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DOC-TACIP

MINNESOTA DEPARTMENT OF COMMERCE  
TELECOMMUNICATIONS ACCESS FOR  
COMMUNICATION-IMPAIRED PERSONS

MINNESOTA RELAY



2001 ANNUAL REPORT TO THE  
MINNESOTA PUBLIC UTILITIES COMMISSION  
DOCKET NO. P999/CI-01-441

MARCH 29, 2002

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## EXECUTIVE SUMMARY

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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 (now re-named the Telephone Equipment Distribution [TED] Program) and the Minnesota Relay.

In 1995 the Minnesota Legislature eliminated the TACIP Board and transferred the responsibility for the TED Program 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); Minnesota Session Laws 2001, 1<sup>st</sup> Special Session, Chapter 4 finalized the merger of DOC and DPS effective July 1, 2001. As a result of the merger, TACIP is now under DOC and DPS has been abolished.

The Telephone 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 worldwide telecommunications network. The Minnesota Relay allows a person using a specialized telecommunications device called a Telecommunications Device for the Deaf (TDD) or Teletypewriter (TTY), or an individual with a speech- or mobility-impairment, to communicate with a person using a standard telephone. These vendor provided programs, as well as the administrative expenses of DOC-TACIP, are funded by a \$0.10 surcharge on all subscriber lines, including wireless communications lines and other non-wire telephone subscriber lines, 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) to provide Telecommunications Relay Services (TRS) at a center located in Moorhead, Minnesota. 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 annual report presents information on the major activities of DOC-TACIP during the year 2001, and is comprised of operating information on the two TACIP programs, as well as financial and statistical data. Attachments detail 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 (now re-named the Telephone Equipment Distribution [TED] Program) and the Minnesota Relay. The Minnesota Relay began service on March 1, 1989. The procedures and remedies for enforcing any requirements imposed by the Telecommunications Relay Services (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 TED Program was given to the Minnesota Department of Human Services (DHS). The 1995 legislation also gave the responsibility for gathering consumer input regarding the TED Program 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 regional meetings is forwarded to the TACIP Administrator for review.

DOC-TACIP, though an interagency agreement with the Department of Human Services, Deaf and Hard of Hearing Services Division, provides the Telephone Equipment Distribution Program. The TED Program provides a wide variety of assistive listening and telecommunications devices at no charge to income eligible Minnesotans. The Minnesota Relay allows a person using a specialized telecommunications device called a Telecommunications Device for the Deaf (TDD) or Teletypewriter (TTY), or an individual with a speech- or mobility-impairment, to communicate with a person using a standard telephone. *Since the inception of the program, more than 22,700 households have benefited from the TED Program, and over 12.5 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 \$0.10 surcharge on all telephone subscriber lines, including wireless communications lines and other non-wire telephone subscriber lines, in the State of Minnesota.

The DOC-TACIP also recommends annual budgets for approval by the Minnesota Public Utilities Commission 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 Telephone Equipment Distribution (TED) Program. In addition, the annual reports include 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-TACIP also submits its annual budget and surcharge recommendations to the PUC for approval. The commission reviews the TACIP budget recommendations 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 provide Telecommunications Relay Services (TRS) which 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, DOC-TACIP believes that the Minnesota 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 deaf, hearing, and speech-disabled 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, and from Sprint's "800" 24-hour consumer hotlines are forwarded monthly for review by the TACIP Administrator. Consumer relation activities are discussed later in this report.

## **2001 MINNESOTA RELAY PROGRESS**

2001 presented many challenges not only to the Department of Commerce, Telecommunications for Communication Impaired Persons (DOC-TACIP) program administrators, but also to our Telecommunications Relay Services (TRS) providers. The Minnesota Relay center is located in Moorhead, Minnesota and is provided by the partnership of Communication Service for the Deaf (CSD) and Sprint Communications Company. In April of 2000, DOC-TACIP, CSD and

Sprint were surprised to learn of City of Moorhead plans to demolish the relay center in addition to many other adjacent buildings.

Demolition of the relay center and other buildings located on a 23-acre tract would make way for a \$50 million economic revitalization project that would include a full service hotel and convention center, department store, bank, indoor water park, restaurants, strip mall and an office building. However, City of Moorhead officials and developers, Holiday Mall Associates, were unaware that their announcement threatened more than 250 full and part-time jobs, and could have forced DOC-TACIP to contract for relay services provided by relay centers outside the state of Minnesota, and at a much higher cost to telephone ratepayers.

Minnesota Relay providers quickly learned there was no other appropriate space available for lease in the City of Moorhead for a new relay center to be established. Compounding the problem of finding a new building to lease was the short amount of time left in the State's contracts with CSD and Sprint. Without long-term contracts, our relay providers would have had little or no chance in reaching a lease agreement with a new landlord. Absent a relay center to process calls, CSD and Sprint would have been forced to use their 90 day contract escape clauses. Despite the long list of challenges, the DOC-TACIP, Office of the Attorney General, Minnesota Department of Administration, CSD, Sprint, the City of Moorhead, and the project's developers worked diligently to arrive at solution that was beneficial to all parties.

Fortunately, and after much brainstorming, DOC-TACIP devised a plan that would relocate the relay center within the new development's proposed office complex. The DOC-TACIP proposal was to seek permission from the Department of Administration to extend the CSD and Sprint contracts for five years, which would enable our TRS providers to reach a long-term lease agreement with project developers, Holiday Mall Associates (See Attachment B). In order to retain over 250 jobs, the project's developers agreed to demolish the relay center last and to build the office complex first, thus making way for a seamless transition from one relay center to the other, *and at no cost to telephone ratepayers!*

Obtaining brand new office space designed specifically for the Minnesota Relay also allowed for a center expansion from 70 workstations to 114 workstations, thus creating more jobs and allowing the new center to process thousands more calls from all over the United States.

Other major events in 2001 included the implementation of new Federal Communications Commission (FCC) TRS compliance mandates,<sup>2</sup> several new custom calling features, and the statewide implementation of the 7-1-1 dialing shortcut.

CSD and Sprint's customer service and statewide outreach efforts continued to improve in 2001. In addition to conducting scores of TRS presentations, the Consumer Relations Office (CRO)

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<sup>2</sup> FCC Notice of Proposed Rulemaking, CC Docket No. 98-67.

was directly responsible for making major strides in educating consumers about Speech-to-Speech (STS) relay services. STS, or Telephone Revoice Service, is designed especially for individuals with moderate to severe speech disabilities. Although STS user's speech patterns may be very difficult to understand, a specially trained Communication Assistant revoices what the speech disabled person is saying, such that a conversation can take place. Minnesota's STS relay boasts the highest per capita usage of any state and is seen as an outreach model for other states.

Lastly, despite increases in the overall TACIP budget, the TACIP surcharge applied to each wireline and non-wire telephone subscriber was reduced from \$0.12 to \$0.10 effective July 1, 2001 (see Docket No. P-999/CI-01-441). This reduction was made possible by continued growth in Minnesota subscriber lines, and by surpluses in the TACIP surcharge account.

### 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, allow calls to cross state lines. The State's contract with Sprint requires the provision of equal communication access to the intrastate telecommunications network, including the same calling services used by persons without communication impairments, to persons who are deaf, hard-of-hearing, speech-disabled or mobility-impaired. Calls placed across state lines that would be considered local interstate calls if the Minnesota Relay were not used are completed without additional toll charges. Specially trained Communication Assistants (CAs) are available 24 hours a day, 7 days a week, to relay calls. There is no charge to use the Minnesota Relay (except for applicable long distance charges).

### 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*

As of October 1, 2001, Minnesota Relay users are able to access the relay 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 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 are also still able to access the Minnesota Relay by dialing the original 10 digit toll-free numbers. After only three months of the 7-1-1 dialing availability, 32% of relay calls were being placed using the dialing shortcut. In February 2002, Minnesota Relay will launch a \$600,000 advertising campaign to raise consumer awareness of the Minnesota Relay and the new 7-1-1 dialing shortcut. The campaign will include print, radio and television advertisements, and run February through May 2002.

### *MINNESOTA RELAY CENTER*

The Minnesota Relay is currently located adjacent to the intersection of Interstate 94 and Highway 75 in Moorhead, Minnesota. The center employs 232 Communication Assistants (128 full-time and 104 part-time) and 20 additional employees, which include management and support staff. An organizational chart depicting the Minnesota Relay administrative structure is provided in Attachment C. 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.

In February 2002, the Minnesota Relay will move into a new office building located at 800 Holiday Drive in Moorhead, Minnesota.

### *OPERATIONAL STANDARDS FOR COMMUNICATION ASSISTANTS*

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

- 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.
- Ability to pass a performance-based CA examination covering spelling, typing, dictation, call processing procedures, characteristics of ASL as it may be reflected in the written language of TTY users, Deaf culture, needs of speech-disabled users, confidentiality and professional judgment.
- Minnesota Relay CAs must, at a minimum, have the following qualifications:
  1. Spelling skills and telephone etiquette: CAs must have a 12<sup>th</sup> grade spelling level and basic skills in telephone etiquette.
  2. Basic skills in English grammar at a 12<sup>th</sup> grade level (minimum).
  3. Minimum typing speed of 45 wpm.
  4. Ability to understand ASL users as they communicate in writing (typing).
  5. Ability to convey, through transliteration, the full content, context, and intent of relay communications. CAs must strive to maintain functional equivalence for both the TTY relay user and the non-TTY user when a TRS call is relayed.

#### *CONFIDENTIALITY AND CONVERSATION CONTENT*

The Telecommunications Relay Services 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 all 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. 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:

- CAs are required to handle emergency calls using the established procedures developed by CSD and Sprint.
- 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 also a required Minnesota Relay capability.
- Full international calling capability is also required and provided for callers to make and receive calls to and from anywhere in the world.
- 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.
- Directory Assistance calling is required and available to Minnesota Relay users.
- 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, as per our State TRS contracts, answer 90% of all incoming calls within 10 seconds. Based on 2001 records, Minnesota Relay calls were answered on average within 1.6 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) billing and collection agreement with Sprint. 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 Moorhead relay center operates 24 hours a day, 365 days per year. Relay users may also call Sprint's customer service toll-free numbers 24 hours a day at 800-676-3777 (English) or 800-676-4290 (Spanish) to express their complaints, comments, or commendations regarding the quality of call processing.
- 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. The Minnesota Relay is also 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 total control over their conversations.

## 2001 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** – 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 TTY 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 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 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.
- **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.
- **Caller ID Blocking** – Allows relay users to block their caller ID on a per call or per line basis.
- **Carrier of Choice (COC)** – Allows relay users to choose their preferred carrier for intrastate, interstate, and international calls.

- **Customer Database (CDB)** – Customer Database 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 (DA)** – A CA will relay Directory Assistance 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, this service allows the CA to use a "hot button" to automatically place a call to the caller's nearest Public Safety Answering Point.
- **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** – 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 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 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.

- **International Calls** – Allows the relay user to place and receive calls to and from anywhere in the world (using English or Spanish languages only).
- **Intelligent Call Router** – Technology that automatically and seamlessly routes relay calls to the first available English or Spanish CA in the network.
- **Last Number Redial** – The last number redial feature allows Minnesota 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** – This feature allows Minnesota Relay user's calls to originate and terminate outside of Minnesota.
- **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 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 or have their conversation voiced for them. 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 relay's ability to transfer relay callers to English TTY Operator Service and English or Spanish relay 24-hour customer service.
- **TTY Operator Services** – 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 types what the speech-impaired person says for the deaf or hard-of hearing 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 spoken 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:*

- **Video Relay Service (VRS)** – Video relay 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 is yet another step in providing "functionally equivalent" access to telecommunication networks since 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 have been able to use the traditional relay due to difficulties typing or spelling on a TTY, such as young children, an opportunity to benefit from telecommunication access.

## CALL VOLUMES

In 2001, the Minnesota Relay handled an average of 117,362 calls per month and Speech-to-Speech handled an average of 500 calls per month. Charts showing Minnesota Relay monthly call volumes for 2001, yearly call totals for 1997-2001, and Speech-to-Speech monthly call totals for 2001 are provided in Attachment D.

## FUNCTIONAL STANDARDS

### 1. *Enforcement*

In the event that DOC-TACIP fails to take action within 180 days after a complaint is filed concerning 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 Telecommunications Relay Services in addition to responding to consumer complaints and inquiries. Trich Shipley, Senior Manager, has been involved in TRS for over 13 years, and Jerry Pouliot, Manager, has 38 years experience working with TRS and 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 726 presentations in 2001, and reached 31,050 consumers. A summary of the CRO's activities in 2001 is included in Attachment E.

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

#### Brochures:

- Minnesota Relay (English, Spanish & Braille)
- Speech-to-Speech (English, Spanish & Braille)
- Voice Carry Over (English & Spanish)
- Hearing Carry Over (English)

Minnesota Relay stickers, magnets, bookmarks, 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 .....	7-1-1 or 800-627-3529 voice/TTY/ASCII
24 hour Sprint Customer Service (English) .....	800-676-3777 voice/TTY/ASCII
24 hour Sprint Customer Service (Spanish).....	800-676-4290 voice/TTY/ASCII
Sprint's Minnesota Account Manager .....	800-659-2905 TTY

Consumers may also obtain information on the Minnesota Relay and Telephone Distribution Program by accessing the Commerce Department's Web site at: [www.commerce.state.mn.us](http://www.commerce.state.mn.us) and clicking on MN Relay Service. Or, they may send an e-mail to: [tacip@state.mn.us](mailto:tacip@state.mn.us).

### 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>3</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 a mechanism with its TRS providers, CSD and Sprint, 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.

<sup>3</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 Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended.

- During or immediately after a relay call, request that the CA arrange for a relay supervisor to speak with the user.
- 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 (English).....800-676-3777 voice/TTY/ASCII  
 24 hour Sprint Customer Service (Spanish) .....800-676-4290 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 (English) or 800-676-4290 (Spanish) Customer Service Hotline. The hotline may be used to file a complaint, commendation, or to ask questions about Minnesota Relay services. Complaints and commendations filed with Sprint Customer Service are reviewed and addressed by the Sprint account manager for Minnesota.

- B. Of the 1846 customer calls received through the Sprint Customer Service Hotline and Minnesota Relay Consumer Relations Office in 2001, 10 percent were complaints.
- C. If a situation arises in which a resolution to a customer complaint is not forthcoming, 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.

## **TELEPHONE EQUIPMENT DISTRIBUTION PROGRAM**

In 2001, the name of the program was changed from the Equipment Distribution Program to the Telephone Equipment Distribution Program. This change was made to more accurately define the services provided by the program and make the program's title clearer to consumers.

The Telephone Equipment Distribution Program (TED Program) 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 assistive listening 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 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-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 seven DHHSD regional offices located in Duluth, Rochester, Fergus Falls, St. Cloud, Bemidji, St. Peter and St. Paul. An organizational chart for DHHSD is included in this report as Attachment F. Each of the aforementioned offices has an advisory committee. In addition, there is an advisory committee for the one-person office the Division maintains in Virginia, Minnesota. The advisory committees each meet quarterly, and during these meetings consumer feedback is collected about both the TED Program and the Minnesota Relay.

#### *AUTHORITY TO PROVIDE EQUIPMENT*

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

#### *STATISTICAL INFORMATION*

A report of TED Program activities is submitted quarterly to DOC-TACIP 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 G show the number of presentations, participants, interviews, individuals receiving service, devices distributed, and types of devices distributed in 2001.

#### *PROGRAM PROMOTION*

DHHSD is responsible for the promotion of TED Program services and activities. In 2001, centralized outreach efforts included a radio ad campaign with the Minnesota News Network and a notice that was sent to the membership of the Minnesota Council of Churches for publication in their weekly bulletins. A request was also sent to the telephone companies along with an insert to be included in phone bills mailed to their customers. Many of the companies opted to postpone the mailing until 2002 or later.

In addition to these efforts, a web page was designed to inform the public about the TED Program. The site can be visited at [www.tedprogram.org](http://www.tedprogram.org).

In 2001, the TED Program staff presented the program directly to 4712 consumer and professionals at 296 presentations.

Also, the TED Program began tracking the source of referrals for incoming applications. An analysis of the data shows that 28% of the referrals are from professionals, 23.5% come from TED Program clients, family, and friends, 16% come from print ads, and 12% result from presentations. Another 12% learn about the program from their telephone company or telephone book and the remaining 8.5% come from miscellaneous sources.

#### *TRENDS IN SERVICE PROVISION*

Over the past several years, there has been a gradual shift in how the TED Program provides service. A significant amount of service is now being provided via telephone rather than face-to-face visits. The program enlists family members or professionals to assist with the completion of necessary paperwork and verifications, as well as the equipment installation process. When this approach is not sufficient, face-to-face meetings are arranged. In all cases where complicated equipment is prescribed, such as TTYs, remote-control speakerphones, or VCO phones, face-to-face appointments are conducted. The delivery systems used by the TED Program are continuously evaluated to identify the most cost-effective methods.

DHHSD has been involved in a series of meetings with the Department of Emergency Management and other stakeholders about how to alert deaf and hard of hearing people of natural and man made disasters. Traditional warning methods such as radio announcements or sirens are not effective for this population. One option identified by the group was the use of two-way pagers. Two-way pagers can be programmed to receive messages from internet-based warning systems. They can also be used to communicate in other situations similar to the way a hearing person would use a cellular phone.

During 2001, the TED Program conducted a pilot project to test the feasibility of adding two-way pagers to the program. The pilot program involved seventeen participants who were located in different regions of the state, represented different age groups, and had a variety of communication needs. Most of the participants gave the pagers favorable ratings. The main concern was that the service did not cover all regions of the state. The TED Program is preparing, in 2002, to distribute pagers in the regions where coverage is available.

## CONSUMER PROFILE

Whereas the TED Program serves a wide range of individuals with a variety of communication needs, the average consumer served in 2001 was a 77-year-old hard of hearing female with an average income of \$18,000 per year. In 2001, two thirds of the people served by the TED Program lived outside of the seven-county metropolitan area.

## CONSUMER COMMENTS

The following is a sampling of comments received by the TED Program from consumers served in 2001.

*"This phone is just a blessing for my mother. She is totally handicapped with Parkinson's disease. Some days she cannot use the phone but when her voice is strong enough, I help her make long distance calls to keep her in touch with friends and family – this is truly a blessing!"* from a daughter of a TED consumer.

*"I am a VCO (Voice Carry Over) telephone user, and I think it's wonderful!"*

*"I'm really happy about receiving such a nice telephone which works beautifully for me. I was using an amplifier, which was attached by a rubber band. What an improvement (my new phone is)!"*

From the granddaughter of a deceased client: *"Thank you so much for the loan (of this phone). It enabled my grandfather to stay in touch, especially with relatives out of town. He could often hear better over this phone than he could in person."*

TACIP  
FISCAL YEAR 2001 ACTUAL AND FISCAL YEAR 2002  
PROJECTED REVENUES AND EXPENDITURES

***FY 2001***

**REVENUES:**

Income from Surcharge.....	\$7,010,838
Balance Forward .....	5,143,960
Income from Interest .....	<u>427,900</u>
Total Revenue.....	\$12,582,698

**EXPENSES:**

TACIP Administration.....	\$138,497
DHS/TED Contract .....	1,508,929
Sprint-MN Relay Contract.....	2,594,967
CSD-MN Relay Contract .....	2,669,900
CSD-Consumer Relations Office .....	<u>306,306</u>
Total Expenses.....	\$7,218,599

**BALANCE FORWARD: ..... \$5,364,099**

***FY 2002 Projected***

**REVENUES:**

Income from Surcharge.....	\$6,031,150
Balance Forward .....	5,364,099
Income from Interest .....	<u>233,300</u>
Total Revenue.....	\$11,628,549

**EXPENSES:**

TACIP Administration.....	\$161,800
DHS/TED Contract .....	1,600,000
Sprint-MN Relay Contract.....	2,900,000
CSD-MN Relay Contract .....	2,850,000
CSD-Consumer Relations Office .....	<u>920,000</u>
Total Expenses.....	\$8,431,800

**BALANCE FORWARD: ..... \$3,196,749**

Attachment H 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

# Memorandum Requesting Authority to Extend Contracts



## MINNESOTA DEPARTMENT OF COMMERCE

Date: May 11, 2000

To: Brenda Willard, Acquisitions Manager  
Department of Administration

From: Jim Bernstein, Acting Commissioner *DCB*  
Jim Alan, Administrator of Telecommunications Access for Communications Impaired  
Persons (TACIP) in the Department of Commerce

Re: Memorandum Requesting Authority to Extend Contracts

The Department of Commerce (DoC) respectfully requests extension of two contracts that allow for the operation of the Minnesota Relay Service (MRS), the telecommunications service that facilitates communication by and with persons who are deaf, hearing impaired or speech-impaired. The Commissioner of Administration has statutory authority to grant this request because it is in the best interest of the state pursuant to Minnesota Statutes section 16C.05, subdivision 2(a)(5) and 16C.09(a)(6), and meets the single source and emergency provisions of 16C.10, subdivisions 1 and 2. Copies of these statutes are included for your reference. This memorandum complies with the established policy, procedure and standards of the Department of Administration as set forth in the Agency's Memorandum dated June 7, 1999.

### Minnesota Law

Section 16C.05, subdivision 2, (a)(5) states in relevant part that the Commissioner of Administration may give written approval for a contract to exceed five years:

the combined contract and amendments shall not exceed five years without specific, written approval by the commissioner according to established policy, procedures, and standards, or unless otherwise provided by law. The term of the original contract must not exceed two years unless the commissioner determines that a longer duration is in the best interest of the state.

Similarly, section 16C.09(a)(6) provides for the Commissioner of Administration to approve service contracts for a period longer than five years if,

the combined contract and amendments will <sup>Not</sup> exceed five years, unless otherwise provided for by law. The original contract must exceed two years, unless the commissioner determines that a longer duration is in the best interest of the state.

Solicitation of proposals is not required under Minnesota Statutes section 16C.10, subdivisions 1 and 2, as follows:

## 16C.10 EXCEPTIONS TO THE SOLICITATION PROCESS.

Subdivision 1. **Single source.** The solicitation process described in this chapter is not required when there is clearly and legitimately only a single source for the goods and services and the commissioner determines that the price has been fairly and reasonably established.

Subdivision 2. **Emergency acquisition.** (a) For the purpose of this subdivision, "emergency" means a threat to public health, welfare, or safety that threatens the functioning of government, the protection of property, or the health or safety of people.

The circumstances described below demonstrate that contract extension is in the best interest of the state under Minnesota statutes 16C.05 and 16C.09 as well as the single source and emergency provisions of 16C.10.

### **Facts Showing Contract Extensions Are In The Best Interest of the State.**

Extending the contracts is in the best interest of the state for many reasons. As you may know, a recent article in the Fargo Forum reported the announcement of Moorhead Mayor Morris Lanning and a major real estate developer of a \$50,000,000 revitalization plan which includes construction of a full-service hotel and convention center, major retailer, retail strip mall, branch bank and restaurant. Unfortunately the proposed project would require the demolition of the Holiday Mall which leases space to Communication Service for the Deaf (CSD), a state vendor which provides the Minnesota Relay Service which is federally mandated.

Although the proposed project would meet many needs of the city of Moorhead, it also has the potential to force the layoff of approximately 230 specially trained full and part time relay center employees. Demolition of the relay center could also quite possibly force CSD to exercise a contractual escape clause since the vendor might no longer be able to meet the terms and conditions of its contract with DoC.

Primarily, the problem here is with timing. Demolition is scheduled to begin this fall, well in advance of the expected six months it would take to move the relay center to another location. Compounding the timing problem, there are less than 14 months left in the state's contract with CSD which makes it very difficult for the vendor to enter into a lease agreement with a new landlord. Although developers have committed to help businesses within the project area to relocate, there would be significant disincentive for CSD to do so with such a short time remaining in the contract.

While the developers "are in various stages of negotiations for options" on all of the parcels of land within the 23-acre site, developer Moorhead Holiday Associates stated that the Holiday Mall would be scheduled for demolition first.

Contract extension of the current relay contracts for an additional three to five years would allow DoC to insure that CSD is able to arrange for a seamless transition to a new location in

Moorhead and to maintain the current workforce. A representative of the developer has put forth the possibility that demolition of the relay center could be postponed until such time that the developer constructs a new space for the relay elsewhere on the 23-acre site. An extension of the contract would facilitate such an arrangement without jeopardizing relay service provision in the event that delays run up to the time of contract expiration in June of 2001. Absent an agreement with the parties as to contract extension, they conceivably could exercise their 90 day escape clauses in advance of demolition such that continued relay provision would be uncertain. The best interest of the state supports contract extension so as to reduce this possibility.

### Single Source

There is only a nominal possibility that your granting DoC the aforementioned authority would harm any party because there appear to be no practical alternative providers to Sprint and CSD. When Requests For Proposals for the state's relay service were last issued in early 1996, subcontractors MCI and Sprint submitted the only competing bids for provision of the telecommunications network. As you know, MCI-Worldcom and Sprint are currently seeking approval of their proposed merger. In other words, the partnership of CSD and Sprint appear to be, in a practical sense, the single source for provision of Minnesota's relay service since other potential vendors have expressed clear preferences to handle our relay traffic at established centers outside the state.

Additionally, Minnesota law requires that Minnesota relay users have access to a relay center located within the state, Minn. Stat. 237.54 subd. 2 (1998). DoC knows of no provider other than CSD and Sprint able to provide relay service through a Minnesota center and which can offer each of the custom calling features currently available to relay users. The unique custom calling features include:

The Answering Machine Recording Capability feature allows a relay agent to hit a "hot" button that automatically records answering machine information which enables a relay agent more time to retype the message and for the TTY user to respond to the recorded message.

In the event of severe weather requiring closure of the relay center, the CSD/Sprint partnership is the only provider able to route call traffic to eleven centers nationwide. CSD/Sprint are expected to handle 126,000,000 relay minutes or approximately 30,000,000 calls in the year 2000. No other provider has this capacity.

DoC is confident that CSD/Sprint are the only relay providers that have GeoTel Capability. GeoTel is an intelligent call routing system, which automatically routes calls to the next available agent at any of the eleven other CSD/Sprint centers when a relay agent is not available at the Minnesota center. The DoC believes that while other relay providers may have an intelligent call routing system, none have GeoTel and others must manually route and re-route calls which increases the time it takes to answer incoming calls thereby keeping incoming calls in queue for a much longer time.

A new custom-calling feature called Speech-to-Speech relay gives speech-disabled Minnesotans access to the communication network. Calls requiring specially trained speech interpreters are handled exclusively by Sprint at its relay center located at Independence, Missouri. It is highly unlikely that any other vendor could gain the ability to offer this service within the near term.

## **Emergency**

Finally, contract extension meets the emergency provision of 16C.10 subdivision 2(a) because it diminishes the risk of a lapse in relay service which, in turn, decreases the clear threat to public safety. Specifically, although relay users are encouraged to call 9-1-1 for emergencies rather than using the relay, relay agents handle many emergency calls. Although agents have immediate access to Automatic Number Identification information, the number of the local Public Safety Answering Point (PSAP) is determined by a relay agent consulting a statewide directory of PSAP access numbers. If large numbers of Minnesota calls were answered outside the state, there could be a greater chance that an emergency call would be processed more slowly.

Contract extension well in advance of the June 30, 2001 contract expiration date decreases the likelihood of a lapse in relay service. Moreover, if relay service were interrupted at a time when the contract expired, the state potentially faces significant federal penalties for failure to comply with FCC relay standards.

## **Conclusion**

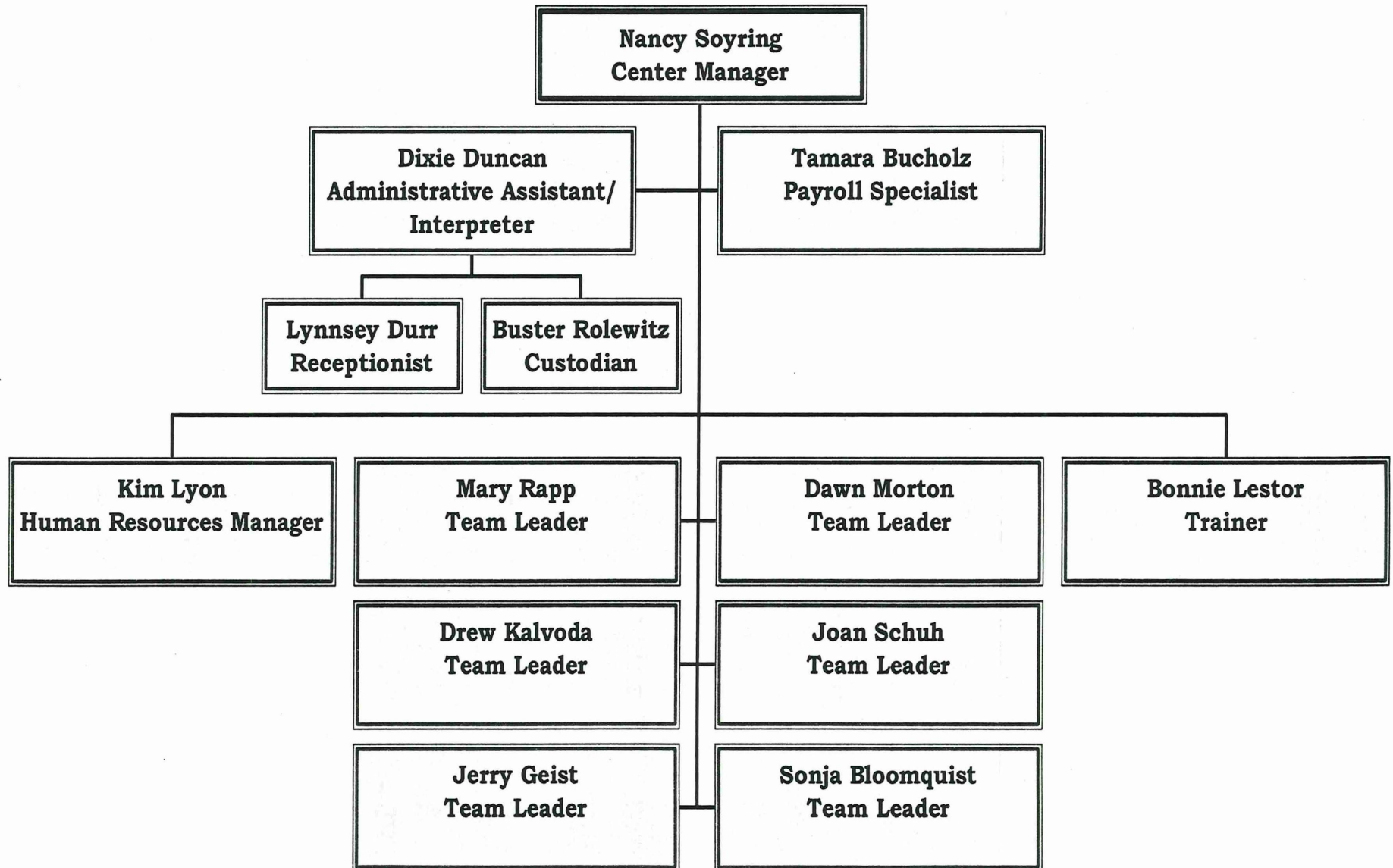
As shown above, approving the DoC's request for extension of the Minnesota Relay contracts for three to five years is in the best interest of the state, and meets the single source and emergency provisions of state law.

Thank you very much for your consideration of what I hope may be a resolution to an unintended consequence of significant economic development in the city of Moorhead.

## Attachment C

### Minnesota Relay Organizational Chart

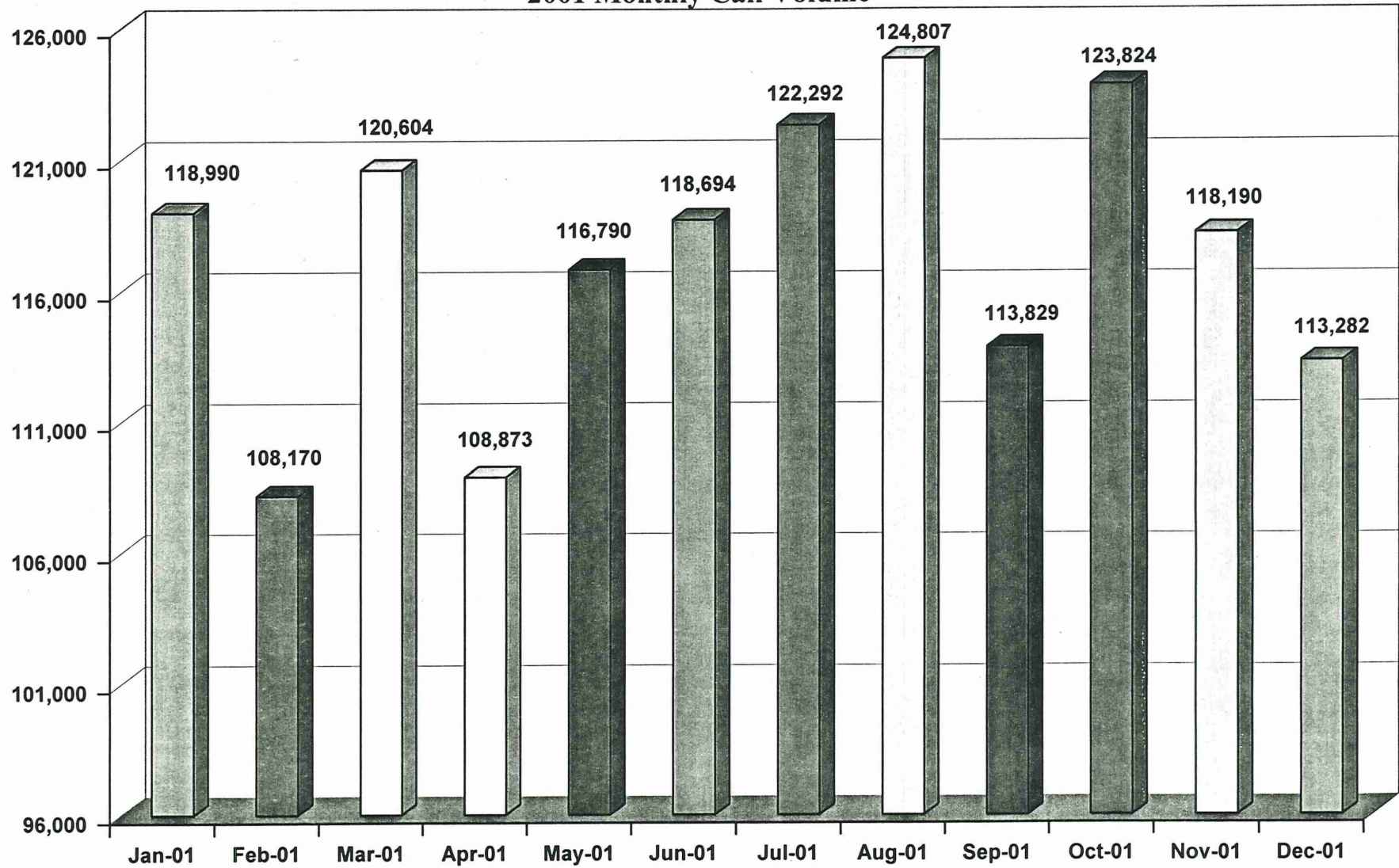
**Minnesota Relay Organizational Chart  
2001**



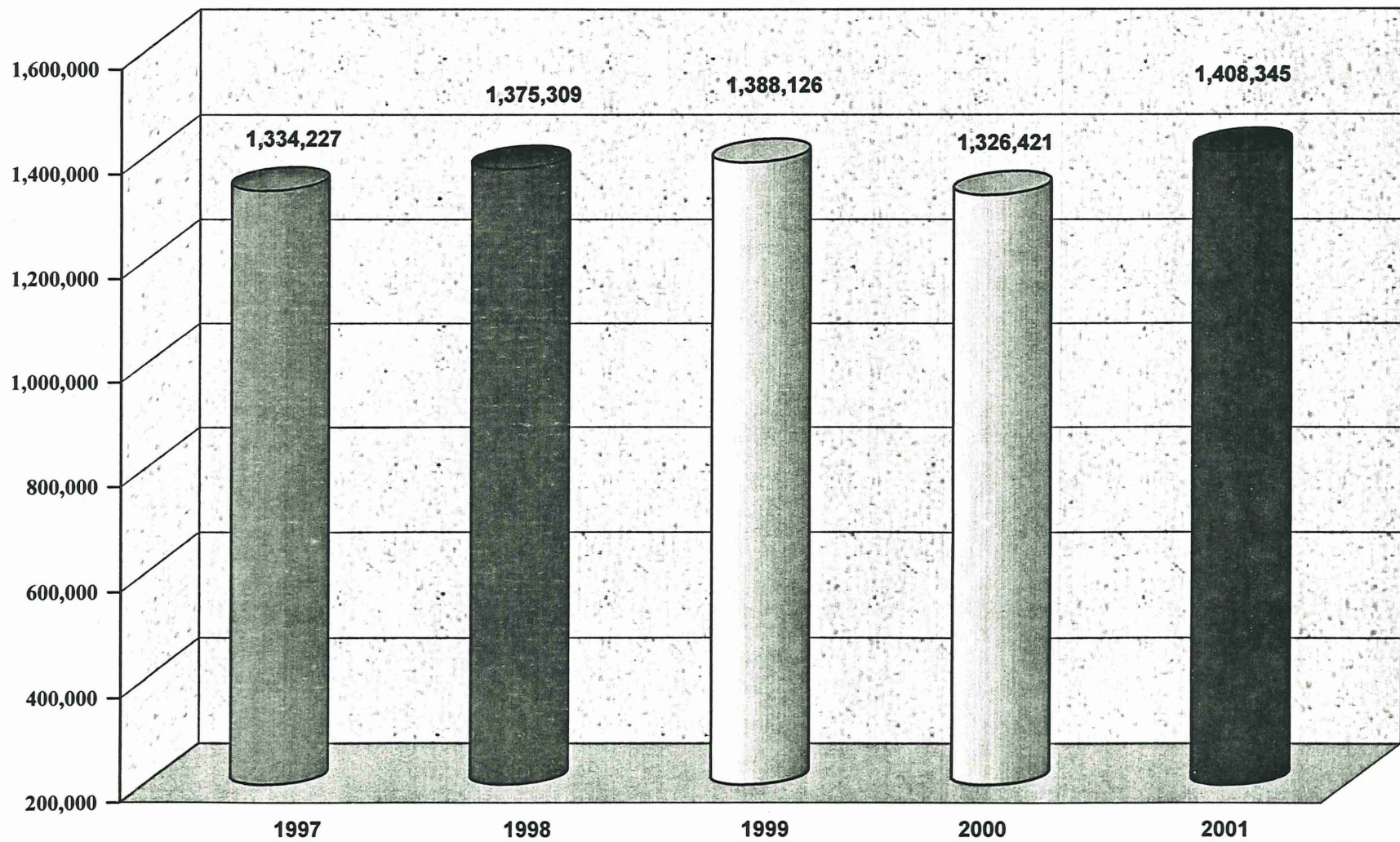
## Attachment D

### Minnesota Relay Call Totals

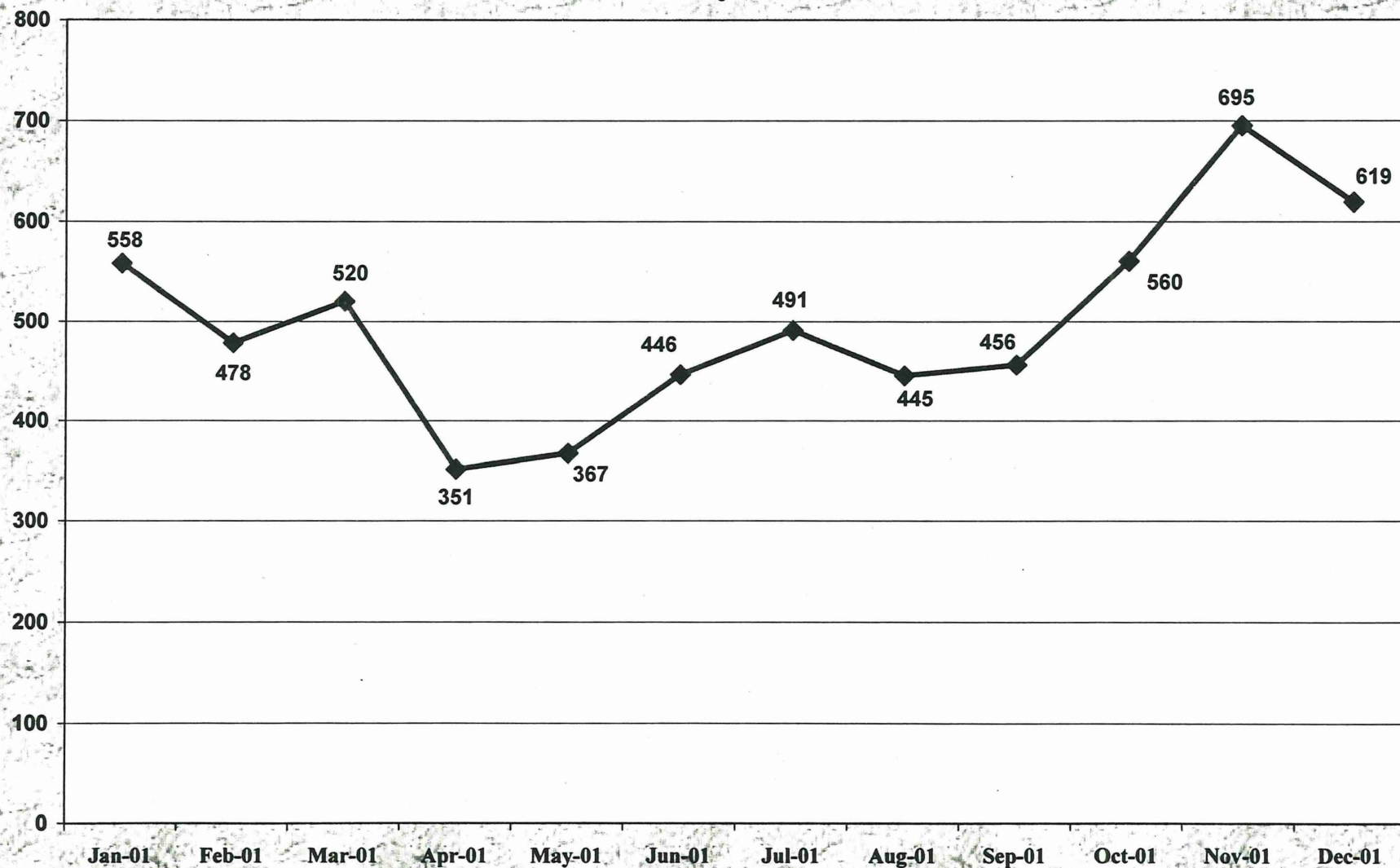
# Minnesota Relay 2001 Monthly Call Volume



# Minnesota Relay Call Totals 1997-2001



## Speech-to-Speech 2001 Monthly Call Volume



# Attachment E

CSD Consumer Relations Office

**Speech-to-Speech Outreach**  
**June 2001**

**Sara:**

June 4 Medtronic Admin Staff, Fridley (15 participants)  
June 4 Medtronic Admin Staff, Fridley (8 participants)  
June 6 Hallie Q. Brown Senior Center, St. Paul (30 participants)  
June 12 Accessible Space, St. Paul (15 participants)  
June 13 Ramsey County Public Health Nurses Supervisors (5 participants)  
June 14 Fairview University Hospital, Minneapolis (4 participants; the information will eventually reach over 2000 nurses & staff)  
June 19 Hallie Q. Brown Wilder Senior Center St. Paul (35 participants)  
June 20 Struthers Parkinson Clinic Support Group, Golden Valley (28 participants)  
June 20 Crystal Care Center Staff (38 participants)  
June 20 Crystal Care Center Staff (26 participants)  
June 25 Struthers Parkinson Support Group, Richfield (26 participants)

**Total Presentations: 11**

**Total Participants: 230**

**Nikki:**

June 1 Health Partners Senior Fair, Shorewood (15 participants)  
June 5 DCI Powell Circle, Big Lake (2 participants)  
June 5 Lakeview Care Center, Clear Lake (1 participant)  
June 5 Allied Home Care Services, Elk River (3 participants)  
June 6 Health Partners Senior Fair, St. Paul (11 participants)  
June 8 LaVine Place, Elk River (13 participants)  
June 8 MacGregor Place, Elk River (14 participants)  
June 8 Guardian Angels Care Center, Elk River (2 participants)  
June 8 Angels Assisted Living Services, Elk River (2 participants)  
June 8 Guardian Angels, Elim Home Care Services, Elk River (6 participants)  
June 12 Health Partners Senior Fair, Plymouth (40 participants)  
June 13 Health Partners Senior Fair, Minneapolis (20 participants)  
June 19 Fairview Northland Regional Hospital, Princeton (3 participants)  
June 19 Elim Home, Princeton (2 participants)  
June 19 Elim Home, Milaca (1 participant)  
June 19 Princeton Public Schools Special Ed Dept, Princeton (2 participants)  
June 19 Stepping Stones Group Home, Milaca (1 participant)  
June 19 The Work Connection, Princeton (2 participant)  
June 19 Caley House, Princeton (3 participants)  
June 19 Mille Lacs County Public Health Department (9 participants)  
June 19 Fairview Homecare and Hospice, Princeton (2 participants)  
June 19 Fairview Northland Rehab, Zimmerman (1 participant)

June 19 State WIC Service Workers, (2 participants; will put brochure in their state newsletter serving 87 people)  
June 21 Lakeside Medical Center, Pine City (3 participants)  
June 21 Pine Medical Center, Sandstone (11 participants)  
June 21 Pine County Health and Human Services, Sandstone (10 participants)  
June 21 Sixth Avenue Residence, Pine City (1 participant)  
June 21 Lakeside Nursing Home, Pine City (1 participant)  
June 21 Pine Medical Health Care Center, Sandstone (1 participant)  
June 21 The Pines Senior Care, Pine City (2 participants)  
June 22 Community Memorial Hospital, Cloquet (2 participants)  
June 22 Mercy Hospital, Moose Lake (2 participants)  
June 22 National MS Society, Northland Chapter, Cloquet (25 participants)  
June 22 Workforce Center, Cloquet, (2 participants)  
June 22 Community Memorial Nursing Home, Cloquet, (1 participant)  
June 22 Mercy Health Care Center, Moose Lake, (3 participants)  
June 22 MLRSOS-SOCS Group Home, Moose Lake (4 participants)  
June 22 Pine Ridge Home #1, Cloquet (1 participant)  
June 22 Pine Ridge Home #2, Cloquet (1 participant)  
June 22 Carlton County Health and Social Services, Cloquet (26 participant)  
June 22 Kenwood Place, Moose Lake (1 participant)  
June 22 Mercy Home Health Agency, Moose Lake (1 participant)  
June 22 The Hyva Home, Cloquet, (1 participant)  
June 27 MN Association of Patient Representatives, Abbott Hospital, Minneapolis (16 participants)

**Total Presentations: 44**

**Total Participants: 270**

**Minnesota Relay Consumer Relations Office  
Outreach Summary  
July 2001**

July 2 D/HH Event, Highland Park (16 participants)  
July 5 D/HH Event, Inver Grove Heights (12 participants)  
July 7-11 Attended TDI Conference, Sioux Falls, North Dakota  
July 12 D/HH Event, Inver Grove Heights (8 participants)  
July 13-16 Attended National Cochlear Implant Conference  
July 16 D/HH Event, Highland Park (18 participants)  
July 19 D/HH Event, Inver Grove Heights (18 participants)  
July 20 Minnesota Relay Presentation, Olmsted County (42 participants)  
July 22 D/HH Event, Woodbury (20 participants)  
July 23 D/HH Event, Minneapolis (35 participants)  
July 23 D/HH Event, Highland Park (16 participants)  
July 26 Minnesota Relay Exhibition, Red Lake Health Fair (400 participants)  
July 28 D/HH Event, St. Cloud (175 participants)  
July 30 D/HH Event, Highland Park (20 participants)  
July 31 D/HH Event, Minneapolis (38 participants)

**Total Presentations: 22**

**Total Presentations: 818**

**Speech-to-Speech Outreach**  
**July 2001**

**Sara:**

July 12 Summit Residence (3 participants)  
July 12 Accessible Space Supervisors, St. Paul (8 participants)  
July 17 Savage City Hall Admin Staff (3 participants)  
July 19 Dept of Human Rights, St. Paul (2 participants)  
July 19 MDM Rubicon Health Services, Woodbury (3 participants)  
July 24 Adapted Living Managers, Minneapolis (11 participants)  
July 24 Ramsey County Human Services, St. Paul (21 participants)

**Total Presentations: 7**

**Total Participants: 51**

**Nikki:**

July 2 St. Cloud Hospital, St. Cloud (7 participants)  
July 2 Central MN Receiving and Referral (Crisis Center), St. Cloud (5 participants)  
July 2 Focus XII Halfway House, St. Cloud (2 participants)  
July 2 Opportunity Manor I, St. Cloud, (8 participants)  
July 2 REM Central Lakes Fernwood, St. Cloud (4 participants)  
July 2 REM Central Lakes Inc, St. Cloud (15 participants)  
July 2 Home Sweet Home of St. Cloud, (1 participant)  
July 2 Option Care, St. Cloud, (4 participants)  
July 2 Skylight Gardens, St. Cloud (2 participants)  
July 2 Spot Rehabilitation, Inc., St. Cloud (4 participants)  
July 2 St. Cloud Hospital Home Care Services, St. Cloud (5 participants)  
July 3 Stearns County Social Services Department, St. Cloud (2 participants)  
July 3 Stearns County Public Health And Home Care, St. Cloud (22 participants)  
July 3 Novacare Outpatient Rehab Center, St. Cloud (2 participants)  
July 3 Independent School District 742, St. Cloud (11 participants)  
July 3 Granite Care Home, Sauk Rapids (1 participant)  
July 3 Benton County Human Services, Foley (30 participants)  
July 3 Country Manor Extended Services, Sartell (3 participants)  
July 3 Good Shepherd Home Health Care, Sauk Rapids (5 participant)  
July 3 Horizon Home Health Care, Inc., Foley (1 participant)  
July 3 Country Manor Health Care and Rehab Center, Sartell (3 participants)  
July 3 Good Shepherd Lutheran Home, Sauk Rapids (2 participants)  
July 19 Fairview Red Wing Hospital (rehab), Red Wing (3 participants)  
July 19 Lake City Medical Center Mayo Health (rehab), Lake City (2 participants)  
July 19 St. Elizabeth Hospital (SW's and rehab), Wabasha (9 participants)  
July 19 Hi-Park Care Center, Red Wing (2 participants)  
July 19 Red Wing Health Center, Red Wing (3 participants)

July 19 Lake City Health Center, Lake City (2 participants)  
July 19 Fairview Seminary Home, Red Wing (2 participants)  
July 19 St. Elizabeth Health Center, Wabasha (2 participants)  
July 20 Hiawatha Homecare, Red Wing (6 participants)  
July 20 Wabasha County Public Health Service, Wabasha (14 participants)  
July 20 Lake City Area Home Care, Lake City (6 participants)  
July 20 Red Wing Regional Home Health Care, Red Wing (14 participants)  
July 20 Goodhue County Public Health Service, Red Wing (21 participants)  
July 20 St. Elizabeth Home Health Care Service, Wabasha (1 participant)  
July 20 MN Workforce Center, Red Wing (20 participants)  
July 20 Great River Homes, Inc., Wabasha (30 participants)  
July 20 REM Greatland, Inc., Red Wing (6 participants)  
July 20 Lutheran Social Services, Red Wing (26 participants)  
July 24 Madonna Towers of Rochester, Rochester (3 participants)  
July 24 Olmsted County Medical Center, Rochester (1 participant)  
July 24 Town Hall Estates, Rochester (1 participant)  
July 24 Samaritan Bethany Home on 8<sup>th</sup>, Rochester (3 participants)  
July 24 Samaritan Bethany Heights, Rochester, (3 participants)  
July 24 Maple Manor Nursing Home, Rochester (2 participants)  
July 24 Rochester Health Care Center, Rochester (3 participants)  
July 24 Bear Creek Care and Rehab Center, Rochester (5 participants)  
July 24 REM Rochester SE, Rochester (11 participants)  
July 24 REM Rochester NW, Rochester (3 participants)  
July 24 The Gables, Rochester (2 participants)  
July 24 REM Willow Creek "A", Rochester (1 participant)  
July 24 REM Willow Creek "B", Rochester (2 participants)  
July 24 Rochester SOCS, Rochester (13 participants)  
July 24 Allendale House, Rochester (2 participants)  
July 24 Pathway House, Rochester (1 participant)  
July 25 Olmsted County Public Health, Rochester (35 participants)  
July 25 Comfort Home Health Care, Inc., Rochester (9 participants)  
July 25 Samaritan Bethany Home Health Care, Rochester (2 participants)  
July 25 Family Service, Inc., Rochester (2 participants)  
July 25 Semcil United Home HC Choices, Rochester (1 participant)  
July 25 Karrington Cottages, Rochester (4 participants)  
July 25 Samaritan Bethany Arbor Terrace, Rochester (6 participants)  
July 25 Towers of Rochester, Rochester (3 participants)  
July 25 REM River Bluffs, Inc., Rochester (12 participants)  
July 25 Bear Creek Services, Rochester (20 participants)  
July 25 Cardinal of Minnesota, Rochester (31 participants)  
July 25 Possibilities of Southern Minnesota, Inc., Rochester (6 participants)  
July 25 ARC of SE Minnesota, Rochester (20 participants)  
July 25 United Way First Call for Help, Rochester (10 participants)

July 25 People First Advocacy Group, Rochester (9 participants)  
July 25 Minnesota Workforce Center, Rochester (6 participants)  
July 25 St. Mary's Hospital, Rochester (3 participants)

**Total Presentations: 73**

**Total Participants: 543**

**Minnesota Relay Consumer Relations Office  
Outreach Summary  
August 2001**

August 4 D/HH Event, Grand Rapids (28 participants)

August 6 DHHS, Bemidji (4 participants)

August 7 DHHS, Fergus Falls (2 participants)

August 8 Minnesota Relay Center (14 participants)

August 21 Two Minnesota Relay Presentations, St. Cloud (38 participants)

August 23-September 3 Minnesota State Fair (Booth), St. Paul (18,000 participants)

**Total Presentations: 15**

**Total Participants (not including State Fair): 86**

**Speech-to-Speech Outreach**  
**August 2001**

**Sara:**

August 1 ACR Residential Home Providers (13 participants)  
August 1 Roseville City Hall (2 participants)  
August 1 Youth & Family Services Admin Staff (3 participants)  
August 2 USAAC Conference, St. Paul (50 participants)  
August 7 Camp Courage, Annandale (60 participants)  
August 8 Scandia Shores Asst'd Living, Vadnais Heights (1 participant)  
August 8 Enrich Group Home Providers, Vadnais Heights (6 participants)  
August 14 One-on-One Presentation, Minneapolis (1 participant)  
August 16 Dungarvin MN, Inc., Highland Park (85 participants)  
August 16 Fairview Medical Clinic, Highland Park (3 participants)  
August 20 One-on-One Presentation, St. Paul (3 participants)  
August 20 Team Concept Community Resources, West St. Paul (4 participants)  
August 20 St. Mary's Clinic, West St. Paul (1 participant)  
August 20 Neighborhood House Community Center, West St. Paul (2 participants)  
August 20 Westside Community Health Services Presentation (3 participants)

**Total Presentations: 15**

**Total Participants: 237**

**Nikki:**

Aug 1 Anoka County Resource Fair (Booth), Andover (75 participants)  
Aug 2 USSAAC (United States Society of Augmentative and Alternative Communication) Conference (Booth), St. Paul (80 participants)  
Aug 3 USSAAC Conferences (Booth), St. Paul (50 participants)  
Aug 9 Glencoe Regional Health Services, Glencoe (2 participants)  
Aug 9 Hutchinson Community Hospital, Hutchinson (4 participants)  
Aug 9 Burns Manor Nursing Home, Hutchinson (2 participants)  
Aug 9 Glencoe Regional Health Center, Glencoe (3 participants)  
Aug 9 Cedar Crest Estate, Hutchinson (6 participants)  
Aug 9 Connectcare, Hutchinson (1 participant)  
Aug 9 McLeod County Public Health Department, Glencoe (17 participants)  
Aug 9 McLeod County Social Services Department, Glencoe (2 participants)  
Aug 9 Our House, Glencoe (1 participant)  
Aug 9 Prairie Senior Cottages, Hutchinson (1 participant)  
Aug 9 The Oaks, Hutchinson (2 participants)  
Aug 9 Kathy's TLC, Glencoe (1 participant)  
Aug 9 REM Greatland, Inc., Hutchinson (1 participant)  
Aug 9 Dahlberg Foster Care, Hutchinson (1 participant)  
Aug 10 Meeker County Memorial Hospital, Litchfield (3 participants)

Aug 10 Dassel Lakeside Community Home, Dassel (3 participants)  
Aug 10 Emmanuel Home, Litchfield (3 participants)  
Aug 10 Augustana Home Care, Litchfield (6 participants)  
Aug 10 Meeker County Public Health Department, Litchfield (9 participants)  
Aug 10 Meeker County Social Services Department, Litchfield (4 participants)  
Aug 10 Litchfield Public Schools (3 participants)  
Aug 10 Minnesota Workforce Center, Litchfield (2 participants)  
Aug 10 Meeker County Community Home, Litchfield (3 participants)  
Aug 10 Red Castle, Litchfield (3 participants)  
Aug 10 Mykkanen Foster and Waivered Services, Inc., Cokato (2 participants)  
Aug 15 St. Gabriel's Hospital, Little Falls (6 participants)  
Aug 15 Pierz Villa, Inc., Pierz (1 participant)  
Aug 15 St. Otto's Care Center, Little Falls (5 participants)  
Aug 15 St. Camillus Place, Little Falls (2 participants)  
Aug 15 Minnesota Workforce Center, Little Falls (6 participants)  
Aug 15 LSS/Westwind, Little Falls (15 participants)  
Aug 15 Morrison County Public Health Department, Little Falls (11 participants)  
Aug 15 Unity Family Home Care and Hospice, Little Falls (1 participant)  
Aug 16 St. Joseph's Medical Center, Brainerd (5 participants)  
Aug 16 Bethany Good Samaritan Village, Brainerd (2 participants)  
Aug 16 Brainerd Regional Human Services Center-NeuroRehab Center, Brainerd (11 participants)  
Aug 16 Woodland Good Samaritan Village, Brainerd (1 participant)  
Aug 16 HealthSouth Rehab of Brainerd (2 participants)  
Aug 16 Minnesota Workforce Center, Brainerd (7 participants)  
Aug 16 Woodview Residential Services, Brainerd (25 participants)  
Aug 16 Barnabas Health Care Services, Brainerd (6 participants)  
Aug 16 Crow Wing County Public Health Department, Brainerd (17 participants)  
Aug 16 Good Neighbor Home Health Care of Brainerd, (12 participants)  
Aug 16 Good Samaritan Lakes Country and Rehab, Brainerd (3 participants)  
Aug 16 Lutheran Social Services-Trillium, Brainerd (1 participant)  
Aug 16 St. Joseph's Home Care and Hospice, Brainerd (21 participants)  
Aug 16 Woodland Good Samaritan Village Apartments, Brainerd (3 participants)  
Aug 16 Minnesota Community Net, Brainerd (7 participants)  
Aug 16 Oak Ridge Homes SLS, Brainerd (11 participants)  
Aug 23 Minnesota State Fair (Booth), St. Paul  
Aug 24 Lakeview Memorial Hospital, Two Harbors (5 participants)  
Aug 24 Lakeview Nursing Home, Two Harbors (1 participant)  
Aug 24 Sunrise Home, Two Harbors (1 participant)  
Aug 24 Two Harbors Physical Therapy and Wellness, Two Harbors (1 participant)  
Aug 24 Barross House, Inc., Two Harbors (2 participants)  
Aug 24 Lake County Public Health Nursing Service, Two Harbors (5 participants)  
Aug 24 Lakeview Memorial Home Care, Two Harbors (1 participant)

Aug 24 Lake View Cottages, Two Harbors (11 participants)

Aug 27 Minnesota State Fair (Booth), St. Paul

Aug 29 Minnesota State Fair (Booth), St. Paul

Aug 31 Minnesota State Fair (Booth), St. Paul

**Total Presentations: 64**

**Total Participants: 502**

**Minnesota Relay Consumer Relations Office  
Outreach Summary  
September 2001**

September 1-3 Minnesota State Fair (Booth), St. Paul  
September 8 HH Event, Minneapolis (18 participants)  
September 10 Minnesota Relay Presentation, St. Cloud (21 participants)  
September 11-16 Minnesota Relay Exhibitions–National Deaf Senior Citizens (950 participants)  
September 12 D/HH Event-St. Paul (53 participants)  
September 17 Five Minnesota Relay Presentation, U of MN (151 participants)  
September 18 Minnesota Relay Presentations, Cottage Grove (23 participants)  
September 19 Minnesota Relay Presentation-U of MN (28 participants)  
September 19 D/HH Event, St. Paul (56 participants)  
September 20 Four Minnesota Relay Presentations, U of MN (122 participants)  
September 21 Three Minnesota Relay Presentations, Wayzata High School (89 participants)  
September 21 D/HH Event, Minneapolis (45 participants)  
September 23 D/HH Event, Rochester (37 participants)  
September 25 Two Minnesota Relay Presentations, Woodbury (42 participants)  
September 25 Two Minnesota Relay Presentations, Cottage Grove (36 participants)  
September 26 D/HH Event, St. Paul (48 participants)  
September 30 HH Event, Golden Valley (34 participants)

**Total Presentations: 34**

**Total Participants: 1,753**

**Speech-to-Speech Outreach  
September 2001**

**Sara:**

September 6 Hastings Senior Center (1 participant)  
September 6 Hastings City Hall (2 participants)  
September 6 Mississippi Assisted Living Center (1 participant)  
September 10 Abbott NW Hospital Aphasia Support Group, Minneapolis (22 participants)  
September 10 Abbott NW Hospital Patient Representatives, Minneapolis (4 participants)  
September 10 Children's Hospital Family Resource Center (2 participants)  
September 11 Minnesota Visiting Nurses Program (32 participants)  
September 15 Metro ARC Conference, St. Louis Park (50 participants)  
September 18 ACR Home Providers (43 participants)  
September 18 Partnership Resources Managers Presentation (12 participants)  
September 20 Children's Hospital Community Program (85 participants)  
September 20 Children's Hospital Nursing Care Managers (4 participants)  
September 20 Children's Hospital Interpreter Services (1 participant)  
September 20 Fairview University Social Work Director (2 participants)  
September 25 One-on-One, Oakdale Group Home (5 participants)  
September 25 One-on-One, Woodbury Group Home (5 participants)

**Total Presentations: 16**

**Total Participants: 271**

**Nikki:**

Sep 5 One-on-One Training, Brooklyn Center (2 participants)  
Sep 10 Waseca Medical Center, Waseca (6 participants)  
Sep 10 Larry James Homes, Inc., Waseca (1 participant)  
Sep 10 ELM Residence (30 participants)  
Sep 10 Lakeshore Inn Nursing Home, Waseca (2 participants)  
Sep 10 Hospice Care Options Project, Waseca (2 participants)  
Sep 10 Waseca County Public Health Dept., Waseca (8 participants)  
Sep 10 Waseca Workforce Center, Waseca (3 participants)  
Sep 10 Owatonna Hospital, Owatonna (2 participants)  
Sep 10 Cedar Valley Services, Owatonna (36 participants)  
Sep 10 REM Woodvale, Inc., Owatonna (21 participants)  
Sep 10 Infinia at Owatonna, Owatonna (2 participants)  
Sep 10 Rainbow Residence, Owatonna (5 participants)  
Sep 10 Safe Harbour, Owatonna (6 participants)  
Sep 10 Owatonna Home Care and Hospice, Owatonna (1 participant)  
Sep 10 Park Place Senior Assisted Living, Owatonna (1 participant)  
Sep 10 Steele County Public Health Department, Owatonna (13 participants)  
Sep 10 Westside Board and Lodge Homes, Owatonna (2 participants)

Sep 10 Minnesota Workforce Center, Owatonna (4 participants)

Sep 19 One-on-One HCO Training, Bethel Care Center, St. Paul (2 participants)

**Total Presentations: 20**

**Total Participants: 149**

**Minnesota Relay Consumer Relations Office  
Outreach Summary  
October 2001**

October 3 D/HH Event, St. Paul (54 participants)  
October 10 D/HH Event, St. Paul (52 participants)  
October 13 SHHH/Aloha, Long Lake (15 participants)  
October 16 Two Minnesota Relay Presentations, Highland Park Senior High (48 participants)  
October 17 D/HH Event, St. Paul (56 participants)  
October 19 Minnesota Relay Exhibition-MRID, Rochester (65 participants)  
October 20 D/HH Event, Clarkfield (14 participants)  
October 24 Minnesota Relay Presentation, Highland Park Senior High (28 participants)  
October 24 D/HH Event, St. Paul (54 participants)  
October 25 Minnesota Relay Presentation, St. Louis Park (22 participants)  
October 26 Two Minnesota Relay Presentations, Roosevelt High School (48 participants)  
October 30 D/HH Event, Minneapolis (53 participants)  
October 31 D/HH Event, St. Paul (59 participants)

**Total Presentations: 14**

**Total Participants: 568**

**Speech-to-Speech Outreach  
October 2001**

**Sara:**

October 1 One-on-One Presentation, Minneapolis (1 participant)  
October 1 Dakota Communities, South St. Paul (1 participant)  
October 1 Dakota Communities, Eagan (6 participants)  
October 3 One-on-One Presentation (2 participants)  
October 4 Partnership Resources Presentation (15 participants)  
October 11 One-on-One Presentation, Bloomington (5 participants)  
October 11 Cannon Falls Health Senior Care Fair (50 participants)  
October 12 Buffalo and Annandale Adult Day Care Center (4 participants)  
October 16 Lutheran Social Services Group Home Arden Hills (12 participants)  
October 17 Hastings Parkinson Support Group (23 participants)  
October 17 Dakota Family Health Senior Services (35 participants)  
October 17 One-on-One Presentation, Minnetonka (2 participants)  
October 23 One-on-One Presentation, St. Paul (3 participants)  
October 24 Mt. Olivet Rolling Acres Health Care Services (4 participants)  
October 24 One-on-One Presentation, Minnetonka (1 participant)  
October 24 One-on-One Presentation, Minnetonka (1 participant)  
October 24 One-on-One Presentation, Minnetonka (1 participant)  
October 24 One-on-One Presentation, Minnetonka (1 participant)  
October 24 One-on-One Presentation, Minnetonka (1 participant)  
October 31 Chardon Court Individual Living (2 participants)

**Total Presentations: 20**

**Total Participants: 170**

Nikki Nelson has been on maternity leave for the month of October.

**Minnesota Relay Consumer Relations Office  
Outreach Summary  
November 2001**

November 7 D/HH Event, St. Paul (54 participants)  
November 14 D/HH Event, St. Paul (49 participants)  
November 15 Minnesota Relay Exhibition–HUBBS, St. Paul (65 participants)  
November 16 Four Minnesota Relay Presentations, St. Cloud (85 participants)  
November 16 D/HH Event, St. Cloud (27 participants)  
November 17 SHHH/Aloha Event, Cottage Grove (14 participants)  
November 19 Three Minnesota Relay Presentations, Chaska (64 participants)  
November 21 D/HH Event, St. Paul (46 participants)  
November 27 D/HH Event, St. Paul (36 participants)  
November 28 D/HH Event, St. Paul (55 participants)  
November 29 Minnesota Relay Exhibition, St. Cloud (86 participants)  
November 29 D/HH Event, Inver Grove Heights (12 participants)

**Total Presentations: 17**

**Total Participants: 593**

**Speech-to-Speech Outreach  
November 2001**

**Sara:**

November 1 Bywood East HealthCare, Minneapolis (2 participants)  
November 1 Parker High-rise (2 participants)  
November 1 Fremont Health Care Clinic (3 participants)  
November 1 St. Anthony Health Care, Minneapolis (5 participants)  
November 1 Chandler Place Assisted Living, ST. Anthony (1 participant)  
November 7 Independent Living Apts. Group, Minnetonka (5 participants)  
November 8 Merrick Adult Training Center (2 participants)  
November 8 Allina Medical Transportation (3 participants)  
November 13 One-on-One Presentation (2 participants)  
November 14 Midwest Training Center, St. Paul (38 participants)  
November 15 Lutheran Social Services Managers, Bloomington (10 participants)  
November 15 Beverly Health Care Center (2 participants)  
November 15 Community Involvement Center (2 participants)  
November 15 Lutheran Social Services Managers, Coon Rapids (10 participants)  
November 19 Two Presentations, Crystal Lake Health Care Center, Robbinsdale (15 participants)  
November 28 Good Samaritan Health Care Center (1 participant)  
November 28 Pediatric & Young Adult Medical Clinic (2 participants)

**Total Presentations: 25**

**Total Participants: 114**

**Nikki:**

November 19 One-on-One Presentation, U of M Speech Communication Department (3 participants)

**Total Presentations: 1**

**Total Participants: 3**

**Minnesota Relay Consumer Relations Office  
Outreach Summary  
December 2001**

December 5 D/HH Event, St. Paul (54 participants)  
December 6 Minnesota Relay Presentation, St. Cloud (32 participants)  
December 8 D/HH Event, St. Cloud (29 participants)  
December 8 SHHH Event, Burnsville (35 participants)  
December 9 D/HH Event, St. Cloud (46 participants)  
December 9 D/HH Event, St. Cloud (16 participants)  
December 10 Minnesota Relay Presentation, St. Cloud (7 participants)  
December 10 D/HH Event, Brooklyn Park (9 participants)  
December 12 D/HH Event, St. Paul (49 participants)  
December 14 D/HH Event, Minneapolis (14 participants)  
December 19 D/HH Event, St. Paul (54 participants)  
December 20 Minnesota Relay Presentation, St. Paul (32 participants)  
December 21 D/HH Event, Minneapolis (22 participants)

**Total Presentations: 13**

**Total Participants: 399**

**Speech-to-Speech Outreach  
December 2001**

**Sara:**

December 5 Bloomington CIP Community Involvement Program (36 participants)  
December 5 Bloomington Nursing Referral Service (1 participant)  
December 10 Regina Hospital Social Workers, Hastings (3 participants)  
December 10 Regina Hospital assisted Living, Hastings (1 participant)  
December 10 Regina Surgeons Clinic Social Workers, Hastings (1 participant)  
December 10 Regina Rehabilitation Social Workers, Hastings (2 participants)  
December 10 Allina Medical Clinic, Hastings (3 participants)  
December 11 Brynmar Health Care Center, North Maples (4 participants)  
December 13 Rachma Alzheimer's Residence (2 participants)  
December 13 Edina Fairview Hospital Social Workers (3 participants)  
December 13 Edina Fairview Hospital Telecommunication Dept. (34 participants)  
December 13 Metropolitan Oral & Maxillofacial Surgeons, Southdale Medical Clinic (2 participants)  
December 13 Neurological Surgical Assoc., Southdale Medical Clinic (2 participants)  
December 13 Neurological Consulting Service, Southdale Medical Clinic (3 participants)  
December 13 Ear, Nose & Throat Specialty Care, Southdale Medical Clinic (2 participants)  
December 14 Allina Woodbury Clinic Physicians (34 participants)  
December 17 Workabilities, Golden Valley (2 participants)  
December 17 One-on-One Presentation, Plymouth (1 participant)

**Total Presentations: 19**

**Total Participants: 136**

**Nikki:**

December 12 ESI of Minnesota, Duluth (1 participant)  
December 12 Taylor SLS, Inc., Duluth (1 participant)  
December 12 Human Services Development Center, Duluth (11 participants)  
December 12 Trillium Services, Duluth (21 participants)  
December 12 Kaws Corporation, Duluth (1 participant)  
December 13 Chris Jensen Health and Rehab Center, Duluth (4 participants)  
December 12 Lakeshore Lutheran Home, Duluth (3 participants)  
December 12 Viewcrest Health Center, Duluth (6 participants)  
December 12 Heritage Haven, Inc., Duluth (5 participants)  
December 12 Interim Health Care, Duluth (19 participants)  
December 13 Midwest Medical Equipment, Duluth (4 participants)  
December 13 Keystone Bluffs, Duluth (3 participants)  
December 12 Lakeside Manor, Duluth (10 participants)  
December 13 McCarthy Manor, Duluth (4 participants)  
December 12 New Hope Home Care, Inc., Duluth (3 participants)

December 12 Senior Friend Associates, Inc., Duluth (4 participants)  
December 13 St. Louis County Social Services, Duluth (20 participants)  
December 12 Transitional Senior Housing, Duluth (1 participant)  
December 12 Caromin House-Tioga, Duluth (5 participants)  
December 12 REM Community Services-Greysolon, Duluth (3 participants)  
December 12 REM Community Services-Wallace, Duluth (7 participants)  
December 12 REM Community Services-London Rd, Duluth (1 participant)  
December 13 RSI Hartley, Duluth (15 participants)  
December 13 RSI Oregon Creek, Duluth (4 participants)  
December 13 Bridge Rehab, Duluth (5 participants)  
December 13 Minnesota Workforce Center, Duluth (11 participants)  
December 13 Lakewind, Inc., Duluth (1 participant)  
December 12 Nurses That Care, Duluth (1 participant)  
December 13 Personal Staff Senior Care, Inc., Duluth (1 participant)  
December 19 ACT (Advocating Change Together) monthly meeting, St. Paul, (13 participants)

**Total Presentations: 30**

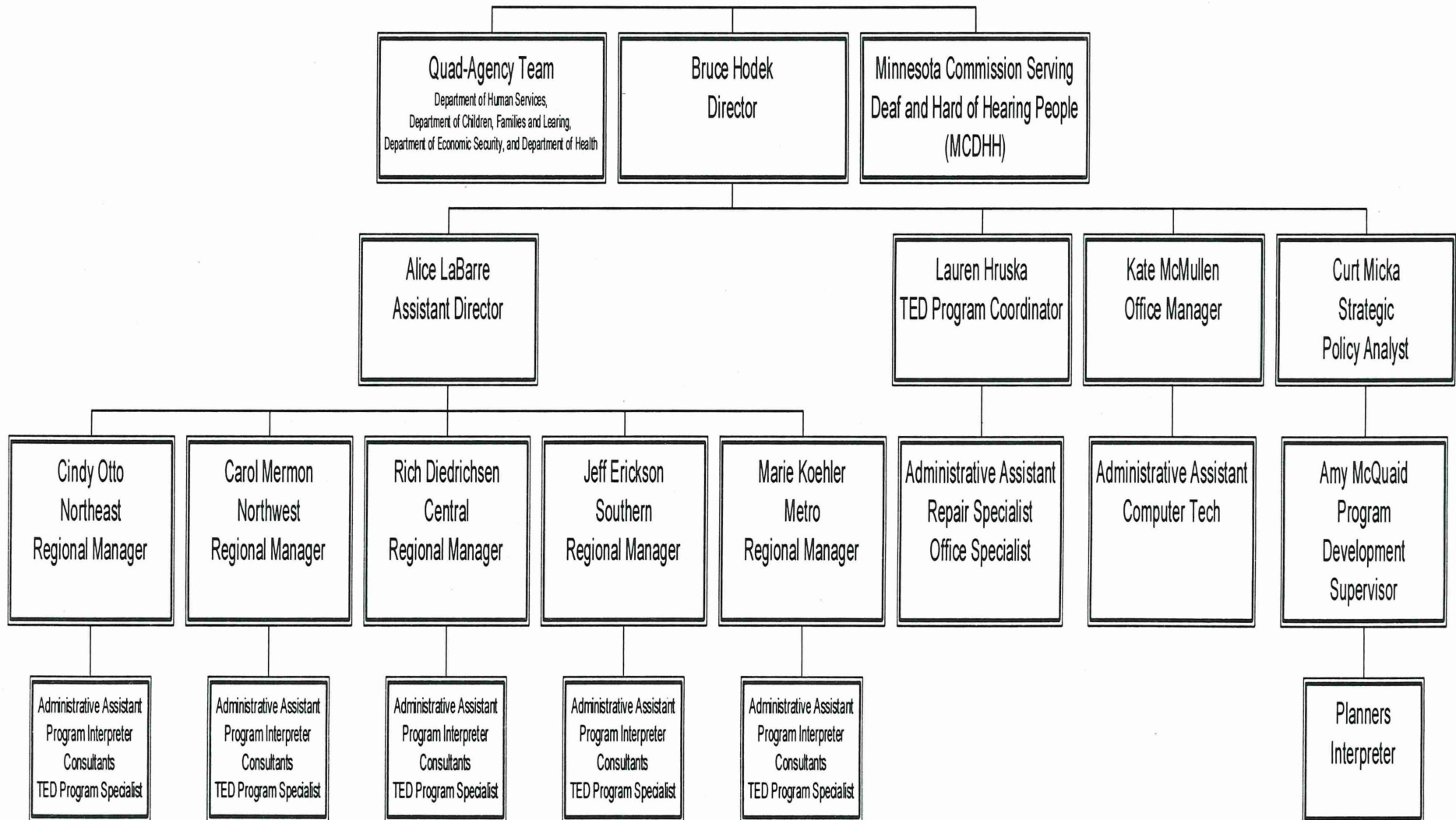
**Total Participants: 188**

**Year-End Presentation Total: 726**  
**Year-End Participant Total: 31,050**

## Attachment F

### Telephone Equipment Distribution Program Organizational Chart

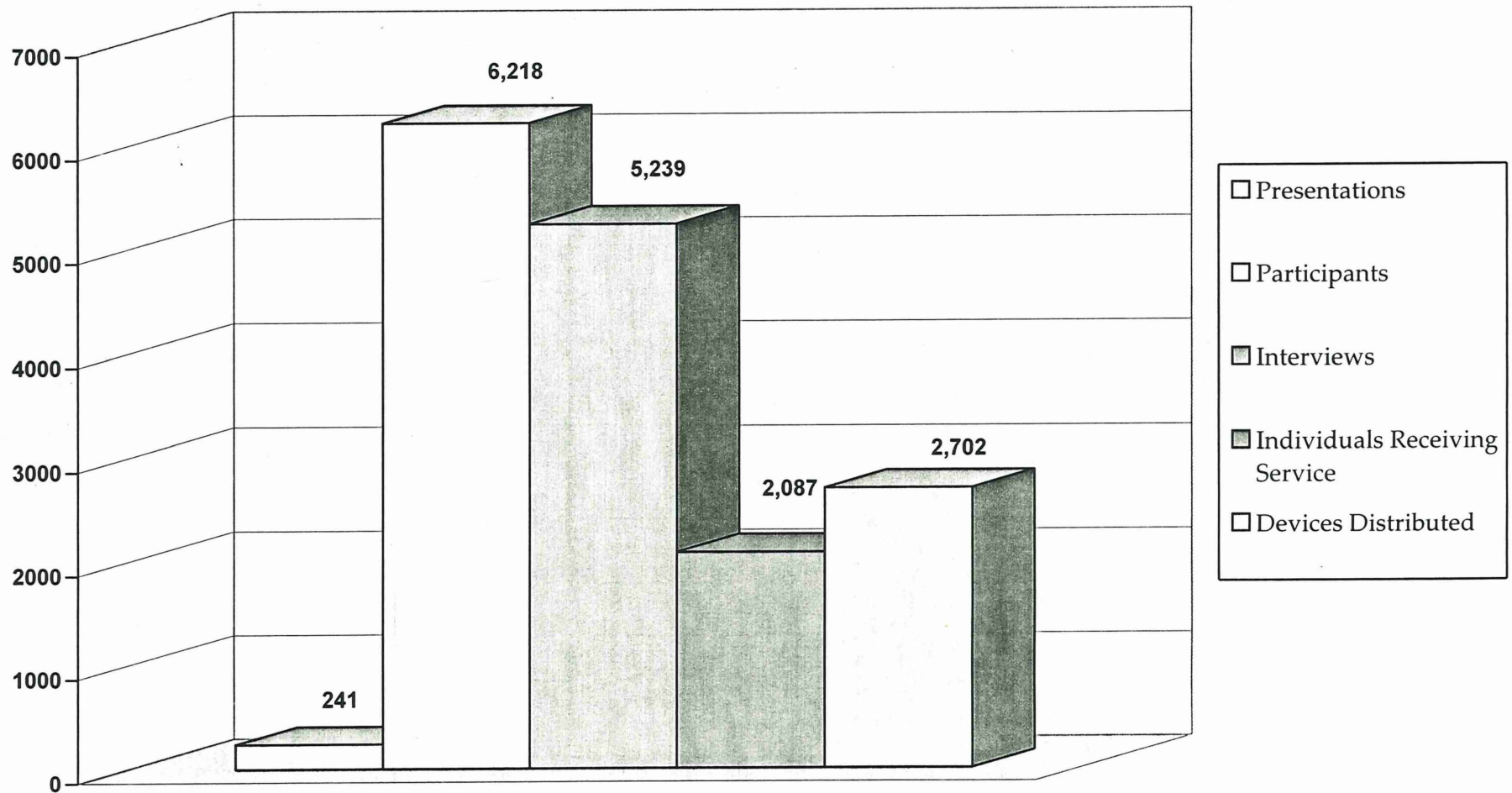
**Minnesota Department of Human Services  
Deaf and Hard of Hearing Services Division  
2001 Organizational Chart**



## Attachment G

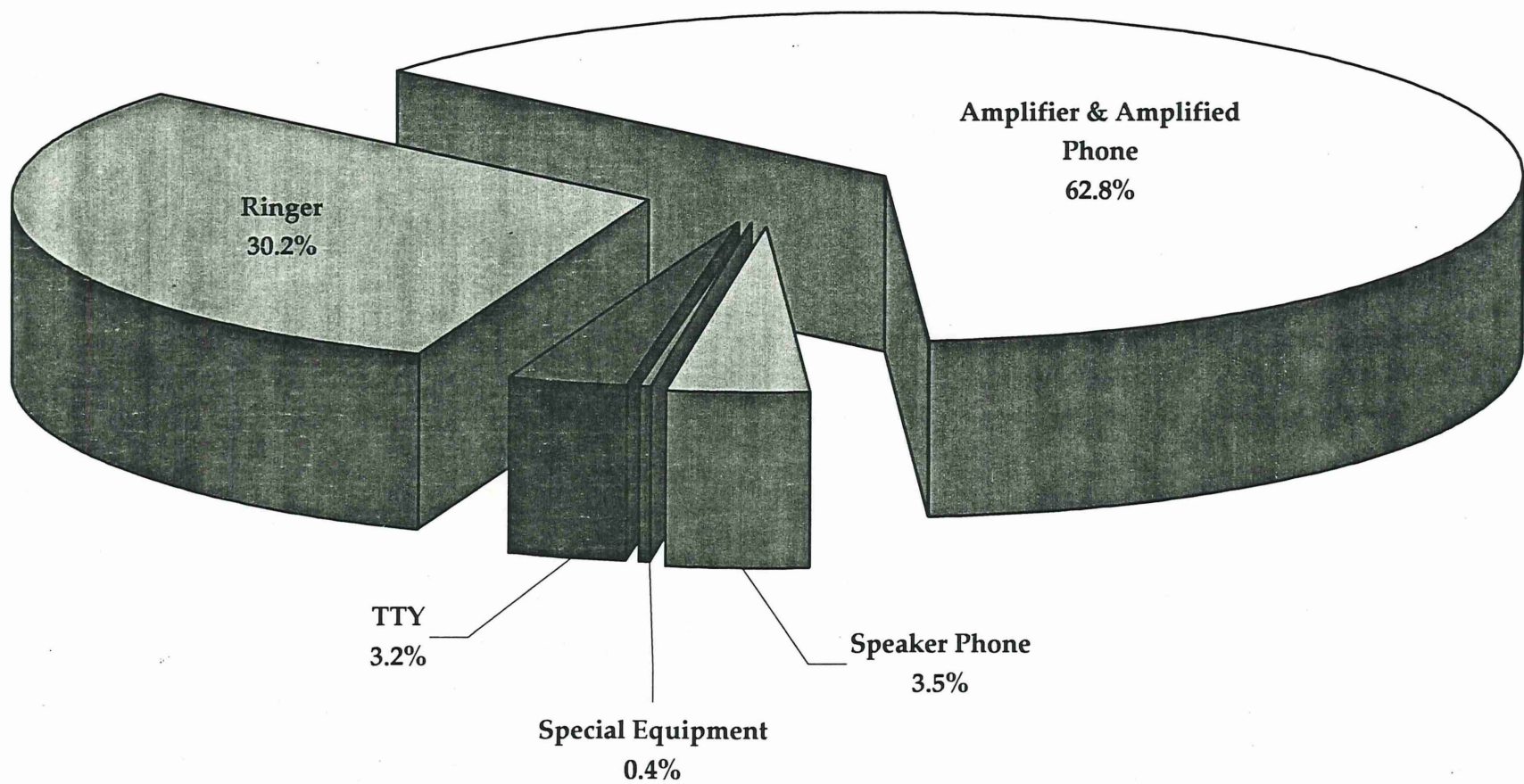
### Telephone Equipment Distribution Program Activity Charts

## Telephone Equipment Distribution Program 2001 Activity Chart



# Telephone Equipment Distribution Program

## 2001 Types of Equipment Distributed



# Attachment H

## Revenue and Expense Chart

## DOC-TACIP Revenues and Expenses

