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MINNESOTA DEPARTMENT OF COMMERCE  
TELECOMMUNICATIONS ACCESS MINNESOTA

MINNESOTA RELAY  
AND  
TELEPHONE EQUIPMENT DISTRIBUTION PROGRAM



2004 ANNUAL REPORT TO THE  
MINNESOTA PUBLIC UTILITIES COMMISSION  
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## EXECUTIVE SUMMARY & PROGRAM HISTORY

In 1987, the Minnesota Legislature passed legislation creating the Telecommunications Access for Communication Impaired Persons (TACIP) Board for the purpose of enabling people who have difficulty hearing or speaking on the telephone to talk to standard voice telephone users. Two programs were established to accomplish this goal: the Minnesota Relay, which began service on March 1, 1989; and the Equipment Distribution Program (now re-named the Telephone Equipment Distribution Program), which began as a pilot program on October 1, 1988.

The Minnesota Relay is a federally mandated Telecommunications Relay Services (TRS) that allows an individual who has a hearing or speech disability to communicate with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing or speech disability.

The TED Program provides specialized telecommunications equipment for eligible deaf, deaf-blind, hard-of-hearing, speech-impaired and mobility-impaired persons, which enables them to access the telecommunications network.

There have been significant changes and improvements to the Minnesota Relay since its early years of operation. In 1995, the Minnesota Legislature eliminated the TACIP Board and transferred the responsibility for the Minnesota Relay to the Minnesota Department of Public Service [the Department of Public Service and the Department of Commerce (DOC) were merged on September 15, 1999]. The Minnesota Department of Human Services, Deaf and Hard of Hearing Services Division (DHS-DHHS), through an interagency agreement with the Department of Commerce, provides the Telephone Equipment Distribution (TED) Program (Minnesota Stat. § 237.51, Subd. 1). The 1995 legislation also gave the responsibility for gathering consumer input regarding the Minnesota Relay and TED Program to DHS-DHHS.

In 1996, after careful consideration of the needs of relay users, the Department of Public Service-TACIP administration (DPS-TACIP) recognized that it was in the best interest of relay users, telephone ratepayers, and the legislature to relieve the state of the burden of owning TRS equipment. It was apparent that the Minnesota Relay facility and its equipment had become severely outdated and beyond the point of overhaul. DPS-TACIP was faced with two options; spend millions of dollars for the purchase of new equipment, or contract with a qualified TRS vendor to provide continually upgraded equipment and software on a "lease" basis. It was decided that the best way to provide quality and cost effective relay services was to contract with a highly qualified TRS vendor.

Beginning on July 1, 1996, DPS-TACIP contracted with Communication Service for the Deaf (CSD) and Sprint Communications Company, LP (Sprint) to provide Telecommunications Relay Services. While CSD provides the management and human resources components for the Minnesota Relay, Sprint is responsible for providing the relay facilities, maintenance and access to Sprint's fiber optic telecommunications network.

Under a separate subcontract, DPS-TACIP and CSD established a Minnesota Relay Consumer Relations Office (CRO) located in St. Paul, MN. Staffed by both deaf and hearing personnel, the CRO meets regularly with focus groups to solicit input from a variety of relay users. Outreach personnel are available to provide presentations, demonstrations and training to any individual, group or organization in the state. The CRO is also responsible for taking/resolving consumer complaints, and answering questions regarding relay services.

On June 30, 1996, relay traffic originating in Minnesota was forwarded to relay centers operated jointly by CSD/Sprint. The new Minnesota Relay center, located in Moorhead, opened on December 16, 1996, and began relaying 95 percent of calls originating in Minnesota.

In April of 2000, DOC-TACIP, CSD and Sprint learned of City of Moorhead plans to demolish the Minnesota Relay center and other adjacent buildings located on a 23-acre tract to make way for a proposed \$50 million economic revitalization project.

Despite a long list of challenges, DOC-TACIP, Office of the Attorney General, Minnesota Department of Administration, CSD, Sprint, City of Moorhead, and the project's developers worked diligently to arrive at a solution to relocate the relay center within the new development's proposed office complex. The project's developers agreed to demolish the relay center last and build the proposed office complex first, thus enabling the Minnesota Relay to make a seamless transition from their old location to the new office complex on February 20, 2002.

Obtaining brand new office space designed specifically for the Minnesota Relay also allowed for a center expansion from 70 workstations to 105 workstations. This expansion created many more jobs, and allowed the Moorhead center to process relay calls originating from the other 32 states and jurisdictions in which Sprint is the TRS provider. The Moorhead center currently employs 142 full-time CAs, 95 part-time CAs, and 17 administrative and management staff. *In 2004, the Moorhead center processed a total of 5,817,884 relay calls; 1,096,870 were for Minnesota consumers.*

Also, due to the expanded number of workstations and the professionalism and competence of the Moorhead center CAs, the Minnesota Relay was given the responsibility of serving as the back-up center for the Federal Relay Service. Minnesota Relay's services were first engaged by the Federal Relay on July 16, 2002, and these services will continue into the foreseeable future.

Effective August 1, 2002, the name of the TACIP program was changed to Telecommunications Access Minnesota (TAM). DOC sought the name change at the request of consumers objecting to the inclusion of the word "impaired" in the TACIP acronym.

The Minnesota Relay and TED Program, as well as the administrative expenses of DOC-TAM, are funded by a \$0.10 surcharge on all wired and wireless access lines in the state of Minnesota.

The procedures and remedies for enforcing any requirements imposed by the Telecommunications Relay Services program fall under Minnesota Stat. §237.50-.57 and Minnesota Rules, Chapter 8775 (Appendix A).

This annual report is submitted to the Minnesota Public Utilities Commission in accordance with Minnesota Stat. §237.55, and provides information on the major activities of DOC-TAM during the year 2004. This report also comprises information on the operations of the Minnesota Relay and TED Program, as well as budgetary and statistical data.

## TELECOMMUNICATIONS ACCESS MINNESOTA

### *TAM Administration*

The Minnesota Relay and Telephone Equipment Distribution (TED) Program are administered by the Telecommunications Access Minnesota (TAM) program within the Department of Commerce (see organizational chart in Appendix B). The relay center is provided to the state under contracts with Communication Service for the Deaf and Sprint Communications Company, LP. The TED Program is provided to the state under an interagency agreement with the Department of Human Services. The TAM administrator manages all vendor contracts and interagency agreements to ensure the provision of the Minnesota Relay and TED Program.

### *TAM Funding*

The Minnesota Relay and TED Program, as well as the administrative expenses of DOC-TAM, are funded by a \$0.10 fee charged monthly to each wired and wireless telephone access line in the state.

Minnesota Stat. §237.49 states that “Each local telephone company shall collect from each subscriber an amount per telephone access line representing the total of the surcharges required under sections 237.52, 237.70, and 403.11. Amounts collected must be remitted to the commissioner of public safety in the manner prescribed in section 403.11. The commissioner of public safety shall divide the amounts received proportional to the individual surcharges and deposit them in the appropriate accounts. The commissioner of public safety may recover from the agencies receiving the surcharges the personnel and administrative costs to collect and distribute the surcharge. A company or the billing agent for a company shall list the surcharges as one amount on a billing statement sent to a subscriber.”

TAM surcharges collected from telephone access lines are deposited into a dedicated account. Minnesota Stat. §237.52, Subd. 1, states “A telecommunications access Minnesota fund is established as an account in the state treasury. Earnings, such as interest, dividends, and any other earnings arising from fund assets, must be credited to the fund.”

Minnesota Stat. §237.52, Subd. 2, states “The commissioner of commerce shall annually recommend to the commission an adequate and appropriate surcharge and budget to implement sections 237.50 to 237.56. The Public Utilities Commission shall review the budget for reasonableness and may modify the budget to the extent it is unreasonable. The commission shall annually determine the funding mechanism to be used within 60 days of receipt of the recommendation of the department and shall order the imposition of surcharges effective on the earliest practicable date. The commission shall establish a monthly charge no greater than 20 cents for each customer access line, including trunk equivalents as designated by the commission pursuant to section 403.11, subdivision 1.”

Minnesota's Telecommunications Relay Services (TRS) program observes all jurisdictional separation of costs as required by the Federal Communications Commission's 47 C.F.R § 64.604(c)(5), Section 410 of the Communications Act of 1934, Minnesota Stat. § 237.10 and Minnesota Rules, Chapter 7810.6400. All Minnesota Relay intrastate and interstate minutes are reported separately and distinctly to the state and are included in monthly Sprint invoices.

The local and intrastate minutes, including 49 percent of toll free and 900 minutes, are reimbursed through a fund established by the Minnesota Legislature. In accordance with Minnesota Stat. § 237.52, Subd. 3, "Every telephone company or communications carrier that provides service capable of originating a telecommunications relay call, including cellular communications and other nonwire access services, in this state shall collect the charges established by the commission under subdivision 2 and transfer amounts collected to the commissioner of public safety . . ." The interstate and international minutes, including 51 percent of toll free and 900 minutes, are reimbursed by the TRS Interstate Fund administered by the National Exchange Carrier Association (NECA).

Costs for interstate and intrastate Video Relay Service (VRS) and Internet Protocol Relay (IP Relay) access and usage are recovered from the TRS Interstate Fund. Please note: VRS and IP Relay are not mandated by the FCC and are not currently provided on Minnesota's TRS platform. However, VRS and IP Relay are fully accessible to Minnesota consumers (free of charge) through a number of providers who offer these services nationwide.

### ***Population Served***

TAM serves Minnesotans who are deaf, deaf-blind, hard-of-hearing, speech disabled and mobility impaired.

In 2001, the U.S. Bureau of the Census set the general population in Minnesota to be approximately 5 million. Using this figure, it is estimated that 500,000 Minnesotans have some hearing loss; 70,000 are deaf and 430,000 are hard-of-hearing.

There are approximately 29.4 million deaf and hard-of-hearing people in the United States (about 1 in 10). Total or partial hearing loss is the most common disability in the country, and the numbers are likely to rise significantly with the aging of 76 million baby boomers. Hearing loss among those aged 46 to 64 has increased 26 percent over previous generations according to the National Health Interview Survey conducted by the National Center for Health Statistics. The significant increase in "premature" hearing loss can be attributed to baby boomer's greater exposure to loud noises (such as rock concerts, traffic, power tools, headsets, and the vast array of other electronics) than previous generations. According to statistics, there are more baby boomers with hearing loss (10 million) than there are people over the age of 65 with hearing loss (9 million)<sup>1</sup>.

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<sup>1</sup> Statistics cited by Starkey Laboratories (largest manufacturer of hearing aids in the United States).

Specific statistics on speech- and mobility-impaired individuals are not readily available. However, in 1997 the U.S. Bureau of the Census estimated that 2,270,000 Americans age 15 and above have difficulty with speech<sup>2</sup>, and that there were approximately 101,439 Minnesotans with a mobility limitation in 1990.

Hearing loss, speech impairments and mobility limitations affect more than just the people who are impaired. Individuals who are hearing, speech or mobility impaired have people in their lives with whom they need to communicate: family members, friends, co-workers, businesses, medical and emergency service personnel. The Minnesota Relay and TED Program help to insure that *all* Minnesotans are able to stay connected to people who are important in their lives.

### ***TAM's Goal***

TAM's goal is provide Telecommunications Relay Services that are in full compliance with the requirements and intent of Title IV of the Americans with Disabilities Act of 1990, 47 U.S.C. § 225, and Federal Communications Commission regulations at 47 C.F.R. § 64.601 - 64.605, and Minnesota regulations. TAM strives to continually improve the Minnesota Relay and TED Program, and to not only meet the needs and expectations of Minnesotans, but to exceed them.

Given that CSD and Sprint are national leaders in the TRS industry and have the largest nationwide market share in the provision of TRS, DOC-TAM believes that Minnesota Relay has one of the most technologically advanced and reliable relay centers in the nation.

### ***Role of the Public Utilities Commission***

In accordance with Minnesota Stat. §237.55, DOC-TAM must submit its annual report to the Minnesota Public Utilities Commission (PUC). Each report must review the accessibility of the telephone system for users of the Minnesota Relay and the TED Program. In addition, the annual report includes a description of services provided by both the Minnesota Relay and TED Program, funds received and distributed annually for each component of the program, and plans for future operations.

DOC-TAM also submits its annual budget and surcharge recommendations to the PUC for approval. The commission reviews the TAM budget recommendations for reasonableness and may modify the budget to the extent it is determined unreasonable.

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<sup>2</sup> Disability status of the civilian non-institutionalized population.



## MINNESOTA RELAY PROGRESS

### *Captioned Telephone (CapTel) Relay Service*

TAM participated in a CapTel trial from April 1, 2003, through January 31, 2004. The purpose of this trial was to evaluate CapTel technology for potential use as an additional form for providing TRS in Minnesota.

CapTel functions much the same as a standard telephone but enables users to listen to their telephone conversations while at the same time receiving word for word captions of everything the other person says throughout the call. The captions are generated through a captioning service that uses a communication assistant and the latest in voice recognition technology to transcribe the called party's voice into written text. The text appears on the CapTel's display in near real-time to the speed of the spoken words.

The FCC has determined captioned telephone service to be an enhanced form of Voice Carry Over (VCO), and states in Section III (A)(16) of its Declaratory Ruling (CC Docket No. 98-67) adopted July 25, 2003, that captioned telephone service “. . . is less intrusive and more natural for call participants, and that users who become hearing impaired later in life may find it easier to adjust to captioned telephone VCO service than to traditional TRS services. Therefore, captioned telephone VCO service will reach a segment of the population that has traditionally not been well serviced by current TRS options. . . . We believe that captioned telephone service will provide greater functional equivalence for those people who prefer VCO TRS and use this technology.”

After reviewing the positive consumer response during the CapTel trial, DOC-TAM determined it was in the best interest of Minnesotans with hearing loss to continue providing CapTel services. In February 2004, DOC-TAM contracted with Sprint for the provision of captioned telephone services on a full-time basis. The current CapTel contract expires on June 30, 2006.

During the trial, captioned telephone relay calls were not required to be compliant with FCC TRS mandatory minimum standards, and the relay service was available for only a limited number of hours per day. As required by the full-service captioned telephone contract, CapTel calls are now required to meet TRS mandatory minimum standards as directed by the FCC's Declaratory Ruling (cc Docket No. 98-67) adopted July 25, 2003, and CapTel relay is available 24 hours per day/365 days per year.

CapTel usage has increased from 1,067 calls totaling 3,386 session minutes of service in April 2003, to 12,530 calls totaling 41,436 session minutes of service in December 2004. A CapTel Call Volume chart is provided in Appendix C.

## *Future Minnesota Relay Operations*

### **Video Relay Service and Internet Protocol Relay**

In a March 2000 Order, the FCC concluded that Video Relay Service (VRS) was a form of TRS, and though the provision of VRS is not required, the FCC permitted VRS intrastate and interstate minutes of usage to be reimbursed from the Interstate TRS Fund.<sup>3</sup> The Commission explained that the special funding arrangement was temporary and intended to speed the development of VRS.

Similarly, in an April 2002 Order, the FCC determined that Internet Protocol (IP) Relay falls within the statutory definition of TRS, and because there is currently no automatic means for determining whether a call made via IP Relay is intrastate or interstate, the FCC authorized, on an interim basis, recovery of all costs of providing IP Relay from the Interstate TRS Fund.<sup>4</sup>

Because VRS and IP Relay are not currently mandated by the FCC as required forms of TRS, and because all costs for the provisions of VRS and IP Relay are reimbursed to providers through the Interstate TRS Fund, DOC-TAM does not currently contract for these services. As such, DOC-TAM is unable to obtain *state specific* data on current minutes of usage. However, certain nationwide VRS and IP Relay usage statistics are provided below.

On May 3, 2004, pursuant to 47 C.F.R. Section 64.605(c)(5)(iii)(H), the Interstate TRS Fund administrator, NECA, submitted the annual payment formula and fund size estimated for the Interstate TRS Fund for the period July 1, 2004, through June 30, 2005. NECA projects **15.1 million** VRS minutes of usage (includes both intrastate and interstate minutes nationwide) during the current fund year. The VRS per minute of use reimbursement rate for this fund year is \$7.596.<sup>5</sup> The projected minutes of usage for VRS represents an increase of 621% from the previous year.

NECA projects **86.7 million** IP Relay minutes of usage (includes both intrastate and interstate minutes nationwide) during the current fund year. The IP Relay per minute of usage reimbursement rate for this fund year is \$1.398.

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<sup>3</sup> Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CC Docket No. 98-67, *Report and Order and Further Notice of Proposed Rulemaking*, 15 FCC Rcd 5140 (2000), released March 6, 2000.

<sup>4</sup> Improved Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, Petition for Clarification of WorldCom, Inc., CC Docket No. 98-67, *Declaratory Ruling and Second Further Notice of Proposed Rulemaking*, 17 FCC Rcd 7779 (2002) (*IP Declaratory Ruling & Second FNPRM*), released April 22, 2002.

<sup>5</sup> Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CC Docket No. 98-67, *Order*, Adopted December 29, 2004; Released December 30, 2004.

According to NECA's May 2004 TRS Status Report, the total minutes of IP Relay usage in March 2004 was 5,234,048, which is more than double the 2,167,955 minutes of traditional TRS.

On June 30, 2004, the FCC released a Report and Order, Order on Reconsideration, and Further Notice of Proposed Rulemaking (FNPRM), FCC 04-137. In this Order, the FCC sought public comment on various matters concerning VRS and IP Relay, including what mechanism might be adopted to satisfy the statutory requirement that "costs caused by interstate [TRS] shall be recovered from all subscribers for every interstate service and costs caused by intrastate [TRS] shall be recovered from the intrastate jurisdiction."<sup>6</sup> The FCC also sought comments on whether the provision of VRS and IP Relay should be included as mandatory forms of TRS.

Though the FCC has not yet mandated VRS and IP Relay, and has not determined future cost recovery methodologies for these services, it would appear that in the near future state TRS programs will be responsible for the intrastate portion of the cost to provide these services. As VRS and IP Relay are very popular forms of TRS (apparent by the rapidly increasing minutes of usage for these services), and as the current VRS reimbursement rate is more than 5 times that of traditional TRS and IP Relay services, a decision by the FCC to mandate VRS and IP Relay and require individual state programs to be responsible for the intrastate portion of the costs to provide these services would greatly impact the TAM fund and surcharge amount.

#### **Minnesota Relay Request for Proposal**

Current contracts for the provision of the Minnesota Relay (including CapTel and the Consumer Relations Office) expire on June 30, 2006. In 2005, DOC-TAM will release a Request for Proposal for the provision of statewide Telecommunications Relay Services.

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<sup>6</sup> 47 U.S.C. § 225(d)(3)(B).

## MINNESOTA RELAY SERVICES PROVIDED

Minnesota Relay provides 24 hour, 7 day-a-week Telecommunications Relay Services (TRS) for standard (voice), Text Telephone (TTY), wireless, or personal computer (PC) users to place local, intrastate, interstate, and international calls. Minnesota Relay also processes calls to directory assistance, toll free and pay-per-call numbers. There are no restrictions on the duration or number of calls placed by a relay user.

### *Minnesota Relay Features*

- **7-1-1 Dialing Shortcut** – allows relay users to simply dial 7-1-1, nationwide, and be connected to the relay center in the state they are located.
- **Access to 900 Service** – allows Minnesota Relay users to access 900 number pay-per-call services.
- **Access to Restricted 800/877/888 Numbers** – Minnesota Relay TTY users are able to reach regionally restricted 800, 877, and 888 numbers and business offices of local telephone companies that have special prefixes, all of which would normally be accessible to the TTY user in their calling area.
- **Answering Machine Retrieval** – TTY users can request a CA to retrieve messages from the user's voice answering machine or voice mail.
- **ASCII Split Screen** – allows high-speed ASCII computer users and CAs to type and communicate more clearly and quickly. Similar to voice-to-voice conversation, ASCII Split Screen provides interrupt capability, when appropriate, for the ASCII user and the voice party.
- **Automated Number Identification (ANI)** – With ANI, the originating telephone number appears automatically on the CA's monitor.
- **Branding of Call Type** – Minnesota Relay has the ability to automatically record and store user's preferred custom calling information (e.g., Baudot, ASCII, voice, TTY, VCO, or HCO), which is determined by the most recent call placed by the relay user. The relay user's next call is then answered and set-up using automatically programmed information.
- **Call Blocking** – If desired, relay users are able to include in their customer database telephone numbers they want blocked. Call blocking prevents unwanted calls from being placed.
- **Call Release** - allows the CA to sign-off or be "released" from the telephone line after the CA has set up a telephone call between the originating TTY caller and a called TTY party, such as when a TTY user must go through a TRS facility to contact another

TTY user because the called TTY party can only be reached through a voice-only interface, such as a switchboard.

- **Caller ID** – Calls placed through Minnesota Relay will provide the originating calling party number (ANI), or caller ID information, through the local exchange carrier for all local and most long distance calls.
- **Captioned Telephone (CapTel) Service** – allows individuals with some degree of hearing loss to listen to their phone conversations, and also receive written captions on the phones text display of everything the other person says throughout the call. The captions are generated through a captioning service that uses the latest in voice recognition technology to transcribe the called party's voice into written text.
- **Carrier of Choice (COC)** – allows relay users to choose their preferred carrier for intrastate, interstate, and international calls. This requires the user's COC to enter into a billing and collection agreement with Sprint.
- **Cellular/PCS Phone Access** – allows cellular customers to reach the Minnesota Relay's toll-free number(s) to complete relay calls.
- **Customer Database (CDB)** – offers relay users numerous ways to automatically expedite the initiation of custom calls. These pre-selected customer calling features include, but are not limited to: communication modes (TTY, Voice, ASCII), carrier of choice, preferred billing method, frequently dialed numbers, emergency numbers, call block, etc.
- **Directory Assistance** – A CA will relay Directory Assistance (DA) calls between TTY users and the Local Exchange Carrier (LEC) DA operator. Once the caller makes the DA request, the CA will contact a LEC DA operator. After obtaining the number, the caller may choose to place the call through the relay or dial it directly, i.e., TTY to TTY. (Note: DA is often subject to charges by the caller's local telephone service provider.)
- **Deaf-Blind Transmission Speed** – A modification of the default transmission speed for Telebraille users. Instead of the default setting at 45 words per minute, the transmission speed has been reduced to 15 wpm, with system capability to increase or decrease transmission speed by 5-wpm increments.
- **Emergency Assistance** – Although relay users are discouraged from placing 911 calls through the relay, calls *are* placed at the caller's request. Through Sprint's E911 database, CAs use a "hot button" to automatically place a call to the most appropriate Public Safety Answering Point.
- **Enhanced Turbo Code (E-Turbo™)** - allows TTY callers to automatically submit dialing and call set-up instructions when they dial into Minnesota Relay. This significantly reduces the amount of time necessary for the CA to set-up and process the

outbound call. The result is that the TTY caller is connected to their desired party at a speed that is functionally equivalent to that of a non-relay call. Not only are TTY callers pleased with the speed in which calls are processed, but due to the reduced call set-up time, there are also fewer billable minutes charged to the state for session minutes.

- **Error Correction** – This feature automatically corrects many typographical errors and spells out non-TTY abbreviations that may be used by the CA in voice-to-text transliteration.
- **Flexible Billing** – allows Minnesota Relay users to complete calls from anywhere in the world with a valid Minnesota third-party billing capability.
- **Gender ID** – This feature automatically matches relay user's gender with the gender of a CA. For example, the user has the option of allowing Minnesota Relay to use the caller's Customer Database information to automatically match the CA's gender to their own.
- **Hearing Carry Over (HCO)** – A speech-impaired person with hearing capability may request HCO, which will enable the speech-impaired person to directly hear what the other party is saying and type back messages that will be spoken by the CA. HCO to HCO allows relay users access to HCO users at both ends of a relay call.
- **Hearing Carry Over to TTY** – allows HCO relay users to listen while the CA is reading/voicing TTY users' typed message. The HCO user types his/her conversation directly to the TTY user.
- **Intelligent Call Router** – Technology that automatically and seamlessly routes relay calls to the first available English or Spanish speaking CA in the network.
- **International Calls** – allows the relay user to place and receive calls to and from anywhere in the world (using English or Spanish languages only).
- **Internet Protocol (IP) Relay**- allows anyone with an Internet Service Provider account to make IP Relay calls 24 hours a day, 7 days a week. Relay users are able to access IP Relay from home, work, libraries, online cafes, Personal Communications Service handsets, and Personal Digital Assistant devices – anywhere with a computer and Internet access. There is no charge to use IP Relay and even long distance calls are free. IP Relay allows the user to make calls in English, Spanish, or French Creole, and also make two-line Voice Carry Over (VCO) calls.
- **Last Number Redial** – allows relay users to call the last person dialed through the relay without having to provide the last telephone number dialed to the CA.

- **Recording Machine Capabilities** – allows CAs to record and play back audio-text interaction messages to reduce numerous callbacks to convey entire messages to calling parties.
- **Roaming Services** – allows Minnesota Relay user's calls to originate and terminate outside of Minnesota.
- **Spanish Relay** – Spanish Relay works the same way that English speaking relay does. The CA can relay calls between two Spanish speaking persons, *or* between a Spanish speaking person and an English speaking person as long as at least one caller uses a TTY.
- **Speech Disabled Indicator** – The command (S) typed by a speech-disabled person would inform the CA that a speech-disabled person is on-line.
- **Speech-to-Speech** – allows a speech-disabled person to voice their conversation with assistance, or have their conversation voiced entirely for them. A CA revoices the words of the person with a speech disability or revoices the user's speech synthesizer output to the called party.
- **Speech-to-Speech Spanish** – Spanish speech disabled relay users who prefer to use their voice with varying levels of assistance may call the STS relay number and request a Spanish speaking CA to revoice their call.
- **Transfer Gate Capabilities** – The relay's ability to transfer relay callers to English TTY Operator Service and English or Spanish relay 24-hour customer service.
- **TTY Operator Services** – TTY Operator Service is available to complete a TTY to TTY call, obtain directory assistance information, or receive credit for erroneous billing. The toll free number is 1-800-855-4000.
- **Turbo Code Capability** – allows users to send information at the same speed it is typed, resulting in a more natural conversational flow and the ability to interrupt one another.
- **Variable Time Stamp Macro** – This macro enables the relay caller to know when their called party has disconnected from the call.
- **Voice Carry Over (VCO)** – allows hard-of-hearing users to speak directly to a hearing person. To process this type of call, the CA types what the hearing user says and allows the hard-of-hearing user to speak directly to a hearing person.
- **Two-Line VCO** – allows VCO users to communicate using a VCO phone or personal computer with ASCII capability and a second line with conference calling capabilities.

- **VCO to HCO** – allows VCO users to communicate directly with HCO users. The hard-of-hearing or deaf caller speaks directly to the speech-impaired person, and the CA then types what the speech-impaired person says to the deaf or hard-of hearing person.
- **VCO to TTY** – allows VCO users to communicate with TTY users through the relay when both parties are using TTY devices. To process this type of call, the CA types the VCO user's spoken message to the TTY user and the TTY user types directly back to the VCO user.
- **VCO to VCO** – allows relay access to VCO users at both ends of the relay call.
- **VCO-With-Privacy-and-No-GA** – allows VCO users to use the standard VCO feature without needing to say "Go ahead", or "GA". Additionally, the CA does not listen to the VCO user's spoken words. Ordinarily, VCO users need to say "GA" so that the CA knows that it is the other party's turn to speak. With this feature the caller and the called parties do not say "GA." The responsibility for taking turns when speaking rests entirely upon the calling and called parties because the CA does not hear what the VCO user says.
- **Video Relay Service (VRS)** – VRS enables the use of American Sign Language (ASL) in visual conversations over special phone terminals or computers with a video camera and high speed internet access. VRS allows callers to use ASL to converse with a video interpreter via a video link. The interpreter then translates ASL into spoken language or text for communications with standard voice or TTY users. VRS users are able to impart facial expressions and "tone", and are able to interject into a conversation as needed; capabilities that are difficult or impossible with TTY conversations. Also, VRS allows individuals who may not be able to use the traditional relay due to difficulties typing or spelling on a TTY, such as young children that can sign but not type, an opportunity to access the telecommunication network.
- **Voice Call Progression** – allows voice or HCO callers to listen during call set-up (i.e., ringing or busy).

### *Call Volumes*

In 2004, traditional Minnesota Relay calls averaged 91,406 calls per month, Speech-to-Speech averaged 807 calls per month, and CapTel averaged 7,508 calls per month. Minnesota Relay traditional monthly call volumes for 2004, yearly call totals for 1997-2004, 2004 call volume by type, and 2004 calls by calling device are provided in Appendix D.

Minnesota Relay traditional TRS call volume continued to decrease in 2004. This decrease can primarily be attributed to the introduction of IP Relay and Video Relay Services in 2002, the introduction of captioned telephone relay service in 2003, and the increasing reliance on e-mails and text messaging as communication resources.



## ACCESSIBILITY OF TELECOMMUNICATIONS NETWORK

### *Minnesota Relay Facilities*

Minnesota Relay is available 24 hours a day, 365 days a year. The relay service facility, provided by Sprint, uses the Rockwell Galaxy ISS 3000 switching system. The switch is an all-digital, state-of-the-art system that provides caller accessibility in excess of 99.99 percent. All major systems and components are redundant, which minimizes the dropping of calls originating or terminating in Minnesota.

The Minnesota Relay center utilizes both Uninterruptable Power Source (UPS) and backup power generators to ensure that the relay has uninterrupted power, even in the event of a power outage. UPS is used only long enough for the backup power generators to come on line – within a few minutes. The backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. The generators can stay in service for longer periods of time as long as fuel is available. In the event of a power outage, the UPS and backup power generator ensure seamless power transition until normal power is restored. While this transition is in progress, power to all of the basic equipment and facilities essential to the relay center's operation is maintained. This includes:

- Switch system and peripherals
- Switch room environmentals
- CA positions (consoles/terminals and emergency lights)
- Emergency lights (self-contained batteries)
- System alarms
- Call detail record recording

As a safety precaution (in case of a fire during a power failure), the fire suppression system is not electrically powered. Once the back-up generator is on line, stable power is established and maintained to all TRS system equipment and facility environmental control until local utility power is restored.

### *Transmission Circuits*

Sprint is a certified interexchange carrier in all 50 states. Using Sprint's nationwide all digital fiber-optic network, transmission circuits meet, if not exceed, industry interexchange performance standards for circuit loss and noise.

Sprint's Synchronous Optical Network (SONET) provides Minnesota Relay with the ability to operate on transmission circuits that form a "self-healing" ring. The SONET ring is a portion of Sprint's fiber-optic network set-up in a ring, loop, or circle to provide survivability for that portion of the Sprint network. The Minnesota Relay is, therefore, linked to a coast-to-coast telecommunications route, which ensures voice, data, and video services without interrupting the call. This ensures that Minnesota Relay calls are

safeguarded by automatically rerouting service around disruptions in approximately 60 milliseconds.

### ***7-1-1 Dialing Access***

As of October 1, 2001, relay users are able to access TRS by simply dialing 7-1-1. On August 9, 2000, the FCC released the Second Report and Order concerning Nationwide 7-1-1 Access to TRS (CC Docket No. 92-105). The Order required all common carriers, wireless providers, payphone vendors, and Private Branch Exchange (PBX) vendors to provide 7-1-1 dialing access to relay services on or before October 1, 2001.

Currently, 56 percent of Minnesota Relay calls are being placed using this dialing shortcut. Relay users are still able to access Minnesota Relay by dialing the original 10 digit toll-free numbers.

### ***Handling of Emergency Calls***

Minnesota Relay uses a system for incoming emergency calls that automatically and immediately transfers the relay user to the appropriate Public Safety Answering Point (PSAP). Minnesota Relay considers an emergency call to be one in which a relay user indicates the need to connect to the police department, fire department, paramedics, or ambulance. The following steps will be taken to connect the caller to the appropriate PSAP:

- The CA, when told by a TTY/ASCII user (non-voice) that an emergency exists, will depress a "hot key".
- The CA's terminal instantly sends a query to the E911 database containing the caller's geographic area Automatic Number Identification (ANI).
- The database responds with the telephone number of the PSAP that covers the geographic source of the call, and then, automatically dials the PSAP number and passes the caller's ANI to the E911 service center.

The CA remains on the line until emergency personnel arrive on the scene unless previously released by the caller. The CA also verbally passes the caller's ANI onto the E911 center operator. If the inbound relay caller disconnects prior to reaching E911, the CA will stay on the line to verbally provide the caller's ANI to the E911 center operator.

### ***Speed of Answer***

Minnesota Relay meets the FCC mandatory minimum standard for TRS speed of answer [FCC 47C.F.R. § 64.604(b)(2)], which states that "TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold." DOC-TAM's TRS contract with Sprint requires a higher standard than mandated by the FCC, requiring that 90% of Minnesota Relay calls be answered within 10 seconds. In 2004, Minnesota Relay's average speed of answer was 2.2 seconds, and the average service level was 95

percent (see Appendix E for charts demonstrating monthly average speed of answer and service levels).

Minnesota Relay is equipped with sufficient facilities to provide a Grade of Service (GOS) of P.01 or better for calls entering the Minnesota call center switch equipment.

### ***Equal Access to Interexchange Carriers***

Minnesota Relay users are able to have their intrastate, interstate and international calls carried by any interexchange carrier who has agreed to participate in the Minnesota TRS Carrier of Choice (COC) program. When a caller indicates their COC preference, the CA will verify that the requested carrier is a COC participant; if they are, the call will be routed accordingly. Callers will be able to use any billing method made available by the requested carrier including collect, third party, prepaid and calling cards.

The current participating members of Minnesota Relay's Carrier of Choice program are:

- AT&T Communications
- Broadwing Communications
- Broadwing Telecommunications
- Excel Telecommunications, Inc.
- Global Crossings
- LDDS
- MCI
- McLeod USA
- Metromedia
- OPEX Long Distance
- Qwest
- SBC
- Sprint
- Telegroup
- Touch America
- US Link
- VarTec Telecom, Inc.
- Verizon Long Distance
- WiTel
- Working Assets
- WorldCom
- 10-10-220 (Telecom USA/ MCI)
- 10-10-275 (WorldxChange)
- 10-10-321 (Telecom USA/ MCI)
- 10-10-502 (WorldxChange)
- 10-10-629 (WorldxChange)
- 10-10-636 (Clear Choice Five Talk)
- 10-10-752 EXCEL
- 10-10-781 (WorldxChange)
- 10-10-811 (VarTec FiveLine)
- 10-10-834 (WorldxChange)

If a Minnesota Relay caller does not indicate a COC preference to the CA, either on-line or in their customer database, or if their preferred carrier is not a COC participant, the call will be carried over the Sprint network. As with long distance calls carried by Sprint, most COC participants limit billing methods based on the type of line from which the call originates.

When a requested carrier is not a COC participant, Sprint has established a procedure where the carrier will be notified, verbally and in writing, of its obligation to provide access to TRS users and encourage their participation in the COC program.

## *Rates*

Minnesota Relay users are charged no more for services than those charges paid by standard "voice" telephone users. Minnesota Relay users who select Sprint as their interstate carrier will be rated and invoiced by Sprint. Users who select a preferred interstate carrier via the Minnesota Relay COC list will be rated and invoiced by the selected interstate carrier. Minnesota Relay users calling long distance are only billed for conversation time.

## *Consumer Complaints*

In 2004, Minnesota Relay received complaints on less than 1 percent of relay calls (1,196,647 calls were relayed and only 56 complaints were filed).

Minnesota Relay users have the option of calling the TAM administrator (800-657-3599), Minnesota Relay Consumer Relations Office (800-657-3775), Sprint's Minnesota account manager (217-698-4031), or Sprint's 24-hour customer service line (1-800-676-3777) to file a complaint or commendation. Or, a user may request to speak to a relay supervisor during or immediately after a relay call. In addition, the CA has the capability to transfer the caller on-line to Sprint's customer service department.

Sprint provides copies of each TRS Customer Contact form, which includes the date the complaint was filed, an explanation of the complaint, the date the complaint was resolved, an explanation of the resolution and any other pertinent information to the TAM administrator. Further, Sprint and the Consumer Relations Office (CRO) maintain a log of each individual complaint and provide comprehensive reports on a monthly and annual basis to the TAM administrator.

All complaints received are recorded, tracked, and added to the annual complaint log summary for submission to the FCC no later than June 30<sup>th</sup> of each year (FCC Docket 98-67).

In the event that DOC-TAM fails to take action within 180 days after a complaint is filed about Minnesota Relay, the FCC shall exercise jurisdiction over the complaint. Failure to meet the deadlines for complaint resolution may adversely affect the continued certification of Minnesota Relay [see C.F.R. § 64.605(c)(6)(iii)].

## CONSUMER RELATIONS OFFICE

Minnesota Relay outreach is provided through Minnesota Relay's Consumer Relations Office (CRO). The CRO's two main responsibilities are to educate the public about TRS and the Minnesota Relay, and to receive/resolve consumer complaints. The CRO currently consists of a senior manager who handles consumer questions/complaints, office administration, and oversees outreach programs, and two outreach specialists who conduct relay education, demonstrations and equipment training.

In 2004, DOC-TAM began a CapTel outreach campaign that included the development of a CapTel brochure and PowerPoint presentation, contributed articles in local publications and senior living newsletters, and print advertising (see ad in Appendix F). In July 2004, the CRO began concentrating outreach efforts on late-deafened and hard-of-hearing consumers who may not be familiar with relay services, but could benefit from CapTel. Targeted demographics include seniors and their adult children/caregivers, senior living facilities, and consumer/medical organizations that offer support and services to deaf and hard-of-hearing persons. The CRO conducted many one-on-one CapTel demonstrations and in-home training.

Outreach activities include the following:

- Contacting organizations to schedule presentations and/or to provide them with written information on Minnesota Relay services.
- Contacting hospitals, nursing homes, rehabilitation facilities, and other medical facilities to schedule presentations and/or to provide printed materials.
- Conducting presentations on a continual basis to American Sign Language I class students (i.e. at the University of Minnesota).
- Staffing a booth at exhibitions, seminars and the Minnesota State Fair (the Minnesota Relay booth was visited by 12,500 people during the 2004 State Fair).
- Conducting one-on-one training sessions for individuals who are having trouble using specialized telephone equipment (i.e. TTY's, amplified telephones, VCO telephones, CapTel).
- Conducting "drop-in" visits at organizations that serve communications-impaired persons.

Outreach presentations vary depending on audience needs. A typical presentation begins with background on the presenter, and then consists of an introduction to relay (including a video), an overhead slide or PowerPoint presentation, demonstration of equipment, distribution of relay brochures and related materials, and question/answer time.

When presenting to a deaf or hard-of-hearing audience, more time is spent detailing the types of relay services that would be more applicable to their needs, such as Two-Line Voice Carry Over and Answering Machine Retrieval use.

When presenting to children, outreach staff makes learning fun by singing and signing the ABC's. A TTY is brought in for the children to type on and the process of calling a Deaf friend is discussed and demonstrated. ASL bookmarks are distributed and the children are encouraged to ask questions.

*In 2004, the CRO staff conducted 437 presentations reaching more than 21,700 Minnesotans.*

Reports containing the CRO's outreach efforts are compiled monthly and forwarded to the TAM administrator. The CRO's monthly outreach summaries for 2004 are attached in Appendix G.

Outreach materials available from the Minnesota Relay Consumer Relations Office include:

- Minnesota Relay Brochure (English & Spanish)
- Voice Carry Over Brochure (English & Spanish)
- Speech-to-Speech Brochure (English & Spanish)
- Hearing Carry Over Brochure
- CapTel Brochure
- Minnesota Relay Bookmarks
- Minnesota Relay St. Paul/Minneapolis Area Code Wallet Map
- Speech-to-Speech Outreach Informational Folder

## TELEPHONE EQUIPMENT DISTRIBUTION PROGRAM

The Telephone Equipment Distribution Program (TED Program) is responsible for distributing telecommunication devices to income eligible Minnesotans, informing communication-impaired persons of services available through the program, and providing training in the use of the telecommunication devices. Minnesota Stat. §237.50, Subd. 3 defines “communication-impaired” to mean “certified as deaf, severely hearing impaired, hard-of-hearing, speech impaired, deaf and blind, or mobility impaired if the mobility impairment significantly impedes the ability to use standard customer premises equipment.”

The TED Program is administered through an interagency agreement between the Department of Human Services (DHS), Deaf and Hard of Hearing Services Division (DHHSD) and DOC-TAM. DHHSD provides access to an established network of eight regional service centers around the state and has professional staff experienced in working with communication-impaired persons. Each of the regional service centers has an advisory committee that meets quarterly. During these meetings, consumer feedback is collected about both the TED Program and the Minnesota Relay.

TED Program services are provided through six of the DHHSD regional offices: Duluth, Fergus Falls, Mankato, St. Cloud, Rochester and St. Paul. An organizational chart for DHHSD is included in this report as Appendix H.

### *Authority to Provide Equipment*

Minnesota Stat. §237.51, Subd. 5(3) provides the Department of Human Services with the authority to established specifications for special communication devices to be purchased under section 237.53, Subd. 3. This authorizes the Department to evaluate and purchase common devices that are beneficial to eligible persons under its distribution program.

The types of equipment distributed include, but are not limited to:

- Telecommunication Devices for the Deaf (TTYs/TDDs)
- Amplified Telephones (both hearing and voice)
- Ring Signaling Devices (auditory, visual and tactile)
- Voice Carry Over Phones
- Hearing Carry Over Phones
- CapTel Phones
- Remote Control Speaker Phones
- TTYs with Large Visual Display
- Braillephones

## *Program Outreach*

DHHS is responsible for the promotion of TED Program services and activities. In 2004, TED Program outreach specialists began conducting more outreach by traveling to potential customers and providing information and training “face-to-face”. While Web sites, e-mails and telephone calls can be an efficient, effective and convenient way of providing information, TED Program specialists found that many consumers have a more positive experience if information is provided to them in person. Traveling to consumers to provide information helps eliminate apprehension and mistrust, and results in a more personal, relaxed and productive experience for both the consumer and the program specialist.

Statistics show that there is significant hearing loss among senior citizens. Currently, one out four senior citizens is diagnosed with hearing loss, and the number of individuals with a loss of hearing is expected to rise as the baby boomer generation matures.

Program specialists have found attending senior gatherings and luncheons to be particularly successful as consumers are able to view and test various types of equipment, and provides an opportunity ask questions, one-on-one, in a setting they are comfortable with. It also allows the program specialists to formulate a clear picture of what each person’s particular needs may be and ensures the consumer will receive the most appropriate equipment to meet their needs.

2004 outreach efforts included:

- 226 presentations were conducted to groups of professionals and potential consumers.
- Advertisements were placed in various newspapers and print publications.
- Information about the TED Program was included in all literature distributed by DHHS.
- Brochures and applications were distributed to numerous service professionals and agencies.
- Earplugs were distributed at outreach booths.
- Updated Minnesota Relay and TED Program information was sent to all Minnesota telephone companies for placement in directories and newsletters.
- Mass mailings were sent to the following: senior centers, home delivered meal services, senior dining sites, workforce centers, Retired Senior Volunteer programs, Social Worker networks, park and recreational programs, statewide area Agency on Aging, and church parish nurses.
- The TED Program assistant coordinator was interviewed by the Star Program on their Internet broadcast show “Where It’s At”. The Star Program is an agency that informs the disability community about issues related to assistive technology.

The chart below lists the number of first time consumers served by the TED Program, as well as the number of new devices distributed for calendar years 1998-2004. The TED Program also provides repeat service to equipment recipients who need further assistance once the equipment is initially awarded. Consumers often contact the TED Program to



receive additional training or to exchange equipment because their needs have changed. The most common example is when a person's hearing deteriorates and they are no longer able to access the telephone with the equipment they first received.

The TED Program also provides repair and/or replacement of equipment that is no longer working properly. A portion of the over 40,431 devices the TED Program has distributed since its inception are returned each year due to equipment malfunctions.

| <u>Year</u> | <u># of initial individuals served</u> | <u># of devices distributed</u> |
|-------------|--|---------------------------------|
| 1998        | 2,069                                  | 2,120                           |
| 1999        | 2,141                                  | 2,340                           |
| 2000        | 2,105                                  | 2,695                           |
| 2001        | 1,882                                  | 2,431                           |
| 2002        | 1,913                                  | 2,584                           |
| 2003        | 1,906                                  | 2,337                           |
| 2004        | 1,988                                  | 2,485                           |

### ***Statistical Information***

A report of TED Program activities is submitted quarterly to the TAM administrator by DHHSD. The report documents outreach activity, the number of households receiving equipment, the number of individuals served and the kinds of equipment distributed. The charts provided in Appendix I show 2004 TED Program activities and types of equipment distributed.

### ***Population Served***

TED Program serves a wide range of individuals with a variety of communication needs. The average consumer served is over 70 years of age, hard of hearing, and female. In 2004, 61 percent of TED Program participants were female. 91 percent of TED Program participants are hard of hearing, 3 percent are deaf, and 6 percent have "other" communication needs (i.e. speech or mobility impairments). 70 percent of the people served by the TED Program lived outside of the seven-county metropolitan area.

### ***Future TED Program Operations***

#### **New program Database**

In 2005, the TED program plans to develop and implement a new program database. Currently, program data and documents are not centrally located and linked, thus causing the assembly and dissemination of information to be somewhat complicated, and workflow to be less efficient.

The new database will allow all program data and forms to be centrally located, will increase system integrity and security, and will be more user-friendly and efficient.

**Future Technology**

As telecommunications technology continues to develop at a rapid pace, the TED Program will monitor new products introduced into the market to ascertain their applicability to the program's mission of providing eligible Minnesotans with specialized telecommunications equipment that allows them to communicate with friends, family & businesses.

**Program Location Move**

Due to the DHS project to consolidate eight Twin Cities locations into two, the TED Program will be moving to 444 Lafayette, St. Paul, in the latter part of 2006. DHS is in the process of assembling move logistics.

## FY 2004 & FY 2005 REVENUES & EXPENDITURES

### *FY 2004 Actual*

#### **Revenues:**

|                                  |                        |
|----------------------------------|------------------------|
| Balance Forward .....            | \$3,493,602.30         |
| Income from Surcharge.....       | \$8,358,683.50         |
| Income from Interest.....        | \$51,531.02            |
| DHS/TED Cash Advance Return..... | <u>\$200,000.00</u>    |
| <b>Total Revenue .....</b>       | <b>\$12,103,816.82</b> |

#### **Expenses:**

|                                     |                       |
|-------------------------------------|-----------------------|
| TAM Administration.....             | \$205,960.31          |
| DHS/TED Contract .....              | \$1,511,693.95        |
| DHD/TED Cash Advance .....          | \$0.00                |
| DHS/TED Account Discrepancy .....   | \$9,202.83            |
| Sprint-MN Relay Contract .....      | \$2,182,495.76        |
| CSD-MN Relay Contract .....         | \$2,182,494.58        |
| CSD-Consumer Relations Office ..... | \$235,107.40          |
| CapTel .....                        | <u>\$227,368.15</u>   |
| <b>Total Expenses .....</b>         | <b>\$6,554,322.98</b> |

**Balance Forward:.....** **\$5,549,493.84**

### *FY 2005 Projected*

#### **Revenues:**

|                                  |                     |
|----------------------------------|---------------------|
| Balance Forward .....            | \$5,549,494         |
| Income from Surcharge.....       | \$6,755,000         |
| Income from Interest .....       | \$75,000            |
| DHS/TED Cash Advance Return..... | <u>\$200,000</u>    |
| <b>Total Revenue .....</b>       | <b>\$12,579,494</b> |

#### **Expenses:**

|   |                    |
|---|--------------------|
| TAM Administration.....                       | \$155,000          |
| DHS/TED Contract .....                        | \$1,621,800        |
| DHS/TED Cash Advance.....                     | \$200,000          |
| Sprint-MN Relay Contract (TRS & CapTel) ..... | \$3,500,000        |
| CSD-MN Relay Contract .....                   | \$2,200,000        |
| CSD-Consumer Relations Office.....            | <u>\$308,000</u>   |
| <b>Total Expenses .....</b>                   | <b>\$7,984,800</b> |

**Balance Forward:.....** **\$4,594,694**

# APPENDICES

# APPENDIX A

## Minnesota Statutes 2004, Chapter 237.

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237.50

237.50 Definitions.

Subdivision 1. Scope. The terms used in sections 237.50 to 237.56 have the meanings given them in this section.

Subd. 2. Repealed, 1995 c 190 s 17

Subd. 3. Communication impaired. "Communication impaired" means certified as deaf, severely hearing impaired, hard-of-hearing, speech impaired, deaf and blind, or mobility impaired if the mobility impairment significantly impedes the ability to use standard customer premises equipment.

Subd. 4. Communication device. "Communication device" means a device that when connected to a telephone enables a communication-impaired person to communicate with another person utilizing the telephone system. A "communication device" includes a ring signaler, an amplification device, a telephone device for the deaf, a Braille device for use with a telephone, and any other device the Department of Human Services deems necessary.

Subd. 4a. Deaf. "Deaf" means a hearing impairment of such severity that the individual must depend primarily upon visual communication such as writing, lip reading, manual communication, and gestures.

Subd. 5. Exchange. "Exchange" means a unit area established and described by the tariff of a telephone company for the administration of telephone service in a specified geographical area, usually embracing a city, town, or village and its environs, and served by one or more central offices, together with associated facilities used in providing service within that area.

Subd. 6. Fund. "Fund" means the telecommunications access Minnesota fund established in section 237.52.

Subd. 6a. Hard-of-hearing. "Hard-of-hearing" means a hearing impairment resulting in a functional loss, but not to the extent that the individual must depend primarily upon visual communication.

Subd. 7. Interexchange service. "Interexchange service" means telephone service between points in two or more exchanges.

Subd. 8. Inter-LATA interexchange service. "Inter-LATA interexchange service" means interexchange service originating and terminating in different LATAs.

Subd. 9. Local access and transport area. "Local access and transport area (LATA)" means a geographical area designated by the Modification of Final Judgment in U.S. v. Western Electric Co., Inc., 552 F. Supp. 131 (D.D.C. 1982), including modifications in effect on the effective date of sections 237.51 to 237.54.

Subd. 10. Local exchange service. "Local exchange service" means telephone service between points within an exchange.

Subd. 11. Telecommunication relay service. "Telecommunication relay service" means a central statewide service through which a communication-impaired person, using a communication device, may send and receive messages to and from non-communication-impaired person whose telephone is not equipped with a communication device and through which a non-communication-impaired person may, by using voice communication, send and receive messages to and from a communication-impaired person.

HIST: 1987 c 308 s 1,8; 1988 c 621 s 2; 1993 c 272 s 2-6,17;  
1995 c 190 s 1; 2004 c 228 art 1 s 74

237.51

237.51 Telecommunications access Minnesota program administration.

Subdivision 1. Creation. The commissioner of commerce shall:

(1) administer through interagency agreement with the commissioner of human services a program to distribute communication devices to eligible communication-impaired persons; and

(2) contract with a qualified vendor that serves communication-impaired persons to create and maintain a telecommunication relay service.

For purposes of sections 237.51 to 237.56, the Department of Commerce and any organization with which it contracts pursuant to this section or section 237.54, subdivision 2, are not telephone companies or telecommunications carriers as defined in section 237.01.

Subd. 2. Repealed, 1995 c 190 s 17

Subd. 3. Repealed, 1995 c 190 s 17

Subd. 4. Repealed, 1995 c 190 s 17

Subd. 5. Commissioner of commerce duties. In addition to any duties specified elsewhere in sections 237.51 to 237.56, the commissioner of commerce shall:

(1) prepare the reports required by section 237.55;

(2) administer the fund created in section 237.52; and

(3) adopt rules under chapter 14 to implement the provisions of sections 237.50 to 237.56.

Subd. 5a. Department of Human Services duties. (a) In addition to any duties specified elsewhere in sections 237.51 to 237.56, the commissioner of human services shall:

(1) define economic hardship, special needs, and household criteria so as to determine the priority of eligible applicants for initial distribution of devices and to determine circumstances necessitating provision of more than one communication device per household;

(2) establish a method to verify eligibility requirements;

(3) establish specifications for communication devices to be purchased under section 237.53, subdivision 3; and

(4) inform the public and specifically the community of communication-impaired persons of the program.

(b) The commissioner may establish an advisory board to advise the department in carrying out the duties specified in this section and to advise the commissioner of commerce in carrying out duties under section 237.54. If so established, the advisory board must include, at a minimum, the following communication-impaired persons:

(1) at least one member who is deaf;

(2) at least one member who is speech impaired;

(3) at least one member who is mobility impaired; and

(4) at least one member who is hard-of-hearing.

The membership terms, compensation, and removal of members and the filling of membership vacancies are governed by section 15.059. Advisory board meetings shall be held at the discretion of the commissioner.

Subd. 6. Repealed, 1995 c 190 s 17

HIST: 1987 c 186 s 15; 1987 c 308 s 2,8; 1988 c 621 s 3; 1990 c 571 s 41; 1990 c 598 s 3; 1992 c 430 s 1,2; 1992 c 518 s 1; 1993 c 272 s 7-11,17; 1995 c 190 s 2-4; 1998 c 386 art 2 s 70;

1999 c 149 s 1; 1Sp2001 c 4 art 6 s 60-62; 2002 c 329 s 2

237.52

237.52 Telecommunications access Minnesota fund.

Subdivision 1. Fund established. A telecommunications access Minnesota fund is established as an account in the state treasury. Earnings, such as interest, dividends, and any other earnings arising from fund assets, must be credited to the fund.

Subd. 2. Assessment. The commissioner of commerce shall annually recommend to the commission an adequate and appropriate surcharge and budget to implement sections 237.50 to 237.56. The Public Utilities Commission shall review the budget for reasonableness and may modify the budget to the extent it is unreasonable. The commission shall annually determine the funding mechanism to be used within 60 days of receipt of the recommendation of the department and shall order the imposition of surcharges effective on the earliest practicable date. The commission shall establish a monthly charge no greater than 20 cents for each customer access line, including trunk equivalents as designated by the commission pursuant to section 403.11, subdivision 1.

Subd. 3. Collection. Every telephone company or communications carrier that provides service capable of originating a telecommunications relay call, including cellular communications and other nonwire access services, in this state shall collect the charges established by the commission under subdivision 2 and transfer amounts collected to the commissioner of public safety in the same manner as provided in section 403.11, subdivision 1, paragraph (d). The commissioner of public safety must deposit the receipts in the fund established in subdivision 1.

Subd. 4. Appropriation. Money in the fund is appropriated to the commissioner of commerce to implement sections 237.51 to 237.56.

Subd. 5. Expenditures. (a) Money in the fund may only be used for:

(1) expenses of the Department of Commerce, including personnel cost, public relations, advisory board members' expenses, preparation of reports, and other reasonable expenses not to exceed ten percent of total program expenditures;

(2) reimbursing the commissioner of human services for purchases made or services provided pursuant to section 237.53;

(3) reimbursing telephone companies for purchases made or services provided under section 237.53, subdivision 5; and

(4) contracting for establishment and operation of the telecommunication relay service required by section 237.54.

(b) All costs directly associated with the establishment of the program, the purchase and distribution of communication devices, and the establishment and operation of the telecommunication relay service are either reimbursable or directly payable from the fund after authorization by the commissioner of commerce. The commissioner of commerce shall contract with the message relay service operator to indemnify the local exchange carriers of the relay service for any fines imposed by the Federal Communications Commission related to the failure of the relay service to comply with federal service standards. Notwithstanding section 16A.41, the commissioner may advance money to the contractor of the telecommunication relay service if the contractor establishes to the commissioner's satisfaction that the advance payment is necessary for the operation of the service. The advance payment may be used only for working capital reserve for the operation of the service.

The advance payment must be offset or repaid by the end of the contract fiscal year together with interest accrued from the date of payment.

HIST: 1987 c 308 s 3,8; 1988 c 621 s 4; 1992 c 518 s 2; 1993 c 272 s 12,13,17; 1995 c 190 s 5-7; 1995 c 201 s 1; 1Sp2001 c 4 art 6 s 63-65; 2002 c 329 s 3; 1Sp2003 c 1 art 2 s 67

237.53

237.53 Communication device.



Subdivision 1. Application. A person applying for a communication device under this section must apply to the program administrator on a form prescribed by the Department of Human Services.

Subd. 2. Eligibility. To be eligible to obtain a communication device under this section, a person must be:

- (1) able to benefit from and use the equipment for its intended purpose;
- (2) communication impaired;
- (3) a resident of the state;
- (4) a resident in a household that has a median income at or below the applicable median household income in the state, except a deaf and blind person applying for a telebraille unit may reside in a household that has a median income no more than 150 percent of the applicable median household income in the state; and
- (5) a resident in a household that has telephone service or that has made application for service and has been assigned a telephone number; or a resident in a residential care facility, such as a nursing home or group home where telephone service is not included as part of overall service provision.

Subd. 3. Distribution. The commissioner of human services shall purchase and distribute a sufficient number of communication devices so that each eligible household receives an appropriate device. The commissioner of human services shall distribute the devices to eligible households in each service area free of charge as determined under section 237.51, subdivision 5a.

Subd. 4. Training; maintenance. The commissioner of human services shall maintain the communication devices until the warranty period expires, and provide training, without charge, to first-time users of the devices.

Subd. 5. Wiring installation. If a communication-impaired person is not served by telephone service and is subject to economic hardship as determined by the Department of Human Services, the telephone company providing local service shall at the direction of the administrator of the program install necessary outside wiring without charge to the household.

Subd. 6. Ownership. All communication devices purchased pursuant to subdivision 3 will become the property of the state of Minnesota.

Subd. 7. Standards. The communication devices distributed under this section must comply with the electronic industries association standards and approved by the Federal Communications Commission. The commissioner of human services must provide each eligible person a choice of several models of devices, the retail value of which may not exceed \$600 for a communication device for the deaf, and a retail value of \$7,000 for a telebraille device, or an amount authorized by the Department of Human Services for a telephone device for the deaf with auxiliary equipment.

Subd. 8. Repealed, 1988 c 621 s 19

HIST: 1987 c 308 s 4,8; 1988 c 621 s 5-8; 1993 c 272 s 17;  
1995 c 190 s 8-11; 1995 c 201 s 2

237.54

237.54 Telecommunication relay service.

Subdivision 1. Repealed, 1995 c 190 s 17

Subd. 2. Operation. (a) The commissioner of commerce shall contract with a qualified vendor for the operation and maintenance of the telecommunication relay system.

(b) The telecommunication relay service provider shall operate the relay service within the state of Minnesota. The operator of the system shall keep all messages confidential, shall train personnel in the unique needs of communication-impaired people, and shall inform communication-impaired persons and the public of the availability and use of the system. Except in the case of a speech- or mobility-impaired person, the operator shall

not relay a message unless it originates or terminates through a communication device for the deaf or a Braille device for use with a telephone.

HIST: 1987 c 308 s 5,8; 1993 c 272 s 14,17; 1995 c 190 s 12;  
1Sp2001 c 4 art 6 s 66; 2002 c 329 s 4

#### 237.55

237.55 Annual report on communication access.

The commissioner of commerce must prepare a report for presentation to the commission by January 31 of each year. Each report must review the accessibility of the telephone system to communication-impaired persons, review the ability of non-communication-impaired persons to communicate with communication-impaired persons via the telephone system, describe services provided, account for money received and disbursed annually for each aspect of the program to date, and include predicted future operation.

HIST: 1987 c 308 s 6,8; 1993 c 272 s 15,17; 1995 c 190 s 13;  
1Sp2001 c 4 art 6 s 67

#### 237.56

237.56 Adequate service enforcement.

The services required to be provided under sections 237.50 to 237.55 may be enforced under section 237.081 upon a complaint of at least two communication-impaired persons within the service area of any one telephone company, provided that if only one person within the service area of a company is receiving service under sections 237.50 to 237.55, the commission may proceed upon a complaint from that person.

HIST: 1987 c 308 s 7,8; 1993 c 272 s 17

#### 237.57

237.57 Definitions.

Subdivision 1. Scope. The terms used in this chapter have the meanings given them in this section.

Subd. 2. Competitive service. "Competitive service" means a service that has been determined to be subject to effective competition or emerging competition.

Subd. 3. Effective competition. "Effective competition" exists when the criteria of section 237.59, subdivision 5, have been satisfied for a service.

Subd. 4. Emerging competition. A service will be regulated under "emerging competition" provisions when the criteria of section 237.59, subdivision 5, have not been satisfied, but there is a trend toward effective competition, or if it is a new service offered for the first time after August 1, 1994, that is not integrally related to the provision of adequate telephone service or access to the telephone network or to the privacy, health, or safety of the company's customers, whether or not it meets the criteria of section 237.59, subdivision 5.

Subd. 5. Local access and transport area. "Local access and transport area (LATA)" means a geographical area designated by the Modification of Final Judgment in U.S. v. Western Electric Co., Inc., 552 F. Supp. 131 (D.D.C. 1982).

Subd. 6. Noncompetitive service. "Noncompetitive service" means a service that has not been classified as competitive by the commission.

HIST: 1987 c 340 s 1,26; 1989 c 74 s 7,25; 1994 c 534 art 1 s

## Minnesota Rules, Chapter 8775.

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### 8775.0100 DEFINITIONS.

Subpart 1. **Scope.** The terms used in this chapter have the meanings given them in this part.

Subp. 2. **Applicable median income.** "Applicable median income" means the median gross income in Minnesota as estimated by the Bureau of the Census in the most recent annual announcement of the United States Department of Health and Human Services Family Support Administration, published in the Federal Register. These announcements are incorporated by reference.

Subp. 3. **Appropriate communication device.** "Appropriate communication device" means a communication device that most efficiently allows access to the telephone system by a communication-impaired person.

Subp. 4. **Blind.** A person is "blind" if central visual acuity does not exceed 20/200 in the better eye with corrective lenses or, if greater than 20/200, visual acuity is accompanied by a limitation in the fields of vision such that the widest diameter of the visual field subtends an angle no greater than 20 degrees.

Subp. 5. **Board.** "Board" means the Telecommunication Access for Communication-impaired Persons Board established in Minnesota Statutes, section 237.51.

Subp. 6. **Communication device.** "Communication device" means a device that when connected to a telephone enables a communication-impaired person to communicate with another person using the telephone system. A communication device includes a ring signaler, an amplification device, a telecommunications device for the deaf (TDD), a braille device for use with the telephone system, and any other device the board considers necessary.

Subp. 7. **Communication-impaired person.** "Communication-impaired person" means a person determined by the division to be deaf, deaf and blind, hard-of-hearing, mobility impaired, or speech impaired as defined by subparts 8, 9, 12, 16a, and 20.

Subp. 8. **Deaf.** "Deaf" means a hearing impairment of such severity that the individual must depend primarily upon visual communication such as writing, lip reading, manual communication, and gestures. A deaf person requires use of a telecommunications device for the deaf (TDD) to communicate effectively on the telephone.

Subp. 9. **Deaf and blind.** "Deaf and blind" means the conditions of a person who is (1) deaf or has a severe to profound hearing loss and (2) blind or visually impaired. A person affected by these conditions requires use of a braille device for use with the telephone system or other specially designed system to communicate effectively on the telephone.

Subp. 10. **Division.** "Division" means the Deaf and Hard of Hearing Services Division of the Minnesota Department of Human Services.

Subp. 11. **Economic hardship.** "Economic hardship" means an economic condition or level of subsistence on a household income that is at or below 60 percent of the applicable median income in the state.

Subp. 12. **Hard-of-hearing.** "Hard-of-hearing" means a hearing impairment resulting in a functional loss, but not to the extent that the individual must depend primarily upon visual communication. Some of the effects of the impairment can be overcome with proper amplification. A person that is hard-of-hearing may require a communication device to communicate effectively on the telephone.

Subp. 13. [Repealed, 19 SR 1666]

Subp. 14. **Household criteria.** For determining priority when initially distributing equipment or receiving more than one communication device, "household criteria" means the higher priority given for a household having more than one communication-impaired person or for a household with a communication-impaired person living alone.

Subp. 15. **Household income.** "Household income" means the total income of a communication-impaired person and immediate family living in the same residence. The immediate family includes spouse and minor children. The income of a minor child must be included when the dependent minor child is under 15 years of age and residing with the parents or custodial parent. If the communication-impaired person is a minor child, then parents and siblings residing with the minor are immediate family.

Subp. 16. **Income.** "Income" means money received in the preceding calendar year from each of the following sources:

- A. money, wages, or salary;
- B. net income from nonfarm employment as defined for federal tax purposes;
- C. net income from farm self-employment as defined for federal taxes;
- D. income from any social security program;
- E. supplemental social security income;
- F. public assistance or welfare payments;
- G. interest on savings or other investments that pay interest;
- H. dividend income from estates or trusts, or net rental income;
- I. veterans' payments, unemployment compensation payments, and workers' compensation payments;
- J. private or public employee pensions; and
- K. alimony, child support, regular contributions from persons not living in the household, and other periodic income. This definition of income comes from that of the Bureau of the Census and is interpreted according to its standards as published in "Consumer Income," series P-60, No. 156, Money, Income of Households, Families and Persons in the United States: 1985. These standards are incorporated by reference, are not subject to frequent change, and are located in the government publications reference department of the University of Minnesota and in the Minitex interlibrary loan system.

Subp. 16a. **Mobility impaired.** "Mobility impaired" means a motor skill condition that significantly impedes a person's ability to use standard customer premises telephone equipment. A mobility-impaired person may require

the use of a communication device with auxiliary equipment to communicate on the telephone.

Subp. 17. **Resident of Minnesota.** "Resident of Minnesota" means an individual who lives in Minnesota or who has moved to Minnesota and intends to remain in Minnesota.

Subp. 18. **Significant visual impairment.** "Significant visual impairment" means a visual disability that does not constitute legal blindness but which constitutes a substantial handicap to employment or limits the person's ability to live independently, perform self-care activities, or grow and develop.

Subp. 19. **Special needs.** "Special needs" means the needs of an eligible person that may require that the person be given priority when initially distributing the equipment or be given more than one communication device because of severity of communication impairment or presence of multiple disabilities.

Subp. 20. **Speech impaired.** "Speech impaired" means a condition that renders a person physically incapable of speaking clearly. The severity of the impairment may vary; however, it renders speech on an ordinary telephone unintelligible or impossible and requires a communication device to communicate effectively on the telephone.

Subp. 21. **TAM.** "TAM" means Telecommunications Access Minnesota.

STAT AUTH: MS s 237.51

HIST: 14 SR 848; 19 SR 1666; L 2004 c 228 art 1 s 74

*Current as of 08/26/04*

#### **8775.0200 PURPOSE AND CONSTRUCTION.**

The purpose of this chapter is to develop and implement a statewide program to distribute telephone communication devices to eligible communication-impaired persons for improving access to telephone communications services for communication-impaired persons. This chapter is to be liberally construed to further these purposes.

STAT AUTH: MS s 237.51

HIST: 14 SR 848

*Current as of 08/26/04*

#### **8775.0300 ELIGIBILITY FOR TAM SERVICES.**

Subpart 1. **Information provided.** On request, the division shall offer to a person an application form developed by the division and a brochure that describes the TAM eligibility requirements and application process.

Subp. 2. **Application process.** The applicant shall complete the application form and return it to the division's regional service center for deaf and hard-of-hearing people. An application may be made by the applicant, the applicant's spouse, or a person authorized by the applicant to act in the applicant's behalf. All documentation must be provided within 30 days of the first interview with the division. The applicant shall provide medical documentation of communication impairment on request.

Subp. 3. **Documenting, verifying, and reviewing eligibility.** The division shall verify the applicant's household income, age, and access to telephone service, and that the applicant is a communication-impaired person. If the division becomes aware that a condition of eligibility has changed, the division may redetermine eligibility:

A. Within 30 days, an applicant shall document income or authorize the division to verify the income. The division shall help an applicant or recipient obtain documents that the applicant does not possess and cannot obtain. Information previously verified and retained by the division need not be verified again unless the information no longer applies to current circumstances.

B. The division shall not request information about an applicant for or recipient of TAM services that is not of public record from a source other than within the division without the applicant's or recipient's previous written consent. The division may request information about an applicant or recipient that is not of public record from the telephone companies by obtaining the applicant's or recipient's previous written consent on an application or redetermination form. The division shall not provide third parties with access to information about an applicant's eligibility status or other case record information without the previous written consent of that applicant or recipient, except when access to specific case information is granted to agencies designated by the Minnesota Government Data Practices Act, Minnesota Statutes, chapter 13. Information designated as confidential by the Minnesota Government Data Practices Act may only be made available to agencies granted access under that law and must not be provided to an applicant, recipient, or third party.

C. The division shall inform the recipient of the recipient's responsibility to report permanent changes in circumstances that affect eligibility within ten days of each change.

Subp. 4. **Eligibility criteria.** To be eligible for the TAM program, a person must:

- A. be at least five years of age;
- B. be a communication-impaired person;
- C. be a resident of Minnesota;

D. be a resident in a household at or below the applicable median income in the state, except that a deaf and blind person applying for a braille device for use with the telephone system may reside in a household that has a median income no more than 150 percent of the applicable median household income in the state; and

E. have or have applied for telephone service and been assigned a telephone number. A person who at the time of application does not have telephone service, but meets all other eligibility requirements, will be declared "conditionally eligible" and, in order to be declared "eligible," must apply for telephone service and be assigned a telephone number.

Subp. 5. **Persons not eligible.** Persons who are residents of a residential or treatment facility that directly or indirectly receives federal funding and is required to be fully accessible to all residents by the Rehabilitation Act of 1973, United States Code, title 29, section 774, and the Americans with Disabilities Act of 1990, United States Code, title 42, section 12101, et seq., and are eligible for and can obtain communication

devices through federal provisions are not eligible to receive TAM services under this chapter.

Subp. 6. **Notification of eligibility.** Within 30 days of the receipt of the application and the necessary documentation the division shall notify the applicant in writing whether the applicant is found eligible and, if the applicant is denied, the reasons for denial.

Subp. 7. **Determination of appropriate communication device.** The division shall determine the appropriate communication device for a recipient.

STAT AUTH: MS s 237.51

HIST: 14 SR 848; 19 SR 1666; L 2004 c 228 art 1 s 74

*Current as of 08/26/04*

**8775.0400 COMMUNICATION DEVICES; INITIAL DISTRIBUTION PRIORITY.**

Subpart 1. **First priority: deaf and blind.** The first in priority are those eligible, deaf and blind persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 2. **Second priority: deaf.** The second in priority are those eligible, deaf persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 2a. **Third priority: speech and mobility impaired.** The third in priority are those eligible speech- and mobility-impaired persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 3. **Fourth priority: impaired speech.** The fourth in priority are those eligible, speech-impaired persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 3a. **Fifth priority: mobility impaired.** The fifth in priority are those eligible, mobility-impaired persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 4. **Sixth priority: hard-of-hearing.** The sixth in priority are those eligible, hard-of-hearing persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 5. **Seventh priority: others without special needs.** The seventh in priority are those eligible, communication-impaired persons having no special needs, not experiencing economic hardship, and not meeting the household criteria standards.

Subp. 6. **Use of priority system.** Initially, the priority system must be used to determine the priority of eligible applicants for receiving telecommunication devices, for example, to establish a waiting list of eligible applicants. Only if allotted program money is insufficient to provide all eligible applicants with needed equipment may the priority system be used to determine which individuals will receive equipment.

STAT AUTH: MS s 237.51

HIST: 14 SR 848; 19 SR 1666

Current as of 08/26/04

**8775.0500 HOUSEHOLDS ELIGIBLE TO RECEIVE SEVERAL DEVICES.**

Subpart 1. **Deaf.** A communication-impaired person who is deaf is eligible for a telecommunications device for the deaf (TDD) and a ring signaler.

Subp. 2. **Deaf and blind.** A communication-impaired person who is deaf and blind is eligible to receive a telecommunications device for the deaf (TDD) or braille device for use with the telephone system with auxiliary equipment approved by the board and necessary for efficient communication.

Subp. 3. **Two or more eligible persons.** If a household contains more than one eligible communication-impaired person with various communication impairments, the board or its designee may approve more than one telephone device as necessary for efficient communication.

Subp. 4. **Hard-of-hearing.** A communication-impaired person who is hard-of-hearing is eligible for a ring signaler and amplification device if more than one device is necessary for efficient communication.

Subp. 5. **Mobility impaired.** A communication-impaired person who is mobility impaired is eligible for a speakerphone or similar device with auxiliary equipment that the board or its designee deems necessary.

Subp. 6. **Speech and mobility impaired.** A communication-impaired person who is speech and mobility impaired is eligible for a speakerphone or similar device, or telecommunications device for the deaf (TDD) and any auxiliary equipment approved by the board.

STAT AUTH: MS s 237.51

HIST: 14 SR 848; 19 SR 1666

Current as of 08/26/04

**8775.0600 TRAINING AND MAINTENANCE.**

The commissioner of human services shall maintain the communication devices until the warranty period expires at which time the board shall decide whether to repair or replace defective units. The commissioner shall provide training, without charge, to first-time users of the devices.

STAT AUTH: MS s 237.51

HIST: 14 SR 848

Current as of 08/26/04

**8775.0700 OWNERSHIP.**

Communication devices distributed under this chapter are and must remain the property of the state of Minnesota.

STAT AUTH: MS s 237.51

HIST: 14 SR 848

Current as of 08/26/04



**8775.0800 APPEALS.**

Subpart 1. **Aggrieved party.** An aggrieved party may appeal a decision of the division. An aggrieved party is an applicant:

A. who is determined ineligible for TAM service under part 8775.0300, subpart 4;

B. who disagrees with the division's determination regarding the appropriate communication device under part 8775.0300, subpart 6;

C. who disagrees with the division's decision regarding priority for initial distribution of communication devices under part 8775.0400; or

D. whose TAM service is terminated.

Subp. 2. **Procedure.** Requests for appeal must be made within 30 calendar days of receiving notice of adverse action or, for good cause shown, within 60 calendar days of receiving the notice. Requests for appeal can be made through written, telephone, or face-to-face contact with a designated representative of the regional service center for deaf and hard-of-hearing people.

Subp. 3. **Conciliation conference.** Within 30 calendar days of receiving a request for appeal, a representative of the regional service center for deaf and hard-of-hearing people shall meet with the aggrieved party and attempt to resolve informally the matter leading to the appeal. Within ten calendar days of the conciliation conference, the representative shall prepare a written summary of the issues addressed at the conciliation conference and shall send a copy of the written summary to the aggrieved party and to the board.

Subp. 4. **Formal hearings.** If still dissatisfied after receiving a copy of the conciliation conference summary, the aggrieved party may request a hearing before the board by making written, telephone, or face-to-face contact with a designated representative of the regional service center for deaf and hard-of-hearing people. A hearing before the board must be scheduled within 90 days. At the hearing, the aggrieved party may introduce evidence relevant to the issues on appeal. An aggrieved party may be represented by legal counsel or a lay advocate at the hearing.

Subp. 5. **Service pending appeal.** Termination of TAM services must be stayed pending an appeal.

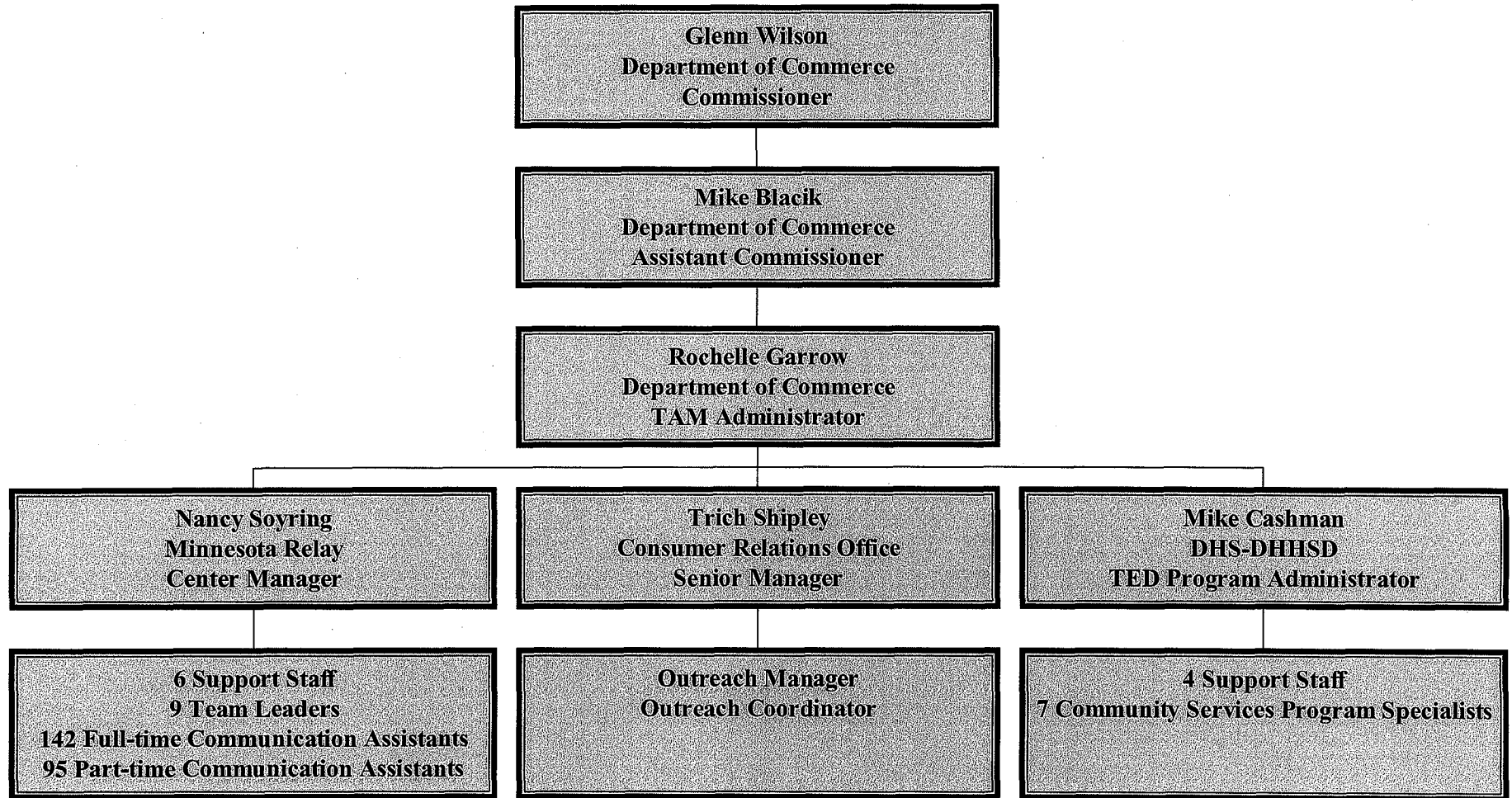
STAT AUTH: MS s 237.51

HIST: 14 SR 848; 19 SR 1666; L 2004 c 228 art 1 s 74

*Current as of 08/26/04*

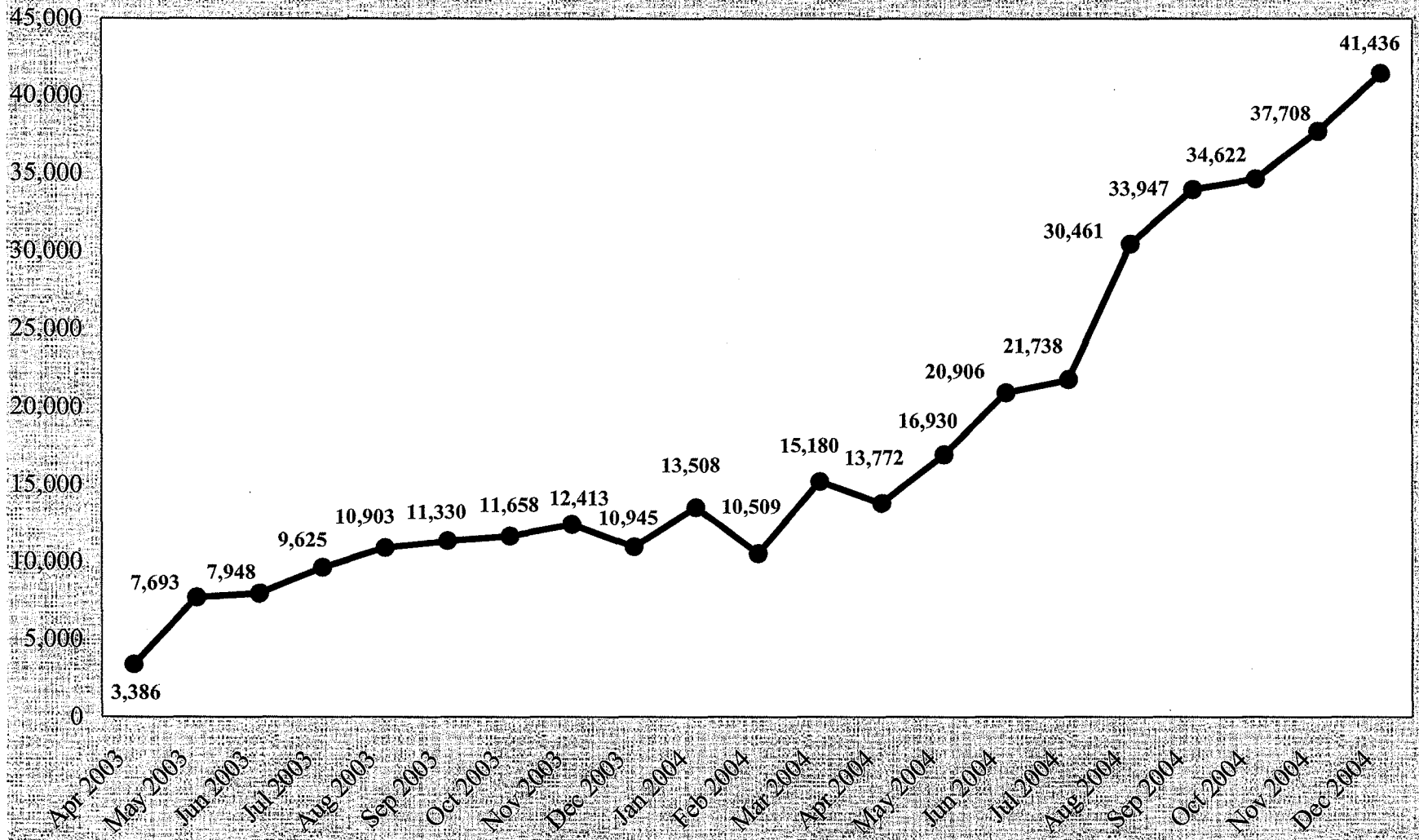
# APPENDIX B

# Telecommunications Access Minnesota Organizational Chart



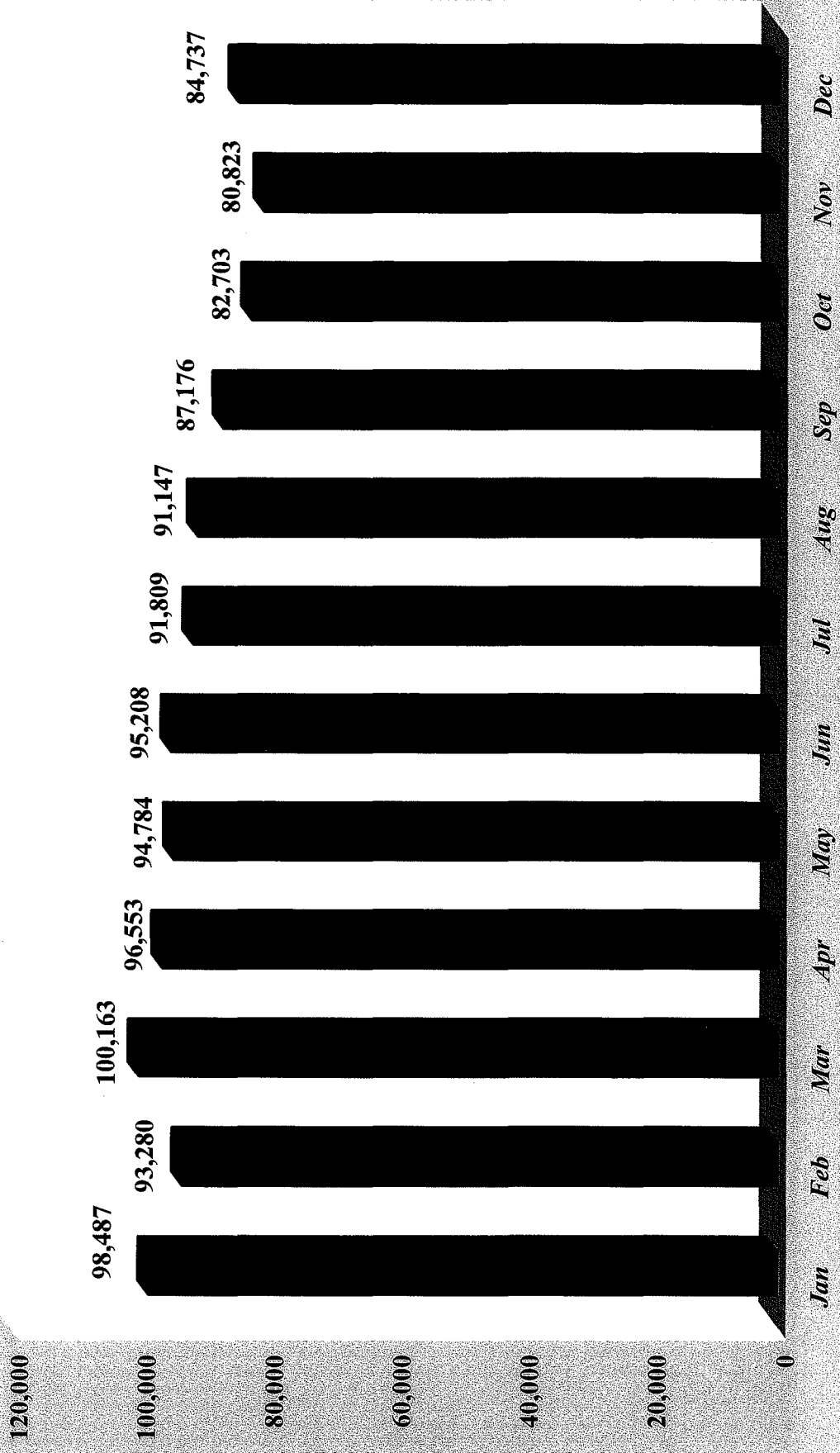
# APPENDIX C

# CapTel Session Minutes of Service per Month

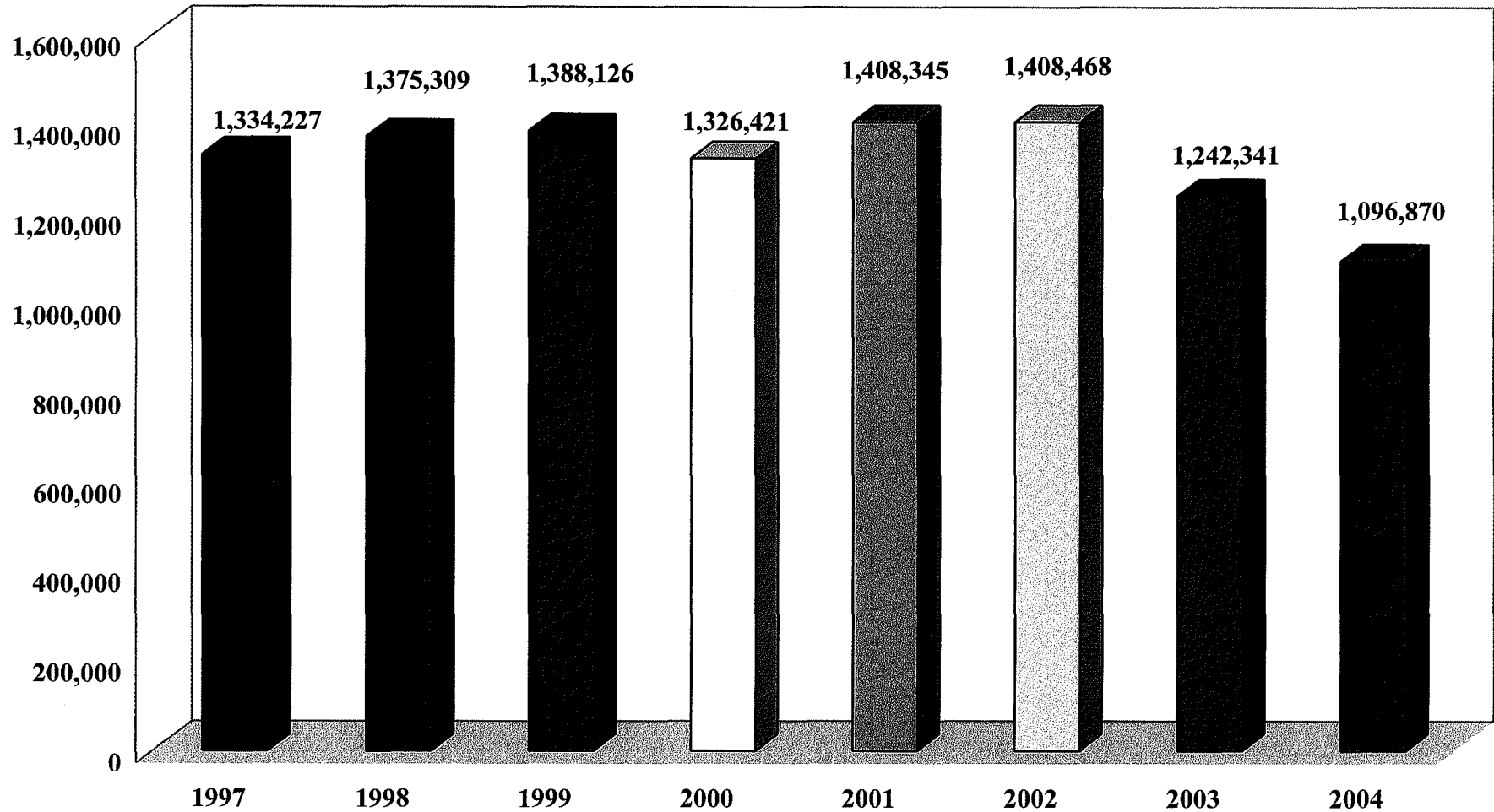


# APPENDIX D

# Minnesota Relay Traditional TRS Monthly Total Call Volume

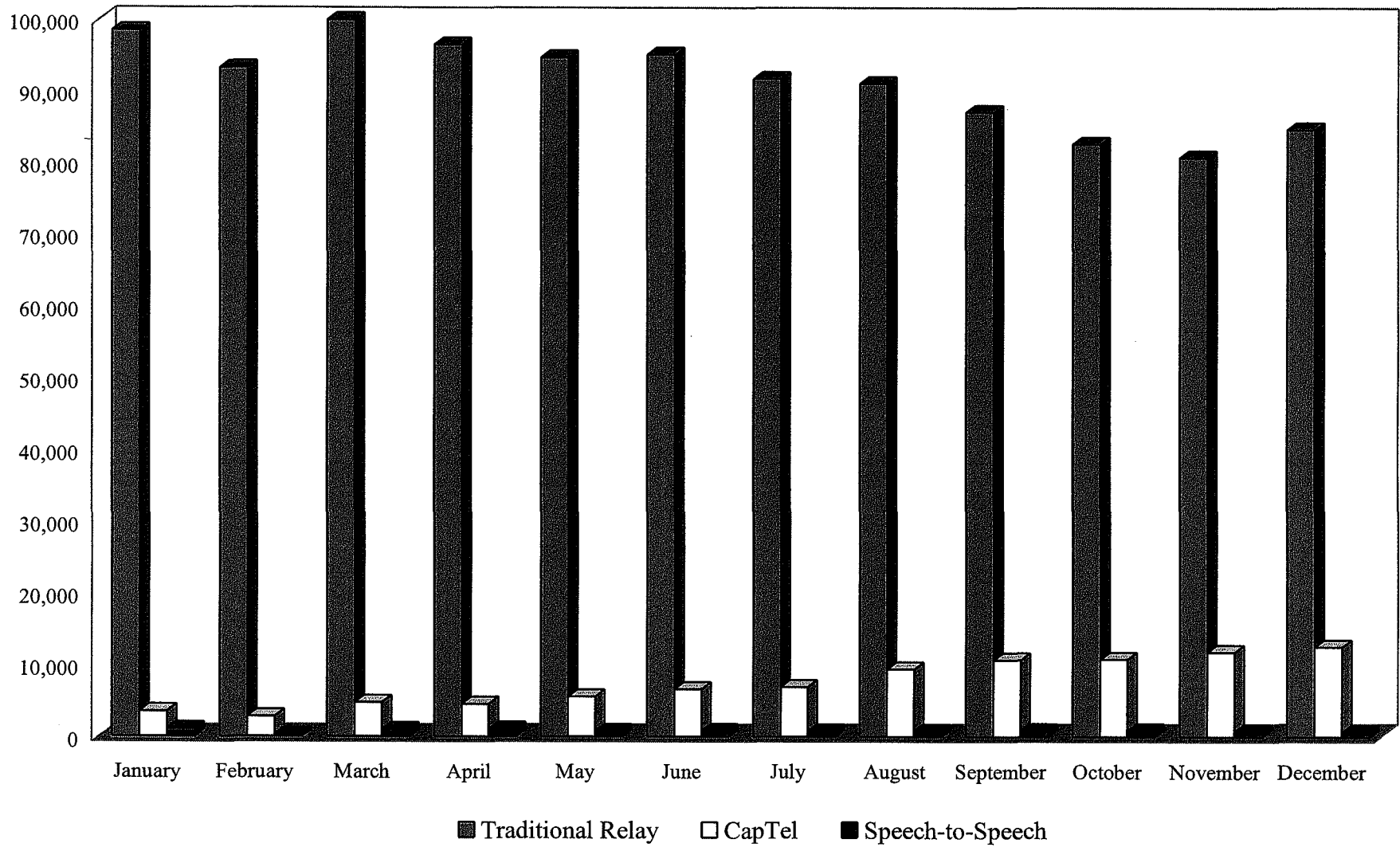


# Minnesota Relay Traditional TRS Yearly Total Call Volume

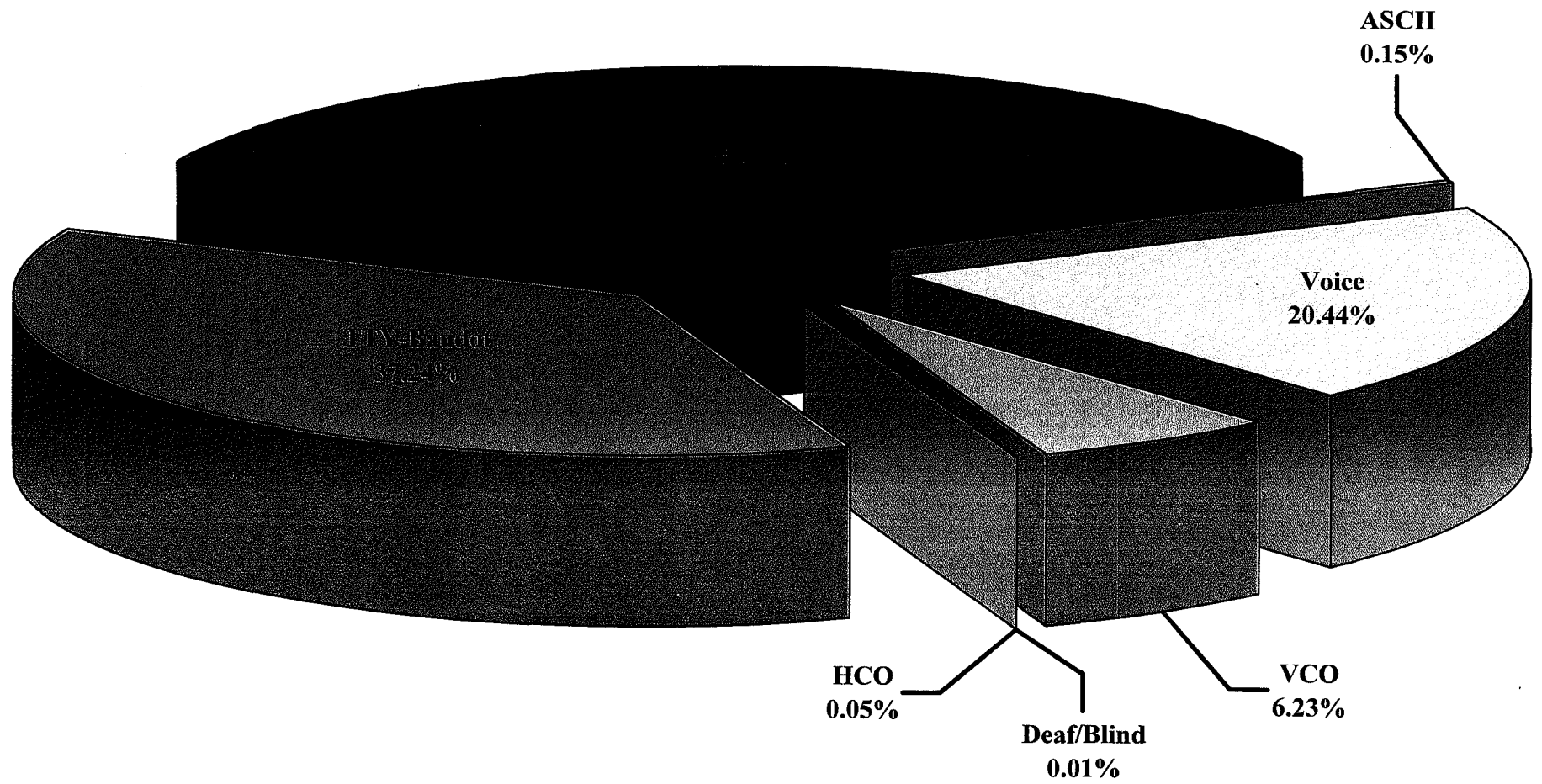




# Minnesota Relay Calls Per Month

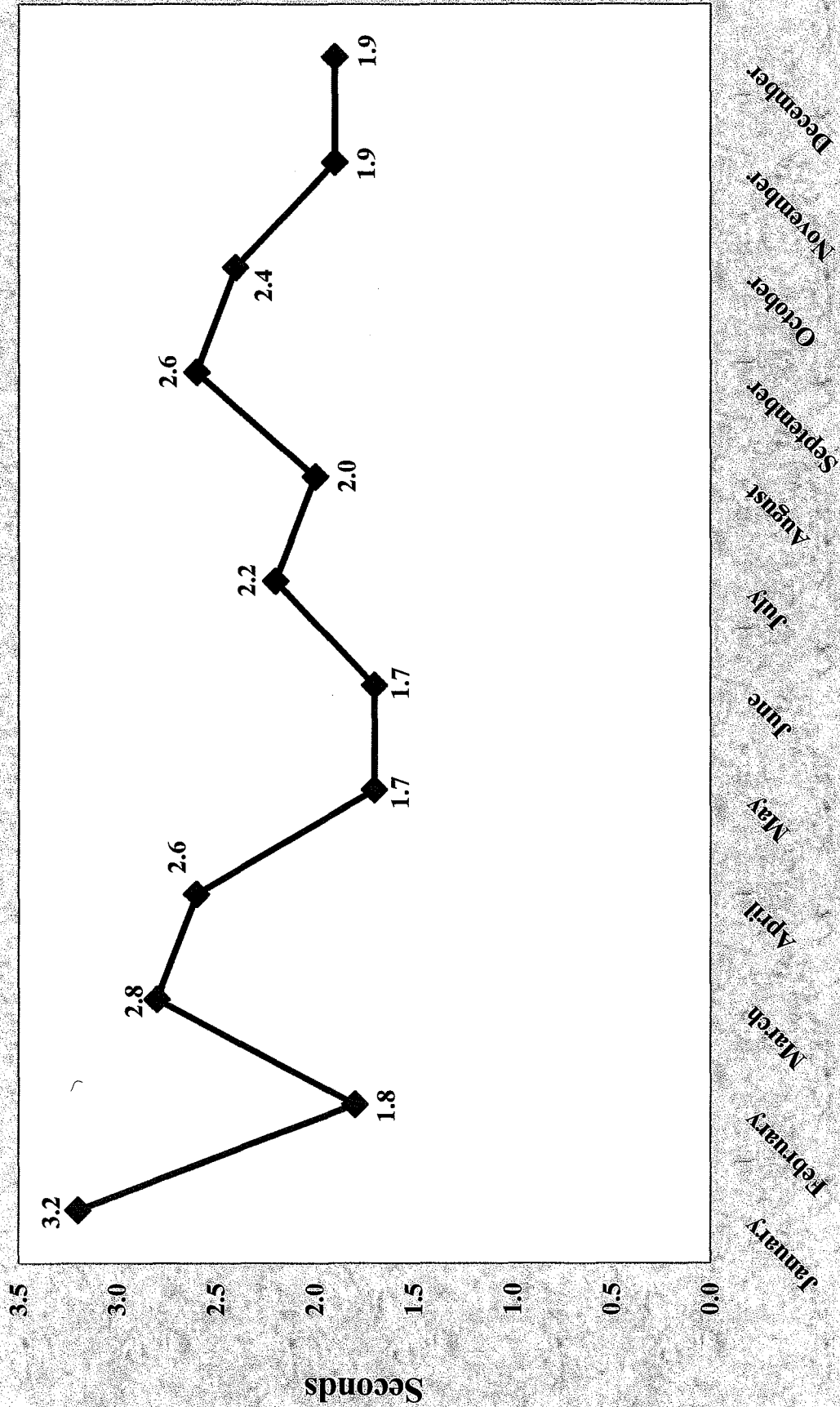


# Minnesota Relay Calls by Calling Device

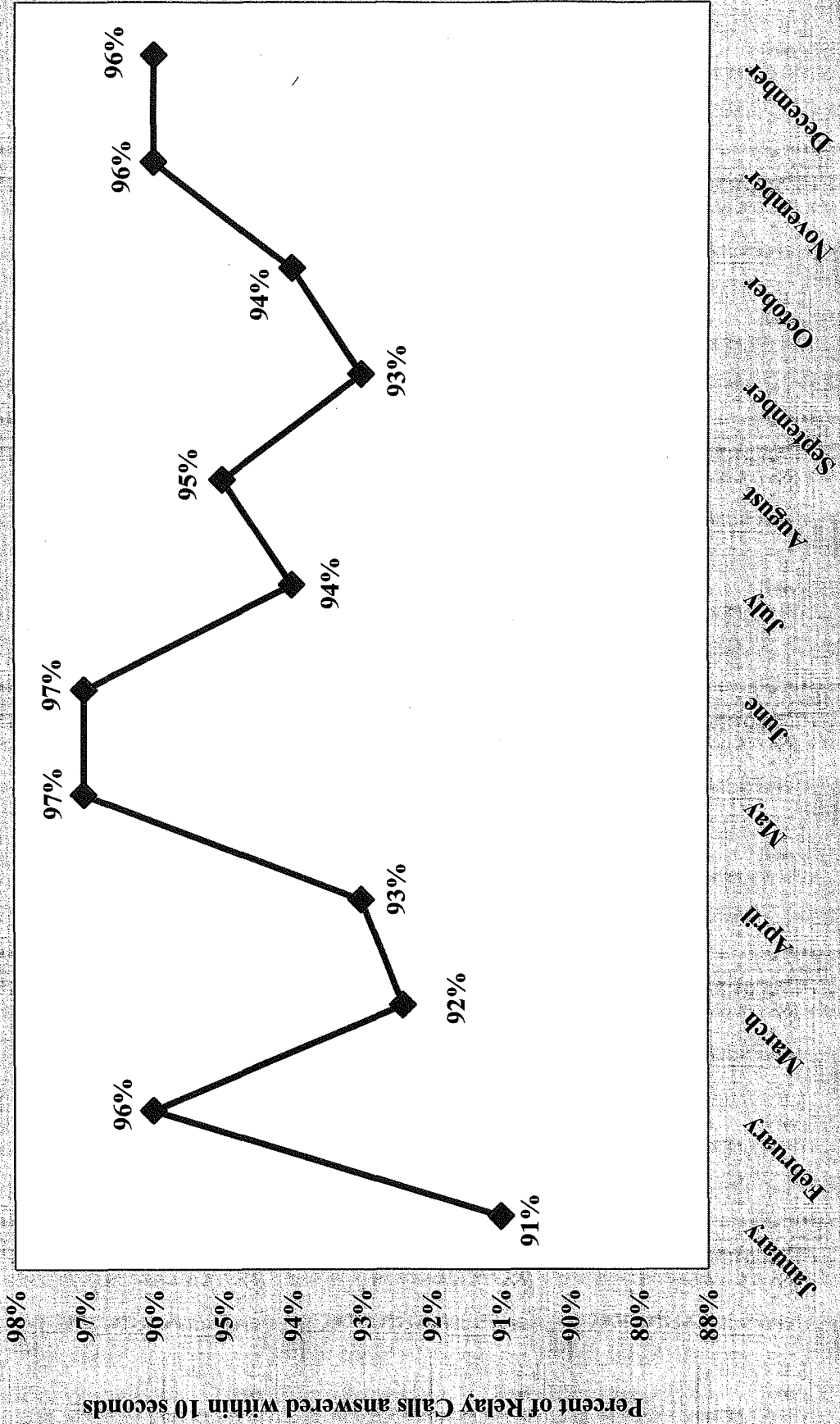


# APPENDIX E

# Minnesota Relay Weighted Speed of Answer (ASA)



# Minnesota Relay Service Level (SVL)



# APPENDIX F



# I see what you're saying...

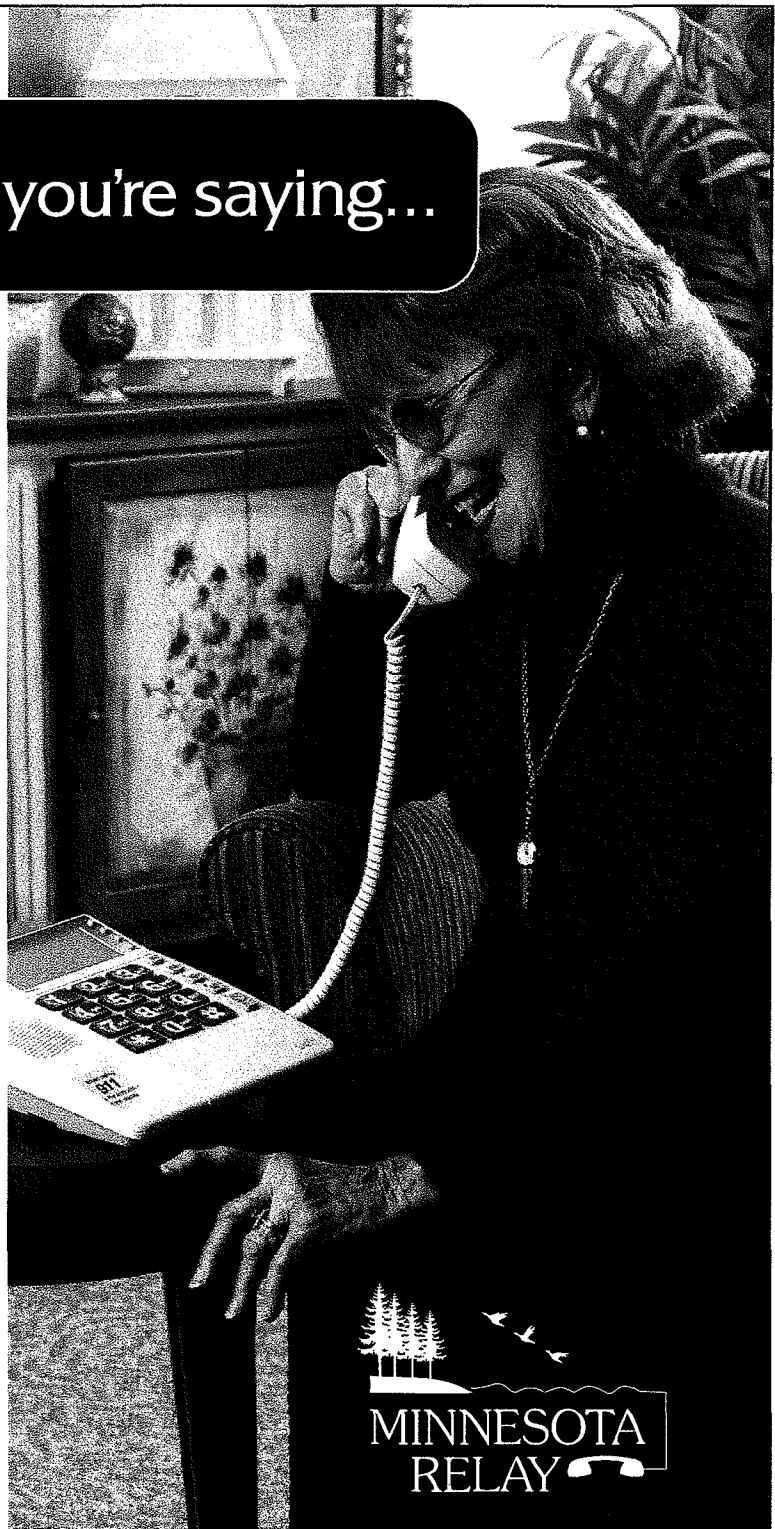
If you have difficulty hearing over the phone, a captioned telephone may be the answer. Similar to captioned television, the new CapTel™ phone service allows people to receive word-for-word captions of their telephone conversations.

CapTel is as easy to use as a standard telephone. You can talk and listen to the person you called while, at the same time, captions appear on the CapTel display window, allowing you to understand everything being said by hearing, reading, or both!

Captioned telephone service is provided free through Minnesota Relay. However, you must have a CapTel phone to access the service.

Minnesota Relay is a public service provided by our government to ensure that people who are deaf, hard of hearing, speech or mobility impaired have equal access to the telecommunications network.

Know the comfort and freedom of using the phone with confidence again. Stay connected to family, friends and businesses. **Call us today at 1-800-657-3775 (voice/TTY) to learn more about CapTel and purchasing a phone.**



1-800-657-3775 • e-mail: [Cap.Tel@state.mn.us](mailto:Cap.Tel@state.mn.us) • [www.commerce.state.mn.us](http://www.commerce.state.mn.us)

# APPENDIX G



**Consumer Relations Office Monthly Outreach Summary  
January 2004**

**Jerry**

| Date                        | Event                 | Location            | Number of Participants |
|-----------------------------|-----------------------|---------------------|------------------------|
| January 05                  | D/HH Event            | St. Paul            | 43                     |
| January 06                  | D/HH Event            | St. Cloud           | 95                     |
| January 09                  | Deaf Event            | Andover             | 12                     |
| January 10                  | Hard of Hearing Event | Minneapolis         | 16                     |
| January 12                  | D/HH Event            | St. Paul            | 45                     |
| January 17                  | D/HH Event            | St. Paul            | 125                    |
| January 19                  | D/HH Event            | St. Paul            | 44                     |
| January 21                  | Presentation          | Moorhead            | 35                     |
| January 23                  | Presentation          | St. Paul            | 16                     |
| January 26                  | D/HH Event            | St. Paul            | 44                     |
| January 27                  | D/HH Event            | St. Paul            | 10                     |
| January 28                  | D/HH Event            | Inver Grove Heights | 4                      |
| January 29                  | D/HH Event            | St. Louis Park      | 19                     |
| January 31                  | D/HH Event            | Duluth              | 39                     |
| <b>Total Presentations:</b> |                       |                     | <b>14</b>              |
| <b>Total Participants:</b>  |                       |                     | <b>547</b>             |

**Nikki - Speech-to-Speech Outreach**

| Date                        | Event                                 | Location    | Number of Participants |
|-----------------------------|---------------------------------------|-------------|------------------------|
| January 05                  | Oak Meadows Assisted Living           | Oakdale     | 30                     |
| January 08                  | Anova Health Care, Inc.               | Coon Rapids | 1                      |
| January 08                  | Continual Feast Companion Care        | Coon Rapids | 1                      |
| January 08                  | Covenant Home Health Care             | Coon Rapids | 3                      |
| January 08                  | Lending Hands Home Care Service       | Coon Rapids | 1                      |
| January 09                  | The Homestead at Coon Rapids          | Coon Rapids | 4                      |
| January 09                  | Camilia Rose Care Center              | Coon Rapids | 5                      |
| January 09                  | Mary T. Group Home                    | Coon Rapids | 3                      |
| January 09                  | Therapy Connection                    | Coon Rapids | 2                      |
| January 14                  | Direct Home Health Care               | Maple Grove | 3                      |
| January 14                  | Genesis Nurses, Inc.                  | Maple Grove | 1                      |
| January 14                  | Mariah Home Care Services, Inc.       | Maple Grove | 1                      |
| January 14                  | Wildflower Lodge                      | Maple Grove | 4                      |
| January 16                  | Health Corps                          | Plymouth    | 1                      |
| January 16                  | Regent at Plymouth                    | Plymouth    | 4                      |
| January 16                  | Warm Hands Kind Hearts, Inc.          | Plymouth    | 7                      |
| January 16                  | Plymouth Community Library            | Plymouth    | 4                      |
| January 22                  | Caregivers Network, Minneapolis, Inc. | Minnetonka  | 3                      |
| January 22                  | Prairie Senior Cottages               | Minnetonka  | 2                      |
| January 22                  | Emerald Care, Inc.                    | Minnetonka  | 4                      |
| January 22                  | Epoch Assisted Living of Minnetonka   | Minnetonka  | 6                      |
| January 28                  | Gianna Homes Sursum Corda             | Minnetonka  | 2                      |
| January 28                  | Jewish Family and Children's Services | Minnetonka  | 3                      |
| January 28                  | Steven's Residence                    | Minnetonka  | 5                      |
| January 28                  | NovaCare Rehabilitation               | Minnetonka  | 2                      |
| <b>Total Presentations:</b> |                                       |             | <b>25</b>              |
| <b>Total Participants:</b>  |                                       |             | <b>102</b>             |

**Consumer Relations Office Monthly Outreach Summary  
February 2004**

**Jerry**

| February 02                    | D/HH Event         | St. Paul            | 42  |
|--------------------------------|--------------------|---------------------|-----|
| February 03                    | Four Presentations | St. Paul            | 120 |
| February 03                    | D/HH Event         | St. Paul            | 80  |
| February 04                    | Four Presentations | St. Paul            | 118 |
| February 05                    | Presentation       | St. Paul            | 31  |
| February 09                    | D/HH Event         | St. Paul            | 41  |
| February 10                    | Presentation       | Cottage Grove       | 24  |
| February 11                    | Presentation       | Cottage Grove       | 28  |
| February 13                    | Customer Contact   | St. Paul            | 2   |
| February 14                    | HH Event           | Edina               | 19  |
| February 16                    | Customer           | Minneapolis         | 1   |
| February 16                    | D/HH Event         | St. Paul            | 44  |
| February 17                    | Two Presentations  | Eden Prairie        | 58  |
| February 18                    | Presentation       | Inver Grove Heights | 26  |
| February 19                    | D/HH Event         | St. Cloud           | 46  |
| February 23                    | D/HH Event         | St. Paul            | 38  |
| February 27                    | D/HH Event         | St. Paul            | 6   |
| <b>Total Presentations: 24</b> |                    |                     |     |
| <b>Total Participants: 724</b> |                    |                     |     |

**Nikki - Speech-to-Speech Outreach**

| February 03                    | Individual Training - Edina High School | Edina         | 2  |
|--------------------------------|---|---------------|----|
| February 06                    | Around the Clock Home Care              | Hopkins       | 2  |
| February 06                    | Therapeutic Intervention Programs       | Hopkins       | 3  |
| February 06                    | Visiting Angels                         | Hopkins       | 1  |
| February 17                    | Care Plus Home Health Agency            | Golden Valley | 4  |
| February 17                    | Comfort Keepers                         | Golden Valley | 2  |
| February 17                    | Country Villa                           | Golden Valley | 3  |
| February 17                    | Courage Center                          | Golden Valley | 10 |
| February 17                    | Edelweiss Home Health, Inc.             | Golden Valley | 7  |
| February 17                    | Home Instead Senior Care                | Golden Valley | 2  |
| February 20                    | Homewatch Living Assistance             | Golden Valley | 3  |
| February 20                    | In Home Personal Care Home Health       | Golden Valley | 2  |
| February 20                    | International Healthcare Services       | Golden Valley | 3  |
| February 20                    | Intrepid USA Healthcare Services        | Golden Valley | 6  |
| February 20                    | La Bonne Vie, Inc.                      | Golden Valley | 2  |
| February 20                    | Tender Care Nursing Services            | Golden Valley | 1  |
| February 25                    | ACR Medical Services                    | Roseville     | 6  |
| February 25                    | Gentiva Health Services                 | Roseville     | 7  |
| February 25                    | Gentiva Rehab Without Walls             | Roseville     | 4  |
| February 25                    | Heartland Home Healthcare and Hospice   | Roseville     | 6  |
| February 25                    | Intrepid USA Healthcare Services        | Roseville     | 3  |
| February 25                    | Option Care Enterprises, Inc.           | Roseville     | 3  |
| February 26                    | Pediatric Home Service                  | Roseville     | 3  |
| February 26                    | Presbyterian Homes Home Care            | Roseville     | 4  |
| February 26                    | Rosewood Estate of Roseville            | Roseville     | 3  |
| February 26                    | TLC Homecare of the Twin Cities         | Roseville     | 2  |
| February 26                    | Roseville Branch Library                | Roseville     | 4  |
| February 26                    | Therapy Partners                        | Roseville     | 3  |
| <b>Total Presentations: 28</b> |   |               |    |
| <b>Total Participants: 101</b> |   |               |    |

**Consumer Relations Office Monthly Outreach Summary  
March 2004**

**Jerry**

|                                |                       |                     |     |
|--------------------------------|-----------------------|---------------------|-----|
| March 01                       | Presentation          | Mankato             | 18  |
| March 01                       | D/HH Event            | St. Paul            | 44  |
| March 02                       | D/HH Event            | Coon Rapids         | 27  |
| March 05                       | D/HH Event            | St. Paul            | 79  |
| March 06                       | D/HH Event            | Minneapolis         | 125 |
| March 06                       | D/HH Event            | Duluth              | 25  |
| March 08                       | Presentation          | Minneapolis         | 9   |
| March 08                       | D/HH Event            | St. Paul            | 43  |
| March 09                       | Presentation          | St. Cloud           | 23  |
| March 11                       | D/HH Event            | Thief River Falls   | 12  |
| March 12                       | Presentation          | Thief River Falls   | 28  |
| March 13                       | Hard-of-Hearing Event | St. Paul            | 9   |
| March 15                       | D/HH Event            | St. Paul            | 54  |
| March 17                       | D/HH Event            | Inver Grove Heights | 8   |
| March 19                       | D/HH Event            | Coon Rapids         | 35  |
| March 20                       | Presentation          | Golden Valley       | 29  |
| March 22                       | D/HH Event            | St. Paul            | 45  |
| March 27                       | Presentation          | Virginia            | 55  |
| March 29                       | D/HH Event            | St. Paul            | 48  |
| March 30                       | Presentation          | Brooklyn Park       | 20  |
| <b>Total Presentations: 20</b> |                       |                     |     |
| <b>Total Participants: 736</b> |                       |                     |     |

**Nikki - Speech-to-Speech Outreach**

|                                |   |             |    |
|--------------------------------|---|-------------|----|
| March 09                       | A Plus Home Healthcare, Inc.                        | Bloomington | 4  |
| March 09                       | Assisted Living in Heritage Hall                    | Bloomington | 5  |
| March 09                       | Bloomington Public Health Home Healthcare           | Bloomington | 11 |
| March 09                       | Friendship Village of Bloomington                   | Bloomington | 4  |
| March 09                       | Guardian Home Care, Inc.                            | Bloomington | 3  |
| March 09                       | Homecare Resource                                   | Bloomington | 3  |
| March 12                       | Martin Luther Manor                                 | Bloomington | 6  |
| March 12                       | Meadow Woods  | Bloomington | 5  |
| March 12                       | Presbyterian Homes Home Care                        | Bloomington | 2  |
| March 12                       | Professional Resource Network Home Care             | Bloomington | 2  |
| March 12                       | Right at Home                                       | Bloomington | 2  |
| March 12                       | Solbakken   | Bloomington | 3  |
| March 12                       | Freedom Health Care                                 | Bloomington | 5  |
| March 16                       | Individual Training                                 | Minneapolis | 2  |
| March 16                       | Alpha Millenium Connections                         | Minneapolis | 1  |
| March 16                       | Beechwood, Inc.                                     | Minneapolis | 1  |
| March 16                       | Fairview Homecare and Hospice                       | Minneapolis | 11 |
| March 18                       | Family Care Services, Inc.                          | Minneapolis | 7  |
| March 18                       | May Healthcare, Inc.                                | Minneapolis | 1  |
| March 18                       | Yoo Hoo We Help, Inc.                               | Minneapolis | 1  |
| March 18                       | South Minneapolis Workforce Center - Rehab Services | Minneapolis | 4  |
| March 24                       | Children's Theraplay                                | Maplewood   | 5  |
| March 24                       | Comforting Hands                                    | Maplewood   | 3  |
| March 24                       | Harmony Home Care                                   | Maplewood   | 1  |
| March 26                       | Home Instead Senior Care                            | Maplewood   | 7  |
| March 26                       | Lakeview Commons of Maplewood                       | Maplewood   | 4  |
| March 26                       | V J Homecare Services                               | Maplewood   | 2  |
| March 26                       | Volunteers of America Homecare Services             | Maplewood   | 4  |
| March 31                       | Capstone Services, Inc.                             | St. Paul    | 6  |
| March 31                       | Metro Social Services, Inc.                         | St. Paul    | 2  |
| March 31                       | Work-Ahead  | St. Paul    | 8  |
| March 31                       | Midway Training Services                            | St. Paul    | 9  |
| March 31                       | Howry Residential Services                          | St. Paul    | 4  |
| March 31                       | Access to Employment                                | St. Paul    | 3  |
| March 31                       | Elderberry Institute                                | St. Paul    | 5  |
| <b>Total Presentations: 35</b> |   |             |    |
| <b>Total Participants: 146</b> |   |             |    |

**Consumer Relations Office Monthly Outreach Summary  
April 2004**

**Jerry**

| Month/Date                     | Outreach Description/Location | City          | Number of Participants |
|--------------------------------|-------------------------------|---------------|------------------------|
| April 02                       | Meet with New Customer        | West St. Paul | 2                      |
| April 02                       | D/HH Event                    | Shoreview     | 7                      |
| April 03                       | D/HH Event                    | St. Paul      | 23                     |
| April 05                       | D/HH Event                    | St. Paul      | 44                     |
| April 10                       | Hard of Hearing Event         | Burnsville    | 15                     |
| April 12                       | D/HH Event                    | St. Paul      | 40                     |
| April 13                       | D/HH Event                    | St. Paul      | 80                     |
| April 16                       | Adv. Comm. Mtg.               | Rochster      | 8                      |
| April 17                       | HH Event                      | Golden Valley | 32                     |
| April 17                       | D/HH Event                    | St. Paul      | 55                     |
| April 19                       | D/HH Event                    | St. Paul      | 38                     |
| April 20                       | D/HH Event                    | St. Paul      | 45                     |
| April 22                       | D/HH Event                    | St. Paul      | 15                     |
| April 23                       | D/HH Event                    | St. Paul      | 35                     |
| April 26                       | Exhibition                    | Duluth        | 75                     |
| April 27                       | Exhibition                    | Duluth        | 55                     |
| April 28                       | D/HH Event                    | Detroit Lakes | 28                     |
| April 30                       | D/HH Event                    | St. Paul      | 85                     |
| <b>Total Presentations: 18</b> |                               |               |                        |
| <b>Total Participants: 682</b> |                               |               |                        |

**Nikki - Speech-to-Speech Outreach**

| Month/Date                     | Outreach Description/Location                 | City         | Number of Participants |
|--------------------------------|---|--------------|------------------------|
| April 03                       | MN Brain Injury Conference                    | Minneapolis  | 30                     |
| April 07                       | Independent Options, Inc.                     | St. Paul     | 3                      |
| April 07                       | MN Department Of Human Services               | St. Paul     | 10                     |
| April 07                       | Kaposia, Inc./Kaposia Plus                    | St. Paul     | 6                      |
| April 07                       | Kaposia Supported Employment Services         | St. Paul     | 2                      |
| April 07                       | Phoenix Services Corp.                        | St. Paul     | 6                      |
| April 13                       | Centennial House                              | Apple Valley | 4                      |
| April 13                       | Dakota Homemaking Services, Inc.              | Apple Valley | 1                      |
| April 13                       | LeSaint Companies                             | Apple Valley | 1                      |
| April 13                       | Specialized Home Healthcare                   | Apple Valley | 2                      |
| April 13                       | Lifeworks, Apple Valley                       | Apple Valley | 5                      |
| April 15                       | Alterra Clare Bridge of Eagan                 | Eagan        | 1                      |
| April 15                       | MVR Home Care                                 | Eagan        | 3                      |
| April 15                       | The Commons on Marice                         | Eagan        | 3                      |
| April 15                       | Midwest Special Services                      | Eagan        | 5                      |
| April 15                       | ProAct, Inc. - Eagan                          | Eagan        | 4                      |
| April 15                       | Opal In-Home Services                         | Eagan        | 4                      |
| April 20                       | Compass Minnesota Inc.                        | Burnsville   | 2                      |
| April 20                       | Eriksmoen Cottages                            | Burnsville   | 3                      |
| April 20                       | Home Instead Senior Care                      | Burnsville   | 1                      |
| April 20                       | Quality Home Healthcare Services              | Burnsville   | 1                      |
| April 20                       | Visiting Angels                               | Burnsville   | 2                      |
| April 22                       | Midwest Special Services                      | Burnsville   | 2                      |
| April 22                       | Chrestomathy of Dakota County                 | Burnsville   | 3                      |
| April 22                       | Lifeworks - Burnsville                        | Burnsville   | 5                      |
| April 22                       | MRCI - Burnsville                             | Burnsville   | 6                      |
| April 22                       | Vocational Support Services, Inc.             | Burnsville   | 2                      |
| April 26                       | Assistive Technology Conference - DECC        | Duluth       | 10                     |
| April 27                       | Booth - Assistive Technology Conference, DECC | Duluth       | 50                     |
| April 29                       | Alterra Sterling House                        | Blaine       | 3                      |
| April 29                       | Care Context Health Services                  | Blaine       | 1                      |
| April 29                       | High Land Care                                | Blaine       | 4                      |
| <b>Total Presentations: 32</b> |   |              |                        |
| <b>Total Participants: 185</b> |   |              |                        |

**Consumer Relations Office Monthly Outreach Summary  
May 2004**

**Jerry**

|                                |              |                     |    |
|--------------------------------|--------------|---------------------|----|
| May 01                         | D/HH Event   | Red Wood Falls      | 29 |
| May 03                         | D/HH Event   | Rochester           | 33 |
| May 06                         | D/HH Event   | Duluth              | 55 |
| May 07                         | D/HH Event   | St. Paul            | 89 |
| May 09                         | D/HH Event   | Minneapolis         | 18 |
| May 10                         | D/HH Event   | St. Paul            | 20 |
| May 10                         | D/HH Event   | St. Paul            | 44 |
| May 12                         | D/HH Event   | Inver Grove Heights | 11 |
| May 13                         | D/HH Event   | St. Cloud           | 29 |
| May 14                         | Deaf Event   | Minneapolis         | 10 |
| May 16                         | Deaf Event   | White Bear Lake     | 20 |
| May 17                         | Presentation | White Bear Lake     | 24 |
| May 17                         | D/HH Event   | St. Paul            | 16 |
| May 18                         | D/HH Event   | St. Cloud           | 28 |
| May 20                         | D/HH Event   | Duluth              | 35 |
| May 24                         | D/HH Event   | St. Paul            | 20 |
| May 25                         | Presentation | Princeton           | 4  |
| May 25                         | Presentation | Cambridge           | 8  |
| <b>Total Presentations: 18</b> |              |                     |    |
| <b>Total Participants: 493</b> |              |                     |    |

**Nikki - Speech-to-Speech Outreach**

|                                |   |               |    |
|--------------------------------|---|---------------|----|
| May 05                         | Midwest IV and Homecare, Inc.               | Blaine        | 3  |
| May 05                         | Anthony Louis Center                        | Blaine        | 2  |
| May 05                         | North Gables                                | Blaine        | 3  |
| May 13                         | Charles Bronstien Home                      | Minneapolis   | 1  |
| May 13                         | Eden Residential Program                    | Minneapolis   | 3  |
| May 13                         | Opportunity Partners Jorgensen House        | Minneapolis   | 1  |
| May 13                         | Maria Home                                  | Minneapolis   | 1  |
| May 13                         | Northeast House, Inc.                       | Minneapolis   | 6  |
| May 13                         | People II Incorporated                      | Minneapolis   | 2  |
| May 14                         | Meridian Services                           | Golden Valley | 52 |
| May 19                         | REM Hennepin Pillsbury House                | Minneapolis   | 3  |
| May 19                         | REM Hennepin Pleasant House                 | Minneapolis   | 2  |
| May 19                         | REM Hennepin Lyndale House                  | Minneapolis   | 3  |
| May 19                         | REM Hennepin Minnehaha House                | Minneapolis   | 2  |
| May 19                         | Three Thirty Five Ridgewood                 | Minneapolis   | 1  |
| May 20                         | Wingspan Life Resources                     | Minneapolis   | 3  |
| May 20                         | Hennepin County Vocational Services Program | Minneapolis   | 3  |
| May 20                         | Hennepin County Economic Assistance         | Minneapolis   | 2  |
| May 20                         | Bill Kelly House                            | Minneapolis   | 2  |
| May 20                         | Living Challenge                            | Minneapolis   | 1  |
| May 20                         | Minnesota Teen Challenge                    | Minneapolis   | 1  |
| May 25                         | People Incorporated                         | Minneapolis   | 2  |
| May 25                         | In Home Training                            | Minneapolis   | 1  |
| May 25                         | People Incorporated Array West              | Minneapolis   | 1  |
| May 25                         | Reentry House                               | Minneapolis   | 1  |
| May 25                         | REM Hennepin Queen House                    | Minneapolis   | 1  |
| <b>Total Presentations: 26</b> |   |               |    |
| <b>Total Participants: 103</b> |   |               |    |

**Consumer Relations Office Monthly Outreach Summary  
June 2004**

**Jerry**

|                                |                                 |             |     |
|--------------------------------|---------------------------------|-------------|-----|
| June 23                        | Deaf/HH Event                   | St. Paul    | 20  |
| June 26                        | Deaf/HH Event                   | St. Cloud   | 26  |
| June 27 & 28                   | Two Exhibitions-MADC Conference | Minneapolis | 175 |
| June 29                        | DeafBlind Event                 | Minneapolis | 23  |
| June 30                        | Deaf/HH Event                   | St. Paul    | 20  |
| <b>Total Presentations: 6</b>  |                                 |             |     |
| <b>Total Participants: 264</b> |                                 |             |     |

**Nikki - Speech-to-Speech Outreach**

|                                |                                |           |   |
|--------------------------------|--------------------------------|-----------|---|
| June 10                        | Beverly Healthcare Excelsior   | Excelsior | 2 |
| June 10                        | Echo Bay Healthcare, Inc.      | Excelsior | 3 |
| June 10                        | South Shore Park               | Excelsior | 2 |
| June 10                        | Excelsior Community Library    | Excelsior | 3 |
| June 17                        | Hillside Terrace               | Long Lake | 4 |
| June 17                        | Long Lake Assisted Living, LLC | Long Lake | 3 |
| June 17                        | Orono Woodlands                | Long Lake | 2 |
| June 17                        | Long Lake Community Library    | Long Lake | 1 |
| June 17                        | Orono Woods Senior Community   | Long Lake | 3 |
| June 22                        | Mission Nursing Home           | Plymouth  | 2 |
| June 22                        | Health Corps                   | Plymouth  | 1 |
| June 22                        | Alterra Clare Bridge Plymouth  | Plymouth  | 3 |
| June 22                        | Bassett Creek Commons          | Plymouth  | 2 |
| June 22                        | Cornerstone Assisted Living    | Plymouth  | 2 |
| June 22                        | Regent At Plymouth             | Plymouth  | 3 |
| <b>Total Presentations: 15</b> |                                |           |   |
| <b>Total Participants: 36</b>  |                                |           |   |

**Consumer Relations Office Monthly Outreach Summary  
July 2004**

**Jerry**

|                                |                     |               |    |
|--------------------------------|---------------------|---------------|----|
| July 14                        | Exhibition (CapTel) | Bloomington   | 35 |
| July 15                        | Exhibition (CapTel) | Bloomington   | 35 |
| July 16                        | Exhibition (CapTel) | Bloomington   | 45 |
| July 25                        | DHH Event           | Cottage Grove | 18 |
| July 26                        | DHH Event           | St. Paul      | 22 |
| July 29                        | DHH Event           | Bloomington   | 10 |
| <b>Total Presentations: 6</b>  |                     |               |    |
| <b>Total Participants: 165</b> |                     |               |    |

**Nikki**

|                               |                      |             |   |
|-------------------------------|----------------------|-------------|---|
| July 13                       | Avada Audiology      | Minnetonka  | 2 |
| July 15                       | In Home Training     | Minnetonka  | 1 |
| July 21                       | Walker on the River  | Anoka       | 4 |
| July 27                       | Avanstar Corporation | Duluth      | 2 |
| July 28                       | Hartford Life        | Duluth      | 2 |
| July 29                       | In Home Training     | Minneapolis | 2 |
| <b>Total Presentations: 6</b> |                      |             |   |
| <b>Total Participants: 13</b> |                      |             |   |

**Consumer Relations Office Monthly Outreach Summary  
August 2004**

**Jerry**

| Date                              | Event                      | Location            | Number of Participants |
|-----------------------------------|----------------------------|---------------------|------------------------|
| August 07                         | D/HH Event                 | Inver Grove Heights | 4                      |
| August 08                         | D/HH Event                 | Maplewood           | 4                      |
| August 14                         | Hard of Hearing Event      | Burnsville          | 23                     |
| August 17                         | Presentation               | St. Cloud           | 24                     |
| August 19                         | Deaf Event                 | Cannon Falls        | 12                     |
| August 19                         | Presentation               | St. Cloud           | 21                     |
| August 22                         | D/HH Event                 | Sauk Rapids         | 12                     |
| Aug 26th-Sept 6th                 | Minnesota State Fair Booth | Falcon Heights      | 12,500                 |
| <b>Total Presentations: 20</b>    |                            |                     |                        |
| <b>Total Participants: 12,600</b> |                            |                     |                        |

**Nikki**

| Date                           | Event  | Location    | Number of Participants |
|--------------------------------|--|-------------|------------------------|
| August 10                      | In Home Training   | Minneapolis | 2                      |
| August 12                      | In Home Training   | Mounds View | 1                      |
| August 13                      | In Home Training   | Maple Grove | 2                      |
| August 16                      | In Home Training   | Mounds View | 1                      |
| August 17                      | Concordia Arms   | Maplewood   | 12                     |
| August 19                      | In Home Training   | Minneapolis | 2                      |
| August 19                      | In Home Training   | Wayzata     | 3                      |
| August 24                      | Metropolitan Agency on Aging - St. Cloud<br>Age Odyssey Conference | St. Paul    | 250                    |
| Aug 26th-Sept 6th              | Minnesota State Fair Booth   | St. Paul    |                        |
| <b>Total Presentations: 21</b> |  |             |                        |
| <b>Total Participants: 273</b> |  |             |                        |



**Consumer Relations Office Monthly Outreach Summary  
September 2004**

**Jerry**

|                                |                                       |                     |    |
|--------------------------------|---------------------------------------|---------------------|----|
| September 08                   | Qwest Advisory Committee-Presentation | Minneapolis         | 11 |
| September 10                   | Deaf Event-Presentation               | Minneapolis         | 6  |
| September 11                   | D/HH Event                            | Cambridge           | 12 |
| September 11                   | HH Event/Presentation                 | Apple Valley        | 15 |
| September 13                   | D/HH Event                            | St. Paul            | 27 |
| September 16                   | MEC Advisory Committee-Presentation   | St. Paul            | 11 |
| September 16                   | D/HH Event                            | Inver Grove Heights | 8  |
| September 17                   | Presentation                          | St. Cloud           | 23 |
| September 19                   | Presentation                          | St. Cloud           | 18 |
| September 19                   | HH Event                              | St. Paul            | 35 |
| September 20                   | D/HH Event                            | St. Paul            | 28 |
| September 21                   | D/HH Event-Presentation               | St. Paul            | 55 |
| September 22                   | Presentation                          | Detroit Lakes       | 23 |
| September 22                   | Presentation                          | Moorhead            | 15 |
| September 23                   | Presentation                          | St. Paul            | 28 |
| September 27                   | D/HH Event                            | St. Paul            | 29 |
| September 29                   | Presentation                          | St. Paul            | 12 |
| September 30                   | D/HH Event                            | Minneapolis         | 33 |
| <b>Total Presentations: 18</b> |                                       |                     |    |
| <b>Total Participants: 389</b> |                                       |                     |    |

**Nikki**

|                                |                                   |                 |     |
|--------------------------------|-----------------------------------|-----------------|-----|
| September 09                   | Homestead at Coon Rapids          | Coon Rapids     | 2   |
| September 15                   | Whispering Pines Assisted Living  | Anoka           | 3   |
| September 16                   | In Home Training                  | Brooklyn Center | 6   |
| September 23                   | Epiphany Assisted Living          | Coon Rapids     | 4   |
| September 25                   | Ageless Expo, Brainerd Dispatch   | Brainerd        | 155 |
| September 28                   | Roitenberg Family Assisted Living | St. Louis Park  | 9   |
| September 28                   | Lenox Community Senior Center     | St. Louis Park  | 5   |
| September 28                   | In Home Training                  | Prior Lake      | 2   |
| <b>Total Presentations: 8</b>  |                                   |                 |     |
| <b>Total Participants: 186</b> |                                   |                 |     |

**Consumer Relations Office Monthly Outreach Summary  
October 2004**

**Jerry**

| Month/Date                      | Outreach Description/Location   | City                | Number of Participants |
|---------------------------------|---------------------------------|---------------------|------------------------|
| October 02                      | Deaf/HH Event                   | Brainerd            | 18                     |
| October 04                      | Deaf/HH Event                   | St. Paul            | 33                     |
| October 05                      | Five Presentations              | St. Paul            | 148                    |
| October 06                      | Five Presentations              | St. Paul            | 144                    |
| October 07                      | Presentation                    | Minneapolis         | 75                     |
| October 08                      | Deaf/HH Event                   | Minneapolis         | 12                     |
| October 09                      | Deaf Aware Fair, Brookdale Mall | Brooklyn Park       | 1500                   |
| October 09                      | Hard-of-Hearing Event           | St. Paul            | 22                     |
| October 11                      | Two Presentations               | Anoka               | 59                     |
| October 11                      | Deaf/HH Event                   | St. Paul            | 34                     |
| October 12                      | Presentation                    | St. Paul            | 24                     |
| October 13                      | CapTel Demo                     | St. Paul            | 4                      |
| October 13                      | Presentation                    | Minneapolis         | 53                     |
| October 13                      | Presentation                    | Minneapolis         | 18                     |
| October 18                      | Presentation                    | St. Paul            | 20                     |
| October 18                      | Deaf/HH Event                   | St. Paul            | 35                     |
| October 20                      | Duluth Senior Expo              | Duluth              | 198                    |
| October 21                      | Deaf/HH Event                   | St. Paul            | 48                     |
| October 25                      | Deaf/HH Event                   | St. Paul            | 30                     |
| October 26                      | Presentation                    | St. Paul            | 24                     |
| October 27                      | Deaf/HH Event                   | Inver Grove Heights | 8                      |
| October 28                      | Presentation                    | St. Paul            | 27                     |
| October 29                      | Deaf/HH Event                   | Coon Rapids         | 18                     |
| October 29                      | CapTel Demo                     | St. Paul            | 1                      |
| <b>Total Presentations: 33</b>  |                                 |                     |                        |
| <b>Total Participants: 2553</b> |                                 |                     |                        |

**Nikki**

| Month/Date                     | Outreach Description/Location           | City             | Number of Participants |
|--------------------------------|---|------------------|------------------------|
| October 01                     | In Home Training                        | Otsego           | 2                      |
| October 07                     | Adult Foster Care Conference, St. Cloud | Oakdale          | 12                     |
| October 14                     | In Home Training                        | St. Michael      | 3                      |
| October 09                     | Deaf Aware Fair, Brookdale Mall         | Brooklyn Park    | 40                     |
| October 19                     | In Home Training                        | Golden Valley    | 1                      |
| October 19                     | In Home Training                        | Edina            | 1                      |
| October 19                     | In Home Training                        | Woodbury         | 1                      |
| October 20                     | Duluth Senior Expo Booth                | Duluth           | 150                    |
| October 20                     | Duluth Senior Expo Seminar              | Duluth           | 10                     |
| October 26                     | In Home Training                        | Columbia Heights | 2                      |
| October 26                     | Creekside Gables Senior Housing         | Brooklyn Park    | 5                      |
| <b>Total Presentations: 11</b> |   |                  |                        |
| <b>Total Participants: 227</b> |   |                  |                        |

**Consumer Relations Office Monthly Outreach Summary  
November 2004**

**Jerry**

|                                |                          |                     |     |
|--------------------------------|--------------------------|---------------------|-----|
| November 01                    | Three Presentations      | Champlin            | 84  |
| November 01                    | D/HH Event               | St. Paul            | 24  |
| November 04                    | Exhibition               | Owantonna           | 100 |
| November 06                    | D/HH Event               | St. Paul            | 38  |
| November 08                    | One-on-one Demonstration | St. Paul            | 2   |
| November 08                    | Presentation             | Inver Grove Heights | 28  |
| November 10                    | Three Presentations      | St. Cloud           | 74  |
| November 11                    | D/HH Event               | Minneapolis         | 21  |
| November 12                    | D/HH Event               | St. Paul            | 16  |
| November 13                    | Hard-of-Hearing Event    | Inver Grove Heights | 22  |
| November 15                    | D/HH Event               | St. Paul            | 34  |
| November 16                    | One-on-one Demonstration | Lilydale            | 2   |
| November 16                    | D/HH Event               | St. Paul            | 125 |
| November 17                    | D/HH Event               | Faribault           | 12  |
| November 18                    | Presentation             | Minneapolis         | 12  |
| November 18                    | Qwest Advisory Comm. Mtg | Minneapolis         | 14  |
| November 20                    | Deaf/Blind Event         | Brooklyn Park       | 100 |
| November 22                    | One-on-one Demonstration | St. Paul            | 2   |
| November 22                    | D/HH Event               | St. Paul            | 35  |
| November 29                    | D/HH Event               | St. Paul            | 30  |
| <b>Presentations: 24</b>       |                          |                     |     |
| <b>Total Participants: 775</b> |                          |                     |     |

**Nikki**

|                               |                             |            |    |
|-------------------------------|-----------------------------|------------|----|
| November 23                   | Rosepointe Senior Residence | Roseville  | 10 |
| November 23                   | In Home Training            | Stillwater | 2  |
| <b>Total Presentations: 2</b> |                             |            |    |
| <b>Total Participants: 12</b> |                             |            |    |

**Consumer Relations Office Monthly Outreach Summary  
December 2004**

**Jerry**

| Date                        | Event                 | Location            | Number of Participants |
|-----------------------------|-----------------------|---------------------|------------------------|
| December 01                 | D/HH Event            | Duluth              | 24                     |
| December 02                 | Presentation          | Duluth              | 11                     |
| December 06                 | D/HH Event            | St. Paul            | 39                     |
| December 06                 | Presentation          | St. Cloud           | 9                      |
| December 09                 | D/HH Event            | St. Paul            | 48                     |
| December 09                 | D/HH Event            | Inver Grove Heights | 7                      |
| December 11                 | Hard-of-Hearing Event | Burnsville          | 42                     |
| December 13                 | Two Presentations     | White Bear Lake     | 46                     |
| December 13                 | D/HH Event            | St. Paul            | 41                     |
| December 15                 | Two Presentations     | Edina               | 57                     |
| December 20                 | D/HH Event            | St. Paul            | 29                     |
| December 27                 | D/HH Event            | St. Paul            | 35                     |
| <b>Total Presentations:</b> | <b>14</b>             |                     |                        |
| <b>Total Participants:</b>  | <b>388</b>            |                     |                        |

**Nikki**

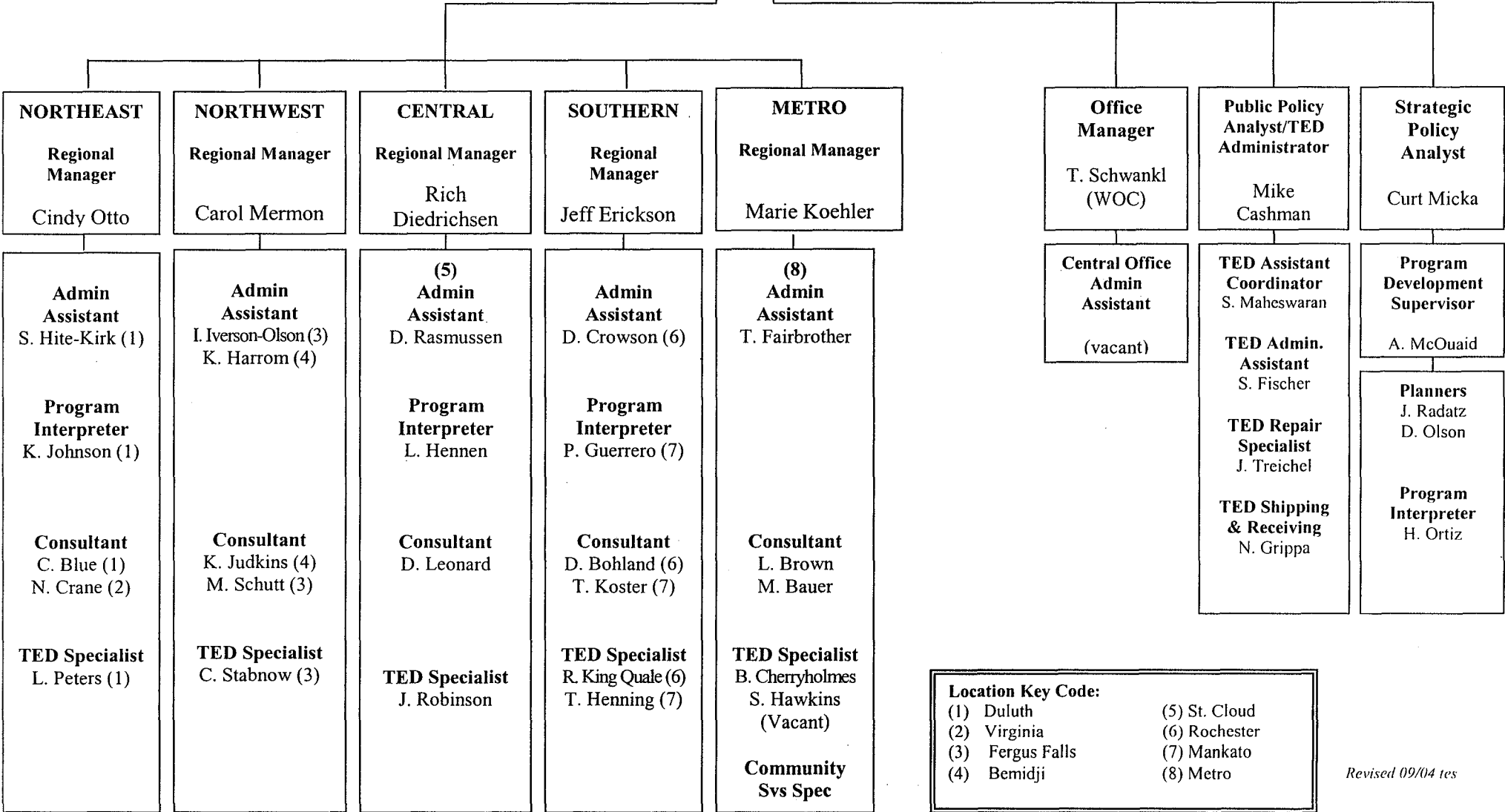
| Date                        | Event                               | Location        | Number of Participants |
|-----------------------------|-------------------------------------|-----------------|------------------------|
| December 09                 | In Home Training                    | Minneapolis     | 1                      |
| December 16                 | Anthony James Senior Apartments     | New Hope        | 1                      |
| December 16                 | Broadway Village Senior Housing     | New Hope        | 4                      |
| December 16                 | Chardon Court Senior Apartments     | New Hope        | 5                      |
| December 16                 | North Ridge Senior Community        | New Hope        | 2                      |
| December 16                 | St. Therese Senior Housing          | New Hope        | 2                      |
| December 16                 | Osseo Gardens Assisted Living       | Osseo           | 1                      |
| December 16                 | Steeple Pointe Senior Residence     | Osseo           | 2                      |
| December 21                 | In Home Training                    | Roseville       | 2                      |
| December 29                 | Earl Brown Terrace Senior Residence | Brooklyn Center | 2                      |
| December 29                 | Maranatha Place Senior Housing      | Brooklyn Center | 2                      |
| December 29                 | Prairie Lodge at Earl Brown Farm    | Brooklyn Center | 2                      |
| December 29                 | Blaine Courts Senior Residence      | Blaine          | 2                      |
| <b>Total Presentations:</b> | <b>13</b>                           |                 |                        |
| <b>Total Participants:</b>  | <b>28</b>                           |                 |                        |

# APPENDIX H

Minnesota Department of Human Services  
**Deaf and Hard of Hearing Services Division**

**Director**  
 Bruce Hodek

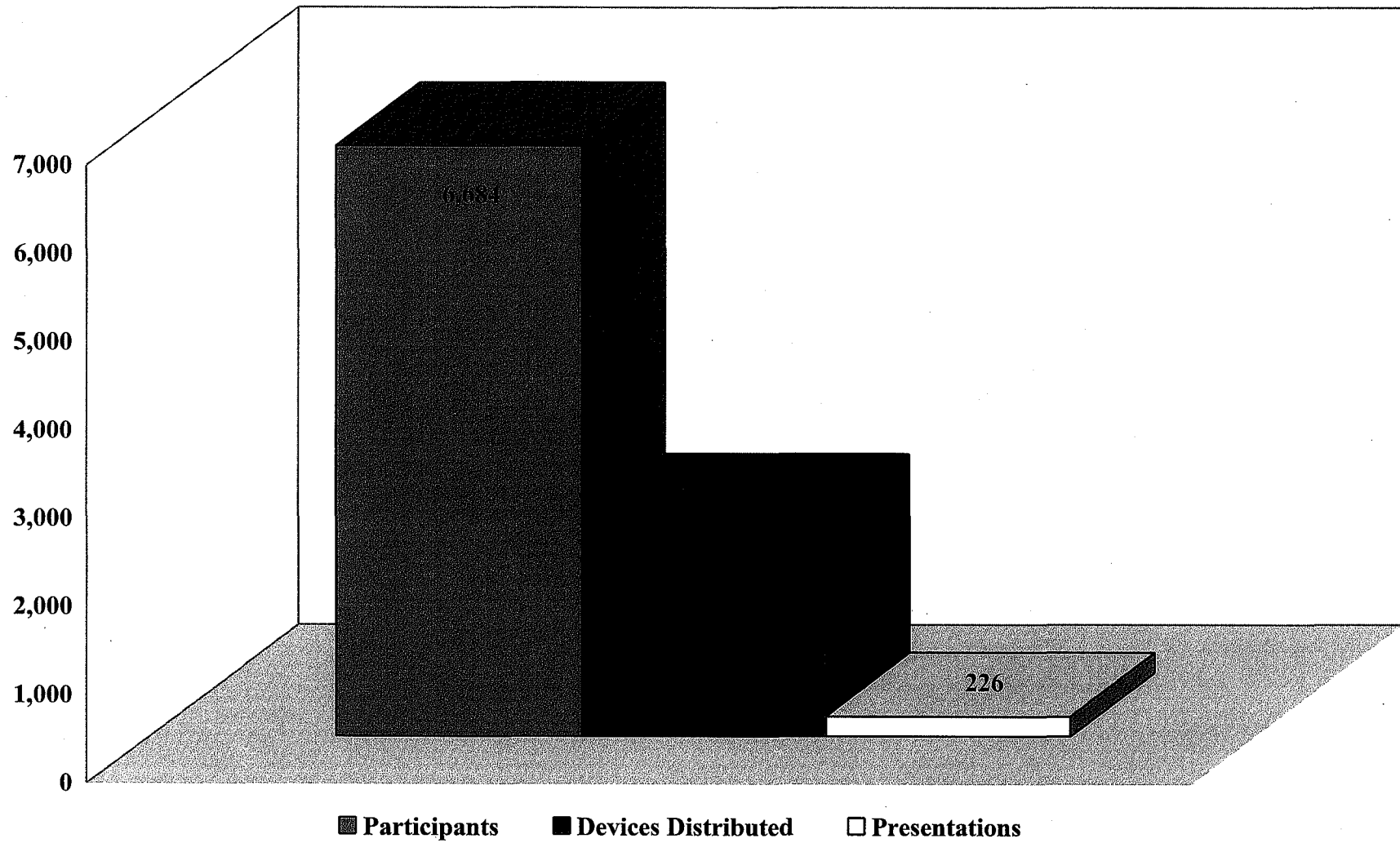
**Minnesota Commission Serving Deaf  
 and Hard of Hearing People  
 (MCDHH)  
 Executive Director**  
 Mary Hartnett (unclassified)



**Location Key Code:**  
 (1) Duluth (5) St. Cloud  
 (2) Virginia (6) Rochester  
 (3) Fergus Falls (7) Mankato  
 (4) Bemidji (8) Metro

# APPENDIX I

## 2004 Telephone Equipment Distribution Program Activities





# Telephone Equipment Distribution Program

## Types of Equipment Distributed in 2004

