street, Suite 105, Oakland, CA 94607
Paramount Conference Room

[Join Zoom Meeting](https://us02web.zoom.us/j/8052505300) with audio from your device.

(https://us02web.zoom.us/my/ddtpac)

If you are participating by phone only:

Dial: 1 669 900 6833

Meeting ID: 805 250 5300

Public Meeting Draft Agenda

I. Administrative Business A. Roll Call of EPAC and TADDAC Members B. Agenda Review and Approval C. Review and Approval of Joint Committees Meeting Minutes from June 14, 2024 D. EPAC Action Items from the June 14, 2024 E. TADDAC Action Items from the June 14, 2024 Meeting.	10:00 AM – 10:30 AM
II. DDTP Update CPUC Staff (Tyrone Chin and Charles Abeghe) will introduce themselves and will inform the Committee of issues addressed by CD, any recent decisions or comments to the FCC, the status of contracts and pilot programs, and any updates to the DDTP that may affect the Program now and in the future.	10:30 AM – 11:00 AM
III. Presentation on Bagley-Keene Open Meeting Act and Report on TADDAC Action Item #108 Lisa-Marie Clark, CPUC Staff Attorney, will present on the Bagley-Keene Open Meeting Act and its provisions. She will also report on the committee’s ability to create subcommittees to advise CPUC on future RFPs and IFBs based on TADDAC Action item #108 on page 23 in the binder.	11:00 AM – 11:30 AM

IV. Public Input – AM Session Members of the Public may provide input to the Committees.	
V. Lunch Break – One Hour	12:00 PM – 1:00 PM
VI. Presentation on Remote Conference Captioning (RCC) services Melissa McMahan from Hamilton Relay will present on RCC services and how to request RCC services.	1:00 PM – 1:15 PM
VII. Presentation on Equipment Recommendations Harry Kim will present on four equipment recommendations (Rivo2, Hable One, BlueParrott S650-XT, and Midland WR120 NOAA).	1:15 PM – 1:30 PM
VIII. Program Vendor Reports	
A. CSD Testing and Training Updates Harry Kim, Program Director of Testing and Training at CSD, will provide updates on Testing and Training.	1:30 PM – 1:35 PM
B. CSD EPC Customer Contact Report Equipment Processing Center Operations Director, Chong Vang, will provide updates regarding DDTP Equipment and Customer Contact efforts.	1:35 PM – 1:40 PM
C. CSD Marketing Report Molly Miller, Vice-President of CSD Marketing, will provide updates regarding DDTP Marketing efforts.	1:40 PM – 1:45 PM
D. CSD Field Operations Report Jennifer Minore, Field Operations Program Director, will provide updates on CSD Field Operations.	1:45 PM – 1:50 PM
E. California Relay Service (CRS) Report Melissa McMahan from Hamilton Relay will provide updates on California Relay Service (CRS).	1:50 PM – 1:55 PM
F. DOR Voice Options Report A representative from the Voice Options Team at the Department of Rehabilitation, will provide updates regarding the Voice Options Program.	1:55 PM – 2:00 PM
G. Maximus Report A representative from Maximus will provide updates on Primary Program and Contract Administrator (PPCA) oversight and next quarter activities.	2:00 PM – 2:05 PM

IX. Public Input – PM Session Members of the Public may provide input to the Committees.	
X. New Business A. Future Meetings and Agendas The Committee will discuss topics for future focus and discussion, including the dates for November Joint meeting and 2025 meeting dates. B. Report from the Chairs The EPAC and TADDAC Committee Chairs may report on informational items, administrative matters, including those of the subcommittees, or any issues affecting TADDAC. C. Committee Discussion D. Member Reports Members may report on topics from their constituencies concerning current issues of program equipment and services, communication barriers or any feedback relating to the Program, in general.	2:10 PM – 2:20 PM 2:20 PM – 2:30 PM 2:30 PM – 2:45 PM 2:45 PM – 3:00 PM
XI. Meeting Wrap up and Adjournment	3:00 PM – 3:10 PM

Additional Information

For additional information, please contact Matthew Reinig, DDTP Committee Coordinator, 805-250-5300, or by email at matthew.reinig@cpuc.ca.gov. If you plan to attend the meeting and need sign language interpreters or other special communication accommodations, please call or email the Matthew Reinig at least five days prior to the meeting date.

Document Preparation

For accessibility purposes, all documents reviewed by TADDAC must be available in alternate formats. When submitting documents to be included with meeting materials, please send a copy in an electronic format to matthew.reinig@cpuc.ca.gov.

Environmental Reminder

Please refrain from wearing perfumes or scents to DDTP meetings. Persons with environmental illness or multiple-chemical sensitivity must reduce their exposure to attend this meeting.

DRAFT MINUTES

Deaf and Disabled Telecommunications Program
**Telecommunications Access for the Deaf and Disabled Administrative
Committee (TADDAC) and the
Equipment Program Advisory Committee (EPAC)**

June 14, 2024

The Deaf and Disabled Telecommunications Program's (DDTP or the Program) Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC) and the Equipment Program Advisory Committee (EPAC) held a hybrid, virtual and in-person, public Joint Committee Meeting via Zoom at 1 Kaiser Plaza, Suite 1320, Oakland, California.

TADDAC Members Present:

Devva Kasnitz, Disability Community - Mobility Impaired Seat
Frances Reyes Acosta, At Large Seat -DDTP Spanish Services User
Jesse Acosta, At Large Seat - Veterans Community
Katie Wright, Late-Deafened Community Seat, Chair
Kenneth Rothschild, Proxy, Deaf Community Seat
Louie Herrera, Disability Community-Blind/Low Vision Community Seat, Vice Chair
Robert Sidansky, Deaf Community Seat

TADDAC Member Absent:

Kevin Siemens, Disability Community – Speech-to-Speech User Seat
Richard Ray, Deaf Community Seat
Sharmila Rajeswaran, Proxy, CPUC Public Advocates Office Representative

EPAC Members Present

Antoinette Warren, Senior Citizen Community Seat, Vice Chair
Danyelle Cerillo, Blind/Low Vision Seat
Janice Armigo Brown, Hard of Hearing Community Seat
Judy Viera, Deaf Community Seat
Monique Harris, Mobility Impaired Seat
Steve Longo, Deaf Community Seat, Chair

EPAC and TADDAC Non-Voting Liaisons Present:

Barry Saudan, DDTP Program Liaison
Brent Jolley, Communications Division, CPUC
Harry Kim, Customer Contact Operations Department Manager

CPUC Staff Present:

Charles Abeghe, Communications Division
Charlotte Taylor, Communications Division
Karen Luong, Communications Division
Lisa-Marie Clark, Legal Division

CCAF Staff Present:

Alma Ortiz, Field Operations Specialist II
Andy Tao, Field Operations Specialist III, BYOD Team Lead
Ann Tuong, Director of Finance and Accounting
Angela Shaw, Southern California Field Operations Manager
Anthony Thung, Senior Systems Administrator
Audely Zhou, Marketing Specialist
Dan Carbone, Customer Contact Liaison
David Weiss, CRS Department Manager
Frank Cabasaan, Customer Contact Contract Administrator
Jackie Pascua, Telecommunications Equipment Specialist and Business Analyst
Jackie Taylor, Director of Operations
Joshua Herron, Human Resources
Karen Evangelista, Staff Interpreter/CRS Administrative Coordinator
Maria Murphy, Field Operations Program Manager
Reina Vazquez, Committee Coordinator
Stephanie Tanji, Committee Assistant / Receptionist
Victoria Harling, Outreach Specialist

Others Present:

Amanda Whyrick, California Connect Division President, CSD
Chong Vang, Equipment Processing Center Operations Director, CSD
Daniel Roucco, Financial Analyst, Maximus
Dontae Crane, Attendant to Frances Reyes Acosta
Erika Chirino, Marketing, CSD
Erin Anhoury, Project Management Analyst, Maximus
Jennifer Minore, Field Operations Program Director, CSD
Leonard Brown, Policy Manager, Maximus
Loulia Miller, Program Manager, Marketing and Outreach, Maximus
Matt Reinig, Public / soon to be the AGPA supporting the Committees
Melissa McMahon, Programs Manager, Hamilton Relay
Mekeesha Matherley, Chief Operating Officer, Clarity
Michael Lee, Voice Options, DOR
Patrice Strahan, Attendant to Monique Harris
Premjeet Kisun, Oversight and Compliance Director, Maximus
Riva Usher, Contract Director, Maximus

Others Present Continued:

Ryanna Hopka, Program Manager, Field Operations, Maximus
Sandy Gross, AFCO Electronics
Stephanie Herron-Elzie, Transition Director, Maximus
Tamara Paul-Reeff, Program Director, Maximus
Tom Rodriguez, Project Manager, Maximus
52864, Unknown

TADDAC Chair, Katie Wright, called the meeting to order at 10:04 AM.

I. Administrative Business

A. Introduction of EPAC and TADDAC Members

TADDAC Chair, Katie Wright, performed a roll call and TADDAC and EPAC members introduced themselves.

B. Agenda Review and Approval

Moved by Monique Harris, seconded by Louie Herrera and hearing no opposition, the Agenda was approved, as written.

C. Review and Approval of EPAC Minutes from April 12, 2024

Moved by Janice Armigo Brown, seconded by Monique Harris and hearing no opposition, the Minutes were approved, as written.

D. Review and Approval of TADDAC Minutes from April 26, 2024

Moved by Frances Reyes Acosta, seconded by Jesse Acosta and hearing no opposition, the Minutes were approved, as written.

E. Review and Approval of Joint Minutes from May 17, 2024

Moved by Monique Harris, seconded by Jesse Acosta and hearing no opposition, the Minutes were approved, as written.

F. EPAC Action Items from the April 12th Meeting

Action Item #28: EPAC will research the app ASL Anywhere, to discuss at a future EPAC meeting.

Steve Longo, EPAC Chair directed the Committees attention to the handout in which he provided background information about the differences between VRI, VRS and mobile VRI. This action item was closed at the April 12th EPAC Meeting.

Action Item #29: In order to prevent future scams of CRS users, Hamilton Relay will inform EPAC on the roles and responsibilities of

1 **Communication Assistants (CAs) and how they might help to prevent**
2 **the scamming, instead of helping the scammer. David Weiss will inform**
3 **Christa Cervantes about this issue.**

4 Reina Vazquez directed Members to page 41 for Hamilton's response to
5 this item. This action item remains open.
6

7 **G. TADDAC Action Items from the April 26th Meeting** 8

9 **Action Item #68: Committee members to assist CTAP and CRS Vendor**
10 **outreach efforts by emailing information or reporting on community**
11 **events to the DDTP Committee Coordinator.**

12 This action item was not discussed at this time. This action item remains
13 ongoing.
14

15 **Action Item #76: Katie Wright will work with the CPUC Representative to**
16 **get amplified and captioned telephones for future emergency evacuation**
17 **shelters throughout California.**

18 This action item was not discussed at this time. This action item remains
19 open.
20

21 **Action Item #99: TADDAC will make an effort to recruit new Members for**
22 **its four open seats. TADDAC is seeking a Mobility Impaired, Youth, Hard**
23 **of Hearing, and an At-Large Community Representative.**

24 Devva Kasnitz reported that she may have found someone who was
25 interested in serving as a replacement for her Mobility Impaired Community
26 Seat. This action item remains open.
27

28 **Action Item #107: Brent Jolley will provide an update regarding the**
29 **MyMMXdb software and how it connects to, and works with, the**
30 **Universal Telecommunications Access Platform.**

31 There was no update at this time. This action item remains open.
32

33 **Action Item #108: TADDAC will review the Charter to understand if**
34 **Members may advise CD staff on the development of Requests for**
35 **Proposals (RFPs) and Invitations For Bids (IFBs) related to the Program.**

36 There was no update at this time, but Legal Liaison Lisa-Marie Clark will
37 be ready for an update in September. This action item remains open.
38

39 **Action Item #109: EPAC and TADDAC will brainstorm ideas regarding**
40 **the needs of cell phone accessibility for their communities and report**
41 **back to the Committees.**

Committee Coordinator, Reina Vazquez reminded Members that the purpose of this action item was for the Committees to brainstorm and email their thoughts, wishes and dreams of telecommunications equipment that maybe doesn't yet exist, but that would make it easier for their communities to use a telephone independently. This action item remains open.

Action Item #111: CD will consider adding cell phones to the DDTP program, especially mobile phones that are accessible for people who are mobility challenged and vision impaired.

Katie Wright asked Lisa-Marie Clark if the topic of cell phones would be discussed at the public hearings. Lisa-Marie responded affirmatively that it is part of the rulemaking and encouraged Members to attend and provide their thoughts to the judge. This action item remains open.

Action Item #112: PPCA contractor, Maximus, and Field Operations contractor, Communications Service for the Deaf (CSD), will give a presentation to the Committees at the May Joint Committees meeting. They will introduce themselves and address roles and staffing concerns.

Maximus and CSD both gave presentations at the May 17th Joint Meeting. This action item is now closed.

Action Item #113: Brent Jolley will investigate whether or not the Committees are able to receive a presentation on the findings and recommendations posed in the Needs Assessment final report.

Tyrone Chin gave a presentation on the findings and recommendations posed in the Needs Assessment at the May 17th Joint Meeting. This action item is now closed.

Action Item #114: At the January 2023 TADDAC Meeting, Kevin Siemens suggested a policy change to Hamilton Speech-to-Speech. Users would be allowed a 2-hour window prior to an event, like a virtual meeting or class, to call and leave a message or introduction that can be saved and read aloud when needed, for long term use.

The Hamilton Speech-to-Speech Long-term Message Retention Process was on page 49 of the meeting binder. This action item remains open.

II. DDTP Update

No update was given at this time, but during the discussion of action item 109, Legal Liaison, Lisa-Marie Clark, encouraged Members to participate in the Public Participation Hearings (PPH) regarding the OIR Proceeding. Lisa-Marie listed the dates of the in-person PPHs: Roseville on August 15th, Buena Park on September 4th and Clovis on September 11th. There will be

1 one PPH conducted remotely on September 17th, in case one cannot make
2 the in-person hearings.

3 She went on to explain that the purpose of this hearing is for the
4 Commissioners, their staff, and the Administrative Law Judge to review the
5 DDTP program. They would like the public to review and provide comments
6 on the Needs Assessment Report that CD staff conducted, as well as on how
7 the DDTP can be modernized. Also, up for review and updating will be the
8 Committee Charters, so if Members would like to review and/or suggest any
9 changes to the Charters, now would be the time.

11 **III. DDTP Program Organization and Structure**

12 Project and Program Supervisor, Brent Jolley, began his presentation by
13 informing Members that the Program is governed by Public Utilities Code
14 2281. The administrative oversight, provided by Maximus, will oversee the
15 performance of all contractors to ensure they are abiding by the contract,
16 performing as required, and that there is no misuse of DDTP funds. They are
17 responsible for oversight of all contracts and agreements, complying with all
18 Federal and State regulations and policies, reporting on those contracts and
19 the work completed.

20 The contracts for the DDTP include Program Outreach, the California
21 Relay Services (CRS), Equipment Distribution, Testing and Training, the
22 Voice Options Program, Marketing, the Equipment Processing Center, and the
23 Augmentative and Alternative Communication (AAC) or Speech Generating
24 Devices (SGD) Program.

25 Brent then gave an overview of the staff of the Communications Division
26 and their responsibilities. Public Utilities Regulatory Analyst (PURA) V, Tyrone
27 Chin, is responsible for monitoring compliance of federal and state codes and
28 regulations, administering the California Relay Services (CRS) Contract and
29 the Department of Rehabilitation (DOR) Voice Options Program Agreement,
30 the Needs Assessment Report and Rulemaking - R.23-11-001, and is the
31 liaison from the CPUC for the Advisory Committees. PURA V/IV was formerly
32 Kim Hua but is now vacant. This position is responsible for administering the
33 Field Operations contract and the Testing and Training contract. PURA IV,
34 Charles Abeghe, is responsible for administering the Equipment Processing
35 Center (EPC) contract and the Enterprise Resource Platform (ERP) contract.
36 Next up we have PURA III, Karen Luong. She administers the Primary
37 Program and Contract Administration (PPCA) Contract and is the
38 Administration Services Liaison. Then PURA III Charlotte Taylor administers
39 the Marketing Service Provider (MSP) and Marketing and Outreach (M/O)
40 Contract, supports eCAP Claims, Speech Generation Device (SGD)
41 Applications, and the DDTP Annual Report. Next is the Associate
42 Governmental Program Analyst (AGPA) which is currently vacant but will be

1 providing support to the Committees and will facilitate the TADDAC and EPAC
2 meetings. Brent then shared that there are two other staff Members whose
3 primary focus is the Incarcerated Persons Calling Services (IPCS) as the
4 DDTP is the temporary home for overseeing this program, but it will be moved
5 elsewhere.

6 Next Brent reported on the Annual Report where all financial aspects of
7 the Program are shared. One thing the Communications Division (CD) plans
8 to do differently next year is to make the budget and spending more
9 transparent for the benefit of committee members, as well as the public, and
10 to be able to monitor where the annual budget of \$64 million dollars is being
11 spent. Please see the PPT presentation or Captioning Notes for totals of all
12 the Contracts.

13 At this time Devva Kasnitz suggested a subcommittee be formed over
14 the summer to create some kind of document to put the Members' responses
15 to the PP Hearings. Devva Kasnitz and Katie Wright will represent TADDAC
16 and Monique Harris will represent EPAC on this subcommittee.

17 Katie Wright and Steve Longo both expressed the need for having a
18 hearing loop installed wherever the regular Committee meetings will be held.
19

20 **IV. Public Input – AM Session**

21 There was no public input at this time.
22

23 **V. Lunch Break: 12:06 PM – 1:08 PM**

24

25 **VI. Program Vendor Reports**

26 **A. Report from CCAF**

27 CCAF CEO and DDTP Program Liaison, Barry Saudan, began his last
28 report to the Committees by sharing that he was very proud of the Bring Your
29 Own Device (BYOD) program, a concept by CCAF, that has been responsible
30 for 50 percent of all new customers joining the Program over the last year.
31 Since BYOD's inception in October of 2016, CCAF staff have trained over
32 16,219 participants, in five languages, including ASL. He hopes that BYOD
33 will be a part of the legacy CCAF leaves behind after its many years
34 supporting the Program.

35 Next Barry gave some statistics achieved by CCAF during Fiscal Year
36 2023-2024. Field Operations staff conducted 3,119 Outreach events and 173
37 Distribution events. The total number of customers served at the Distribution
38 events was 1,407, with 645 of those being brand new customers to the
39 Program. Field Operations staff welcomed 3,742 customers to the Service
40 Centers, performed 2,405 Field Visits to customer homes and distributed
41 4,025 pieces of equipment.

Barry then went over the distribution numbers for some of the key devices distributed by the Program. The Clear Sounds Quattro Pro began distribution in September 2019 and as of May 2024, 870 units have been distributed. The HearAll Bluetooth Cell Phone Amplifier began distribution in August of 2016 and as of May 2024, 4,434 units have been distributed. The Panasonic Amplified Cordless Phone, the Program's most popular device, began distribution in July of 2017 and as of May 2024, 42,030 units have been distributed.

CCAF Director of Operations Jackie Taylor provided an update regarding AT&T's position as the Carrier of Last Resort to provide copper wire landline services. On May 10th, an Administrative Law Judge wrote a decision proposing that the California Commissioners reject AT&T's waiver. The proposal will be voted on by the commission at its June 20th meeting, so the Committees can be on the lookout for that.

B. CSD EPC Customer Contact Report

CSD Equipment Processing Center (EPC) Operations Director, Chong Vang, began his report by noting that from July 2023 to April 2024, 20,685 inbound calls were handled by the Contact Center, with an average queue time of 27 seconds, an average talk time of seven minutes and twelve seconds and a total of 148,285 inbound minutes handled. Data from April 2024 shows that 1,784 inbound calls were handled by the Contact Center, with an average queue time of 23 seconds, an average talk time of seven minutes and 21 seconds and a total of 13,110 inbound minutes handled. Chong then reported that in April 456 emails were handled, and 16 Web Chats were completed. 492 Cert forms were distributed in April resulting in 177 Cert Forms processed. April 2024 also shows a customer satisfaction rating of 99.45 percent.

Chong then went on to discuss the Interactive Voice Response (IVR) phone tree for the Program's Contact Center. In March 2024 the phone tree was redesigned to include an option for individuals who are affected by a natural disaster to request DDTP equipment through the Call Center. From March through May 2024, customers have been using that option to bypass the IVR menu, rather than for its intended purpose. CCAF, CD and the Contact Center staff met every week to brainstorm how to improve the IVR menu tree and have come up with a different structure. Chong will provide two 800 numbers for the Committee Members to hear both the current and proposed phone tree menus and will solicit feedback from Members over the summer recess.

C. CSD Marketing Report

1 California Connect President, Amanda Whyrick, gave the Marketing
2 report on behalf of CSD Vice-President of Marketing, Molly Miller. Amanda
3 began by giving an update on the new locations of the Service Centers. CSD
4 has identified all the locations of the future Centers and has been actively
5 acquiring leases. Currently CSD is finalizing paperwork, getting inspections,
6 ordering furniture, and getting the internet installed before they move into the
7 new locations. CSD will be using the existing service centers for an interim
8 period of a few weeks to give them time to settle into the new locations.

9 Amanda informed the Committees that CSD sent out a survey and
10 received 500 responses about what to rename the Service Centers. The
11 results came back with the top three choices, Accessible Equipment Center,
12 Assistive Technology Support Center, and Service Center. Through a show of
13 hands five Members showed support for both Accessible Equipment Center
14 and Assistive Technology Support Center, while Service Center had the
15 support of two Members.

16 Moving on, Amanda shared that CSD will be merging summer Outreach
17 Events with Open Houses of the new Service Center locations. Field
18 specialists and customer advisors will be given talking points on how to
19 communicate the relocation and changes to the Program.

20 Steve Longo asked how CSD determined the best locations for the new
21 Service Centers. Amanda responded that Census Bureau data was broken
22 down by percentages of Disabled population in each region of California, with
23 an emphasis was on rural areas where there is a high density of people with
24 disabilities. Robert Sidansky asked if public transportation was considered
25 when selecting locations. Amanda responded that all locations have access to
26 a bus line, except for Barstow and Sonora, which don't have public
27 transportation. Going back to the Service Center name, Devva suggested the
28 word 'telephones' or 'phones' should be used, as assistive technology can be
29 used to describe many things, such as a power wheelchair, adaptive
30 keyboards or alternative microphones.

31 32 **D. DOR Voice Options Report**

33 Voice Options team member, Michael Lee, introduced himself and
34 began his report by informing Members that the Voice Options Program has
35 served 3,052 consumers since its inception in July of 2020. As of July 2023,
36 887 consumers have completed their short-term loans and entered the long-
37 term device process, 123 of those during April 2024. Michael reported that 83
38 percent of referrals for Voice Options are made through speech language
39 pathologists and the most popular app at 45 percent is Proloquo2Go with
40 Touch Chat HD coming in at 42 percent. Autism continues to be the highest
41 disability type served at 56 percent.

1 Devva Kasnitz stated that she won't recommend the Voice Options
2 Program to anyone unless the current policy of one app per consumer is
3 changed. Devva explained that she needed Proloquo2Go for work and a
4 much simpler one for being out and about and was told that she could only
5 use one.

6 7 **VII. Public Input – PM Session**

8 There was no public input at this time.
9

10 **VIII. New Business**

11 **A. Future Meetings and Agendas**

12 Katie Wright stated that currently the Committees do not know where
13 they will be meeting in September. She imagines the meetings will follow a
14 regular agenda and reminded Members that the new Committee Support
15 person will be reaching out mid-July.
16

17 **B. Report from the Chairs**

18 EPAC Chair Steve Longo explained the handout he provided with details
19 about Video Remote Interpreting (VRI) versus Video Relay Service (VRS).
20 Both VRI and VRS rely on video equipment and the internet, but VRS
21 interpreters facilitate telephone communication between people in separate
22 locations, while VRI interpreters facilitate all types of communication between
23 people in the same location, or different locations. Steve hopes that when the
24 Committees reconvene in September, EPAC will be able to discuss this topic
25 at length and can send a letter to TADDAC to recommend VRI to the CPUC
26 and see what the next steps might be.

27 TADDAC Chair Katie Wright brought up the Public Participation
28 Hearings (PPHs) where the goal is to hear from the public regarding an
29 ongoing assessment of the DDTP, and if appropriate, expand its scope to
30 allow for additional access capability with evolving telecommunications. She
31 reminded Members that they have been advocating for providing cell phones
32 along with other changes to the DDTP. She informed Members of where they
33 can find the dates of the PPHs on the handout, along with how they can
34 request accommodations.
35

36 **C. Committee Discussion**

37 EPAC and TADDAC were to discuss the Committees' participation in the
38 preparation of Program related Request for Proposals (RFPs), but Katie
39 believes that discussion would be more effective after receiving a report from
40 Legal Liaison, Lisa-Marie Clark in September.
41

42 **D. Member Reports**

1 EPAC's Judy Viera reported that there's an organization called Deaf
2 Seniors of America who recently sponsored a training about provisions of The
3 Federal Aging Service. This conference will be put up on the Deaf Seniors of
4 America website if anyone is interested in learning about new funding and
5 programs available to older or aging people who are Deaf.

6 EPAC's Antoinette Warren shared that she would like to host an
7 informational Program Presentation through her company, as soon as Field
8 Ops is ready. She also has a list of agencies who are interested in having an
9 Equipment Presentation or Distribution Event when CSD is ready.

10 TADDAC's Devva Kasnitz reported that she has been working on grant
11 proposals for a Virtual National Disability Rights Museum. The first task is to
12 survey what is out there.

13 TADDAC's Louie Herrera reported that there is a lot of advancement
14 being done in off-the-shelf Artificial Intelligence. Louie feels that this is
15 something that is going to revolutionize solutions for accessibility websites, for
16 assistive technology, augmented communication, as well as text-to-speech for
17 the Blind. Louie went on to say that Apple is experimenting with ChatGPT as a
18 source of accessibility. For example, Louie can receive an image that's totally
19 inaccessible to a screen reader, but he can ask Picture Smart to look at it and
20 ChatGPT will tell him exactly what's on the page and read the text that's
21 imbedded in the graphic. Louie believes the Committees should be aware of
22 what's being developed and think about it in terms of how to provide
23 accessible communication technology.

24 TADDAC's Robert Sidansky shared that he believes attending meetings
25 in person leads to wonderful, sometimes emotional conversations, that don't
26 happen on Zoom. He realizes that it is difficult to leave home at five o'clock in
27 the morning but thinks it's worth it to attend in person. He thanked everyone
28 who made the effort and hopes it will continue.

29 TADDAC's Jesse Acosta shared that he had a very difficult time trying to
30 get his bank card unblocked. Jesse said that he never had an issue
31 previously, but since they have implemented a phone tree, it is not accessible
32 for the Blind. It took him two days to get the card unblocked, after speaking
33 with four different customer service representatives.

34 TADDAC Proxy, Kenneth Rothschild, informed Members that he also
35 serves on the California Teleconnect Fund Administrative Committee (CTF-
36 AC). CTF-AC functions to advise the CPUC regarding the development,
37 implementation, and administration of CTF, a program to advance universal
38 service by providing discounted rates for telecommunications services to
39 qualifying schools, libraries, hospitals, health clinics, and community
40 organizations. He is looking for an Alternate or Proxy for his Deaf/Hard of
41 Hearing Seat. If anyone is interested Kenneth can get the information for the
42 person to contact.

1
2 **IX. Meeting Wrap up and Adjournment**

3 Katie Wright wrapped up the meeting by thanking the Captioner with
4 RCC, the ASL Interpreters, and Monique's assistant Patrice, for revoicing.
5 Katie took a moment to remind CD that Devva will need a revoicer for the
6 September meeting. Katie then thanked everyone with CCAF and Antoinette,
7 Judy, Steve and Robert echoed their sentiments in thanking the Committee
8 Coordinator and Assistant, Reina Vazquez and Stephanie Tanji for a job well
9 done.

10 Before the Committee adjourned, Jesse led the Committees in a rousing
11 rendition of Happy Birthday to celebrate TADDAC Chair, Katie Wright.

12
13 The meeting was adjourned at 3:37 PM.

14
15 These minutes were prepared by Reina Vazquez.

EPAC Action Items from June 14, 2024

Last updated: 08/26/2024

Action Item #29: OPEN

In order to prevent future scams of CRS users, Hamilton Relay will inform EPAC on the roles and responsibilities of Communication Assistants (CAs) and how they might help to prevent the scamming, instead of helping the scammer. David Weiss will inform Christa Cervantes about this issue.

Priority (L/M/H): Medium

Date Assigned: April 12, 2024

Assigned To: Hamilton Relay and David Weiss

Due Date: June 2024

Status: Open

Comments on 04/12/2024: Monique Harris informed EPAC that there was an issue where a CA was used to scam a CRS Program user. This issue led to people wondering if the CA could have done something when they realized the person they were translating for was a scammer. David Weiss was asked to relay this issue to Christa Cervantes so that she could report back to EPAC. This action item is now open.

Comments on 06/14/2024: Reina Vazquez directed Members to page 41 in the June 14, 2024 Joint Meeting Binder for Hamilton's response to this item. This action item remains open.

TADDAC Action Items from June 14, 2024

Updated: 08/26/24

Action Item #68: ONGOING

Committee members to assist CTAP and CRS Vendor outreach efforts by emailing information or reporting on community events to the DDTP Committee Coordinator.

Priority (L/M/H): Medium

Date Assigned: March 2017

Assigned To: Committee Members and Committee Coordinator

Due Date: None

Status: Ongoing

Comments on 04/26/24: Reina Vazquez encouraged Members to keep sending her community events for potential Program participation and so that other Members can find out about them. This action item is ongoing.

Action Item #76: OPEN

Katie Wright will work with the CPUC Representative to get amplified and captioned telephones for future emergency evacuation shelters throughout California.

Priority (L/M/H): Medium

Date Assigned: September 2018

Assigned To: Katie Wright

Due Date: None

Status: Open

Comments on 04/26/24: Tyrone Chin shared that he has not received any updates from the California Office of Emergency Services (Cal OES). He noted that evacuation center staff can call the Contact Center to request equipment for evacuees. Brent Jolley added that CD and CSD are working to staff the Contact Center so that consumers who have equipment needs and are dealing with natural disasters, can call the Contact Center after hours. This action item remains open.

Action Item #99: OPEN

TADDAC will make an effort to recruit new Members for its four open seats. TADDAC is seeking a Mobility Impaired, Youth, Hard of Hearing, and an At-Large Community Representative.

Priority (L/M/H): Medium

Date Assigned: January 2021

Assigned To: TADDAC

Due Date: Open until Members are selected.

Status: Open

Comments on 04/26/24: Katie Wright encouraged TADDAC to recruit for open seats as it is Members' duty to find new members. This action item remains open.

Comments on 06/14/2024: Devva Kasnitz reported that she may have found someone who was interested in serving as a replacement for her Mobility Impaired Community Seat. This action item remains open.

Action Item #107: OPEN

Brent Jolley will provide an update regarding the MyMMXdb software and how it connects to, and works with, the Universal Telecommunications Access Platform.

Priority (L/M/H): Medium

Date Assigned: March 2023

Assigned To: TADDAC

Due Date: April 2023

Status: Open

Comments on 04/26/24: Brent Jolley shared that the MyMMXdb pilot has been approved for funding. He noted that because Bryen is dealing with some health issues, the Scope of Work for the pilot has been put on hold. This action item remains open.

Comments on 06/14/2024: There was no update at this time. This action item remains open.

Action Item #108: OPEN

TADDAC will review the Charter to understand if Members may advise CD staff on the development of Requests for Proposals (RFPs) and Invitations for Bids (IFBs) related to the Program.

Priority (L/M/H): Medium

Date Assigned: April 2023

Assigned To: TADDAC

Due Date: June 2023 **September 2024**

Status: Open

Comments on 04/26/24: Lisa-Marie Clark will give a presentation on the Committees' ability to create subcommittees to advise the CPUC on future RFPs and IFBs at the May Joint Committees meeting. This action item remains open.

Comments on 06/14/24: There was no update at this time, but Legal Liaison Lisa-Marie Clark will be ready for an update in September. This action item remains open.

Action Item #109: OPEN

EPAC and TADDAC will brainstorm ideas regarding the needs of cell phone accessibility for their communities and report back to the Committees.

Priority (L/M/H): Medium

Date Assigned: May 2023

Assigned To: EPAC and TADDAC Members

Due Date: September 2023

Status: Open

Comments on 04/26/24: Reina Vazquez reported that she has received feedback from Katie Wright regarding InnoCaption. This action item remains open.

Comments on 06/14/24: Committee Coordinator, Reina Vazquez reminded Members that the purpose of this action item was for the Committees to brainstorm and email their thoughts, wishes and dreams of telecommunications equipment that maybe doesn't yet exist, but that would make it easier for their communities to use a telephone independently. This action item remains open.

Action Item #111: OPEN

CD will consider adding cell phones to the DDTP program, especially mobile phones that are accessible for people who are mobility challenged and vision impaired.

Priority (L/M/H): Medium

Date Assigned: October 2023

Assigned To: CPUC

Due Date: November 2023

Status: Open

Comments on 04/26/24: Brent Jolley shared that States will not need to follow a recertification process with the FCC for IP-based Relay. The States have also been looking into integrating one phone number throughout all of the Relay systems through access to the ITRS database. This action item remains open.

Comments on 06/14/24: Katie Wright asked Lisa-Marie Clark if the topic of cell phones would be discussed at the public hearings. Lisa-Marie responded affirmatively that it is part of the rulemaking and encouraged Members to attend and provide their thoughts to the judge. This action item remains open.

Action Item #112: CLOSED

PPCA contractor, Maximus, and Field Operations contractor, Communications Service for the Deaf (CSD), will give a presentation to the Committees at the May Joint Committees meeting. They will introduce themselves and address roles and staffing concerns.

Priority (L/M/H): Medium

Date Assigned: March 2024

Assigned To: CPUC

Due Date: May 2024

Status: Closed

Comments on 04/26/24: Maximus and CSD will be introducing themselves and their new roles in the Program, as well as addressing concerns from Members at the May Joint Committees meeting. This action item is open.

Comments on 06/14/24: Maximus and CSD both gave presentations at the May 17th Joint Meeting. This action item is now closed.

Action Item #113: CLOSED

Brent Jolley will investigate whether or not the Committees are able to receive a presentation on the findings and recommendations posed in the Needs Assessment final report.

Priority (L/M/H): Medium

Date Assigned: March 2024

Assigned To: CD

Due Date: April 2024

Status: Closed

Comments on 04/26/24: A presentation on the Needs Assessment findings and recommendations will be given by Tyrone Chin at the May Joint Committees meeting. This action item is open.

Comments on 06/14/24: Tyrone Chin gave a presentation on the findings and recommendations posed in the Needs Assessment at the May 17th Joint Meeting. This action item is now closed.

New Action Item #114: OPEN

At the January 2023 TADDAC Meeting, Kevin Siemens suggested a policy change to Hamilton Speech-to-Speech. Users would be allowed a 2-hour window prior to an event, like a virtual meeting or class, to call and leave a message or introduction that can be saved and read aloud when needed, for long term use.

Priority (L/M/H): Medium

Date Assigned: April 2024

Assigned To: Hamilton Relay

Due Date: June 2024

Status: Open

Comments on 04/26/24: At the April 2024 TADDAC Meeting, Kevin asked that this topic be included as an Agenda Item at the June 2024 TADDAC Meeting. As there

will be no June TADDAC Meeting, this Action Item was created. During the last year, Kevin and Reina have been receiving updates from Christa Cervantes during Hamilton's process. This action item is now open.

Comments on 06/14/24: The Hamilton Speech-to-Speech Long-term Message Retention Process was on page 49 of the meeting binder. This action item remains open.

Improving the CA Connect with ERP Implementation

California Connect, formerly known as the Deaf and Disabled Telecommunications Program (DDTP), provides vital communication services to Californians with disabilities. To improve the program, CA Connect is implementing a new Enterprise Resource Planning (ERP) system. This system will help deliver better, faster, and more reliable services.

Key Benefits of the ERP System

Simpler Operations

The ERP system will bring all program work into one place. This means less paperwork and faster service for consumers.

Better Money Management

The ERP will help the program keep track of its budget and spending. It will be able to use funds more wisely, ensuring the program can continue to serve users better.

Efficient Equipment Handling

With the ERP, CA Connect can better manage inventory. This means users will get the equipment they need more quickly, without delays.

Personalized Service

The system will help the program better understand user needs. It will thus be able to respond to user requests more accurately and promptly.

Smart Decisions

The ERP provides the program with important information, helping to make informed decisions about how to improve the program.

Working Together

The ERP will connect all parts of the program, ensuring that everyone involved is working together to serve users better.

Meeting Standards

The system will help the program follow all the necessary rules and regulations, ensuring that it remains trustworthy and reliable.

Clear Communication

The ERP will make it easier for the program to keep in touch with users, providing regular updates and ensuring they are always informed.

FAQ: What Users Need to Know about CA Connect ERP System

1. What is the ERP system?

The ERP system is a new tool that will help manage the California Connect program more effectively, improving the services provided to consumers.

2. How will this change affect users?

Consumers will receive faster, more reliable service. The ERP will help the program track user requests better and ensure they get what they need quickly.

3. Will Users need to do anything different?

No, users do not need to do anything differently. The changes will mostly be behind the scenes, making program services to consumers much better.

4. How will User Personal Information be protected?

The ERP system has strong security measures to protect user information. Only authorized personnel will have access to user data.

5. Will there be any interruptions in service?

The ERP will be implemented such that there are no service interruptions. If any are necessary, we will let users know in advance.

6. How will the ERP help Users with getting equipment?

The system will help the program keep better track of its inventory, so users will get their equipment faster and more reliably.

7. What should a User do if they have a problem?

If consumers have any issues, the program support team is ready to help. The ERP system will help resolve any problems more quickly.

8. How can a User provide feedback?

The program values user feedback. Consumers can provide feedback through the [CA Connect website](#) and dedicated number **1-800-806-1191** for feedback.

9. Will the ERP help the whole Disabled community?

Yes, the ERP will make the program more efficient and reliable for Californians with disabilities, ensuring that it can keep modernizing its services to the disabled community.

10. How will Users know about any changes?

The program will keep users informed through regular updates, so users will always know what is happening.

DDTP Advisory Committees

A Brief Primer on Bagley-Keene Open Meeting Act

TADDAC/EPAC Joint Meeting

September 2024



California Public
Utilities Commission

Topics Covered

1. Bagley-Keene Open Meeting Act
2. DDTP Charter (Roles and Responsibilities) and Conflict of Interest Policy
3. Roberts Rules of Order



Bagley-Keene Open Meeting Act

The purpose of Bagley-Keene is to ensure that public agencies conduct the people's business openly so that the public may observe and be informed.

Bagley-Keene places a higher value on transparency than efficiency and this drives many of its rules.

Bagley-Keene

Public Policy to Conduct People's Business Openly

Applies to any “state body”

- Bagley-Keene generally defines State bodies as all mandated State boards, commissions, and similar multimember groups as well as committees of these groups that have been delegated authority to make decisions and advisory committees of more than two members.
- This includes the TADDAC and EPAC and can include its sub-groups.

What is a meeting? When a majority of members...

- discuss topics relevant to the group's jurisdiction; and
- are virtually or physically present, or
- are indirectly communicating electronically or through intermediaries

Not meetings:

- certain gatherings (e.g., conferences, open and noticed meetings of other state or legislative body or local agencies, social)

Bagley-Keene

Meetings: A meeting occurs whenever a majority or quorum of group members are physically or virtually present to discuss a topic related to its jurisdiction.

CAUTION!!!

- A meeting can take place when a **majority** of members ***discuss, deliberate, or take action*** using direct (e.g., speaking in person) or indirect (e.g., email, speaking through intermediaries) communication
- **Serial meetings are prohibited.** A serial meeting occurs when a majority of the members use a series of communications of any kind outside of a noticed meeting on any item of business within the jurisdiction of the body.
- Majority attendance at social events requires that members *avoid* discussing topics related to their group's area of authority is ok.

Bagley-Keene

Open Meeting and Notice Requirements

Meeting Notice and Agendas: must be published on the Internet at least ten days before the meeting with contact and location information

- ☐ Agendas must describe items to be discussed, and, once made available, cannot be changed without formal action and mandated notice
- ☐ Written materials (e.g., presentations) must be made available to the public for inspection at the meeting and posted online following the meeting

Smaller meetings of advisory members: must also follow notice and open meeting requirements, if:

- ☐ They consist of a **majority of members**
- ☐ They consist of **three or more** members and have been **created by the advisory committee and/or its chair** to advise the TADDAC/EPAC
- ☐ They consist of **two or more members** and have been empowered to exercise authority on behalf of the TADDAC/EPAC

Bagley-Keene

Exceptions from the 10-day notice requirement

Special Meetings

- When immediate action must be taken (e.g., to discuss proposed legislation)
- At the commencement of the special meeting, the state body must make a finding that 10-day notice would impose a substantial hardship on the body or that immediate action is required to protect the public interest and must provide a factual basis for the finding.
- Notice be provided at least 48 hours before the meeting to the members of the body and all national wire services, along with posting on the Internet

Bagley-Keene

Exceptions from the 10-day notice requirement

Emergency Meetings

- Rare instances when there exists a crippling disaster or a work stoppage that would severely impair public health and safety
- Requires majority vote that an emergency situation exists
- Must provide notice to media requestors at least one hour prior to the meeting
- Records and information on any action at the meeting must be posted ASAP after the meeting

Establishing Quorum

Hybrid and Remote Meetings – Determining Quorum

New Rules from January 1, 2024 until January 1, 2026

- 1. Physical meeting location:** State Body shall designate primary meeting location where members of the public may physically attend the meeting, observe and hear the meeting, and participate. 10 days advance notice.
- 2. Identify remote members in advance:** Required to submit public notice (online) at least 24 hours before meeting identifying any remote members. Participants from a remote location subject to this section's requirements shall be listed in the minutes of the meeting.
- 3. Teleconference info:** 24 hour notice shall include phone number or internet website, or other information indicating how the public can access the meeting remotely.
- 4. Agenda posting:** The state body shall post the agenda at the primary physical meeting location, but need not post the agenda at a remote location.
- 5. Staff member at primary location:** At least one staff member of the state body shall be present at the primary physical meeting location during the meeting.
- 6. Member remote location not disclosed:** The location of a member of a state body who will participate remotely is not required to be disclosed in the public notice or email and need not be accessible to the public.
- 7. Must visibly appear on camera:** The members of the state body shall visibly appear on camera during the open portion of a meeting, except if technologically impracticable or if the visual display of meeting materials requires the visual appearance of a member to cease.

Bagley-Keene

Public Participation

- The Act allows the general public to monitor and participate in meetings of state bodies.
- The site (physical or virtual) must be accessible to the disabled.
- The state body is prohibited from imposing any conditions on attendance at a meeting
 - (e.g., sign-in sheets are voluntary and not a pre-requisite for either attending or speaking at the meeting).
- The public is entitled to record and broadcast (audio and/or video) the meetings, unless it causes persistent disruption.
- Must provide reasonable time for members of the public to speak about each agenda item before or during discussion but can make reasonable limitations.

Bagley-Keene

Public Comments

- A state body cannot act on a matter raised by a member of the public unless the matter is on the agenda for that meeting. If the matter is on the agenda, then public comments must occur before or during the state body's consideration of the item.
- Same day additions to the agenda are not allowable because even under the limited opportunities for agenda adds after the 10-day notice, the press still needs a 48-hour notice.

The TADDAC/EPAC still has options:

- ☐ The state body, or its members, may respond to the public comment but has no obligation to respond or answer questions
- ☐ Place the matter on the next meeting's agenda
- ☐ A state body member can volunteer to review the issue and report back at the next meeting, ***but sub-groups officially tasked with reviewing an issue may be subject to Bagley-Keene themselves***
- ☐ Individual advisory committee members can use any of their non-committee-based authority or tools to address the commentor's situation outside of a noticed meeting, so long as they do not create any conflict of interest with their TADDAC/EPAC role

DDTP Conflict of Interest Policy



California Public
Utilities Commission

Conflict of Interest Policy

Since consumer members are all appointed to represent a designated constituency, the interests and opinions of the consumer members ***should not be intentionally controlled or influenced*** by any of the companies who provide goods and services to the DDTP on an ongoing or regular basis.

- The ***appearance*** of any conflict of interest caused by relationships between consumer members and vendors to the program needs to be avoided.
- Proposed new members must complete conflicts of interest statements.
 - ☐ Executive Director must review and approve before serving, and
 - ☐ You must file annually thereafter.
 - ☐ Exception: Cal Advocates may submit Form 700 unless otherwise directed by the Executive Director and/or Legal Division.

Conflict of Interest Policy

Annual Reporting

Calendar Years 2023-2024

Gift Limits: The gift limit is adjusted biannually.

- Gifts from a single source aggregating to **\$50** or more must be disclosed,
- Gifts aggregating to **\$590** or more during any 12-month period **may subject an official to disqualification** with respect to the source.
- Gifts aggregating more than **\$10** in a calendar month that are made or arranged by a *registered state lobbyist or lobbying firm*.

“Honoraria” is a payment for speaking at any event, participating in a panel or seminar, or engaging in any similar activity.

- **Exceptions:** free admission, food, beverages, and other similar nominal benefits provided to a committee member at an event at which he or she speaks, participates in a panel or seminar, or performs a similar service, and reimbursement or advance for actual travel and for necessary accommodations need not be reported.

Conflict of Interest Policy

The Political Reform Act (Gov. Code Sections 81000- 91014) requires most state government officials and employees to publicly disclose their economic interests including personal assets and income.

- Consumer members on DDTP committees must **annually report** any relationships that exist (employment, consultant, or otherwise) between the consumer member and **a company that provides goods or services to the program**.
- Such relationships that exist between a consumer member's **affiliated organization or employer** and a company that provides goods or services to the program must also be disclosed.
- This disclosure shall include the reporting of any ownership of stock or other equities issued **by a company that provides goods or services to the program**.
- If, **in the judgment of the TADDAC**, any of the disclosed relationships would create a conflict of interest that would constitute reason to disqualify a consumer member from membership on any of the DDTP committees, the TADDAC will remove the committee member.

Conflict of Interest Policy

There are five types of interests that may result in disqualification:

- **Business Entity.** A business entity in which the official has an investment of \$2,000 or more in which he or she is a director, officer, partner, trustee, employee, or manager.
- **Real Property.** Real property in which the official has an interest of \$2,000 or more including leaseholds. (However, month-to-month leases are not considered real property interests.)
- **Income.** An individual or an entity from whom the official has received income or promised income aggregating to \$500 or more in the previous 12 months, including the official's community property interest in the income of his or her spouse or registered domestic partner.
- **Gifts.** An individual or an entity from whom the official has received gifts aggregating to \$590 or more in the previous 12 months.
- **Personal Finances.** The official's personal finances including his or her expenses, income, assets, or liabilities, as well as those of his or her immediate family.

Conflict of Interest

Prohibition of Participation

Disqualifying Financial Impact or Effect

If a decision may have a financial impact or effect on any of the foregoing interests, an official is disqualified from governmental decision if the following two conditions are met:

- The financial impact or effect is foreseeable, and
- The financial impact or effect is significant enough to be considered material.

What to do if you have a conflict:

1. Immediately disclose the interest.
2. Withdraw from participation.
3. Refrain from attempting to influence any other member.
4. Recuse yourself and leave the room before the item is discussed.

(The member only needs to disclose the fact of a disqualifying interest and not its details.)

For more information:

CA Office of the Attorney General
<https://oag.ca.gov/open-meetings>



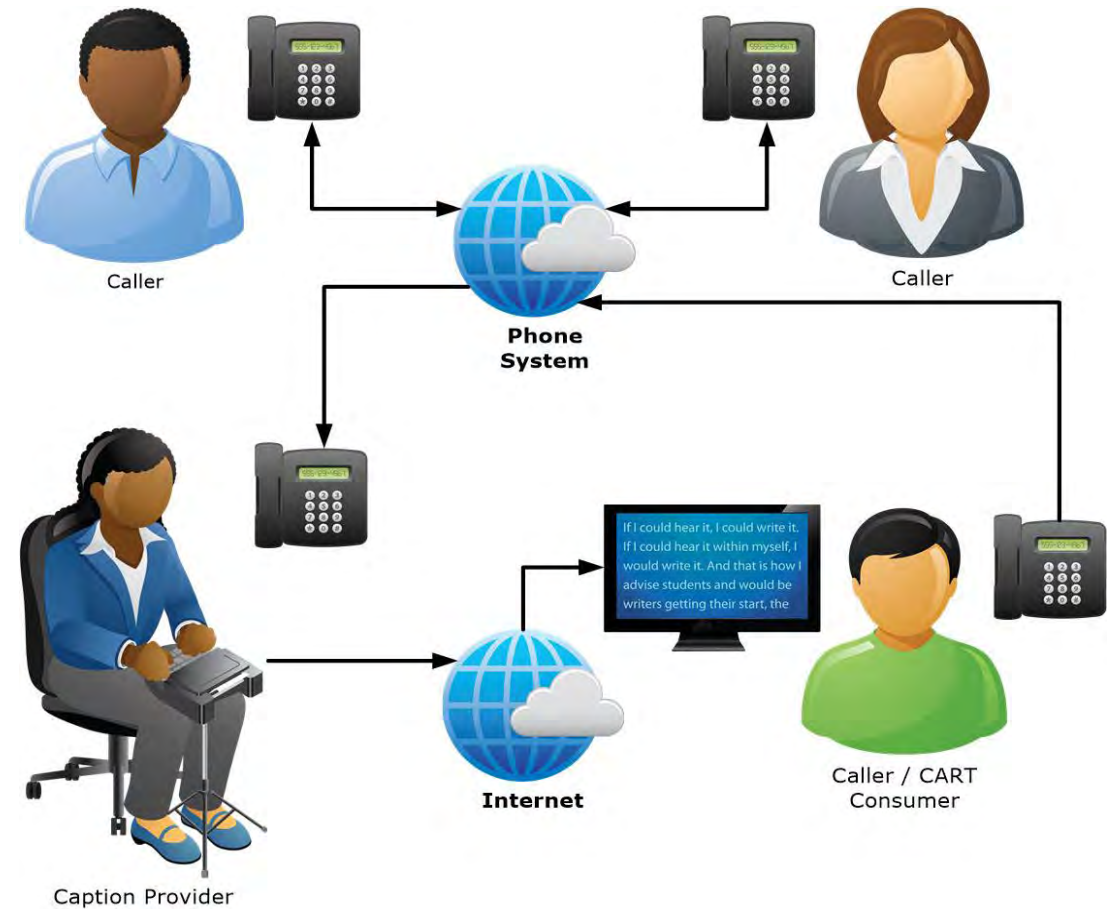


California Public Utilities Commission

Lisa-Marie.Clark@cpuc.ca.gov



Remote Conference Captioning





What is RCC?

- Remote Conference Captioning (RCC) provides real-time captions that enable text users to participate fully in conference calls, virtual meetings, events and the workplace.
- Spoken language is transcribed live into visual print on a computer, tablet or smartphone.
- Who benefits?
 - o Individuals who are deaf or hard of hearing
 - o Individuals with auditory processing challenges
 - o Individuals whose native language is not English



How it works:

- All participants, including the individual(s) with hearing loss and the captioner, access the conference call
- Captioner listens and produces real-time streaming text
- Text is viewed on an internet-connected computer or mobile device
- The text shows up just seconds after someone speaks!

How it works presenter notes (Slide 3)

- There is no software to download, anyone with access to the internet can just follow a link to view the captions.
- An unlimited number of participants may join the link provided to access the captions.
- Background and text colors are completely customizable.
- At any time, the RCC user can scroll up to review text.
- The (unedited) transcript may be copied or printed at any time.
- All captioners are certified by the National Court Reporters Association (NCRA) and undergo regular training and testing.
- Captions are through a secure website and can be embedded on platforms like Zoom, WebEx, YouTube Live or Adobe Connect.



**California
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REQUEST A CAPTIONER

To Schedule, Visit:

HamiltonRelay.com/California

or

CAConnect.org

Complete a request form and receive
email confirmation within 24 hours

To schedule RCC services presenter notes (Slide 4)

Consumers can easily access more information or submit a request for RCC services via HamiltonRelay.com/California or [CA Connect website](#) or by calling RCC customer service at 877-632-9095 for assistance.



Questions?

TESTING & TRAINING: EQUIPMENT PRESENTATION

PRESENTED BY
HARRY KIM

4 DEVICES FOR
COMMITTEE
CONSIDERATION AND
APPROVAL TO BE
BROUGHT INTO THE
PROGRAM

1. RIVO2
2. HABLE ONE
3. BLUEPARROTT S650-XT HEADSET WITH
BUILT-IN BOOM MIC
4. MIDLAND WR120 NOAA WEATHER
ALERT RADIO

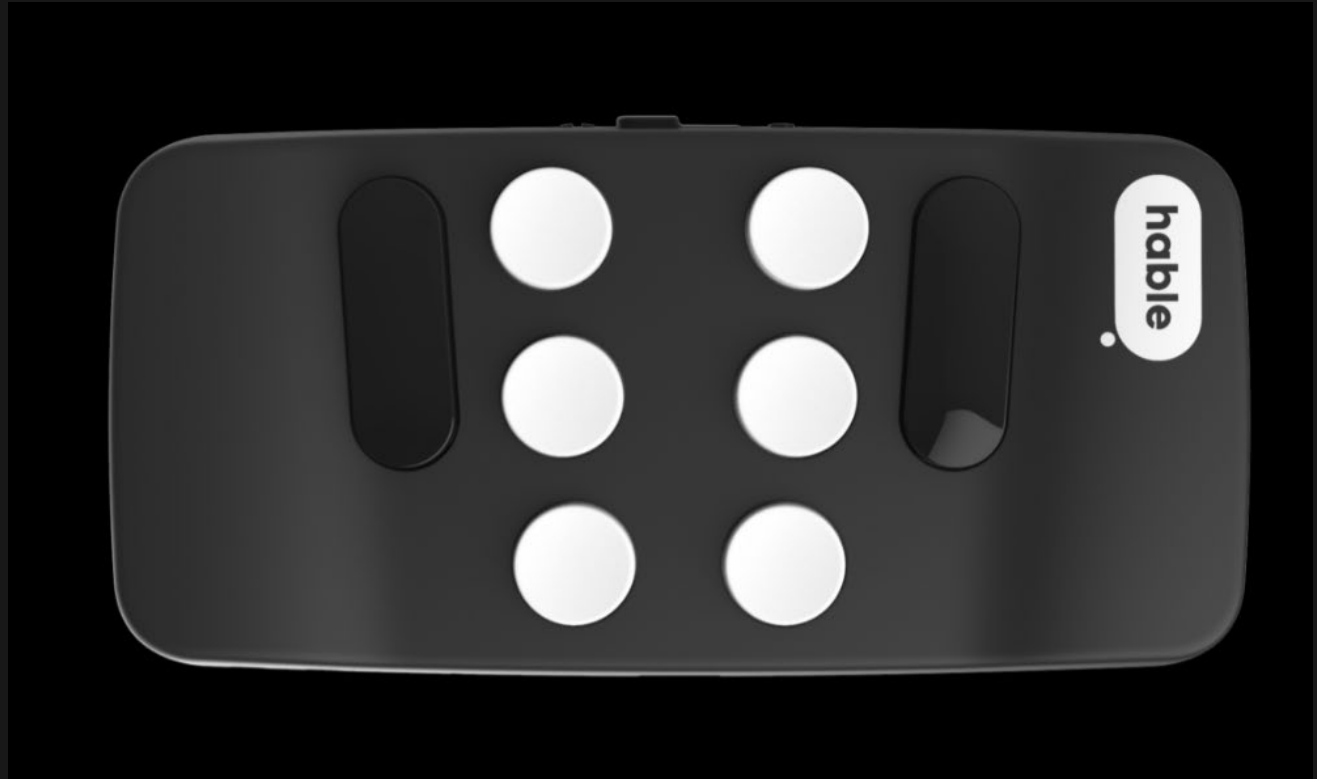
RIVO2

1. 3.7 in. x 2 in. x .47 in.
2. Weighs .1 lbs.
3. Qwerty-based keyboard
4. Has built-in speaker and mic
5. Can connect up to 6 devices
6. Works with iOS and Android
7. Recommended for users who have difficulty seeing
8. Retail cost is \$329



HABLE ONE

1. 3.93 in. x 1.81 in. x .31 in.
2. Weighs .2 lbs.
3. Braille-based keyboard
4. Can connect up to 5 devices
5. Works with iOS and Android
6. Recommended for users who have difficulty seeing
7. Retail cost is \$194



BLUEPARROTT S650-XT HEADSET

1. 7.79 in. x 6.4 in. x 2.5 in.
2. Weighs .67 lbs.
3. Active Noise Cancellation
4. Can connect up to 2 devices
5. Works with iOS and Android
6. Recommended for users who have difficulty hearing or speaking
7. Retail cost is \$249.99



MIDLAND WR120 NOAA EMERGENCY ALERT RADIO

1. 5 in. x 6 in. x 1.5 in.
2. Weighs 1 lbs.
3. Programmable for up to 25 different counties
4. Full battery back-up
5. 10 reviewable alerts memory
6. Recommended for users who are Deaf or have difficulty hearing or seeing
7. Retail cost is \$34.88



QUESTIONS?



Rivo2 – Smart Qwerty Keyboard for Smartphones and Tablets



The Rivo2 is a portable Bluetooth, tactile keyboard designed to enhance the usability of smartphones and tablets for individuals who have difficulty seeing. With a qwerty based keyboard and a raised bump on the number five button, it makes the device easy to navigate the smartphone by touch. The device works with both iOS and Android platforms and improves the use of the VoiceOver (iOS) and TalkBack (Android) features.

Features

1. Use the Rivo2 like a remote control for your cell phone or tablet
2. Type and edit text, including punctuation marks and emoticons quickly and accurately.
3. Make and receive phone calls, dial numbers, and touch tones conveniently.
4. Switch quickly between up to 6 devices.
5. About the size of a credit card, so it is easily portable.
6. Use the Rivo2 and keep the smartphone in the pocket or bag.
7. Compatible with iPhone, iPad, Android phones and tablets.

8. Tactile buttons with a raised bump on the number five button.
9. Recommended for users who are visually impaired.

Data sheet

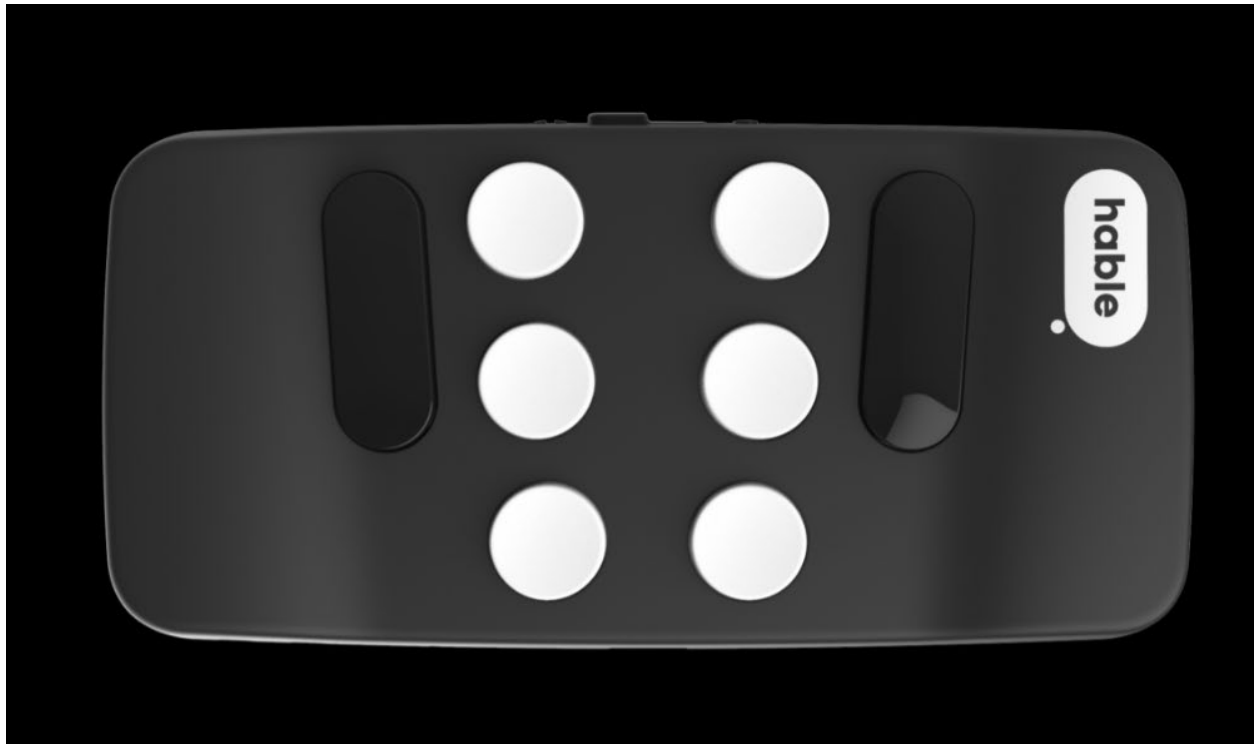
1. The size of Rivo2 is 3.7 inches wide, 2 inches high, .5 inches thick, and weighs .1 lbs.
2. There are 20 buttons on the front arranged in 4 rows and 5 columns.
3. The microphone is on the front left behind three tiny holes arranged vertically.
4. The speaker is on the front right behind a hollow vertical bar.
5. There are three small buttons on the top side; the one on the left is the POWER button, and the two buttons on the right are the KEYBOARD button and the AUDIO button from left to right.
6. On the bottom side, there are strap hole, micro-USB port, reset hole, and earphone jack from left to right.

Cost

\$329 as of August 2024 ([Rivo store](#))

The full user manual can be downloaded at on [Rivo2 webpage](#).

Hable One – Braille Based Keyboard for Smartphones and Tablets



The Hable One is a portable Bluetooth, external, tactile keyboard designed to enhance the usability of smartphones and tablets for individuals who have difficulty seeing. With its intuitive touch commands, navigating a smartphone or tablet has never been easier. Hable One is small enough to take with you wherever you go, and its impact on your daily device use will be life changing. The simplicity of the commands also makes it user-friendly for individuals who may have difficulty with more complex swiping movements or gestures to navigate a smartphone or tablet. The device works with both iOS and Android platforms and improves the usage of VoiceOver (iOS) and TalkBack (Android) features. The device uses a 6-dot braille keyboard that does not require a user to be knowledgeable in typing or reading braille.

Features

1. The device comes in two versions: Hable One and Hable Easy (not yet available as of August 2024 per the Hable website).
2. The Hable One buttons and button combinations can be programmed to control the smartphone or tablet and can also be used to type text using the six-dot braille system.
3. Use the Hable One like a remote control for your cell phone or tablet.
4. Type and edit text, including capitalization and numbers quickly and accurately.
5. Make and receive phone calls, dial numbers and touch tones conveniently.
6. Switch quickly between up to 5 devices.
7. About the size of half a sandwich, so it is easily portable.
8. Compatible with iPhone, iPad, Android phones and tablets.
9. The Hable One is recommended for users who are visually impaired.

Data sheet

1. The size of Hable One is 3.93 inches long, 1.81 inches wide, .31 inches thick, and weighs .2 lbs.
2. There are 6 round buttons and two long buttons on the front arranged in 4 columns with 3 white round buttons in the middle two columns and a black long button on either side.
3. There is a sliding switch on the top side that powers on and wakes up the device from sleep mode.
4. On the bottom side, there are strap-hole and a USB-C port.
5. 1 Month battery life
6. Bluetooth BLE for low energy
7. Languages supported: UEB, Spanish, French, German, Dutch

Cost

\$194 as of August 2024 ([Hable store](#))

The full user manual can be downloaded at [Hable One webpage](#).

BlueParrott S650-XT – 2-in-1 Bluetooth Convertible Wireless Headset with Active Noise Cancellation



The BlueParrott S650-XT is a Bluetooth Wireless Headset for use with your smartphone to enhance the conversation for individuals who are hard-of-hearing or with a soft voice. With built-in active noise cancellation headphones that can be used in mono (one) or stereo (both ears covered), the conversation will become loud and clear. The powerful ultra-noise-cancelling microphone removes 96% of the background noise so that the user's voice can be heard clearly on the other end. This device works for both iPhone and Android users.

Features

1. The device can be used over one ear or both ears with a detachable 2nd earpiece.
2. The headset has a built-in microphone that cancels 96% of the background noise from your end of the call so that the caller's voice is heard clearer.
3. The headset can be used with voice commands initiated with a push of a button or by saying "Hey BlueParrott" to control your calls, GPS directions, music, voice assistants, and more.

4. Make and receive phone calls conveniently.
5. The Active Noise Cancellations (ANC) removes ambient noise and makes sounds coming from the headset loud and clear.
6. Flexible boom mic can be positioned in different positions
7. Can also be used as a corded headset.
8. Flexible ear cushions and adjustable headband for a comfortable fit.
9. Can be paired with 2 devices at the same time.
10. Recommended for users who are hard of hearing or with a soft voice.

Data sheet

1. The size of Blueparrott is 7.79 inches long, 6.4 inches wide, 2.5 inches thick, and weighs .67 lbs.
2. There are 4 small rectangular buttons placed vertically (when worn) on the side of one earpiece. From top to bottom: the Blueparrott button, the power button, volume up and down buttons.
3. There is a USB-C charging port and 3.5 mm jack on the bottom of one earpiece.
4. 36 hours of use on a single charge.
5. 300 ft of wireless range.
6. IP54 Rated protection (water and dust resistant).
7. Utilizes Bluetooth technology

Cost

\$249.99 as of August 2024 ([Amazon page](#))

The full user manual can be downloaded on the [BlueParrott webpage](#).

Midland WR120 NOAA (National Oceanic and Atmospheric Administration) Weather Alert Radio – Emergency alert radio accessory for the HomeAware II



The WR120 NOAA Emergency alert radio is an accessory to work in conjunction with the HomeAware II (with a built-in flasher and a separate bed shaker that is currently in the Program) to alert users to over 60 kinds of weather hazards and emergencies using S.A.M.E (Specific Area Message Encoder) localized programming to alert users to emergencies in localized areas. NOAA Weather Scan will automatically alert you of events such as tornadoes, hurricanes, thunderstorms, floods, wildfires, civil danger warnings and more.

Features

1. The Specific Area Message Encoding (S.A.M.E.) allows the user to enter a code that is specific to your country, state, county and in some cases partial county.

2. Program your radio to receive weather alerts from up to 25 different counties and be alerted only when those specific counties are threatened.
3. Color-coded alert indicators provide a quick way for the user to see missed alerts or determine the alert type and its severity (advisory, watch, or warning).
4. Alert Override automatically switches over during use to warn you of impending danger.
5. Public-alert certified monitor receives 7 NOAA channels with flood, tornado, thunderstorm, and other warnings
6. The device has a 25-county memory system with siren, voice alert, and flashing LED warning systems.
7. Full battery back-up in the event of a power outage
8. The unit has a 10 reviewable alerts memory
9. All Hazards Alert - in addition to important weather announcements your radio will also receive other emergency announcement such as:
 Child Abduction Emergency (Amber Alert)
 Nuclear Power Plant Warning
 Biological Hazard Warning
 Civil Emergency Message
 Fire Warning
 Landslide Warning
10. Recommended for users who are Deaf, Hard of Hearing, Vision loss or others who have the HomeAware II

Data sheet

1. The size of Midland WR120 NOAA is 5 inches long, 6 inches wide, 1.5 inches thick, and weighs 1 lbs.
2. There are a total of 9 buttons on the unit. 4 small raised oval buttons with arrows placed in the north, east, south, and west positions under the display with two more buttons on both sides and a big weather/snooze button underneath.
3. The back of the unit has a power input, external antenna input, cloning port, and an external alert port.
4. The default volume is the 77 decibel Public Alert requirement. Two lesser volumes are available.
5. Uses three AA alkaline batteries for emergency power back-up in the event of power outage

Cost

\$34.88 as of August 2024 ([Amazon page](#))

The user manual can be downloaded on the [Sonic Alert page](#).

EPC Call Center Performance Report - YTD (July 2023 - June 2024)

45,195

Inbound Calls Offered

24,032

Inbound Calls Handled

0:00:26

Average Time in Queue

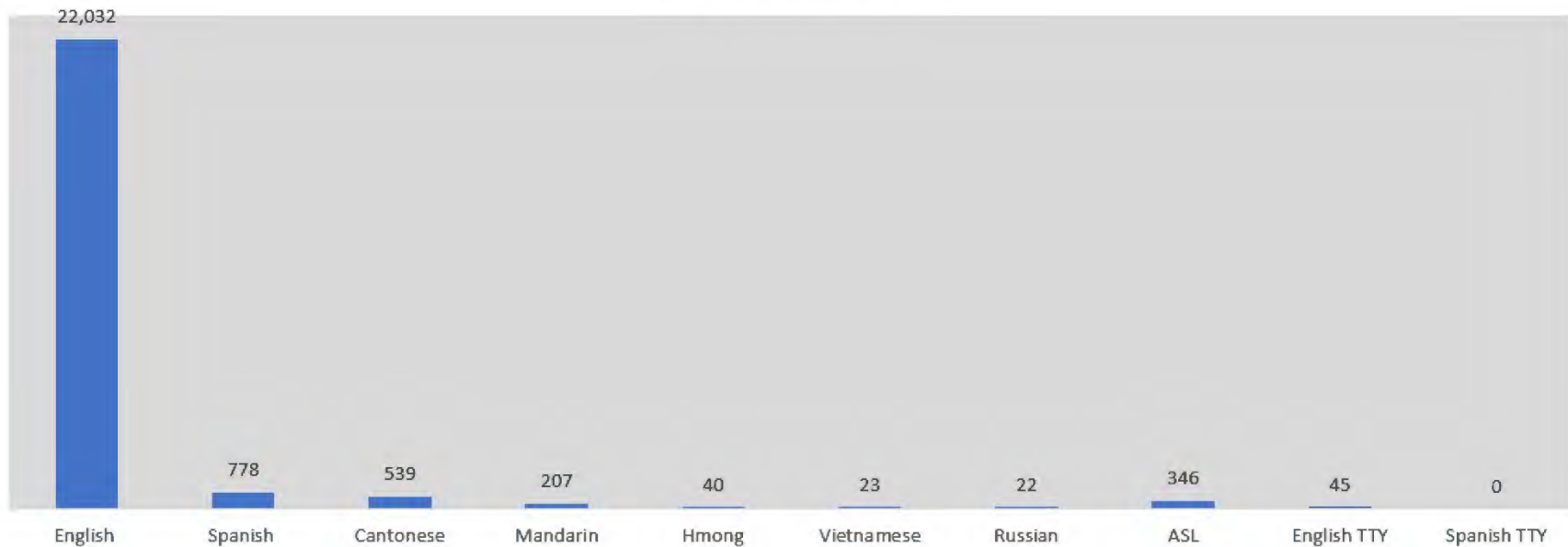
171,774

Total Inbound Minutes

07:10

Average Talk Time

Call Categories



EPC Call Center Performance Report - June 2024

3,306

Inbound Calls Offered

1,669

Inbound Calls Handled

0:00:21

Average Time in Queue

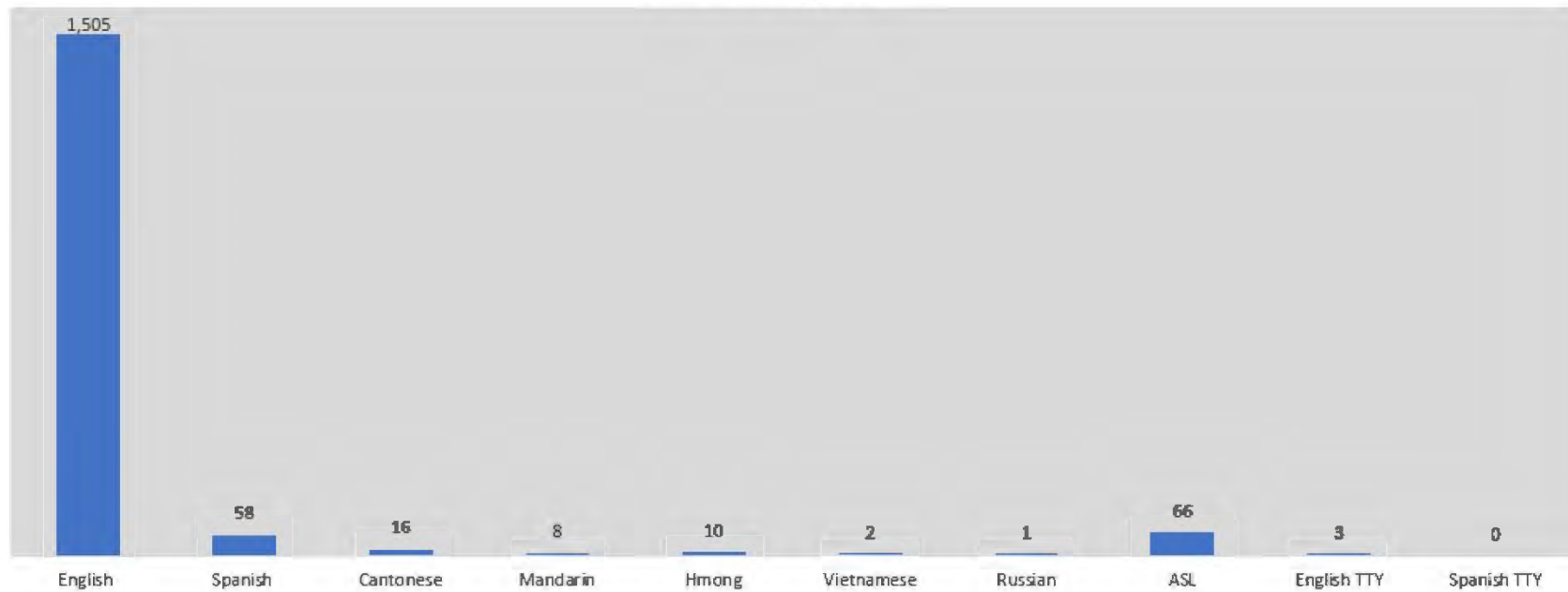
11,991

Total Inbound Minutes

0:07:11

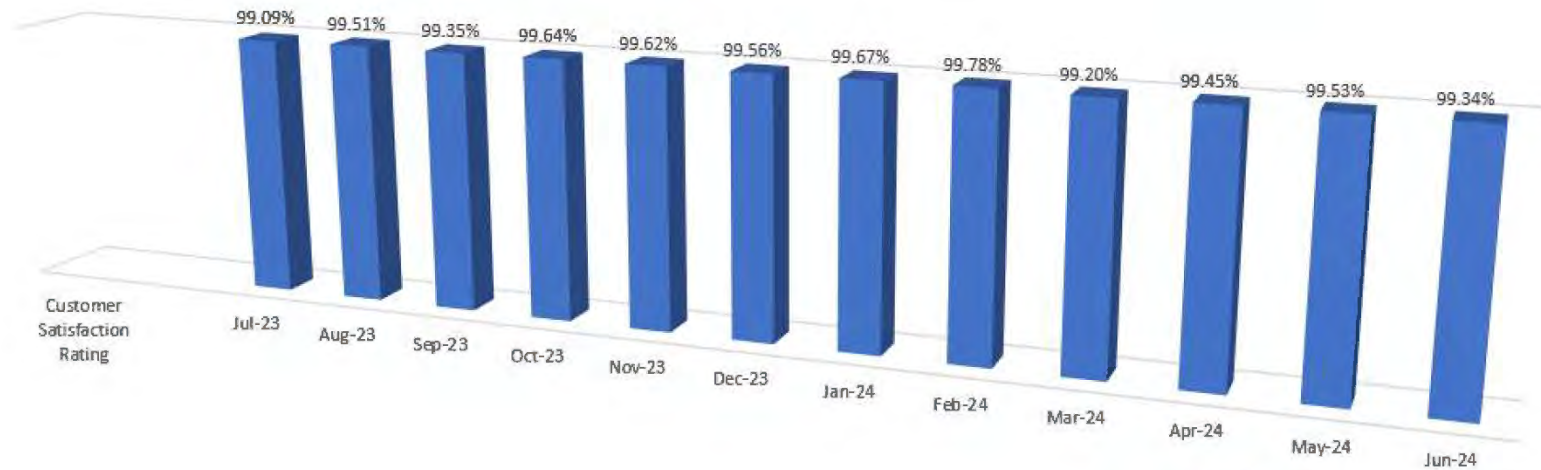
Average Talk Time

Call Categories



EPC Call Center Performance Report - Customer Satisfaction Rating

99.09%	99.51%	99.35%	99.64%	99.62%	99.56%
July 2023	August 2023	September 2023	October 2023	November 2023	December 2023
99.67%	99.78%	99.20%	99.45%	99.53%	99.34%
January 2024	February 2024	March 2024	April 2024	May 2024	June 2024



EPC Call Center Performance Report - Email, Chat, & Cert Forms

6,156

Email Handled YTD

421

Email Handled - Jun

220

Web Chat Handled YTD

8

Web Chat Handled - Jun

6,296

Cert Forms Sent YTD

486

Cert Forms Sent - Jun

2,250

Cert Forms Processed YTD

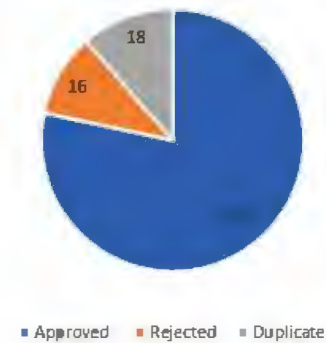
157

Cert Forms Processed - Jun

Avg. Emails & Web Chats Handled Monthly



Breakdown of the Cert Forms Processed

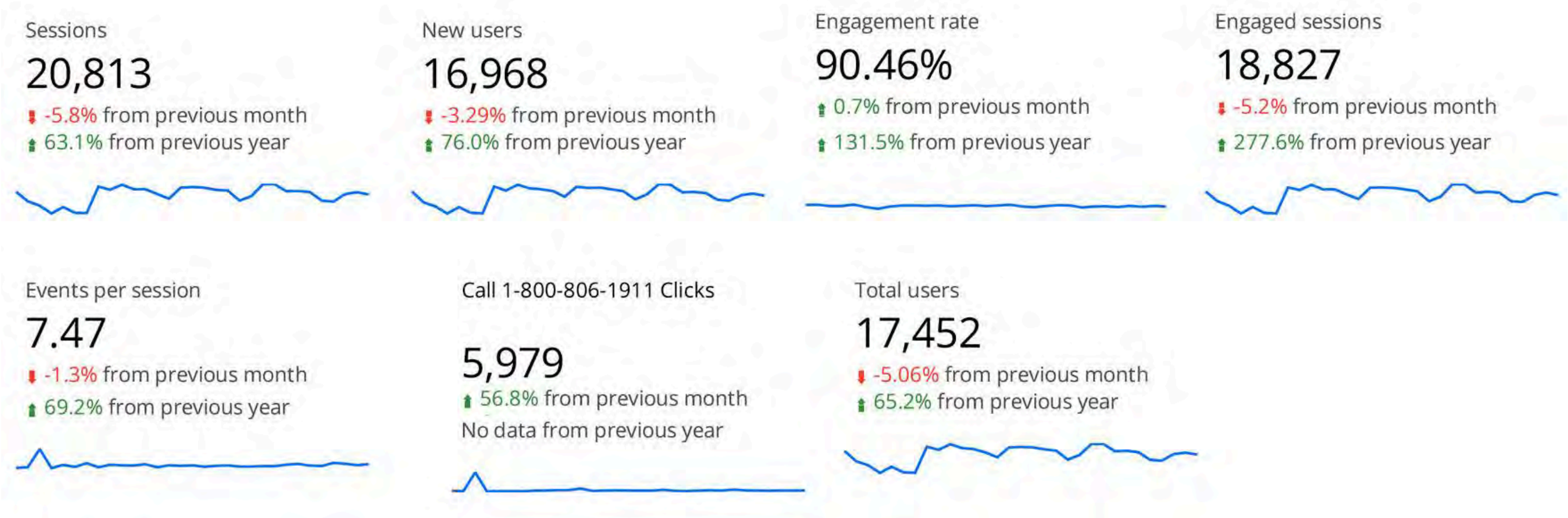




CALIFORNIA CONNECT

**July 2024
Marketing Update**

California Connect



	Page path	Views ▾	% Δ	Sessions	% Δ	New users	% Δ	Engaged sessions	% Δ	Engagement rate	% Δ
1.	/speech/	6,268	-36.6% ↓	2,715	-38.9% ↓	2,157	-35.8% ↓	2,551	-38.9% ↓	93.96%	-0.1% ↓
2.	/hearing/	2,084	-3.6% ↓	829	-6.9% ↓	240	-27.1% ↓	783	-7.9% ↓	94.45%	-1.1% ↓
3.	/vision/	1,158	33.3% ↑	466	38.7% ↑	204	137.2% ↑	445	39.9% ↑	95.49%	0.9% ↑
4.	/mobility/	843	-59.1% ↓	387	-61.1% ↓	202	-71.9% ↓	354	-59.5% ↓	91.47%	4.0% ↑
5.	/memory/	330	-18.1% ↓	137	-8.1% ↓	10	0.0%	134	-6.3% ↓	97.81%	1.9% ↑

California Connect 231Cert Downloads & 377 E-Applications

Sessions

4,203

↓ -34.9% from previous month
↑ N/A from previous year

New users

861

↓ -64.27% from previous month
No data from previous year

Engagement rate

94.77%

↑ 1.6% from previous month
No data from previous year

Engaged sessions

3,983

↓ -33.9% from previous month
↑ N/A from previous year

Events per session

6.11

↑ 9.6% from previous month
No data from previous year

Apply Pageviews

11,272

↓ -32.7% from previous month
No data from previous year

PDF Cert Downloads

231

↑ 6.5% from previous month
No data from previous year

Applications Submitted Online

377

↑ 18.2% from previous month
No data from previous year

Download Paper Application
Landing Page Pageviews

616

↑ 27.5% from previous month
No data from previous year

Total users

3,412

↓ -34.27% from previous month
↑ N/A from previous year

Marketing Updates

Website, Application, and Social Media

- 231 PDF certification downloads
- 377 Online applications completed with 19 receiving both signatures
- Multiple website updates related to relocation
- Instagram page received 223 visitors which is a 57% increase

General Marketing Efforts

- Relocation signage
- Open house planning and coordination
- Marketing partnerships established with 6 CBOs





Paid Updates

Google Search Ads

- 228 Cert Form Downloads
- 45 Click-to-Calls

META

- 165 Cert Form Downloads
- 85 Click-to-Calls

Organic Updates

Facebook

- 4,444 Followers
- 308,806 Impressions
- 55 Engagements

Instagram

- 647 Followers
- 78,718 Impressions
- 8 Engagements

LinkedIn

- 73 Followers
- 366 Impressions
- 23 Engagements



July 2024
Field Operations Update



California Connect

CSD officially started Field Operation services as of July 1st. The Service Centers officially opened on July 8th after training. There was a reduction of outreach in the months of May and June. July numbers are lower than average as a result of that. This trend will continue through August as outreach was kept to a minimum while the Marketing and Outreach contract was not yet awarded.

July 2024 Service Center Visits

Year	Month	Location	Number of Customers	Percentage
2024	July	Redding	5	3%
2024	July	Riverside	19	10%
2024	July	Glendale	20	11%
2024	July	Orange	23	13%
2024	July	San Diego	24	13%
2024	July	Berkeley	25	14%
2024	July	Fresno	31	17%
2024	July	Sacramento	33	18%

California Connect Training

Most of the Field Operations staff began work with CSD in July.

The month of July was focused on training with an intensive first week of training focusing on the database and introduction to equipment and assessing customers. While several staff came to the program from CCAF, many completely new staff were brought on.

Kudos to Melody Lujano, our Administrative Operations Director who performed most of the new staff training.

California Connect

Breakdown of Certified Customers Disabilities

Year	Month	User	Number of Users
2024	July	Hard of Hearing	126
2024	July	Vision	31
2024	July	Mobility	29
2024	July	Speech	11
2024	July	Deaf	10
2024	July	Cognitive	7

California Connect In Home Visits

Year ▲	Field Visits Completed	Resolved by Phone
Central Coast	5	
Inland Empire	10	
Los Angeles County	25	1
Northern San Joaquin Valley	4	
Orange County	10	
San Diego - Imperial	7	
San Francisco Bay Area	29	3
Southern San Joaquin Valley	6	
Superior California	16	1
Total	112	5

California Connect Equipment Distribution

Year	Month	Equipment Category	Equipment Count
2024	July	Amplified Cordless Telephones	51
2024	July	Amplified Telephones / Devices	25
2024	July	Answering Machines	3
2024	July	Anti-Stuttering Device	0
2024	July	Artificial Larynx Devices	5
2024	July	Assistive Listening Devices	20
2024	July	Big Button Telephones	5
2024	July	Captioned Telephones	2
2024	July	Cordless Telephones	10
2024	July	Dialing Devices	0
2024	July	Fax Machine	0
2024	July	Photo Telephone	0
2024	July	Remote Speaker-Telephone	0
2024	July	Signaling Devices	3
2024	July	Speaker Telephones	0
2024	July	Speech Amplifiers	0
2024	July	TTYs	2
2024	July	VCO Telephones	0
2024	July	Wireless Devices	7

California Connect Open Houses

In August, we expect to see more customers visiting the Service Centers. The first open house was held in August, and more are coming in September and October.

Please see the next page for the flyer and more information about upcoming open house events at the new Service Centers.

Come on by!

You're invited to visit California Connect's newest offices all over California. CA Connect provides accessible telecommunications equipment at no charge for Californians with hearing, vision, cognitive, mobility, and speech-related disabilities.

There will be light refreshments and opportunities to meet the staff and learn about how you can apply.

Open Houses



Arcata

Oct 3, 2024, 11AM - 2PM
670 9th St., Suite 1
Arcata, CA 95571

Bakersfield

Sept 12, 2024, 11AM - 2PM
1401 Commercial Way, Suite 210
Bakersfield, CA 93309

Barstow

Oct 3, 2024, 11AM - 2PM
128 E Buena Vista St.
Barstow, CA 92311

Claremont

Aug 29, 2024, 1PM - 5PM
Service Center for Independent Life
131 S Spring St.
Claremont, CA 91711

Merced

Sept 25, 2024, 11AM - 2PM
3337 G St., Suite C
Merced, CA 95340

Redding

Oct 24, 2024, 11AM - 2PM
Disability Action Center
2440 Athens Avenue
Redding, CA 92507

Riverside

Sept 26, 2024, 11AM - 2PM
1485 University Ave, Suite B
Riverside, CA 92507

San Diego

Sept 19, 2024, 11AM - 2PM
2636 Camino Del Rio St, Suite 101
San Diego, CA 92108

Sacramento

Oct 31, 2024, 11AM - 2PM
1610 Arden Way, Suite 195
Sacramento, CA 95815

San Jose

Sept 19, 2024, 11AM - 2PM
1889 Concourse Drive
San Jose, CA 95131

San Luis Obispo

Sept 12, 2024, 11AM - 2PM
2426 Empresa Drive, Suite 120
San Luis Obispo, CA 93401

Santa Rosa

Oct 17, 2024, 11AM - 2PM
1550 Airport Blvd, Suite 206
Santa Rosa, CA 95403

Sonoma

Oct 17, 2024, 11AM - 2PM
14520 Mono Way, Suite 110
Sonoma, CA 95370



CRS-5 Update (June/July)

Melissa McMahan, Relay State Programs Manager



California Relay Services Contract Performance

Answer Performance

- June
 - 5 Events
 - CapTel 100%
- July
 - 2 Events
 - CapTel 100%

Customer Care

- June
 - 3 Service-Related Complaints
 - 3 Compliments
 - 1 Outreach Request
 - 3 CapTel Service Inquiries
- July
 - 2 Service-Related Complaints
 - 2 Compliments
 - 5 Equipment-Related Requests
 - 3 CapTel Service Inquiries



California Relay Services Outreach Update

June

- 3 Exhibits
- 3 Field Visits
- 1 Relay Friendly Business
- 1 Webinar
- 10 Calls
- 14 Emails

July

- 1 Exhibit
- 4 Presentations
- 5 Calls
- 13 Emails

Voice Options Program Monthly Summary July 2024

Current Month Accomplishments

- Since July 2020, the Voice Options Program (VOP) launch date, grantees have served approximately 3,559 individuals through short-term loan into the long-term device process.
- Since July 2023, the start date of the grant cycle, approximately 1,354 consumers completed the short-term loan and entered the long-term device process.
- Emailed executed VOP agreements to all 28 grantees/providers.
- Provided program updates at the California Public Utilities Commission Deaf and Disabled Telecommunication Program executive quarterly meeting.
- Held the quarterly VOP provider meeting on July 29, 2024
 - Link to view the [Zoom Recording](#) Password: t\$7.&8RNf\$

Completed Dataset Statistics

- The VOP serves eligible Californians through 28 providers in all counties and offers services virtually and in-person to ensure comprehensive state-wide coverage.
- 100 individuals completed the short-term loan and entered the long-term device process.
- 55 percent of VOP referrals are made by Licensed Speech-Language Pathologists, 18 percent regional center, 12 percent medical providers, 6 percent declined to state, 3 percent from family and friends, 3 percent were independent living centers and 3 percent were other.
- 66 percent of consumers made telephone calls during the short-term loan period. 95 percent of these phone calls were considered successful by consumers, many of whom indicated they had never made a phone call prior to entering the VOP.

Funding for the Voice Options Program is made possible by the [California Public Utilities Commission](#) and the [Deaf and Disabled Telecommunications Program](#).

July 2024 - Completed Long-Term Devices (LTD) By Region

Region	Counties	Completed LTD
Region 1	Butte, Colusa, El Dorado, Glenn, Lassen, Modoc, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Siskiyou, Sutter, Tehama, Yolo, Yuba	10
Region 2	Del Norte, Humboldt, Lake, Mendocino, Napa, Sonoma, Trinity	3
Region 3	Alameda, Contra Costa, Marin, San Francisco, San Mateo, Santa Clara, Solano	2
Region 4	Alpine, Amador, Calaveras, Madera, Mariposa, Merced, Mono, San Joaquin, Stanislaus, Tuolumne	0
Region 5	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Cruz, Ventura	0
Region 6	Fresno, Inyo, Kern, Kings, Tulare	0
Region 7	Riverside and San Bernardino	1
Region 8	Los Angeles	2
Region 9	Orange	1
Region 10	Imperial and San Diego	14
Total		33

Funding for the Voice Options Program is made possible by the [California Public Utilities Commission](#) and the [Deaf and Disabled Telecommunications Program](#).

July 2024 Consumer Statistics

Speech Generating Applications Purchased

- 48% Touch Chat HD
- 39% Proloquo2Go
- 9% Go TALK NOW PLUS
- 3% LAMP
- 0% TD Snap
- 0% Predictable
- 0% Predictable Spanish
- 0% Proloquo4Text

Race/Ethnicity

- 58% Hispanic/Latinx
- 39% Caucasian/White
- 3% Asian/Pacific

Gender

- 76% Male
- 24% Female
- 0% Decline to State

Age

- 67% Age 0 to 6
- 18% Age 7 to 17
- 6% Age 18 to 22
- 6% Age 30 to 39
- 3% Age 60 and Older
- 0% Age 23 to 29
- 0% Age 40 to 49
- 0% Age 50 to 59

Disability Type

- 70% Autism
- 9% Speech Delay
- 9% Developmental Disability
- 6% Apraxia
- 3% Cerebral Palsy
- 3% Other

Authorized by

- 85% Speech-Language Pathologist
- 12% Family Physician
- 3% State Agency



CPUC CALIFORNIA CONNECT PROGRAM

Primary Program and Contract Administration (PPCA)

Joint Advisory Committee Meeting

September 13, 2024

Role of Maximus as PPCA for California Connect



Program Oversight

- In Scope Project Management (DDTP/CPUC)
- Communication Management
- Risk & Issue Management
- Schedule Management
- Process Improvement Management
- Quality Management



Policy & Procedures

- Document Management
- Document Information Security
- Administrative Policies and Procedures
- Staff Training Process



Contract Administration & Compliance

- Expense & Reimbursements
- Payment Processing
- Change Management Process
- Administration Oversight



Operational Reporting

- Status Reporting
- Status Meetings
- Process Audit Reports
- Operations Reports

Maximus utilizes a quality first approach to monitoring performance, evaluating outcomes, and improving the quality of services that will enhance the delivery of the California Connect services to better serve the community.



maximus

Primary Program and Contract Administrator (PPCA)

- Progress Review
 - Program Framework
 - Administrative Policy and Procedures
 - Oversight and Quality Assurance (QA)
 - Upcoming Priorities for the Next Quarter

PPCA California Connect Program Framework

The PPCA ensured that project pillars were established for the smooth operation of the program across all program contracts. This included:

- oProject Management Office (PMO)

- Implementing the various PPCA project plans
- Master schedule integration
- Quality assurance findings (E.G. Call Calibrations)

- oRAID – risks, action items, issues, and decisions

- Overview to Vendor Partners on the RAID process to include documenting and resolving program issues

- oDeliverable Management

- Standard operating procedures on submission, review and approval
- Change Request submissions and review

PPCA Administrative Policy and Procedures

One of the core responsibilities of the PPCA is to develop policies and procedures for each contract that serves the program. To ensure these policies and procedures are both effective and aligned with organizational goals, Maximus is tackling this responsibility with three guiding principles:

1. Consistency and Standardization

- Ensuring expectations are clear and processes are streamlined

2. Risk Management and Compliance

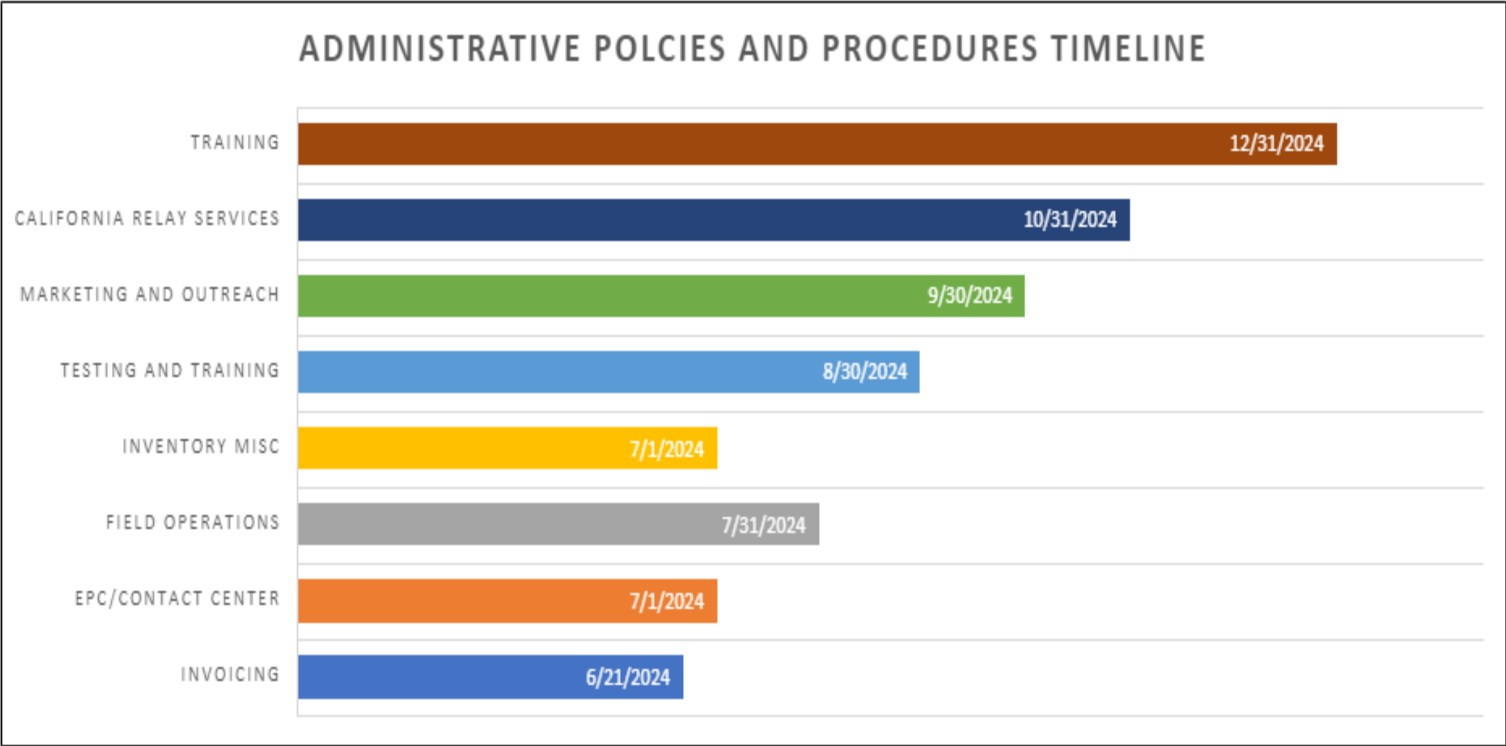
- Identifying potential risks early and implementing measures to mitigate them, while ensuring all vendor partners adhere to applicable laws and regulations

3. Collaboration and Communication

- Establishing clear communication channels and creating policies that encourage collaboration like joint problem solving and shared project management tools to provide transparency into status of deliverables.

PPCA Administrative Policy and Procedures Timeline

Contract	Draft Completion Date
Invoicing	6/21/2024
EPC/Contact Center	7/1/2024
Field Operations	7/31/2024
Inventory Misc	7/1/2024
Testing and Training	8/30/2024
Marketing and Outreach	9/30/2024
California Relay Services	10/31/2024
Training	12/31/2024



PPCA Oversight and Quality Assurance

Equipment Processing Center (EPC)

- Maximus conducted ad hoc IVR testing and provided documented results and recommendations for changes
- Inventory Tracking Modernization
- System enhancements
- Equipment tracking

Field Operations

- Site visits for ADA compliance; potential customer experience feedback
- Attended open house

Marketing Service Provider

- Comprehensive website review for branding and consistent messaging

Testing and Training

- Guided the development of project roadmap

PPCA Oversight and Quality Assurance Cont.

- **All Contracts:**
 - Identified CPUC Contract Manager top priorities for each contract and the California Connect Program
 - Examined and processed invoices for contractual compliance
 - Analyzed vendor deliverables and reports for contractual compliance and made recommendations to the CPUC

Upcoming Quarter Priorities for the PPCA



- Finalize policies and procedures
- Establish policies and parameters for ad hoc projects
- Establish parameters for use of Revolving Fund
- Complete transition-in of California Relay Services (CRS) contract
- Identify Voice Options activities and monitoring requirements
- Support Enterprise Resource Platform (ERP) RFP
- Stand up Quality Assurance process to include the submission of our QA Findings Report
- Implementation of audit processes
- Continue project-wide synchronization with all Partners

Questions?

Draft DDTP Committee Meeting Calendar 2024

EPAC	TADDAC
Meets the 2nd Friday of each month	Meets the 4th Friday of each month
January 12, 2024	January 26, 2024
February 9, 2024	February 23, 2024
March 8, 2024	March 22, 2024
April 12, 2024	April 26, 2024
May 17, 2024	May 17, 2024
June 14, 2024	June 14, 2024
September 13, 2024	September 13, 2024
October 11, 2024	October 25, 2024
November 15, 2024	November 15, 2024

Possible Joint Committee Meetings: May 17th and November 15th, 2024

No meetings will be held in July, August, or December and all meeting dates are subject to change.

Draft

2025 DDTP Committee Meeting Calendar

EPAC Meets the 2nd Friday of each month	TADDAC Meets the 4th Friday of each month
January 17, 2025 February 14, 2025 March 14, 2025 April 11, 2025 May 9, 2025 June 13, 2025	January 31, 2025 February 28, 2025 March 28, 2025 April 25, 2025 May 23, 2025 June 27, 2025
July – August: No Meetings	
September 12, 2025 October 10, 2025 November 7, 2025 or November 21, 2025	September 26, 2025 October 24, 2025 November 7, 2025 or November 21, 2025
Possible Joint Committee Meetings: May & November No meetings will be held in July, August or December. All meeting dates are subject change.	

Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC) Public Roster

Voting members shall not serve more than two consecutive full terms.

TADDAC Voting Members

Devva Kasnitz

Disability Seat II - Mobility Impaired Community Representative
Second Term: 12/2016 to 12/2020
Home: 707-443-1973
Work: 510-206-5657
Email: devva@earthlink.net

Frances Reyes Acosta

At Large Seat - DDTP Spanish Services Community Representative
Second Term: 9/2015 to 9/2019
Work: 559-281-0470
Email: epac4fra@gmail.com

Jesse Acosta

At Large Seat - Veteran Community Representative
Second Term: 11/2021 to 11/2025
Email: sgmbronzy@gmail.com

Katie Wright, Chair

Late-Deafened Community Representative
Second Term: 11/20 to 11/24
Email: katiewri@gmail.com

Kevin Siemens

Disability Seat III - Speech-to-Speech Community Representative
Second Term: 2/2021 to 2/2025
Email: nivek261974@yahoo.com

Louie Herrera, Vice Chair

Disability Seat I - Blind / Low-Vision Community Representative
Second Term: 2/2022 to 2/2026
Phone: 818-808-2301
Email: louie.herrera62@gmail.com

Last updated 5/31/24.

Richard Ray

Deaf Community Seat

First Term: 10/2020 to 10/2024

Email: richardlorenzoray@gmail.com

Robert Sidansky

Deaf Community Seat

Second Term: 12/23 to 12/27

Email: robert.sidansky@gmail.com

Sharmila S Rajeswaran

CPUC Public Advocates Office Representative

First Term: 5/2022 to 5/2026

Email: Sharmila.Selvalakshmirajeswara@cpuc.ca.gov

Vacant

At Large Seat - Youth Community Representative

First Term: 3/2022 to 3/2026

Vacant

Hard of Hearing Community Representative

First Term: 9/2021 to 9/2025

Non-Voting Liaisons**Brent Jolley**

CPUC, Interim DDTP Program and Project Manager

Work Phone: 916-330-3239

Email: Brent.Jolley@cpuc.ca.gov

Lisa-Marie G. Clark

CPUC, Legal Division

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Email: lisa-marie.clark@cpuc.ca.gov

Last updated 5/31/24.

Equipment Program Advisory Committee (EPAC)

Public Roster

Voting members shall not serve more than two consecutive full terms.

EPAC Voting Members

Antoinette Warren, Vice Chair

Senior Citizen Community Representative

First Term: 12/2020 to 12/2024

Email: renewmag@gmail.com

Danyelle Cerillo

Disability Seat II - Blind / Low-Vision Community Representative

First Term: 1/2021 to 1/2025

Email: tapdanc10@sbcglobal.net

Janice Armigo Brown

Hard of Hearing Community Representative

First Term: 3/2022 to 3/2026

Email: janicenab@sbcglobal.net

Judith Viera

Deaf Community Representative

First Term: 12/2020 to 12/2024

Email: judyviera@gmail.com

Monique Harris

Disability Seat I - Mobility Impaired Community Representative

Second Term: 4/2020 to 4/2024

Email: reinatele2017@gmail.com

Steve Longo, Chair

Deaf Community Representative

First Term: 11/2020 to 11/2024

Email: steve.longo@gmail.com

Vacant

Disability Seat III - DeafBlind Community Representative

Second Term: 3/2022 to 3/2025

Email:

Last updated 5/31/24.

Non-Voting Liaisons

Brent Jolley

CPUC, Interim DDTP Program and Project Manager

Work Phone: 916-330-3239

Email: Brent.Jolley@cpuc.ca.gov

Last updated 5/31/24.

California Public Utilities Commission

Contact List

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John Reynolds	john.reynolds@cpuc.ca.gov
Karen Douglas	karen.douglas@cpuc.ca.gov
Matthew Baker	matthew.baker@cpuc.ca.gov

Executive Office

Rachel Peterson, Executive Director	rachel.peterson@cpuc.ca.gov
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External Affairs Division

Terrie Prosper, Director of News and Outreach Office	terrie.prosper@cpuc.ca.gov
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Process Office	processoffice@cpuc.ca.gov
Public Advisor Office	public.advisor@cpuc.ca.gov

Legal Division

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Lisa-Marie Clark, Staff Counsel	lisa-marie.clark@cpuc.ca.gov

Public Advocates Office

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Christopher Bartulo, TADDAC Proxy	christopher.bartulo@cpuc.ca.gov

Communications Division

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