

**Governor's Advisory Board for Telecommunications Relay
Board Meeting**

Opening:

The quarterly meeting of the Governor's Advisory Board for Telecommunications Relay was called to order at *1pm on Thursday July 20th* at C. Burr Artz Public Library in Frederick Maryland.

Present:

GABTR Board Members:

Alfre Sonnenstrahl

Alex Simmons

Darrin Smith

David Drezner

Kenneth Putkovich

Michelle Morales

Payal Sharmacharya

Steve Cooper

TAM Staff:

David Bahar

Donna Broadway-Callaman

Leslie Hannibal

Kevin Steffy

Travis Dougherty

Brandie Callender

Hamilton Staff:

Melissa McMahan

Connor Fitzsimmons

JC Smith

Marcus Smith

Interpreters:

Anna Rose

Dano Cook

Isabella Martin

Natalie Ennis

Absent:

Allysa Dittmar

Deirdre Cheek Lynch Esq.

Glenn Lockhart
Lori Markland
Shannon Minnick

Approval of Agenda

Agenda for Quarterly GABTR meeting voted and approved.

Approval of Minutes

Meeting minutes of April 27th Quarterly GABTR meeting reviewed and approved.

Guest Speakers:

- Guests from Maryland Deaf Community Center(MDCC): Linda Stoltz President of MDCC, Lori Bonheyo VP of MDCC in frederick Maryland.
- Budget from the state of Maryland of 2.5 million to find land and begin construction on home location, which should be ready by Fall 2024.
- MDCC is thankful to GABTR for supporting game nights and monthly events.
- Unveil of building- sign up for our email list to see updates and info. If you have any questions ask Alex Simmons.
- MDCC building plan: gym/multipurpose room for larger events and meetings, separate conference room - GABTR etc, full event space for weddings, parties, pickleball court, office spaces for any organization to rent, kitchen and large outdoor space, cafe space for remote working, will send pictures to Travis to share with GABTR.
- Plan to start construction in october- ready by next summer/fall
- Telecommunications museum displayed in new center, mat program will be using a room at MDCC for evals etc along with equipment displays
- First deaf community center in the state, proud we finally have it approved and moving along
- Need more funding- continued support is crucial

Director's Report by David Bahar:

- Senior call check(SCC)-will invite to our next meeting to understand their involvement
- Require Maryland Department of Aging (MDoA) to send a rep for SCC every GABTR meeting-
- SCC program everyday check in welfare- to ensure everything is ok or if assistance needed.
- Robo call system- answer means satisfactory. If not answered- follow-up contact is sent, and then a welfare check is made.
- SCC only help certain groups - for typical hearing community, has not been a good fit with relay users
- Meeting with MDoA for check-ins ensuring accessibility to all, losing hearing, speech, mobility concerns. Previous secretary of the program did not like new changes, and the new secretary of MDoA is open to modifications. Allow time for her to settle in role and

become familiar with SCC and then discuss changes for DA accommodation. Senior Citizen community high rate of hearing loss.

- Need changes for relay, tty, VRS for robo calls, deaf community is missing calls- system does not work with relay. Asking MDoA for years and no changes, low priority to gov, write letter to gov to have MDoA make this program accessible

Motion- I, Alex Simmons, move that GABTR write a letter to Secretary Beatty expressing our concerns with MDoA and their lack of due diligence in ensuring accessibility for everyone regarding the SCC program.

Motion open for discussion- No discussion- Voting opened- voted- Motion passed

- Al will write letter to Secretary Beatty and share with GABTR members for review

- Presenting at MENA July 21 on emergency access for callers- deaf/hoh- text 911, MENA legal responsibilities must be accessible to all

- ADA celebration July 25th- NFB offices in Baltimore

- TDI presentation - July 27th- NG911- VP and text to 911

- Bylaws drafting- some GABTR members have draft for reviewing- next meeting will hopefully have finished bylaws

Finance Manager's Report by Leslie Hannibal:

- Received \$2.3m- waiting on 250K June 2023- \$2.5M

- Expenditures- \$3.3M to run all TAM Programs, FY23 Closing \$4.2M

- FY Ending Balance - \$9.8M as of May, closing June not yet finalized

- Spending \$1.6M over budget, developing budget for FY25 to cover what we have spent in previous FYs.

- Cutting what from FY25?- not spending some funds for some programs- advertising and marketing-3-4 years not spending that budget.

Maryland Relay's Report by Travis Dougherty:

- RCC- oversee all requests for rcc cart reservations

- UTAP- new technology for relay to have 1 number, users want one number

- States on board- Maryland, Virginia, Washington State, California. MD and California are in the test phase- feasibility study then move to pilot program- 1-2 years of testing.

- Working with FCC, FCC Is interested in the program and how MD can achieve.

- NASRA webinar- National Association of State Relay Administrators- 49 states in council. State expressing concerns about issues with T-Mobile and Hamilton Relay. T-mobile is not supporting caption phones, analog caption phones replaced with internet caption phones, state is responsible for analog only

- Analog captioning is not required by FCC

- FAQ video production- RTT, RCC, VRS, Captioned Phones, MAT Equipment

- MD Relay RFP- write contract to ask for services we require, updates at next board meeting for next 5 year contract.

Maryland Accessibility Technology's Report by Kevin Steffy:

- April to June Quarter- MAT received 156 new applications, 227 pieces of equipment distributed. Previous Quarter- 148 new applications, 270 pieces of equipment
- FY23- 500 new applications, 969 pieces of equipment distributed, FY22- 232 applications, 444 equipment distributed.
- MAT Staff monthly meeting- training on devices, new device features, accessibility features, etc
- iCAN- (ICC)- braille training with devices
- Train the Trainer Program- (TTT)- trainings on devices for blind and low vision users
- CF Update- April to June 102 services, previously 94, FY23- 406 with 12 users ,FY 22- 63 services
- CF and ProTactile training fall 23
- RFP for new system- will also include CF scheduling

Outreach's Report by Donna Broadway:

- New outreach team- JC Smith, Connor Fitzsimmons, Marcus Smith- All cross trained on all relay services
- Hamilton Updates: Jenny transitioned out, Melissa- transitioning out August 1st, Lori Scora is our new account manager.
- Working with MDOD to update Website- remove DoIT and update MD Relay contact info. No updated guidelines for publication for current administration
- Events: MACO Aug 16-19, MD Academy of Audiology, Raising the Bar conference- Sept 11-13, Relay partner trainings, community and health festivals.
- Outreach- Adverts, Eebinsars, Mailings,
- TAM Outreach Email- tam.outreach@maryland.gov

Business From the Previous Meeting:

- Paschim- Department of Disabilities Council- bylaws sending in 2 weeks for additional comments from board, vote at next board meeting,
- Timeline-first edit last week, next board meeting vote on bylaws, if not last meeting of year
- Review committee- send feedback to Darrin, feedback deadline for second edit, will vote next GABTR meeting.
- Mission statement and vision statement missing- next draft will be a cleaner draft

New Business:

- Create a document for new GABTR members- informing them of who TAM Staff members are, Hamilton staff members, GABTR members, important information about being on GABTR board, bylaws, onboarding policy and procedures. Noted there was previously a document like this.

Motion- I, Michelle Morales, move that GABTR create a onboarding document for new GABTR members including bylaws, staff and board members, and policy and procedure information related to GABTR.

- Ken will provide a copy of his old onboarding documentation to create the new file.

- Suggested dates for next GABTR Board meeting dates: October 19th 2023, January 18th 2024, April 18th 2024, July 18th 2024.
- Discussion of Hybrid/Virtual/In person for future meetings- vote on meeting options, 2 in person, 2 virtual- next meeting in baltimore
- TAM will submit survey to GABTR members for next board meeting preferences

Announcements:

No announcements at this time.

Adjournment:

The quarterly meeting of the Governor's Advisory Board for Telecommunications Relay was adjourned at 3:32 pm by Al Sonnenstrahl

Minutes submitted by: Travis Dougherty

Minutes Draft approved by: Al Sonnenstrahl