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DOC-TACIP

MINNESOTA DEPARTMENT OF COMMERCE  
TELECOMMUNICATIONS ACCESS FOR  
COMMUNICATION-IMPAIRED PERSONS

MINNESOTA RELAY



2000 ANNUAL REPORT TO THE  
MINNESOTA PUBLIC UTILITIES COMMISSION  
DOCKET NO. P999/CI-01-441

MARCH 4, 2002

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HV2502.5  
.A56  
2000

Minn. Stat. 237.55

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- A. TACIP Statute : Minnesota Statute 237.50-237.56
- B. Minnesota Relay Organizational Chart
- C. Minnesota Relay Call Totals
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- E. EDP Organizational Chart
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## EXECUTIVE SUMMARY

In 1987, the Minnesota Legislature passed legislation creating the Telecommunications Access for Communication Impaired Persons (TACIP) Board for the purpose of making the telephone network in Minnesota accessible to communication-impaired persons (speech-, hearing-, and mobility impaired). Two programs were established to accomplish this goal: the Equipment Distribution Program (EDP) and the Minnesota Relay.

In 1995 the Minnesota Legislature eliminated the TACIP Board and transferred the responsibility for EDP to the Minnesota Department of Human Services (DHS) and the responsibility for the Minnesota Relay to the Minnesota Department of Public Service (DPS).

Effective September 15, 1999, the Governor, by executive order, merged the Departments of Public Service (DPS) and Commerce (DOC). As a result of the merger, the Weights and Measures Division is the only remaining division of the Department of Public Service, and thus TACIP is now under DOC.

The Equipment Distribution Program provides specialized telecommunications equipment for eligible deaf, hard-of-hearing, speech-impaired and mobility-impaired persons, which enables them to access the telecommunications network. The Minnesota Relay allows a person using a specialized telecommunications device called a Telecommunications Device for the Deaf (TDD) or Teletypewriter (TTY) to communicate with a person using a standard telephone. These vendor provided programs, as well as the administrative expenses of the DOC-TACIP, are funded by a statewide \$0.12 surcharge on access lines including wireless communications lines and other non-wire telephone access services in the State of Minnesota.

Beginning on July 1, 1996, DOC-TACIP contracted with Communication Services for the Deaf (CSD) and Sprint Communications Company (Sprint), and began providing telecommunications relay service (TRS) at a relay center located in Moorhead. While CSD provides the management and human resource components for the Minnesota Relay, Sprint is responsible for providing the relay facilities, maintenance and access to Sprint's fiber optic telecommunications network.

This report presents information on the major activities of DOC-TACIP during the year 2000. This is comprised of operating information on the two TACIP programs, and financial and statistical data. The attachments provide details on the TACIP statute, the current organizational structure of DOC-TACIP's service providers, and program operations.

## HISTORY

In 1987, the Minnesota Legislature passed legislation creating the Telecommunications Access for Communication Impaired Persons (TACIP) Board for the purpose of making the telephone network in Minnesota accessible to communication-impaired persons (speech-, hearing-, and mobility-impaired). Two programs were established to accomplish this goal: the Equipment Distribution Program (EDP) and the Minnesota Relay. The Minnesota Relay began service on March 1, 1989. Prior to July 1, 1996, and the complete privatization of the Minnesota Relay, the State of Minnesota owned and maintained all relay equipment. The procedures and remedies for enforcing any requirements imposed by the Telecommunications Relay Service (TRS) program fall under Minn. Stat. §237.50-237.56 (Attachment A).

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 (now the Minnesota Department of Commerce<sup>1</sup>). Responsibility for the EDP was given to the Minnesota Department of Human Services. The 1995 legislation gave the responsibility for gathering consumer input regarding EDP and the Minnesota Relay to the department of Human Services, Deaf and Hard of Hearing Services Division (DHHSD). In accordance with State law, each of the eight DHHSD Regional Service Center's advisory committees has added a mobility- or speech-impaired member. All information gathered from the meetings is forwarded to the DOC-TACIP for review by the TACIP Administrator.

The Equipment Distribution Program provides specialized telecommunications equipment for eligible deaf, hard-of-hearing, speech-impaired and mobility-impaired persons, which enables them to access the telephone network. The Minnesota Relay allows a person using a specialized telecommunications device called a Telecommunications Device for the Deaf (TDD) or Teletypewriter (TTY) to communicate with a person using a standard telephone. Since the inception of the program, more than 20,000 households have benefited, and over 11 million calls have been placed through the relay. These vendor provided programs, as well as the administrative expenses of the DOC-TACIP, are funded by a statewide \$0.12 surcharge on access lines, including wireless communications lines and other non-wire telephone access services, in the State of Minnesota. The DOC-TACIP also coordinates funding for the two programs.

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<sup>1</sup> Effective September 15, 1999, the Governor, by executive order, merged the Departments of Public Service (DPS) and Commerce (DOC).

## **TACIP ADMINISTRATION**

### *ROLE OF THE PUBLIC UTILITIES COMMISSION (PUC)*

In accordance with Minnesota statute, DOC-TACIP must submit annual reports 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 Equipment Distribution Program (EDP). In addition, the report includes a description of services provided by both the Minnesota Relay and EDP, funds received and distributed annually for each component of the program, and plans for future operations.

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

### *DOC-TACIP GOAL*

The terms and conditions of the relay service provider contracts reflect the DOC-TACIP goal to maintain Telecommunication Relay Services (TRS) that meet, or exceed, the quality of relay services available in other states. Given that Communication Services for the Deaf and Sprint are national leaders and have the largest market share in the provision of TRS services, DOC-TACIP believes that Minnesota's relay is among the most advanced and reliable relay centers in the nation.

Under a separate subcontract, DOC-TACIP and CSD have established a Minnesota Relay Consumer Relations Office located in St. Paul, Minnesota. Since the Consumer Relations Office began operations in November 1996, the office has conducted annual focus groups that are held to solicit input from a variety of relay users. Staffed by both deaf and hearing personnel, the Consumer Relations Office is available to give presentations to any group or organization in the State. All feedback gathered from focus group meetings, presentations, or from Sprint's "800" 24-hour consumer hotline is forwarded monthly for review by the TACIP Administrator. Consumer relations activities are discussed later in this report.

## **MINNESOTA RELAY**

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.

Relay service users are able to expand calling services through Extended Area Service (ESA), Metropolitan Area Plans or other discounted toll plans that, in some instances, allows calls to cross state lines. Sprint has engineered the Minnesota Relay to provide the same calling services used by persons without communication impairments to persons who are deaf, hard-of-hearing, or speech-disabled. Calls placed across state lines that would be considered local interstate calls if the Minnesota Relay was not used are also completed without additional toll charges. This is in compliance with the State's contract with Sprint, which requires equal communication access of the intrastate telecommunications network to persons who are deaf, hard-of-hearing, or speech-disabled. Specially trained Communication Specialists (CAs) are available 24 hours a day, 7 days a week, to relay calls. There is no extra charge to the user of the relay service.

### *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 the 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.

### *ACCESSING THE MINNESOTA RELAY*

Although Minnesota Relay users currently access the relay by dialing an "800" number, nationwide relay access will be available October 1, 2001, by dialing 7-1-1. On August 9, 2000, the FCC released the Second Report and Order concerning Nationwide 7-1-1 Access to TRS. The order requires all common carriers, wireless providers, payphone vendors, and Private Business Exchange (PBX) vendors to provide 7-1-1 dialing access to relay services on or before October 1, 2001.

### *MINNESOTA RELAY CENTER*

The Minnesota Relay is located adjacent to the intersection of Interstate 94 and Highway 75 in Moorhead, Minnesota. The center is constructed to position 72 workstations, and currently employs 204 Communication Assistants (130 full-time and 74 part-time). An organizational

chart depicting the Minnesota Relay administrative structure is provided in Attachment B. The Minnesota Relay serves, at a minimum, 90% of all Minnesota customers calls before accepting calls from Iowa, New York, Montana, Texas, or several other states which do not have their own relay centers.

## *OPERATIONAL STANDARDS*

### *1. Communication Assistants (CAs)*

Sprint and CSD implement extensive employee recruitment and selection procedures to assure persons who are selected and employed as CAs meet all proficiency requirements, including:

- a. Ability to successfully complete 10 days of rigorous CA training, which includes: American Sign Language (ASL) grammar, Deaf culture, needs of speech-disabled users, confidentiality of calls, and the operation of relay telecommunications equipment.
- b. Ability to pass a performance-based CA examination covering spelling, typing, dictation, procedures, characteristics of ASL as it may be reflected in the written language of the TTY users, Deaf culture, needs of speech-disabled users, confidentiality and professional judgment.
- c. Minnesota Relay CAs must, at a minimum, have the following qualifications:
  - i. Spelling skills and telephone etiquette: CAs must have a 12<sup>th</sup> grade spelling level and basic skills in telephone etiquette.
  - ii. Basic skills in English grammar at a 12<sup>th</sup> grade level (minimum).
  - iii. Minimum typing speed of 45 wpm.
  - iv. Ability to understand ASL users as they communicate in writing (typing).
  - v. Ability to convey the full content, context, and intent of relay communications that they translate. CAs must strive to maintain functional equivalence for both the TTY relay user and the non-TTY user when a communication is relayed.

## CONFIDENTIALITY AND CONVERSATION CONTENT

The Telecommunication Relay Service code of ethical behavior for Communication Assistants is used to provide 100-percent confidentiality between CAs and TRS users. This code serves to ensure confidentiality and accuracy of telephone conversations.

Communication Assistants are required to sign a TRS Code of Ethical Behavior affidavit pledging adherence to rules and regulations. Any breach of this Code will result in disciplinary action that may result in termination of employment.

### THE TRS CODE OF ETHICAL BEHAVIOR COVERS THREE AREAS:

1. *Confidentiality*
  - a. All calls and related information are not to be revealed, including the fact that the call was performed (except when allowed by §705 of the Communications Act, 47 U.S.C. §604).
  - b. Hard copies of conversations are not maintained.
  - c. Communication Assistant's screens are not to be visible to visitors touring the relay center.
  - d. Information learned from a call is not to be used for personal gain.
  - e. CAs do not give out their names.
2. *Accurate Interpretation*
  - a. Conversations are relayed verbatim unless paraphrasing is requested by the user.
  - b. The CAs must transmit exactly what is said in the way it is intended, including profanity.
3. *Objectivity*
  - a. CAs are not to advise, counsel or interject personal opinions, even when asked to do so by relay users.
  - b. CAs do not make judgments on the content of relay calls.

- c. CAs convey in their tone of voice the conversation typed and not their own emotional response.

## *TYPES OF CALLS*

Consistent with the obligations of common carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls. CAs are permitted to decline to complete a call when a credit authorization is denied.

Additionally:

- A. CAs are required to handle emergency calls using the established procedures developed by CSD and Sprint.
- B. Making and receiving interstate calls to and from anywhere in the United States is a required Minnesota Relay capability. Making and receiving intrastate calls to and from anywhere in Minnesota is a required Minnesota Relay capability.
- C. Full international calling capability is also required and provided for callers to make and receive calls to and from anywhere in the world.
- D. Extended Area Service (EAS) is required and available to all Minnesota residents. This ensures that Minnesota Relay callers are not billed for toll usage when completing EAS calls.
- E. Directory Assistance calling is required and available to Minnesota Relay users.
- F. Capability for 900 calling is required and available.

## *TECHNICAL STANDARDS*

### *1. ASCII and Baudot*

The Minnesota Relay is capable of receiving and transmitting Baudot or ASCII communications up to 28,800 bits per second.

### *2. Speed of Answer*

As per the state's contracts with CSD and Sprint, the Minnesota Relay exceeds the FCC requirement to answer 85% of all incoming calls within 10 seconds, as well as the requirement that the "dialing" of the requested number be accomplished within 30 seconds. The Minnesota

Relay must answer 90% of all incoming calls within 10 seconds. Based on 2000 records, relay calls were answered on average within 2.2 seconds.

3. *Equal Access of Interexchange Carriers*

Callers to the Minnesota Relay are able to have their interLATA calls carried by any interexchange carrier that has agreed to participate in a Carrier of Choice (COC) program. If a customer indicates their COC preference to the CA, the CA will determine if the carrier is a participant; if so, the call will be routed over that carrier's network. With the exception of calls originating from pay telephones, callers are able to use any billing method made available by the requested carrier. If the caller does not indicate a COC preference or their preferred carrier is not a COC participant, the call will be carried over the Sprint network.

4. *Minnesota Relay Facilities*

- A. The relay center operates 24 hours a day, 365 days per year. Additionally, relay users can call the Minnesota Relay Customer Service toll-free number 24 hours a day at 800-676-3777 to express their complaints, comments, or commendations about their relay calls.
- B. Emergency back-up systems serve as the center's uninterruptible power supply (UPS). In the event of a power failure, the UPS is activated immediately and begins operating within 30 seconds of a power failure. The UPS system has a minimum capacity of 1 hour and a maximum of 24 hours. Also, the Minnesota Relay is equipped with a diesel-fired stand-by generator with sufficient electrical generating capacity to support the entire relay center in the event of electrical failure by the local electric utility.

Sprint maintains a comprehensive disaster recovery plan to handle potential and man-made system failures. The disaster recovery plan details various levels of emergency procedures, depending on the source and severity of the service disruption, to restore service. For example, in the event of a complete power outage, incoming calls will automatically be routed to other TRS facilities operated jointly by Sprint and CSD.

- C. The daily blockage rate is required to be no greater than P.01 Grade of Service (GOS). The TRS blockage rate experienced in Minnesota is measured by sampling the number of calls being blocked at a minimum of every 30 minutes for each 24 hour period.
- D. Conversations between TTY and Voice callers are transmitted in real time, unless specified by the end user (i.e., when a user is mobility impaired and is using a computer modem that allows them to type their conversations ahead of time, then

send the message through the relay to the designated party). In all cases, callers have control over their conversations.

## 2000 MINNESOTA RELAY FEATURES

- **Access to 900 Service** – This feature allows Minnesota Relay users to access 900 number pay-per-call services.
- **Access to Restricted 800/877/888 Numbers** – TTY users are able to reach, through the Minnesota Relay, regionally restricted 800, 877, and 888 numbers and business offices of local telephone companies which 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 communication assistant to retrieve messages from the relay user's voice answering machine or voicemail.
- **Automated Number Identification (ANI)** – With ANI, the originating number appears automatically on the CA's monitor.
- **Branding of Call Type** – The Minnesota Relay has the ability to automatically record and store 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 automatically answered and set-up using customer database pre-recorded 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.
- **Caller ID** – This feature simulates a Local Exchange Carrier's Caller ID feature. Upon request, the CA will inform the receiving party of the calling party's telephone number.
- **Customer Database** – Customer Database offers customers 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, 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 service provider.)

- **Deaf-Blind Transmission Speed** – Sprint Relay modified the default transmission speed Telebraille uses. 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.
- **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 translation.
- **Flexible Billing** – Flexible billing allows 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 users gender with the gender of a CA. For example, the user has the option of allowing the 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 Hearing Carryover, 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 access to HCO users at both ends of a relay call.
- **Hearing Carry Over to TTY** – Allows consumers of HCO to listen while the CA is reading/voicing the TTY users' typed message. The HCO user types his/her conversation directly to the TTY user.
- **International Calls** – Allows the user to place and receive calls to and from anywhere in the world (using English or Spanish languages only).
- **Last Number Redial** – The last number redial feature allows the Minnesota Relay user to call the last person dialed through the relay without having to provide the telephone number to the CA.
- **Recording Machine Capabilities** – Allows CAs to record and play back audio-text interaction messages to reduce numerous callbacks to convey entire message to the calling party.
- **Roaming Services** – This feature allows Minnesota Relay calls to originate and terminate outside of Minnesota.

- **Single Line Answering Machine Message Retrieval** – This feature allows TTY customers to retrieve voice-mail messages on the inbound leg of the call.
- **Spanish Relay** – The Spanish Relay works the same way that the 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.
- **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 speech disabled person to voice their conversation. The CA will then revoice the words of the person with a speech disability or revoice the user's speech synthesizer output to the other party.
- **Transfer Gate Capabilities** – The system's ability to transfer relay callers to English TTY Operator Service and relay 24-hour customer service.
- **TTY Operator Services (OSD)** – Sprint's 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** – This feature 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.
- **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.
- **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.
- **VCO to HCO** – Allows consumers of VCO to communicate directly with consumers of HCO. The hard-of-hearing or deaf caller speaks directly to the speech-impaired person, and the CA then speaks the typed message of the speech-impaired person.
- **VCO to TTY** – This feature 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 message to the TTY user and the TTY user types directly back to the VCO user.

- **VCO to VCO** – This feature 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.
- **Voice Call Progression** – Allows Voice or HCO callers to listen during call set-up (i.e., ringing or busy).

#### *FUTURE MINNESOTA RELAY FEATURES:*

- **Nationwide 7-1-1 Access to TRS** – On August 9, 2000, the FCC released the Second Report and Order concerning nationwide 7-1-1 access to TRS. The Order requires all common carriers, wireless providers, payphone vendors, and Private Business Exchange (PBX) vendors to provide 7-1-1 dialing access to relay services on or before October 1, 2001. Relay users will be able to simply dial 7-1-1 to access the relay regardless of which state they are in.
- **Caller ID** – On July 1, 2001, the Minnesota Relay will add Caller ID to its available features.

#### *CALL VOLUMES*

CSD and Sprint handled an average of 110,535 calls per month in 2000. Charts showing Minnesota Relay monthly call volumes for 2000 and yearly call totals for 1997-2000 are provided in Attachment C.

#### *FUNCTIONAL STANDARDS*

##### *1. Enforcement*

In the event that DOC-TACIP fails to take action within 180 days after a complaint is filed about the Minnesota Relay, the FCC will exercise jurisdiction over the complaint. Failure to meet the deadlines for resolving a complaint may adversely affect the continued certification of the Minnesota Relay (47 C.F.R. § 64.605).

## 2. *Public Access to Minnesota Relay Information*

The Minnesota Relay Consumer Relations Office (CRO), located in downtown St. Paul, continues to promote and educate the general public about Telephone Relay Services in addition to responding to consumer complaints and inquiries. Trich Shipley, Senior Manager, has been involved in relay for over 12 years, and Jerry Pouliot, Manager, has 37 years experience working with the deaf community. The CRO office also consists of Sara Meyer, part-time Speech-to-Speech outreach, and Nikki Nelson, full-time Speech-to-Speech outreach.

The CRO conducted 707 presentations in 2000, and reached 27, 144 consumers. A summary of the CRO's activities in 2000 is included in Attachment D. The CRO also coordinated a Focus Group meeting for consumers, which was held on January 12, 2000. Staff from the Minnesota Equipment Distribution Program (EDP), Sprint, Communication Services for the Deaf (CSD), and CRO presented to 17 participants and Deaf community leaders on topics such as 7-1-1, Video Relay Interpreting, EDP, Minnesota Relay's overall quality of service, and garbled text on TTY displays. Many participants complimented communication assistants and the relay service.

Printed and other outreach materials available through Consumer Relations Office include:

- Standard print Minnesota Relay brochures
- Large print Minnesota Relay brochures
- Minnesota Relay brochure in Braille
- Minnesota Relay wallet cards, magnets, pens, and keychains

Public access to Minnesota Relay information is provided through the following numbers:

TACIP Administrator .....	800-657-3599 voice/TTY
Minnesota Relay/CSD Customer Service .....	800-657-3775 voice/TTY
Minnesota Relay .....	800-627-3529 voice/TTY/ASCII
24 hour Sprint Customer Service .....	800-676-3777 voice/TTY/ASCII
Sprint's Minnesota Account Manager .....	800-659-2905 TTY

## 3. *Rates*

- A. Long distance charges are based on point-of-origination to point-of-destination. However, some larger long distance carriers offer discounts to Minnesota Relay users.
- B. Relay users incur no telephone charges when using the Minnesota Relay, except for long distance. The rates that the relay users incur are no greater than the rates paid for functionally equivalent voice communication services with respect to such

factors as the duration of the call, time-of-day, and the distance from point-of-origination to the point-of-termination.

#### 4. *Jurisdictional Separation of Costs*

The Minnesota Relay acknowledges jurisdictional separation of costs as required by 47 C.F.R. § 64.604 (c) (5).<sup>2</sup>

Sprint is reimbursed for its costs to provide interstate and toll-free calls from the Interstate TRS Fund administered by the National Exchange Carrier Association.

#### 5. *Complaint Procedure*

A. Minnesota has established with both its providers, CSD and Sprint, a mechanism to receive and resolve complaints from relay users. Listed below are several options relay users may choose from in directing their concerns, complaints, or commendations.

- During or immediately after a relay call, request that the CA arrange for a relay supervisor to speak with the user.
- After a trouble relay call has been completed, contact Minnesota's Sprint Account Manager. Minnesota's Sprint Account Manager's Number is 800-659-2905 (TTY) or 860-242-4974 (voice).
- Anytime following a relay call that has been completed, contact any of the following numbers:

Minnesota Relay/CSD Customer Service .....	800-657-3775 voice/TTY
24 hour Sprint Customer Service.....	800-676-3777 voice/TTY/ASCII
TACIP Administrator.....	800-657-3599 voice/TTY
Sprint's Minnesota Account Manager .....	800-659-2905 TTY
Public Utilities Commission.....	651-296-0406 voice/TTY

Note: Sprint provides 24 hour-a-day, 7 days-a-week toll-free Voice and TTY access to its 800-676-3777 Customer Service Hotline. The hotline may be used to file a complaint, commendation, or to ask questions about Minnesota's relay services. Complaints and commendations filed with Sprint Customer Service are reviewed and addressed by the Sprint Account Manager for Minnesota.

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<sup>2</sup> 47 C.F.R. § 64.604 (c) (5) *Jurisdictional separation of costs-* (i) *General*. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commissioner's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended.

- B. Of all customer calls received through the Sprint customer service hotline and Minnesota Relay Consumer Relations Office, approximately 15-percent were complaints.
- C. If a situation arises where resolutions to customer complaints are not forth coming, Minnesota Relay users are encouraged to contact the TACIP Administrator.
- D. Complaints may also be filed directly with the Federal Communication Commission Common Carrier Bureau without initially going through the complaint mechanism available in Minnesota.

### **EQUIPMENT DISTRIBUTION PROGRAM (EDP)**

The Equipment Distribution Program (EDP) is responsible for distributing telecommunication devices to income eligible Minnesota citizens, informing communication-impaired persons of services available through the program, providing training in the use of the telecommunication devices and maintaining the devices. Minnesota Statute 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 EDP is administered through an interagency agreement between the Department of Human Services, Deaf and Hard of Hearing Services Division (DHHSD) and DOC-TACIP. DHHSD provides access to an established network of regional service centers around the state and has professional staff experienced in working with communication-impaired persons. Services are provided through the eight DHHSD regional offices located in Bemidji, Duluth, Virginia, Fergus Falls, Rochester, St. Cloud, St. Peter and St. Paul. An organizational chart for EDP is included in this report as Attachment E.

### ***AUTHORITY TO PROVIDE EQUIPMENT***

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

## *STATISTICAL INFORMATION*

A report of EDP activities is submitted quarterly to DOC by DHHSD. The report fully documents outreach activity, the number of interviews conducted, the number of households receiving equipment, the number of individuals served and the kinds of equipment distributed. The graphs provided in Attachment F show the number of devices distributed, interviews conducted, individuals served, presentations made, and types of devices distributed in 2000.

## *PROGRAM PROMOTION*

DHHSD is responsible for the promotion of EDP services and activities. EDP staff presentations explain the program, outline eligibility requirements, demonstrate relay service custom calling options, and provide other pertinent information. In 2000, 318 presentations were given; this was a 14% increase from 1999. The eight Deaf and Hard of Hearing Service Regional Advisory Committees are located in: Northern Area (Bemidji, Duluth, Virginia); Central Area (Fergus Falls, St. Cloud); Metro Area (St. Paul); Southern Area (Rochester, St. Peter). The advisory committee meetings take place quarterly.

## *TRENDS IN SERVICE PROVISION*

The demand for equipment for those who are hard of hearing remains strong. The largest EDP consumer group continues to be those over the age of 65. This population experiences a high incidence of hearing loss and is most in need of telephone service to access health, safety and social services to maintain self-support and self-sufficiency. As the baby boom generation continues to mature, an upward trend in those requesting EDP services is expected. In 2000, EDP distributed 2695 devices.

TACIP  
FISCAL YEAR 2000 ACTUAL AND FISCAL YEAR 2001  
ESTIMATED REVENUES AND EXPENDITURES

**FY 2000**

REVENUES:

Income from Surcharge.....	\$6,244,489
Balance Forward .....	5,738,021
Income from Interest.....	<u>228,383</u>
Total Revenue.....	\$12,210,893

EXPENSES:

TACIP Administration.....	\$164,887
DHS/EDP Contract .....	1,431,287
Sprint/MN Relay Contract.....	2,586,875
CSD-MN Relay Contract .....	2,734,496
CSD-Consumer Relations Office .....	<u>149,388</u>
Total Expenses.....	\$7,066,933

BALANCE FORWARD: ..... **\$5,143,960**

**FY 2001**

REVENUES:

Income from Surcharge.....	\$6,286,026
Balance Forward .....	5,143,960
Income from Interest .....	<u>430,558</u>
Total Revenue.....	\$11,860,544

EXPENSES:

TACIP Administration.....	\$157,100
DHS/EDP Contract .....	1,481,124
Sprint/MN Relay Contract.....	2,594,000
CSD-MN Relay Contract .....	2,688,000
CSD-Consumer Relations Office .....	<u>339,508</u>
Total Expenses.....	\$7,259,732

BALANCE FORWARD: ..... **\$4,600,812**

Attachment G provides a visual aide that depicts past and future revenues and expenses.

# Attachment A

## TACIP Statute

Minnesota Statute 237.50-237.56

### 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 telecommunication access for communication-impaired persons 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 a 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

### 237.51 TACIP program administration.

Subdivision 1. **Creation.** The department of public service shall administer through interagency agreement with the department of human services a program to distribute communication devices to eligible communication-impaired persons and contract with a local consumer group 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 public service 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. **Department of public service duties.** In addition to any duties specified elsewhere in sections 237.51 to 237.56, the department of public service 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 department 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 department may establish an advisory board to advise the department in carrying out the duties specified in this section and to advise the department of public service in carrying out its 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

## **237.52 TACIP fund.**

Subdivision 1. **Fund established.** A telecommunication access for communication-impaired persons 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 department of public service 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 administration in the same manner as provided in section 403.11, subdivision 1, paragraph (c). The commissioner of administration must deposit the receipts in the fund established in subdivision 1.

Subd. 4. **Appropriation.** Money in the fund is appropriated to the department of public service to implement sections 237.51 to 237.56.

Subd. 5. **Expenditures.** Money in the fund may only be used for:

(1) expenses of the department of public service, 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.

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 department of public service. The department of public service 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 department of public service may advance money to the contractor of the telecommunication relay service if the contractor establishes to the department'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

#### **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 Telecommunication relay service.**

Subdivision 1. Repealed, 1995 c 190 s 17

Subd. 2. **Operation.** The department of public service shall contract with a local consumer organization that serves communication-impaired persons for operation and maintenance of the telecommunication relay system. The department may contract with other than a local consumer organization if no local consumer organization is available to enter into or perform a reasonable contract or the only available consumer organization fails to comply with terms of a contract. 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. 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

#### **237.55 Annual report on communication access.**

The department of public service 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

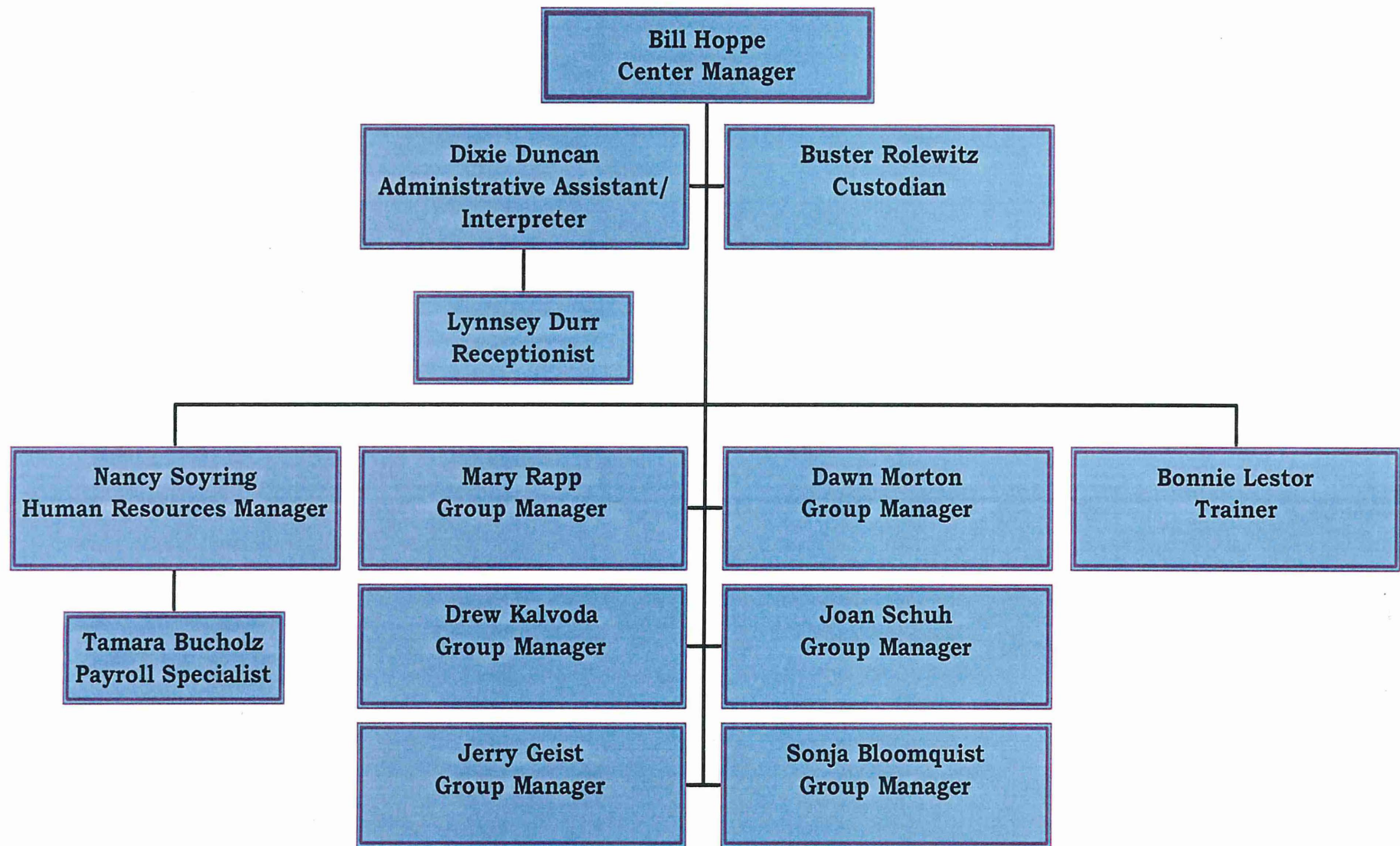
**237.56 Adequate service enforcement.**

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

## Attachment B

# Minnesota Relay Organizational Chart

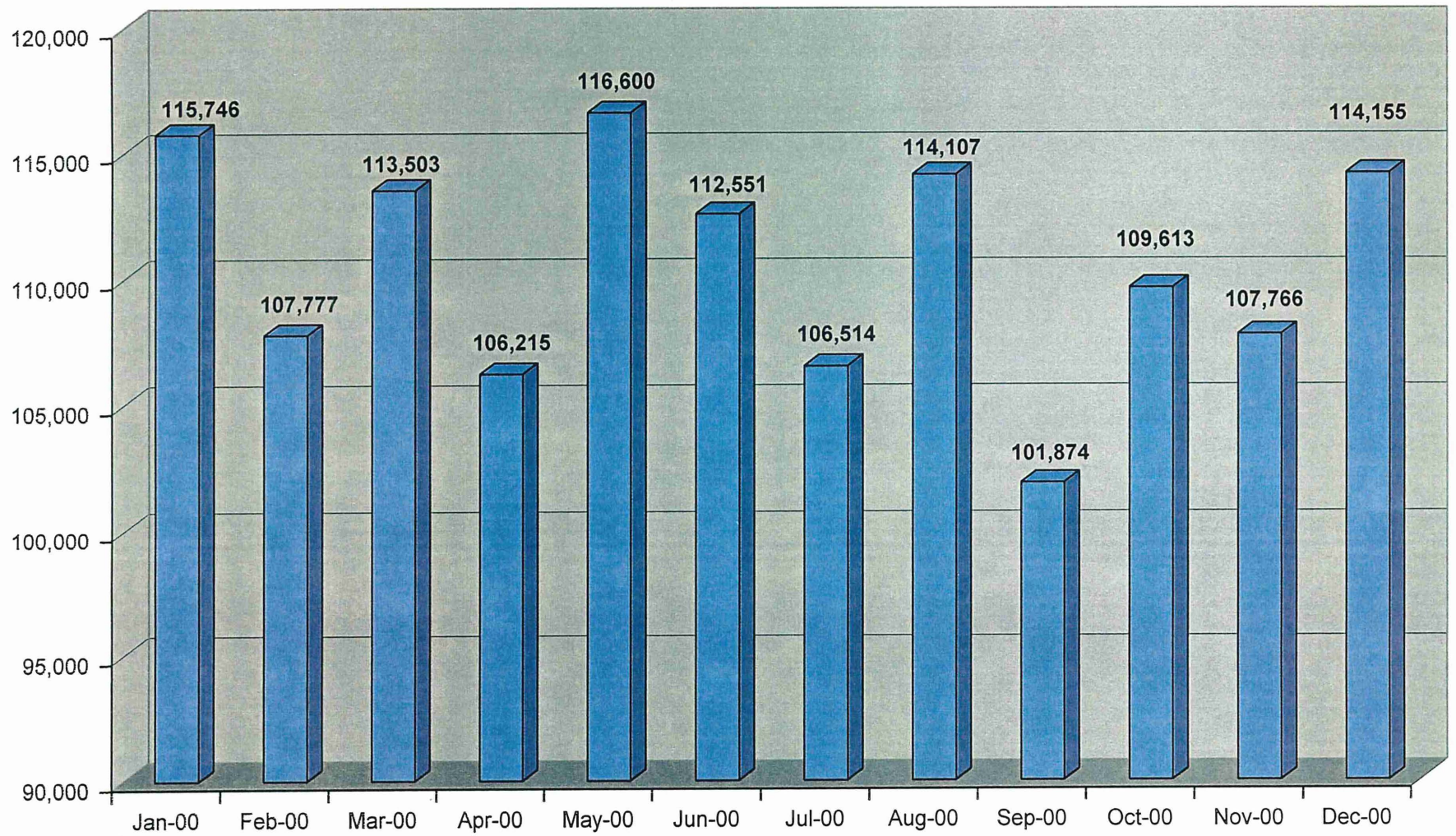
# Minnesota Relay Organizational Chart 2000



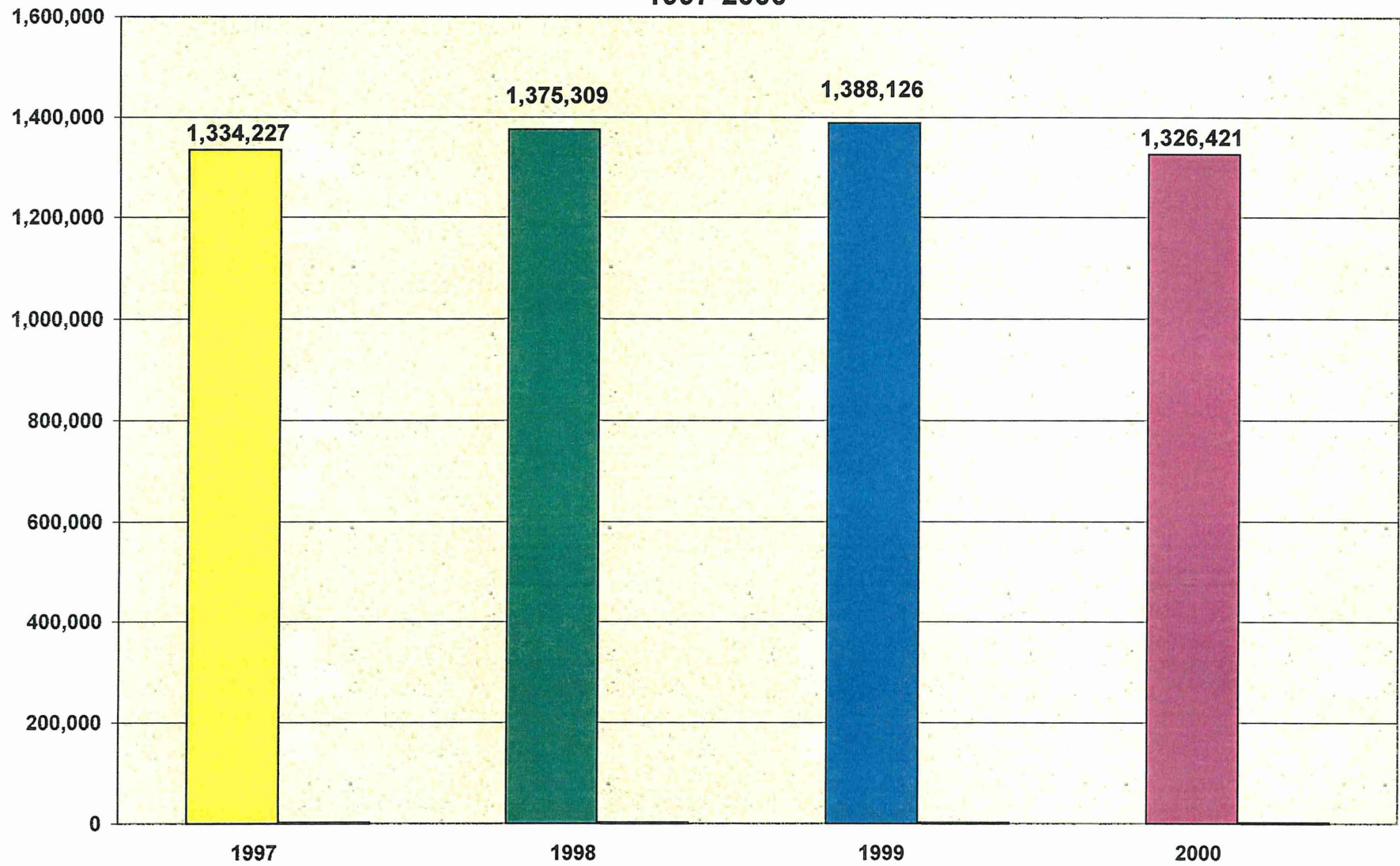
## Attachment C

### Minnesota Relay Call Totals

# Minnesota Relay 2000 Monthly Call Volume



# Minnesota Relay Call Totals 1997-2000



## Attachment D

CSD Consumer Relations Office

**Minnesota Relay Consumer Relations Office  
Outreach Summary  
January 2000**

**Date/Location:**

January 6 Outreach D/HH Social Gathering (55 Participants)  
January 7 Outreach D/HH Lunch Meeting (4 Participants)  
January 8 Outreach Survey at T.H. (65 Participants)  
January 12 Minnesota Relay Focus Group (17 Participants)  
January 13 Outreach D/HH Social Gathering (58 Participants)  
January 14 Four Minnesota Relay Presentations, St. Cloud Technical H.S. (120 Participants)  
January 18 Lunch Meeting w/Customer (1 Participant)  
January 20 Outreach D/HH Gathering (59 Participants)  
January 21 Cooper Tire; Booth (60 Participants)  
January 22 Outreach Thompson Hall Mass Meeting (145 Participants)  
January 27 Outreach D/HH Social Gathering (57 Participants)  
January 28 Meeting w/Customer (1 Participant)  
January 31 Minnesota Relay Presentation U of M (28 Participants)

**Total Presentations: 16**

**Total Participants: 670**

**Minnesota Relay Consumer Relations Office  
Outreach Summary  
February 2000**

**Date/Location:**

February 1 Four Presentations, U of M (120 Participants)  
February 2 Four Presentations, U of M (120 Participants)  
February 3 Two Presentations, St. Cloud T.C. (16 Participants)  
February 3 D/HH Social Event (60 Participants)  
February 4 Presentation to Hubbs (15 Participants)  
February 8 D/HH Social Event (12 Participants)  
February 9 Four Presentations, Wayzata H.S. (200 Participants)  
February 10 D/HH Social Event (55 Participants)  
February 11 2-line VCO Training to Customer (1 Participant)  
February 12 D/HH Social Event (85 Participants)  
February 15 D/HH Social Event (15 Participants)  
February 16 Presentation to Southeast Asian (18 Participants)  
February 17 D/HH Social Event (45 Participants)  
February 19 D/HH Social Event (65 Participants)  
February 21 SHHH/Aloha Social Event (13 Participants)  
February 22 Deaf Salon Event (55 Participants)  
February 23 Presentation, Creekside Community Center (18 Participants)  
February 24 D/HH Social Event (55 Participants)  
February 26 Boys Scouts of America Exhibition (55 Participants)

**Total Presentations: 29**

**Total Participants: 1,023**

**Minnesota Relay Consumer Relations Office  
Outreach Summary  
March 2000**

**Date/Location:**

March 2 D/HH Social Event (65 Participants)  
March 2 Skyview Elementary (100 Participants)  
March 7 Two Presentations (Canceled)  
March 8 D/HH Social Event (14 Participants)  
March 9 D/HH Social Event (55 Participants)  
March 11 D/HH Social Event, Duluth (65 Participants)  
March 13 Rochester School (24 Participants)  
March 14 SHHH/Aloha Social Event (14 Participants)  
March 15 D/HH Social Event (12 Participants)  
March 16 D/HH Social Event (66 Participants)  
March 20 Highland Park School (42 Participants)  
March 21 Deaf Salon Event (45 Participants)  
March 22 Department of Health; Booth (150 Participants)  
March 23 National Deaf CD Conference; Booth (135 Participants)  
March 23 D/HH Social Event (58 Participants)  
March 24 National Deaf CD Conference; Booth (85 Participants)  
March 24 Metro Deaf School Event (120 Participants)  
March 25 National Deaf CD Conference; Booth (62 Participants)  
March 29 D/HH Social Event (14 Participants)  
March 30 D/HH Social Event (63 Participants)  
March 31 Ramsey County Council of Chemical Health (102 Participants)

**Total Presentations: 24**

**Total Participants: 1,291**

**Minnesota Relay Consumer Relations Office  
Speech-to-Speech Outreach Summary  
March 2000**

**Date/Location:**

March 1 Rice, Inc. (14 Participants)  
March 1 Metro Council on Aging (15 Participants)  
March 1 Consumer Training (1 Participant)  
March 2 NSSHLA, U of M (20 Participants)  
March 6 ACT, St. Paul (1 Participant)  
March 9 Opportunity Partners TBI, Richfield (25 Participants)  
March 9 Mary T. Care Providers, Blaine (17 Participants)  
March 14 MS Family Support Group (25 Participants)  
March 14 Consumer Training (1 Participant)  
March 15 ARC, Anoka-Ramsey (19 Participants)  
March 15 American Indian Center (4 Participants)  
March 15 Consumer Training, Mpls (1 Participant)  
March 22 TBI, Metro (10 Participants)  
March 23 Ablenet (1 Participants)  
March 23 MS Achievement Center (30 Participants)  
March 24 Laidlaw Metro Mobility (10 Participants)  
March 27 St. Paul Rehab and Bethesda (12 Participants)  
March 28 Mary T. Care Providers (20 Participants)  
March 29 Resource, Inc. and Minneapolis Rehab (25 Participants)  
March 31 Metro Job Connection Job Fair (15 Participants)

**Total Presentations: 24**

**Total Participants: 333**

**Minnesota Relay Consumer Relations Office  
Outreach Summary  
April 2000**

**Date/Location:**

April 4 Community Forum, Grand Rapids (26 Participants)  
April 5 Community Forum, Duluth (40 Participants)  
April 7 Three Presentations, Chaska (55 Participants)  
April 11 Community Forum, Detroit Lakes (95 Participants)  
April 13 Two Presentations, Minnetonka High School (54 Participants)  
April 13 Community Forum, Rochester (45 Participants)  
April 14 VCO Training (3 Participants)  
April 15 Minnesota Relay Exhibition-Aware Fair (1,500 Participants)  
April 15 D/HH Social Performance (200 Participants)  
April 17 D/HH Social Event (19 Participants)  
April 18 Presentation, Crookston (25 Participants)  
April 19 D/HH Event, Fergus Falls (12 Participants)  
April 20 Community Forum, Marshall (35 Participants)  
April 24 D/HH Social Event (19 Participants)  
April 27 Presentation-St. Cloud State University (90 Participants)  
April 27 Minnesota Relay Exhibition-Teacher's of D/HH Conference (59 Participants)  
April 28 Presentation-Normandale Community College (24 Participants)

**Total Presentations: 22**

**Total Participants: 2,301**

**Minnesota Relay Consumer Relations Office  
Speech-to-Speech Outreach Summary  
April 2000**

**Location:**

Vocational Rehab & Jewish Family Services (5 Participants)  
MS Achievement Center, St. Paul (25 Participants)  
Bethesda Hospital Stroke Support Group (26 Participants)  
Fairview Riverside Hospital Speech Pathologists (20 Participants)  
Handicabs, Mpls-Operators & Administrators (10 Participants)  
ARC Suburban, West St. Paul (22 Participants)  
ARC Hennepin Co., Mpls (12 Participants)  
Minnesota Speech Language & Hearing Association Conference Booth (400 Participants)  
Minnesota Speech Language & Hearing Association Contributed Papers (20 Participants)  
Epilepsy Foundation, Duluth (1 Participant)  
Duluth Independent Living Center (4 Participants)  
ARC Choice Unlimited, Duluth (1 Participant)  
Equipment Distribution Program (1 Participant)  
Courage Center, Duluth (1 Participant)  
Girl Scouts of America Representative (1 Participant)  
Mart T. Group Home Personal Care Managers (20 Participants)

**Total Presentations: 17**

**Total Participants: 569**

**Minnesota Relay Consumer Relations Office  
Outreach Summary  
May 2000**

**Date/Location:**

May 6 Exhibition -St. Cloud/Weekend Get Away (120 Participants)  
May 8 Minnesota Relay Presentation, St. Cloud [Postponed]  
May 8 Outreach to Deaf Golfers (16 Participants)  
May 11 Minnesota Relay Presentation-Minnetonka High School (23 Participants)  
May 11 Outreach D/HH Bowling Banquet (65 Participants)  
May 12 Minnesota Relay Presentation-Duluth RSC Advisory Board (12 Participants)  
May 16 Minnesota Relay Presentation-Moorhead High School (48 Participants)  
May 17 Outreach SHHH/Aloha (29 Participants)  
May 19 Minnesota Relay Presentation/VCO (4 Participants)  
May 19 Outreach MDS Social (98 Participants)  
May 20 Minnesota Relay Presentation-SHHH (34 Participants)  
May 20 Minnesota Relay Presentation-Hiawatha Deaf Club (34 Participants)  
May 22 Outreach D/HH Social Gathering (16 Participants)  
May 31 Outreach SHHH Volunteer Meeting (45 Participants)

**Total Presentations: 13**

**Total Participants: 544**

**Minnesota Relay Consumer Relations Office  
Speech-to-Speech Outreach Summary  
May 2000**

**Location:**

Mankato Rehab Services (2 Participants)  
Mankato Legal Services (9 Participants)  
Mankato Center for Independent Living (3 Participants)  
Radio Program-Disabled and Proud (Estimated 30,000 Listeners)  
Minneapolis Veterans Hospital (6 Participants)  
Minneapolis Rehab Services-Hennepin County Medical Center (20 Participants)  
Speech Pathologists and Administrators-Phoenix House Residence (12 Participants)  
Consumers and Staff (16 Participants)  
St. Paul Rehab Services (15 Participants)  
U of M Institute on Community Integration (10 Participants)  
Burnsville Rehab Services (4 Participants)  
ARC Suburban-People's Choice (17 Participants)  
ARC of Ramsey East St. Paul (16 Participants)  
University Good Samaritan Care Facility (7 Participants)  
ARC-People's Rights, Hastings (16 Participants)  
R.E.M. Care Providers Quarterly Meeting (180 Participants)  
MS Support Group, Robinsdale (8 Participants)  
Park High School, Brooklyn Park (7 Participants)  
Hennepin County Rehab, Brooklyn Park (22 Participants)  
One-on-One In-Home Training (5 Participants)

**Total Presentations: 25**

**Total Participants: 374 (not including radio show)**

**Minnesota Relay Consumer Relations Office  
Outreach Summary  
June 2000**

**Date/Location:**

June 3 Minnesota Relay Exhibition-Boys Scouts of America (150 Participants)  
June 7 Outreach D/HH (10 Participants)  
June 12-13 Outreach D/HH Camp Convention (155 Participants)  
June 14 Minnesota Relay Presentation (23 Participants)  
June 15-19 SHHH National Convention (225 Participants)  
June 20 Outreach D/HH Event (14 Participants)  
June 26 Outreach Deaf Golfers (16 Participants)  
June 27 Outreach D/HH Event (13 Participants)  
June 29 Outreach Funeral/Father of Deaf adults (23 Participants)  
June 29 Outreach D/HH Softball (27 Participants)

**Total Presentations: 15**

**Total Participants: 656**

**Minnesota Relay Consumer Relations Office  
Speech-to-Speech Outreach Summary  
June 2000**

**Location:**

Shakopee Rehab Services (14 Participants)  
Camp Courage, Annandale (6 Participants)  
North St. Paul Rehab Services (13 Participants)  
Camp Courage, Annandale (60 Participants)  
Unity/Mercy Hospital, Coon Rapids (1 Participant)  
St. Mary's Hospital, Duluth (1 Participant)  
Miller/Dwan Hospital, Duluth (3 Participants)  
Polinsky Medial Center (3 Participants)  
Interim Healthcare (1 Participant)  
Gentiva Health Services (1 Participant)  
Monticello Community Services (11 Participants)  
Camp Courage, Annandale (65 Participants)  
One-on-One In-Home Training (7 Participants)

**Total Presentations: 21**

**Total Participants: 253**

**Minnesota Relay Consumer Relations Office  
Outreach Summary  
July 2000**

**Date/Location:**

July 1 D/HH Event (16 Participants)  
July 6 Presentation at Saint Benedict's Community Center (28 Participants)  
July 10 D/HH Golfers (16 Participants)  
July 11 SHHH/Aloha Social Event (18 Participants)  
July 14 Consultation w/DHH Consumers (3 Participants)  
July 17 D/HH Golfers (14 Participants)  
July 19 Presentation-ASL Camp (26 Participants)  
July 22 D/HH Social Event -St. Jose's Deaf Club (125 Participants)  
July 24 D/HH Golfers (16 Participants)  
July 25 Presentation-Senior Linkage (8 Participants)  
July 27 D/HH Senior Citizens Social Event (12 Participants)

**Total Presentations: 16**

**Total Participants: 282**

**Minnesota Relay Consumer Relations Office  
Speech-to-Speech Outreach Summary  
July 2000**

**Location:**

State Services for the Blind (21 Participants)  
Camp Courage, Annandale (66 Participants)  
North St. Paul Rehab Services (8 Participants)  
University Good Samaritan Care Facility (6 Participants)  
Wright Connection III, Buffalo (7 Participants)  
Camp Courage, Annandale (75 Participants)  
ADA Conference, Mpls (200 Participants)

**Total Presentations: 16**

**Total Participants: 392**

\*The Minnesota Relay Consumer Relations Office has added a second outreach coordinator to its STS outreach program. Nicole "Nikki" Nelson has seven years experience working with developmentally disabled students in the public school system.

**Minnesota Relay Consumer Relations Office  
Outreach Summary  
August 2000**

**Date/Location:**

August 4-5 Minnesota Relay Exhibition-D/HH Camp, Slayton (101 Participants)  
August 10 One-on-One VCO Demonstration (1 Participant)  
August 14 Minnesota Relay Presentation-Community Counsel/Cambridge (9 Participants)  
August 18 Outreach SHHH/Aloha (12 Participants)  
August 19 Outreach SHHH Picnic (18 Participants)  
August 24 to September 4 Minnesota Relay Booth at the State Fair (13,000 Participants)

**Total Presentations: 13**

**Total Participants: 13,141**

**Minnesota Relay Consumer Relations Office**  
**Speech-to-Speech Outreach Summary**  
**August 2000**

**Location:**

Camp Courage, Annandale (60 Participants)  
Vineland Rehab Center, Lorretto (25 Participants)  
R.E.M. Group Home Managers, Buffalo (10 Participants)  
Cambridge Local Advisory Board on Mental Health (9 Participants)  
Becklund Home Health Services, Golden Valley (6 Participants)  
University Good Samaritan Health Care Facility-Traumatic Brain Injury Unit (10 Participants)  
Presbyterian Nursing Senior Residence, Monticello (1 Participant)  
St. Louis Park Plaza Nursing Home (1 Participant)  
REM Group Home, Burnsville (3 Participants)  
Nekton Group Home, Brooklyn Park (3 Participants)  
R.E.M Shakopee Chateau Group Home (2 Participants)  
R.E.M. Ramsey Group Home Managers (9 Participants)  
Alterra Nursing Home, Brooklyn Center  
Fairview Home Medical Equipment, St. Paul (2 Participants)  
Fairview Hospice Care, St. Paul (2 Participants)  
MS Achievement Center, St. Paul (30 Participants)  
One-on-One Training (15 Participants)

**Total Presentations: 16**

**Total Participants: 396**

**Minnesota Relay Consumer Relations Office  
Outreach Summary  
September 2000**

**Date/Location:**

September 1-4 Minnesota State Fair Booth  
September 7 Minnesota Relay Presentation-St. Cloud TC (12 Participants)  
September 7 Outreach D/HH Event (75 Participants)  
September 10 Outreach SHHH Event (14 Participants)  
September 12 Minnesota Relay Presentation, St. Cloud TC (20 Participants)  
September 12 Minnesota Relay Presentation-Metro Advisory Committee (11 Participants)  
September 14 Outreach D/HH Event/Bowling (55 Participants)  
September 15 Four Minnesota Relay Presentations-Wayzata High School (120 Participants)  
September 19 Outreach D/HH Event/Deaf Culture Salon (55 Participants)  
September 21 Outreach D/HH Event/Bowling (60 Participants)  
September 28 Outreach D/HH Event/CSD MN HUBBS Open House (23 Participants)  
September 28 Outreach D/HH Event/Bowling (59 Participants)

**Total Presentations: 18**

**Total Participants: 504**

**Minnesota Relay Consumer Relations Office  
Speech-to-Speech Outreach Summary  
September 2000**

**Sara**

**Location:**

Fairview University Hospital Social Workers (15 Participants)  
Monticello Counseling Center 25 Consumers (5 Participants)  
Minneapolis Laryngectomy Group (40 Participants)  
Regional Meeting, Monticello Voc. (10 Participants)  
Lewis Park Accessible High Rise, St. Paul (10 Participants)  
Mayo Clinic, Rochester (10 Participants)  
Council on Aging, Rochester (12 Participants)  
St. Paul Midway Workforce Center (13 Participants)  
United Way, Minneapolis (15 Participants)  
Fairview Hospital, Red Wing (2 Participants)  
Fairview Medical Equipment (4 Participants)  
One-on-One Training (8 Participants)

**Informational Contacts:**

Red Cross, Mpls.  
Fairview Health Center, Red Wing  
Fairview Clinic, Red Wing  
Goodhue County Public Health and Social Services, Red Wing

**Total Presentations: 20**

**Total Participants: 168**

**Nikki**

**Location:**

Intermediate District 916, Woodbury; Booth (200 Participants)  
Parkinson's Support Group, Bloomington (12 Participants)  
MS Support Group, St. Anthony (14 Participants)  
MN State Laryngectomy Seminar, St. Paul; Booth and Presentation (80 Participants)

**Total Presentations: 4**

**Total Participants: 306**

**Minnesota Relay Consumer Relations Office  
Outreach Summary  
October 2000**

**Date/Location:**

October 2 Minnesota Relay Presentation-St. Paul T.C. (39 Participants)  
October 3 Minnesota Relay Presentation-St. Paul T.C. (18 Participants)  
October 4 Minnesota Relay Presentation-St. Paul T.C. (17 Participants)  
October 5 Outreach D/HH Event, Columbia Heights (54 Participants)  
October 12 Exhibition, St. Paul (55 Participants)  
October 12 Outreach D/HH Event, Columbia Heights (55 Participants)  
October 13 Three Minnesota Relay Presentation-Chaska High School (85 Participants)  
October 14 Minnesota Relay Presentation, St. Paul T.C. (23 Participants)  
October 15 Outreach SHHH/Aloha (12 Participants)  
October 17 Minnesota Relay Presentation-U of M (7 Participants)  
October 18 Minnesota Relay Presentation-Annunciation School (23 Participants)  
October 19 Outreach D/HH Event, Columbia Heights (63 Participants)  
October 21 Exhibition-MRID Conference, Mpls. (125 Participants)  
October 24 Minnesota Relay Presentation-Maplewood Middle School (150 Participants)  
October 25 Two Minnesota Relay Presentation-North Height Christian School (44 Participants)  
October 26 Outreach D/HH Event, Columbia Heights (57 Participants)  
October 30 Four Minnesota Relay Presentation-U of M (120 Participants)  
October 31 Five Minnesota Relay Presentation-U of M (150 Participants)

**Total Presentations: 28**

**Total Participants: 1,097**

**Minnesota Relay Consumer Relations Office  
Speech-to-Speech Outreach Summary  
October 2000**

**Nikki**

**Date/Location:**

October 2 Bloomington Job Fair; Booth (100 Participants)  
October 3 Intermediate District 916 Communication Disorder Specialists, White Bear Lake (7 Participants)  
October 4 Intermediate District 287 Communication Disorder Specialists, Plymouth (10 Participants)  
October 12 Rochester Special Education Student Advisory Council, Rochester (15 Participants)  
October 16 Access to Technology Alliance, Bloomington (12 Participants)  
October 18 Kaposia Inc., St. Paul (14 Participants)  
October 18 Special Education Classroom, Mpls. South High School (10 Participants)  
October 19 Northland Vocational Education Training Center, Brooklyn Park (4 Participants)  
October 20 Virginia Regional Medical Center, Virginia (2 Participants)  
October 20 Cook Community Hospital, Cook (1 Participant)  
October 20 Ely Bloomenson Community Hospital, Ely (3 Participants)  
October 20 White Community Hospital, Aurora (2 Participants)  
October 24 Hennepin County Transition Futures Fair, Hopkins; Booth (150 Participants)  
October 25 One-on-One Training, Brooklyn Center (3 Participants)

**Total Presentations: 14**

**Total Participants: 333**

**Sara**

**Location:**

Trevilla of Golden Valley, Golden Valley (7 Participants)  
Buffalo Hospital, Buffalo (15 Participants)  
Sherburne County Public Health, Elk River (35 Participants)  
Independent Lifestyles, St. Cloud (15 Participants)  
St. Cloud Hospital, St. Cloud (32 Participants)  
St. Cloud Rehab Services, St. Cloud (11 Participants)  
Trevilla of Robbinsdale, Robbinsdale (15 Participants)  
North Memorial Hospital, Robbinsdale (2 Participants)  
People 1st Group, Buffalo (30 Participants)  
St. Louis Park Plaza Health Center (25 Participants)  
St. Theresa Health Care Center, Crystal (2 Participants)  
Northridge Health Care Center, New Hope (2 Participants)  
Berkshire Health Care Center, Osseo (2 Participants)  
Ebenezer Covenant House, Buffalo (2 Participants)  
Karrington Assisted Living, Buffalo (2 Participants)  
Children's West Rehab-Speech Pathology, Minnetonka (2 Participants)  
Gillette Children Clinic, Minnetonka (2 Participants)  
One-on-One Training (12 Participants)

**Total Presentations: 24**

**Total Participants: 213**

**Minnesota Relay Consumer Relations Office  
Outreach Summary  
November 2000**

**Date/Location:**

November 1 Outreach D/HH Event, Coon Rapids (12 Participants)  
November 2-3 Minnesota Relay Exhibition-McDARA Conference (150 Participants)  
November 3 Minnesota Relay Presentation, Ortonville (8 Participants)  
November 6 Outreach D/HHSD Interpreter Referral Meeting (24 Participants)  
November 7 Outreach D/HH Event, Inver Grove Heights (7 Participants)  
November 8 Minnesota Relay Presentation-U of M (28 Participants)  
November 9 Outreach D/HH Event, Columbia Heights (54 Participants)  
November 16 Outreach D/HH Event, Columbia Heights (59 Participants)  
November 18 Outreach SHHH/Aloha (18 Participants)  
November 21 Outreach D/HH Event, Inver Grove Heights (8 Participants)  
November 28 Outreach PACER Open House, Bloomington (20 Participants)  
November 28 State of MN Dept of Transportation (4 Participants)  
November 30 Outreach D/HH Event, Columbia Heights (54 Participants)

**Total Participants: 446**

**Total Presentations: 16**

**Minnesota Relay Consumer Relations Office  
Speech-to-Speech Outreach Summary  
November 2000**

**Sara**

**Date/Location:**

November 2 St. Cloud Hospital Staff (26 Participants)  
November 2 Independent Lifestyles, St. Cloud (17 Participants)  
November 2 Rehab Services, St. Cloud (12 Participants)  
November 6 North Memorial Hospital, Robbinsdale (2 Participants)  
November 7 Berkshire Care Residence, Osseo (5 Participants)  
November 8 Karrington Assisted Living, Buffalo (2 Participants)  
November 8 Ebenezer Covenant Home, Buffalo (6 Participants)  
November 8 Mykkannen Group Home, Annandale (6 Participants)  
November 10 Trevilla of Robbinsdale, Robbinsdale (15 Participants)  
November 13 American Health Care Service Vent House, Stillwater (3 Participants)  
November 13 American Health Care Service, Stillwater (4 Participants)  
November 14 Gillette Children West Clinic, Minnetonka (21 Participants)  
November 14 Ebenezer Hall Health Care Center (10 Participants)  
November 14 Ebenezer Luther Hall Health Care Center (3 Participants)  
November 14 Teacher Park Residence (2 Participants)  
November 15 North Memorial Speech Pathologists, Robbinsdale (10 Participants)  
November 16 Trevilla of New Brighton, New Brighton, (22 Participants)  
November 16 Struther's Parkinson Clinic, Golden Valley (3 Participants)  
November 16 Trevilla of Golden Valley Residents Council, Golden Valley (32 Participants)  
November 21 Mercy Hospital Staff, Coon Rapids (10 Participants)  
November 21 Trevilla of New Brighton Health Care Center (22 Participants)  
November 24 Northridge Speech Pathologist, New Hope (1 Participant)  
November 28 Hennepin County, Children and Family Services (2 Participants)  
November 28 Hennepin County Attorneys Office (2 Participants)  
November 28 Hennepin County Mental Health and Adult Services (10 Participants)

**Total Presentations: 26**

**Total Participants: 248**

**Nikki**

**Date/Location:**

November 2 Unity Stroke Support Group, Fridley (27 Participants)  
November 8 Duluth Public Library, Duluth (4 Participants)  
November 8 Miller Dwan Hospital Social Workers, Duluth (2 Participants)  
November 9 Moundsview Dist. Speech Clinicians, Vadnais Heights (18 Participants)  
November 14-15 Care Providers of MN, Mpls; Booth (300 Participants)  
November 16 Dist. 11 Speech Clinicians, Coon Rapids (14 Participants)  
November 21 Courage St. Croix Staff, Stillwater (16 Participants)  
November 21 Courage St. Croix Clients, Stillwater (5 Participants)  
November 29 Hennepin County Library, Brooklyn Park (4 Participants)

**Total Presentations: 10**

**Total Participants: 390**

**Minnesota Relay Consumer Relations Office  
Outreach Summary  
December 2000**

**Date/Location:**

December 1 Three Minnesota Relay Presentations, Mankato Sertoma Club & Hickory Tech (83 Participants)  
December 7 Outreach D/HH Event, Columbia Heights (55 Participants)  
December 8 Three Minnesota Relay Presentations, Roosevelt H.S. (48 Participants)  
December 9 Outreach SHHH/Aloha, Bloomington (32 Participants)  
December 11 Technical Assistance Customer's Home (3 Participants)  
December 14 Outreach CSD of MN Open House (42 Participants)  
December 14 Outreach D/HH Event, Columbia Heights (58 Participants)  
December 16 Outreach D/HH Event, Duluth (32 Participants)  
December 17 Outreach D/HH Event, St. Cloud (48 Participants)  
December 19 Outreach D/HH Event, Inver Grove Heights (4 Participants)  
December 21 Outreach D/HH Event, Columbia Heights (62 Participants)

**Total Presentations: 14**

**Total Participants: 470**

**Minnesota Relay Consumer Relations Office  
Speech to Speech Outreach Summary  
December 2000**

**Sara**

**Date/Location:**

December 6 Ebenezer West Health Care Center (18 Participants)  
December 6 Park Nicollett Medical Center (12 Participants)  
December 6 Fairview Ridges Hospital, Burnsville (2 Participants)  
December 7 Summit Hill Care Center (2 Participants)  
December 7 Lexington Trevilla Care Center, St. Paul (15 Participants)  
December 8 Anoka Blaine Workforce Center (10 Participants)  
December 8 Achieve Day Rehab Facility (2 Participant)  
December 8 Anoka County Community Action Program (2 Participants)  
December 8 Anoka CEAP Financial Assistance (15 Participants)  
December 13 Anoka Public Health Department (2 Participants)  
December 13 Anoka Social Services (2 Participants)  
December 13 Unity Hospital Social Workers, Coon Rapids (18 Participants)  
December 14 Mercy Hospital Social Workers, Coon Rapids (13 Participants)  
December 14 Walker Plaza Assisted Living Residence Council, Anoka (22 Participants)

**Total Presentations: 14**

**Total Participants: 135**

**Nikki**

**Date/Location:**

December 5 Edina School District Speech Clinicians, Edina (20 Participants)  
December 7 Hopkins District Speech Clinicians, Hopkins (18 Participants)  
December 14 Neil High Rise Residents Council, St. Paul (30 Participants)  
December 19 Community Living Center, Coon Rapids (5 Participants)

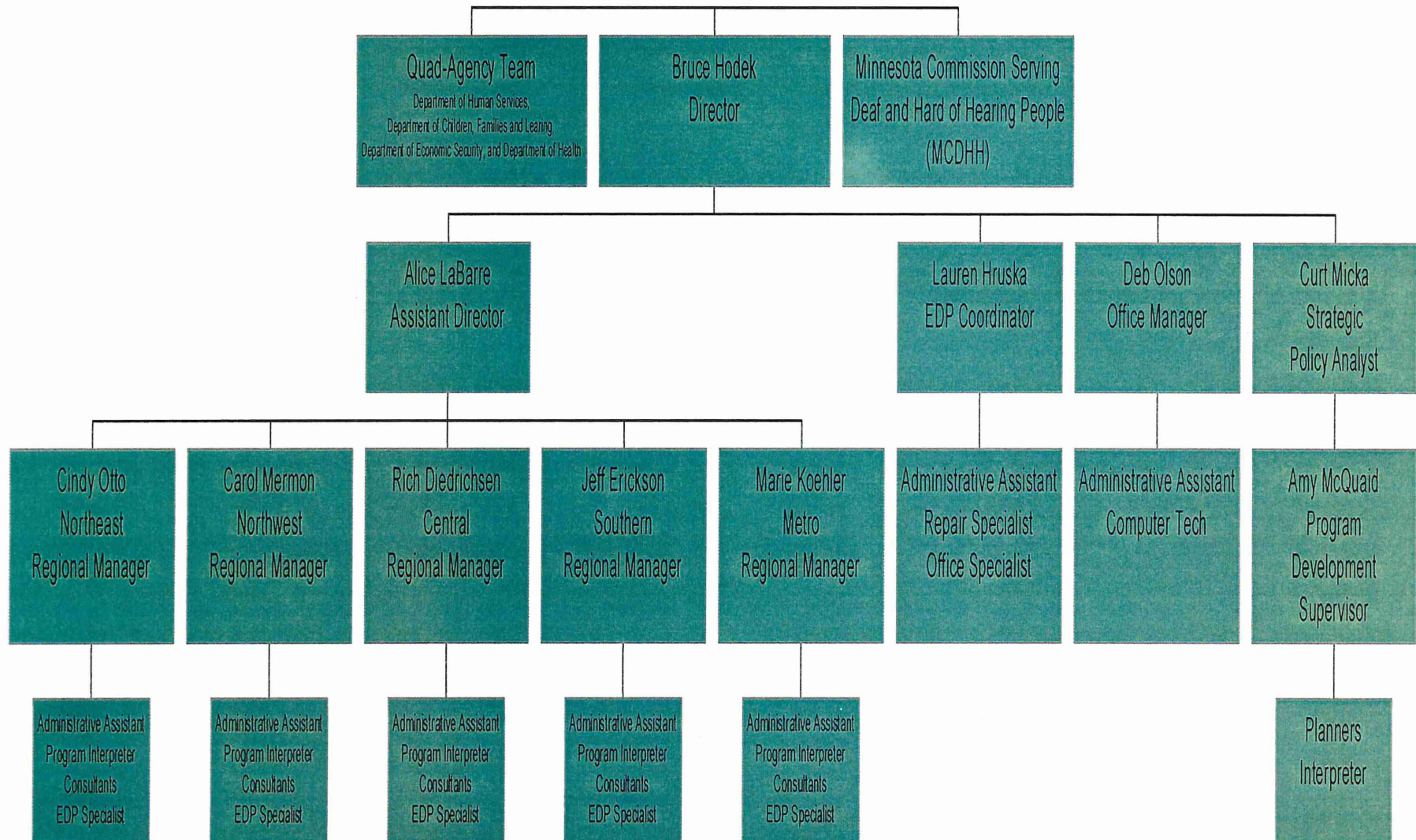
**Total Presentations: 4**

**Total Participants: 73**

## Attachment E

# Equipment Distribution Program Organizational Chart

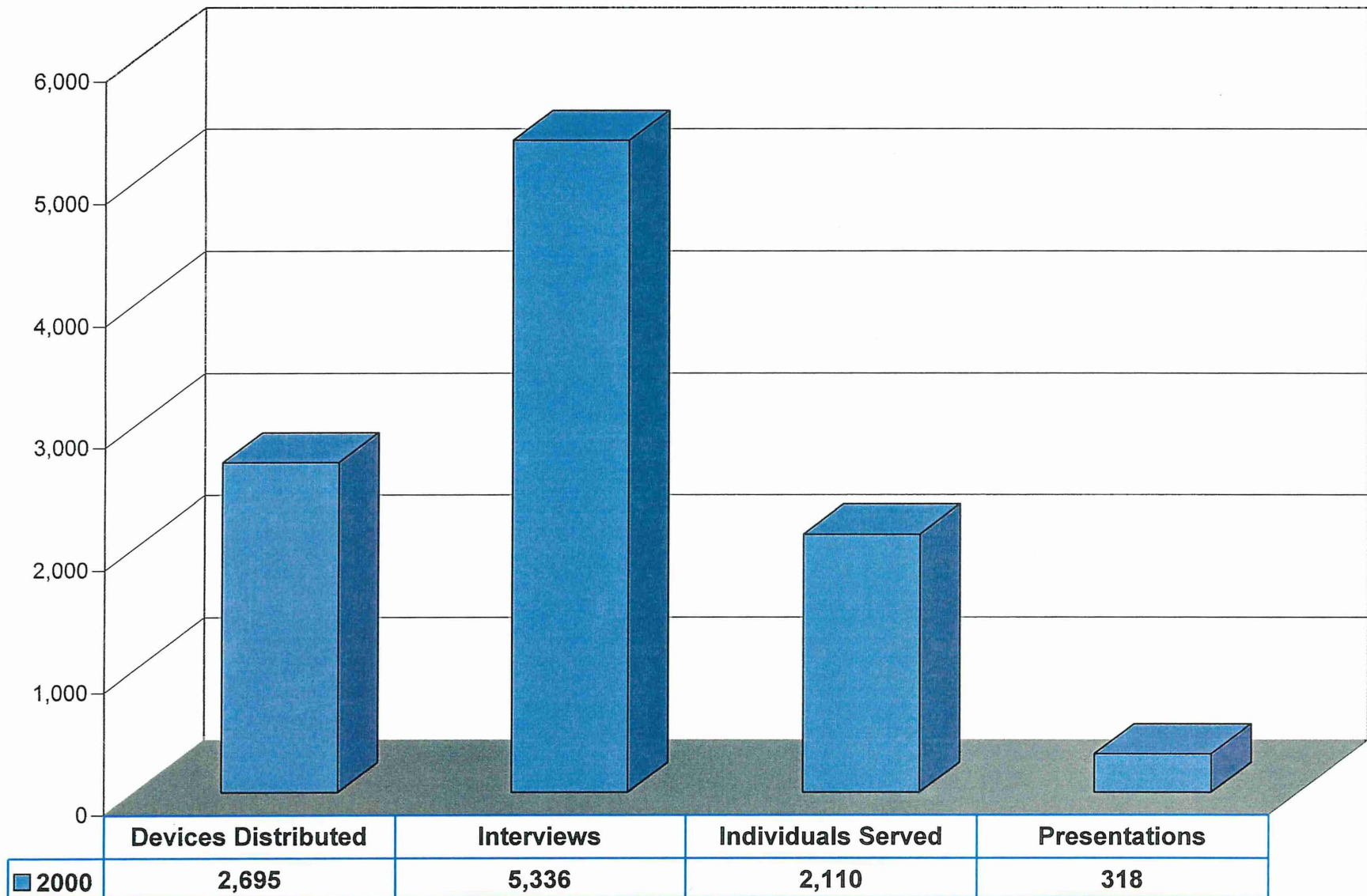
**Minnesota Department of Human Services  
Deaf and Hard of Hearing Services Division  
2000 Organizational Chart**



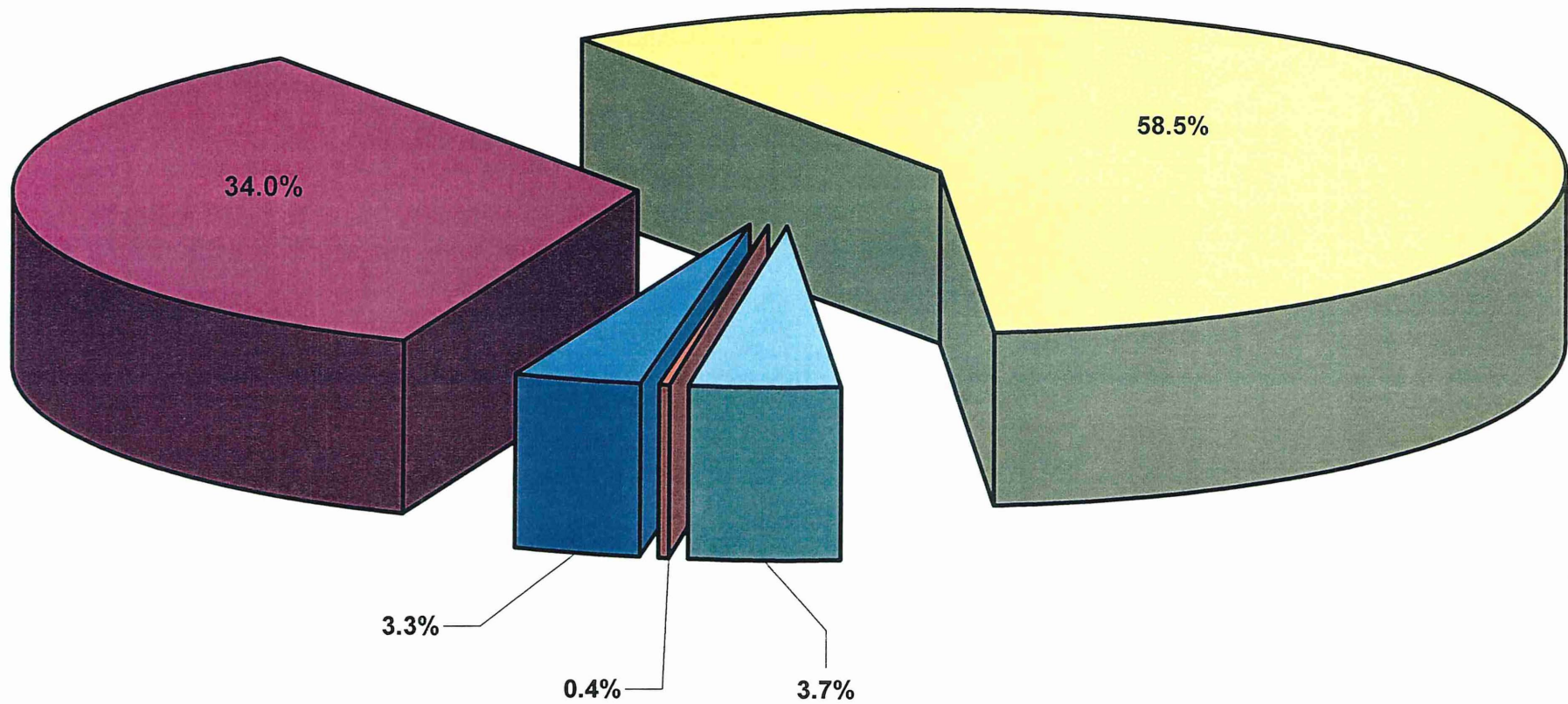
## Attachment F

# Equipment Distribution Program Activity Charts

**Equipment Distribution Program Activity**



**Equipment Distribution Program  
2000 Types of Equipment Distributed**



## Attachment G

### Revenue and Expense Chart 2000

### DOC-TACIP Revenues and Expenses

