

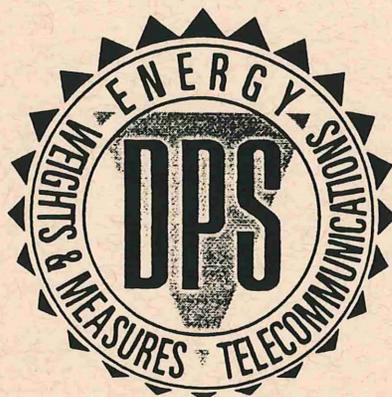
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DPS-TACIP

MINNESOTA DEPARTMENT OF PUBLIC SERVICE
TELECOMMUNICATIONS ACCESS FOR
COMMUNICATION-IMPAIRED PERSONS

MINNESOTA RELAY SERVICE



1997 ANNUAL REPORT TO THE
MINNESOTA PUBLIC UTILITIES COMMISSION
DOCKET NO. P999/CI-95-615

April 13, 1998

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EXECUTIVE SUMMARY

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

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

The Equipment Distribution Program provides specialized telecommunications equipment to eligible deaf, hard-of-hearing, speech-impaired and mobility-impaired persons which enables them to access the telephone network. The Minnesota Relay Service allows a person using a specialized telecommunications device called a Telecommunications Device for the Deaf (TDD) or Teletypewriter (TTY) to communicate with a person using a standard telephone. Since the inception of the two programs, more than 15,000 households and over 7 million calls have been placed through the relay service to and from communication-impaired callers. These vendor provided programs, as well as the administrative expenses of DPS-TACIP, are funded by a statewide \$0.17 surcharge on access lines, including wireless communications lines and other non-wire telephone access services, in the State of Minnesota.

DPS-TACIP has completed nearly two years of two separate three-year contracts with the partnership of Communication Service for the Deaf (CSD) and Sprint Communications Company. While CSD provides the management and human resources components for the MRS, Sprint is responsible for providing the relay facilities and maintenance.

This report presents information on the major activities of DPS-TACIP during 1997. This is comprised of operating information on the two TACIP programs, and financial and statistical data. The attachments provide details on the TACIP statute, the current organizational structure of DPS-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 and the Minnesota Relay Service (MRS). The MRS began service on March 1, 1989. Prior to July 1, 1996 and the privatization of the MRS, the state of Minnesota owned and maintained all relay equipment. The procedures and remedies for enforcing any requirements imposed by the state Telecommunications Relay Service (TRS) program fall under Minn. Stat. § 237.50 - 237.56 (Attachment A).

There have been significant changes and improvements in the Minnesota Relay Service since its early years of operation. In 1995, the Minnesota Legislature eliminated the TACIP Board and transferred the responsibility for the MRS to Minnesota Department of Public Service (DPS). Responsibility for the EDP was given to the Minnesota Department of Human Services. The 1995 legislation gave the responsibility for gathering consumer input regarding EDP and the MRS to the Department of Human Services, Deaf and Hard of Hearing Services Division (DHHSD). In accordance with State law, each of the four DHHSD Regional Service Center's advisory committees has added a mobility- or speech-impaired member. All feedback gathered from the meetings is forwarded to DPS-TACIP for review by the TACIP Administrator.

The Equipment Distribution Program provides specialized telecommunications equipment to eligible deaf, hard-of-hearing, speech-impaired and mobility impaired persons which enables them to access the telephone network. The Minnesota Relay Service allows a person using a specialized Telecommunications Device for the Deaf (TDD), or Teletypewriter (TTY), to communicate with an individual using a standard telephone. Since the inception of the two programs, more than 15,000 households have been served, and over 7 million calls have been placed through the relay service. These programs, as well as the administrative expenses of DPS-TACIP, are funded by a statewide \$0.17 per month surcharge on each wire line or non-wire access lines. The Department of Public Service-TACIP also coordinates funding for the two programs.

The Minnesota Legislature also included the following provision in the 1995 legislation:

The Department of Public Service shall make a report to the legislature by February 15, 1997, comparing:

- (1) the telecommunication relay management system management performance of the telecommunications access for communication-impaired persons board and the system's relay operator for 1994; and

- (2) the telecommunications relay management system management performance of the telecommunications access for communication-impaired persons program and the system's relay operator for 1996.

The aforementioned report is included in Attachment B.

TACIP ADMINISTRATION

In January 1998, Jim Alan, former TACIP Administrator, was reassigned to the position of DPS Assistant Commissioner for Telecommunications. DPS Commissioner Kris Sanda appointed LuAnn Sherman as TACIP Administrator.

ROLE OF THE PUBLIC UTILITIES COMMISSION (PUC)

In accordance with Minnesota statute, DPS-TACIP must submit annual reports to the Commission. Each report must review the accessibility of the telephone system for users of the Minnesota Relay Service and the Equipment Distribution Program. In addition, the report includes a description of services provided by both the MRS and EDP, funds received and disbursed annually for each component of the program, and plans for future operations.

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

DPS-TACIP GOAL

The terms and conditions of the MRS provider contracts reflect the DPS-TACIP goal to maintain TRS services that meet, or exceed, the quality of relay services available in other states. Given that CSD and Sprint are national leaders in the provision of TRS services, DPS-TACIP believes the MRS has become one of the most advanced and reliable relay centers in the nation.

Under a separate subcontract, DPS-TACIP and Communication Services for the Deaf have established a Minnesota Relay Service Consumer Relations Office located in St. Paul, Minnesota. Since the Consumer Relations Office began operations in November 1996, the office has conducted quarterly focus groups which are designed to solicit input from a variety of relay users. Staffed by both deaf and hearing personnel, the consumer relations office is available to give presentations to any group or organization in the State. All feedback gathered from focus group meetings, presentations, or from the Sprint "800" 24-hour consumer hotline is

forwarded monthly for review by the TACIP Administrator. Consumer relations activities will be discussed later in this report.

MINNESOTA RELAY SERVICE

The MRS facility, provided by Sprint, uses the Rockwell Galaxy ISS 3000 switching system. The switch is an all digital, state-of-the-art system which provides caller accessibility in excess of 99.99 percent. All major systems and components are redundant, which limits the dropping of calls to those not currently in progress. Calls will not be dropped if they have been answered by a Communication Assistant (CA).

Sprint and CSD relay all calls including local, intraLATA toll and intrastate intraLATA calls. Billing options include non coin-sent-paid, third-party, calling card, and collect calls for calls originating or terminating in Minnesota.

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

TRANSMISSION CIRCUITS

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

The implementation of Sprint's Synchronous Optical Network (SONET) provides the MRS 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 MRS is, therefore, linked to a coast-to-coast telecommunications route, which ensures voice, data, and video services without interrupting the call. This ensures that MRS calls are safeguarded by automatically rerouting service around disruptions in approximately 60 milliseconds.

ACCESSING THE MRS

Although MRS users currently access the relay by "dialing" an 800 number, DPS-TACIP plans to eventually transition to a statewide "711" number for MRS access.

MRS LOCATION

The MRS is located adjacent to the intersection of Interstate-94 and Highway 75 in Moorhead, Minnesota. The center is constructed to position 72 workstations. The MRS reached full capacity of operating workstations during the month of July. On average the center staffs 50 workstations. The MRS serves all Minnesota customer calls before accepting calls from Iowa, New York, Montana, Texas or other relay centers operated jointly by Sprint and CSD. A graph showing increases in the number of calls taken from out-of-state TRS users is provided in Attachment C. The transformation of the MRS from a state relay center to a regional relay center is an asset to economic development in the greater Fargo/Moorhead area. As a result of the increased efficiency associated with higher call volumes, DPS-TACIP anticipates that its future costs will ultimately reflect a reduction in the \$.95 per minute cost of handling Minnesota calls. The MRS currently staffs 156 Communication Assistants (127 full-time equivalent). An organizational chart depicting the MRS administrative structure is provided in Attachment D.

OPERATIONAL STANDARDS

(1) *Communication Assistants (CAs)*

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

- a. Ability to successfully complete 10 days of rigorous CA training which includes a minimum of 20 hours of diverse culture training before graduation. CSD provides high quality CA training which includes: American Sign Language (ASL) "gloss" and grammar, Deaf culture, needs of speech disabled users, confidentiality of calls, and the operation of relay telecommunications equipment.
- b. Ability to pass a performance-based CA examination covering spelling, typing, dictation, procedures, characteristics of ASL as it may be reflected in the written language of TTY users, Deaf culture, needs of speech disabled users, confidentiality and professional judgment.

- c. MRS CAs must, at a minimum, have the following qualifications:
 - i. Spelling skills and telephone etiquette: CAs must have 12th grade level spelling skills and basic skills in telephone etiquette.
 - ii. Basic skills in English grammar at a minimum 12th grade level.
 - iii. Minimum typing speed of 45 wpm.
 - iv. Ability to understand ASL users.
 - v. Ability to convey the full content, context, and intent of relay communications they translate. CAs must strive to maintain functional equivalence for both the TTY relay user and the non-TTY user when a communication is relayed.

CONFIDENTIALITY AND CONVERSATION CONTENT

The Telecommunications Relay Service Code of Ethical Behavior for Communications Assistants is used to offer the needed guarantee of confidentiality between CAs and TRS users. This code serves to ensure confidentiality and accuracy of telephone conversations.

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

THE TRS CODE OF ETHICAL BEHAVIOR COVERS THREE AREAS:

1. Confidentiality

- a. All calls and related information are not to be revealed, including the fact that the call was performed (except as 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 own names.

2. *Accurate Interpretation*

- a. Conversations are relayed as given unless paraphrasing is requested by the user.
- b. The CA must transmit exactly what is said in the way it is intended, including profanity.

3. *Objectivity*

- a. Communication Assistants are not to advise, counsel or interject personal opinions, even when asked to do so by relay users.
- b. Communication Assistants do not make judgments on the content of the relay calls.
- c. Communication Assistants convey in their tone of voice the conversation typed and not their own emotional responses.

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 the calls. CAs are permitted to decline to complete a call when credit authorization is denied.

Additionally:

- A. There is no limit to the number or the length of calls made to the MRS. On average, for every call made to the MRS in 1997, 1.4 calls were placed out of the center. The average length of inbound calls was 6.28 minutes and the average length for outbound calls was 4.27 minutes.
- B. CAs are required to handle emergency calls using the established procedures developed by CSD and Sprint.
- C. Making and receiving interstate calls to and from anywhere in the United States is a required MRS capability. Making and receiving intrastate calls to and from anywhere within Minnesota is a required MRS capability.
- D. Full international calling capability is also required and provided for callers to make and receive calls to and from anywhere in the world.
- E. Extended Area Service (EAS) is required and available to all Minnesota residents. This ensures that MRS callers are not billed for toll usage when completing EAS calls.

- F. Directory Assistance calling is required and available to MRS users.
- G. Capability for 900 calling is required and available.

TECHNICAL STANDARDS

1. *ASCII and Baudot*

The Minnesota Relay Service is capable of receiving and transmitting Baudot or ASCII communications up to 28,800 BPS.

2. *Speed of Answer*

The Minnesota Relay Service 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 MRS must answer 90% of all incoming calls within 10 seconds. Based on 1997 records, relay calls were answered on average within 1.8 seconds.

3. *Equal Access of Interexchange Carriers*

Callers to the MRS are able to have their interLATA calls carried by any interexchange carrier that has agreed to participate in our Carrier of Choice (COC) program. If a customer indicates their COC preference to the CA, the CA will determine if the carrier is a participant; if so, the call will be routed over that carrier's network. 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. *MRS Facilities*

- A. The center operates 24 hours-a-day, 7 days-a-week, 365 days per year. Additionally, relay users can call the MRS Customer Service toll-free number 24 hours a day at 800-676-3777 to express their complaints, comments or commendations about their relay calls.
- B. Emergency back-up systems serve as the center's uninterruptible power supply (UPS). In the event of a power failure, the UPS is activated immediately and begins operating within 30 seconds of a power failure. The UPS system has a minimum capacity of 1 hour and a maximum capacity of 24 hours. Also, the MRS is equipped with a diesel-fired stand-by generator with sufficient electrical generating capacity to support the entire relay center in the event of electrical failure by the local electric utility.

Sprint maintains a comprehensive disaster recovery plan to handle potential and man-made system failures. The disaster recovery plan details various levels of emergency procedures, depending on the source and severity of the service disruption, to restore service. For example, in the event of a complete power outage, incoming calls will 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 the user has Cerebral Palsy and is using a computer modem that allows them to type their conversation ahead of time, then sending the message through the relay to the designated party). In all cases, callers have control over their conversations.

MRS FEATURES

- **Automated Number Identification** -- Perhaps the most immediately noticeable improvement for relay users was the deployment of Automatic Number Identification (ANI). Previously, relay users had to supply CAs with their telephone numbers. With ANI, the originating number appears automatically on the CA's monitor. Further, ANI prevents call fraud that was associated with people intentionally giving incorrect originating numbers for billing purposes. Due to the deployment of ANI, fraud at the MRS is virtually eliminated.
- **Customer Database** -- Customer Database allows numerous ways of automatically expediting the initiation of calls. These aspects include, but are not limited to, the following: Communication Mode (TTY, Voice, ASCII), Carrier of Choice, Preferred Billing Method, Frequently Dialed Numbers.
- **Voice Carryover Without Initial Typing** -- A hearing-impaired person with understandable speech may request voice carryover which allows the VCO user to speak directly to hearing persons and receive the response conversation typed back to them on the TTY. The MRS has the technological capability to allow a TTY user to speak through a voice carryover telephone without any initial typing involved in the process of accessing the MRS.
- **Voice Carryover To Voice Carryover (VCO To VCO)** -- This feature allows MRS access to VCO users at both ends of the relay call.

- **Two-Line Voice Carryover (VCO)** -- Two-line VCO allows users to communicate using a personal computer with ASCII capability and a second line with conference calling capabilities.
- **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 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.
- **Recording Machine Capabilities** -- Recording machine capability allows CAs to record and play back audio-text interaction messages to reduce numerous call backs to convey entire messages to the calling party.
- **Mobile Radio And Paging** -- The MRS is capable of transmitting and receiving voice and Baudot/ASCII calls through mobile radio and paging.
- **Variable Time Stamp Macro** -- The variable time stamp macro feature is sent by the CA to notify a TTY user via a macro message that a voice party has disconnected and indicates the time of disconnection. Because the MRS may not be capable of interrupting the TTY relay user's transmission of text, significant time may elapse after the non-TTY user disconnects before the macro is received. The time of disconnection will allow the TTY relay user to determine at what point the conversation was terminated.
- **Error Correction Automation** -- This feature automatically corrects many of a CA's typographical errors and spells out non-TTY abbreviations that may be used by the CA in voice-to-text translation.
- **Branding Of Call Type** -- The MRS has the ability to record technical information (e.g., Baudot, ASCII, voice, VCO, or HCO) determined by the most recent call placed by the relay user location. The relay user's next call is then automatically answered and set-up using pre-recorded information.
- **CA's Gender Identified** -- This feature automatically matches relay users gender with the gender of a CA. For example, the user has the option of allowing the MRS to use the caller's Customer Database information to automatically match the CA's gender to their own.
- **Last Number Redial** -- The last number redial feature allows the MRS user to call the last person dialed through the MRS without having to provide the telephone number to the CA.

- **VCO TO TTY** -- This feature allows VCO users to communicate with TTY users through the MRS when both parties are using TTY devices. To process this type of call, the CA types the VCO user's message to the TTY user and the TTY user types directly back to the VCO user.
- **Access To Restricted "800" And "888" Numbers** -- TTY users are able to reach, through the MRS, regionally restricted 800 and 888 numbers and the business offices of local telephone companies which have special prefixes, all of which would normally be accessible to the TTY user in his/her calling area.
- **Hearing Carryover To Hearing Carryover (HCO To 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 which will be spoken by the CA. HCO to HCO allows MRS access to HCO users at both ends of a relay call.
- **Hearing Carryover To TTY (HCO TO TTY)** -- HCO to TTY allows HCO and TTY users to communicate with each other through the relay. The CA voices the TTY user's typed words to the HCO user. The HCO user types directly to the TTY user.
- **Call Blocking** -- If desired, MRS users are able to include in their customer database telephone numbers they want blocked.
- **Caller ID Via Database** -- 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.
- **Flexible Billing** -- Flexible billing allows relay users to complete calls from anywhere in the world with a valid Minnesota third-party billing capability.
- **Access To 900 Service** -- This feature allows MRS users to access 900 number pay-per-call services.
- **Touch-tone Carryover** -- Touch-tone carryover allows a TTY user to use their touch-tone telephone to directly interact with automated response systems.

Future MRS Features:

- **Single Line Answering Machine Message Retrieval (SLAMMR)** - This feature will allow TTY customers to retrieve voice-mail messages on the inbound leg of the call.
- **Hearing Carryover to TTY** - This feature will allow consumers of HCO services to call their family and friends who use a TTY for communication.

- **Voice Carryover to Hearing Carryover** - This feature will allow consumers of VCO to communicate directly with consumers of HCO.

DPS-TACIP's consideration of future purchases of additional services is ongoing. Features under consideration include Speech-to-Speech, Text-to-Voice, TTY to TTY, Video Relay Interpreting and enhanced Baudot capability.

CALL VOLUMES

CSD and Sprint handled an average of 78,335 calls per month in 1997. DPS-TACIP estimates the growth in call volume for FY 1998 to be at least four percent. A graph showing the call volume from FY 1989 through FY 1997 is provided in Attachment E.

FUNCTIONAL STANDARDS

1. Enforcement

In the event that Minnesota Department of Public Service-TACIP fails to take action within 180 days after a complaint is filed about the MRS, 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 Service (47 C.F.R. § 64.605).

2. Public Access to MRS Information

The MRS Consumer Relations Office, located in downtown St. Paul, continued to promote and educate the general public about TRS services in addition to responding to consumer complaints and inquiries. Mark Tauscher, Manager, and Trich Shipley, Assistant/Interpreter, with over 10 years combined relay experience, traveled throughout the state of Minnesota to promote the MRS. In 1997, the Consumer Relations Office conducted 141 presentations to approximately 2,100 consumers. This was accomplished by using direct mail to invite groups and organizations to host MRS presentations. For example, the Consumer Relations Office offered presentations and/or printed materials to the following:

- All state 911 centers
- All Minnesota hospitals, clinics and nursing homes
- All Minnesota public and private schools and colleges
- Directory and directory assistance representatives from each Minnesota Local Exchange Carrier

To assist the DPS-TACIP and the Consumer Relations Office with marketing plans, the map provided in Attachment F was developed in order to define what geographic areas and to what extent calls are received from. A summary of MRS consumer relations activity is included in Attachment G.

Printed and other outreach materials made available by the MRS Consumer Relations Office are as follows:

- Standard print MRS brochure
- Large print MRS brochure
- MRS brochure in Braille
- MRS wallet cards
- MRS Refrigerator magnets
- MRS ballpoint pens
- MRS keychains

In addition to the outreach efforts of the Consumer Relations Office, the office sub-contracts with the Minnesota Association of Deaf Citizens (MADC). The MADC provides volunteers which staff the MRS booth at state and county fairs and various other venues where a variety of vendor exhibits are typically found. During the Minnesota State Fair, MADC contacted over 6,200 current or potential relay service users.

Communication Service for the Deaf has also produced an informational video. The video effectively explains the Minnesota Relay Service along with the many features the center offers.

Public access to MRS information is provided through the following:

Minnesota Relay Service provides the following toll-free numbers:

Minnesota Relay Service.....	800-627-3529 voice/TTY/ASCII
Sprint Minnesota Account Mgr.....	800-377-1101 TTY
24 Hour Sprint Customer Service.....	800-676-3777 voice/TTY/ASCII
MRS Customer Service.....	800-657-3775 voice/TTY
TACIP Administrator.....	800-657-3599 voice
TACIP Administrator.....	800-657-3603 TTY

3. *Rates*

- A. Long distance charges are based on point-of-origin to point-of-destination.
- B. Relay users incur no telephone charges when using the MRS. The rates that 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 the point-of-origination to the point-of-termination.

- C. Relay users receive the following long-distance discounts for interstate calls from Sprint.

8 a.m. - 4:59 p.m.	10%	35%	35%	35%	35%	35%	10%
5 p.m. - 10:59 p.m.	25%	25%	25%	25%	25%	25%	10%
11 p.m. - 7:59 a.m.	10%	10%	10%	10%	10%	10%	10%

- D. Relay users receive the following long-distance discounts for interexchange intrastate calls from Sprint.

8 a.m. - 4:59 p.m.	10%	35%	35%	35%	35%	35%	10%
5 p.m. - 10:59 p.m.	25%	25%	25%	25%	25%	25%	10%
11 p.m. - 7:59 a.m.	10%	10%	10%	10%	10%	10%	10%

4. *Jurisdictional Separation of Costs*

The Minnesota Relay Service acknowledges jurisdictional separation of costs as required by 47 C.F.R. § 64.604 (c) (4).

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.

Sprint is reimbursed for its costs to provide intrastate calls from an intrastate fund established by the Minnesota legislature. The enabling legislation requires that each telephone line or wireless telephone user contribute \$0.17 per month per access line. The funds are deposited into an interest bearing account dedicated solely to the support of the Minnesota Relay Service and the Equipment Distribution Program.

5. *Complaint Procedure*

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

- During or immediately after a relay call, request that the CA arrange for a relay supervisor to immediately speak with the user.
- After a relay call has been completed, contact Minnesota's Sprint Account Manager. Minnesota's Sprint Account Manager's number is 800-377-1101.

- Anytime following a relay call that has been completed, contact any of the following:

Sprint Minnesota Account Mgr.....800-377-1101 TTY
 24 Hour Sprint Customer Service....800-676-3777 voice/TTY/ASCII
 MRS/CSD Customer Service800-657-3775 voice/TTY
 TACIP Administrator800-657-3599 voice/800-657-3603 TTY

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

- B. Of all customer calls received through the Sprint hotline and the MRS Consumer Relations Office, approximately 11.77 percent were complaints.
- C. If a situation arises where resolutions to customer complaints are not forth-coming, MRS 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 internal complaint mechanism available in Minnesota.

EQUIPMENT DISTRIBUTION PROGRAM (EDP)

The Equipment Distribution Program (EDP) is responsible for distributing telecommunication devices to eligible Minnesota citizens, informing communication-impaired persons of services available through the program, providing training in the use of the telecommunications devices and maintaining the devices. Minnesota statute defines "communication-impaired" to mean "certified as deaf, severely hearing-impaired, hard-of-hearing, speech-impaired, deaf and blind, or mobility impaired if the mobility impairment significantly impedes the ability to use standard customer premises equipment."

The EDP is administered through an interagency agreement between the Department of Human Services, Deaf and Hard of Hearing Services Division (DHHSD) and DPS-TACIP. DHHSD of the Department of Human Services 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

Bemidji, Duluth, Fergus Falls, Rochester, St. Cloud, St. Peter, and St. Paul. Two personnel changes occurred during 1997. Bruce Hodek was appointed to Director of DHHSD and Marcia Schutt was appointed as EDP Coordinator. A program change created the position of Central Repair Specialist. With the centralization of repairs, EDP is in an improved position to analyze equipment reliability issues. This also allows regional specialists to serve more clients per hours worked. Previously, regional service center staff were responsible for repairs which included troubleshooting over the phone, shipping equipment to vendors and handling returned equipment. The organizational chart for EDP is included in this report as Attachment H.

AUTHORITY TO PROVIDE EQUIPMENT

Subdivision 5 (3) of Minnesota Statute § 237.51 provides the Department of Human Services (DHS) 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 communication devices that may be beneficial to eligible persons under its distribution program.

STATISTICAL INFORMATION

A report of EDP activities is submitted quarterly to DPS by the 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 graph provided in Attachment I shows the number of group presentations and individual contacts made from January through December 1997.

PROGRAM PROMOTION

DHHSD is responsible for the promotion of EDP services and activities. EDP staff presentations explain the program, outline eligibility requirements, demonstrate types of equipment available, explain the availability of the statewide telecommunications relay service, and provide other pertinent information. Since the program began in 1988, over 2,100 presentations have been given to more than 52,000 participants statewide. The four Regional Service Center advisory committees are located in: Northern Area (Duluth, Virginia); Metro Area (St. Paul, Minneapolis); Southern Area (Rochester, St. Peter); Central Area (Fergus Falls, St. Cloud). The advisory committee meetings take place quarterly. The membership roster is provided in Attachment J.

DHHSD and DPS-TACIP agreed to jointly become members of the newly established Telecommunications Equipment Distribution Program Association (TEDPA).

TEDPA was convened "for the purpose of information exchange and to assist one another with the administration of specialized telecommunication equipment distribution programs for persons with disabilities." EDP Coordinator Marcia Schutt was elected Secretary of the Association and will be the primary Minnesota contact. Current membership consists of eleven states.

TRENDS IN SERVICE PROVISION

The demand for equipment for those who are hard of hearing remains strong and is reflected in referral numbers. Since the beginning of the program, 2,495 TTYs have been distributed. The number of other assistive TRS devices distributed totals 21,545. The largest EDP consumer group continues to be those over the age of 65. This population experiences a high incidence of hearing loss and is most in need of telephone services to access health, safety and social services to maintain self-support and self-sufficiency. As the baby boom generation continues to mature, an upward trend in those requesting EDP services is expected. In 1997, EDP distributed 1,363 amplifiers/amplified phones. Since its inception in 1988, EDP has distributed nearly 24,050 devices.

FISCAL YEAR 1997 ACTUAL AND FISCAL YEAR 1998
ESTIMATED REVENUES AND EXPENDITURES

FY 1997

Revenues:

Income from Surcharge.....	\$6,648,800
Income from NECA	75,710
Income from Long Distance Billing.....	34,059
Income from DEAF	210,358
Balance Forward.....	3,079,168
Income from Investments/Interest.....	219,555
Income from Surplus of MRS Equipment	26,745
Total Revenue.....	\$10,294,395

Expenses:

TACIP Administration.....	\$175,974
Sprint/MRS Contract.....	2,392,319
.....	
CSD/MRS Contract.....	2,510,642
Equipment Distribution Program	857,510
Expenditure reduction.....	(532)
Total Expenses	\$5,935,913
Balance Forward.....	\$4,358,482

FY 1998

Revenues (projected):

Income from Surcharge.....	\$7,065,403
Balance Forward.....	4,358,483
Income from Investments/Interest.....	256,609
Total Revenue.....	\$11,680,495

Expenses:

TACIP Administration.....	\$177,233
Equipment Distribution Program	1,008,684
Sprint/MRS Contract.....	2,572,481
CSD/MRS Contract.....	2,768,834
Sprint-New Features (one time charge).....	29,314
Total Expenses	\$6,556,546
Balance Forward.....	\$5,123,949

Attachment K provides a visual aide which depicts past and future revenues and expenses. FY99 reflects an anticipated \$0.12 surcharge revenue, pending PUC approval.

APPENDIX 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 BOARD.

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;
- (4) inform the public and specifically the community of communication-impaired persons of the program; and
- (5) notwithstanding any provision of chapter 16B, develop guidelines for the purchase of some communication devices from local retailers and dispensers if the department determines that

otherwise they will be economically harmed by implementation of sections 237.50 to 237.56.

(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

237.52 FUND; ASSESSMENT.

Subdivision 1. **Fund.** 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 DEVICES.

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 REPORTS; PLANS.

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.

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

APPENDIX B

Report to the Minnesota Legislature on TACIP

DPS-TACIP REPORT TO THE MINNESOTA LEGISLATURE

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

In 1995 the Minnesota Legislature eliminated the TACIP Board and transferred the responsibility for EDP to the Minnesota Department of Human Services (DHS), and the responsibility for the MRS to the Minnesota Department of Public Service (DPS). Included in the 1995 legislation (see Minn. Stat. § 237.50 - 237.56) is the following provision:

The Department of Public Service shall make a report to the legislature by February 15, 1997, comparing:

- (1) the telecommunications relay management system management performance of the telecommunications access for communication-impaired persons board and the system's relay operator for 1994; and
- (2) the telecommunications relay management system management performance of the telecommunications access for communication-impaired persons board and the system's relay operator for 1996.

ELIMINATION OF THE TACIP BOARD

The former TACIP Board consisted of 12 citizen board members appointed by the Governor of Minnesota. The Board, which met every three months, consisted of four standing committees: the Executive Committee; the Equipment Distribution Program Committee; the Legislative Committee and, the Minnesota Relay Service Committee. Board members were paid a per diem and the TACIP program incurred various board related expenses including interpreter services. The fiscal savings realized by elimination of the board is relatively small - less than \$3,000 per year.

ADVISORY COMMITTEES

Although the Board was eliminated, the 1995 legislation provided for an alternative means of gathering citizen input regarding the quality of service provided to users of the MRS. The legislature transferred the responsibility for gathering citizen input concerning EDP and the MRS to the Department of Human

Services (Deaf and Hard of Hearing Services Division). Each of the Division's Regional Service Centers (RSC) advisory committees has added a mobility or speech-impaired member. Feedback gathered from the meetings is forwarded to DPS-TACIP on an ongoing basis. Thus far, the feedback has been overwhelmingly positive

1994 TACIP BOARD ADMINISTRATION

Prior to July 1, 1995, TACIP Board Administration consisted of 3.5 FTE which included: the TACIP Administrator; Administrative Assistant; MRS Technical Services Manager; and a part-time Research Analyst.

1996-97 DPS-TACIP ADMINISTRATION

The DPS-TACIP Administrator is Jim Alan. Mr. Alan reports to JoAnn Hanson, DPS Assistant Commissioner for Telecommunications. Given her significant ongoing involvement in the TACIP program, one-fourth of Ms. Hanson's annual salary is taken from the TACIP administrative budget. The Administrative Assistant position, left vacant by resignation, is not scheduled to be filled at this time. Since the total number of FTE's is reduced from 3.5 to 1.25, the annual administrative salary budget, including benefits, is \$83,394. The actual administrative salary plus benefits budget prior to July 1, 1995 was \$142,778. This reflects a total net reduction in annual administrative salaries plus benefits of \$59,384.

ROLE OF THE PUBLIC UTILITIES COMMISSION (PUC)

As in the past, State law requires that DPS-TACIP submit a report to the Commission by January 31 of each year. Each report must review the accessibility of the telephone system for users of the Minnesota Relay Service and the Equipment Distribution Program. In addition, the report includes a description of services provided by both the MRS and EDP, funds received and disbursed annually for each component of the program, and plans for future operations.

DPS-TACIP must annually submit its budget for the upcoming year to the Commission. The Commission reviews the TACIP budget for reasonableness and may modify the budget to the extent it is unreasonable. Within 60 days of receipt of a recommendation from the TACIP Administrator, the PUC determines the funding mechanism and orders the imposition of surcharges.

DPS-TACIP GOAL

Shortly after the DPS accepted responsibility for oversight of the TACIP program, relay users were informed of the Department's commitment to establishing an all new relay service that would meet, or exceed, Telecommunications Relay Services (TRS) available in any other state. In May of 1996, DPS-TACIP successfully negotiated two new three-year contracts with Communication Service for the Deaf (CSD) and Sprint Communications Company. Given that CSD and Sprint are clearly the industry's national leaders in TRS service, DPS-TACIP believes it is well on the way to achieving its goal of establishing one of the most advanced relay centers in the nation.

MINNESOTA RELAY SERVICE

The new MRS facility, provided by Sprint, uses the Rockwell Galaxy ISS 3000 switching system. The switch is an all digital, state-of-the-art system which provides caller accessibility in excess of 99.99 percent. All major systems and components are redundant which virtually eliminates the disconnection of calls in progress. This was a troubling problem with previous equipment. Calls will not be disconnected if they have been answered by a Communication Assistant (CA).

Sprint and CSD are currently relaying all calls including local, intraLATA toll and intrastate intraLATA calls. Billing options include non coin-sent-paid, third-party, calling card, and collect calls for any calls originating or terminating in Minnesota.

Persons who are not deaf, hard-of-hearing, or speech disabled are able to access expanded calling services through Extended Area Service (EAS), Metropolitan Area Plans or other discounted toll plans that, in some instances, allow calls to cross state lines. Sprint has engineered the MRS to allow the same calling services used by persons without disabilities to be expanded to persons who are deaf, hard-of-hearing, or speech-disabled. Calls placed across state lines that would be considered local intrastate calls if the MRS was not used, are completed without additional toll charges. This is in keeping with the DPS-TACIP Requests for Proposals which require equal communication access of the intrastate telecommunications network to persons who are deaf, hard-of-hearing or speech disabled. Specially trained CAs are available 24 hours a day, seven days a week, to relay calls. There is no extra charge to the user of the relay service.

TRANSMISSION CIRCUITS

Sprint is a certified interexchange carrier in all 50 states. Using Sprint's nationwide all digital fiber-optic network, transmission circuits will meet or exceed industry interexchange performance standards for circuit loss and noise.

The implementation of Sprint's Synchronous Optical Network (SONET) provides the MRS 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 MRS is, therefore, linked to a coast-to-coast telecommunications route, which ensures voice, data, and video services without interruption, even if there is a cable cut or an electronics failure. If a Sprint cable is cut, SONET is designed to send a call in the opposite direction without interrupting the call. This ensures that MRS calls are safeguarded by automatically rerouting service around disruptions in approximately 60 milliseconds, which is roughly the blink of an eye.

ACCESSING THE MRS

In order to minimize confusion among MRS users, DPS-TACIP elected to temporarily retain use of previous access numbers. Prior to the July 1, 1996 cutover, MRS users calling from the metropolitan area accessed the MRS by calling 297-5353 while callers in greater Minnesota dialed 1-800-627-3529. Metropolitan area callers who continued to use the 297-5353 access number had their calls automatically forwarded into the 800 number. After allowing several months for relay users to transition to the 800 number, the forwarding capability was removed from the seven digit metropolitan area number and was replaced with a voice/TTY recording directing users to the 800 number.

MRS LOCATION

The new MRS, which began operations two weeks ahead of schedule on December 16, 1996, is located in Moorhead, Minnesota at 2410 8th Street South, #44, 56560. Prior to the completion of the facility, MRS calls were handled utilizing the Sprint National Call Distribution Network. Relay traffic was routed to relay locations operated jointly by Communication Service for the Deaf and Sprint in Sioux Falls, South Dakota and Lubbock, Texas.

Located in the Holiday Mall in the former Ethan Allen furniture store, the MRS is adjacent to the intersection of Interstate-94 and Highway 75. This location provides easy access to and from the greater Fargo-Moorhead area, it is also adjacent to three hotels or motels, a 24-hour restaurant and an existing day care center. As in the past, many MRS employees require day care services for their children.

The center was constructed to position 72 workstations. As of January 31, 1997, the MRS is staffing an average of 45 positions. It is the expectation of Sprint, CSD and DPS-TACIP that the MRS will, in the near future, begin taking all Iowa TRS traffic. The transformation of the MRS from a state relay center to regional relay center is a boon to economic-development in Minnesota. A 1994 organizational chart depicting the MRS administrative structure is provided in Attachment A. A 1997 organizational chart depicting the MRS administrative structure is provided in Attachment B.

CALL VOLUMES

During the six months prior to the July 1, 1996 cutover, the MRS operated by D.E.A.F. handled an average of 72,223 calls per month. During the six months following the July 1, 1996 cutover, CSD and Sprint handled an average of 72,010 calls per month. This variation reflects established use patterns of previous years. DPS-TACIP estimates the growth in call volumes for FY 1997 to be at least one percent.

AVERAGE ANSWER TIME

DPS-TACIP's contracts requires that both vendors ensure that, except during network failure, at least 90 percent of all calls are answered by the MRS within 10 seconds from the time the call enters the system during all times of the day. This is an increase from an 85 percent threshold in the previous contract. Although the FCC sets a lower standard, (i.e., at least 85 percent of all calls must be answered in 10 seconds or less), DPS-TACIP established the standard at a higher level because it believed the higher standard was achievable and would provide better service to its users.

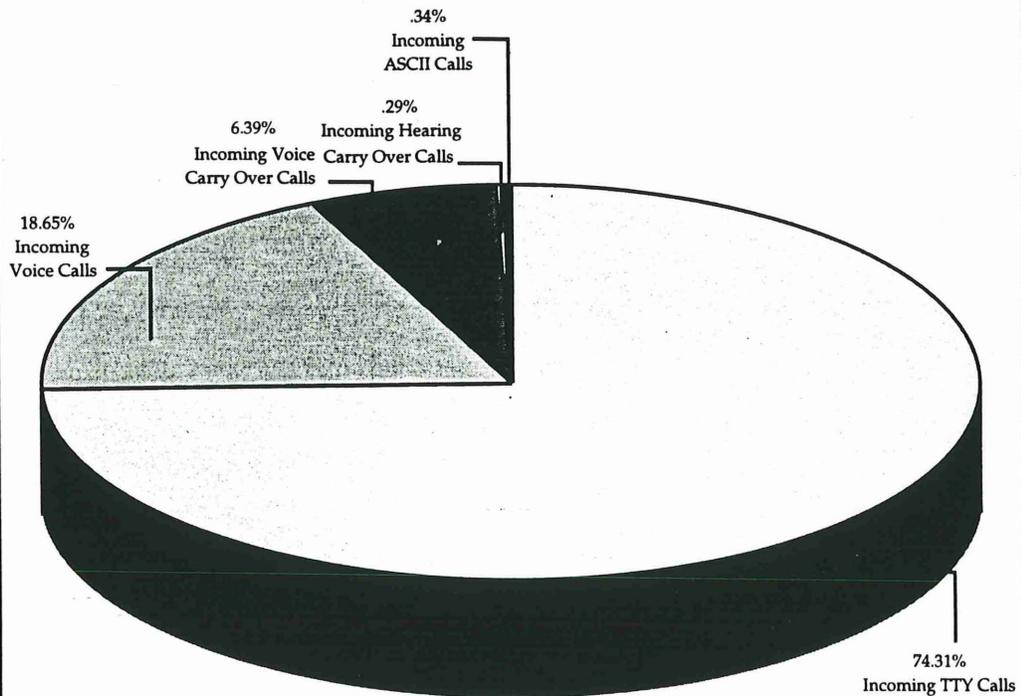
As shown below, with the exception of the first month of service in July 1997 Sprint and CSD are in compliance with DPS-TACIP's higher standard of call answer time.

STATISTICS CALL ANALYSIS

July 1996 - December 1996

	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>
Incoming TTY Calls	77.27%	85.04%	68.67%	60.91%	75.93%	78.05%
Incoming ASCII Calls	.45%	.28%	.35%	.22%	.89%	.37%
Incoming Voice Calls	22.17%	14.11%	19.13%	19.49%	18.12%	18.92%
Incoming Voice Carry Over	.11%	.57%	11.31%	18.32%	5.38%	2.66%
Incoming Hearing Carry Over	0	0	.53%	1.06%	.18%	0
Voice-to-Voice	0	0	0	0	0	0
Voice to TTY	0	0	0	0	0	0
TTY to Voice	0	0	0	0	0	0
Average Weekend Calls/Day	1,350	1,372	1,381	1,403	1,623	1,665
Average Weekday Calls/Days	2,621	2,711	2,787	2,655	2,660	2,741
Average Speed of Call	5.7 sec.	3.5 sec.	3.4 sec.	3.1 sec.	3.3 sec	3.2 sec.
Average Answer Time	82%	92%	91%	92%	92%	92%

AVERAGE CALL ANALYSIS (Six-Month Period)



CSD CONSUMER RELATIONS

Since July 1, 1996, the emphasis of CSD's consumer relations efforts has been increasing public awareness usage of a new MRS access number for metropolitan area users. Previously, metropolitan area relay users accessed the MRS by calling a local number while relay users in greater Minnesota accessed the relay by using an 800 number.

IMMEDIATE BENEFITS TO MRS USERS

Although all of the calling features provided by the former vendor were readily available at the cutover point on July 1, 1996, some of the new MRS features will become available over the next several weeks.

ANI - NEW

Perhaps the most noticeable improvement for relay users in greater Minnesota is utilization of Automatic Number Identification (ANI). Previously relay users had to supply Communication Assistants with their telephone number. With ANI, the originating number appears automatically on the CA's monitor. In addition, ANI prevents call fraud that was previously associated with people intentionally giving incorrect originating numbers for billing purposes.

VOICE CARRYOVER WITHOUT INITIAL TYPING - IMPROVED FEATURE

A hearing-impaired person with understandable speech may request voice carryover which allows him-her to speak directly to hearing persons and receive the response conversation typed back on the TTY. The MRS now has the technological capability to allow a TTY user to speak through his/her voice carryover without any initial TTY typing involved in the process of calling the relay service.

VOICE CARRYOVER TO VOICE CARRYOVER (VCO TO VCO) - NEW FEATURE

This feature allows MRS access to VCO users at both ends of relay call.

MOBILE RADIO AND PAGING - NEW FEATURE

The MRS is capable of receiving and transmitting voice and Baudot/ASCII calls through mobile radio and paging.

VARIABLE TIME STAMP MACRO - NEW FEATURE

The variable time stamp macro feature is sent by the CA to notify a TTY user via a macro message that a voice party has disconnected and indicates the time of disconnection. Because the MRS may not be capable of interrupting the TTY relay user's transmission of text, significant time may elapse after the non-TTY user disconnects before the macro is received. The time of disconnection will allow the TTY relay user to determine at what point the conversation was terminated.

ERROR CORRECTION AUTOMATION - NEW FEATURE

The feature automatically corrects many of a CA's typographical errors and spells out non-TTY abbreviations that may be used by the CA in voice-to-text translation.

BRANDING OF CALL TYPE - NEW FEATURE

The MRS now has the ability to record technical information (e.g. Baudot, ASCII, voice, VCO, or HCO) determined by the most recent call placed by the relay user. The relay user's next call is then automatically answered and set-up using pre-recorded information.

LAST NUMBER REDIAL - NEW FEATURE

The last number redial feature allows the MRS user to call the last person dialed through the MRS without having to provide the telephone number to the CA.

VCO TO TTY- NEW FEATURE

This feature allows VCO users to communicate with TTY users through the MRS when both parties are using TTY devices. To process this type of call, the CA types the VCO user's message to the TTY user and the TTY user types directly back to the VCO user.

ACCESS TO RESTRICTED "800" AND "888" NUMBERS - NEW FEATURE

TTY users are able to reach, through the MRS, regionally restricted 800 and 888 numbers and the business offices of local telephone companies which have special prefixes, all of which would normally be accessible to the TTY user in his/her calling area.

FUTURE MRS SERVICES

ADVANCED INTELLIGENT NETWORK (AIN) ROUTING

AIN routing, or call forwarding, allows TTY users who receive a voice call at their home or office to automatically route the call to the MRS. To use this feature, MRS users will have to purchase call forwarding and a second telephone line from their Local Exchange Carrier and establish a customer profile with the MRS that registers their telephone number as one that will be forwarded back to the MRS. TTY users will have the option of overriding the default routing to the MRS, if desired, by disengaging the LEC provided call forwarding feature.

HEARING CARRYOVER TO HEARING CARRYOVER (HCO TO 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 his/her message which will be spoken by the Communication Assistant. HCO to HCO allows MRS access to HCO users at both ends of a relay call.

CALL BLOCK

MRS users will be able to include in their customer database telephone numbers they want blocked.

CALLER ID VIA DATABASE

Beginning February 26, 1997, this feature will simulate a local exchange carrier's Caller ID feature in that the CA will inform the receiving party of the calling party's telephone number.

ACCESS TO 900 NUMBER SERVICE

This feature will allow MRS users to access 900 number pay-per-call services. MRS users will also be able to "block" access to 900 numbers.

TOUCHTONE CARRYOVER

Touchtone carryover allows a TTY user to use their touchtone telephone to directly interact with automated response systems.

TEXT-TO-VOICE SERVICE (SPEECH SYNTHESIZER)

This is a feature which would automatically convey text-to-voice via a speech synthesizer. The implementation of this feature is to be determined between DPS-TACIP and the vendors based on consumer demand and added costs.

MRS STAFFING EFFICIENCY

Under the new contracts with Communication Service for the Deaf and Sprint, DPS-TACIP will pay for the provision of relay services on a price-per-session minute basis rather than as a direct reimbursement for actual costs incurred as under the previous contract. As a result of this change in payment structure, DPS-TACIP has been able to directly link employee efficiency and MRS costs. This is reflected by payments that are made only for time Communication Assistants are actually handling calls.

MINNESOTA RELAY SERVICE BILLING SYSTEM UPDATE

Sprint is now providing the billing service for the Minnesota Relay Service (MRS) as part of the new contract for the provision of the MRS facility, equipment and maintenance. DPS-TACIP no longer has a separate contract for billing services.

CONCLUSION

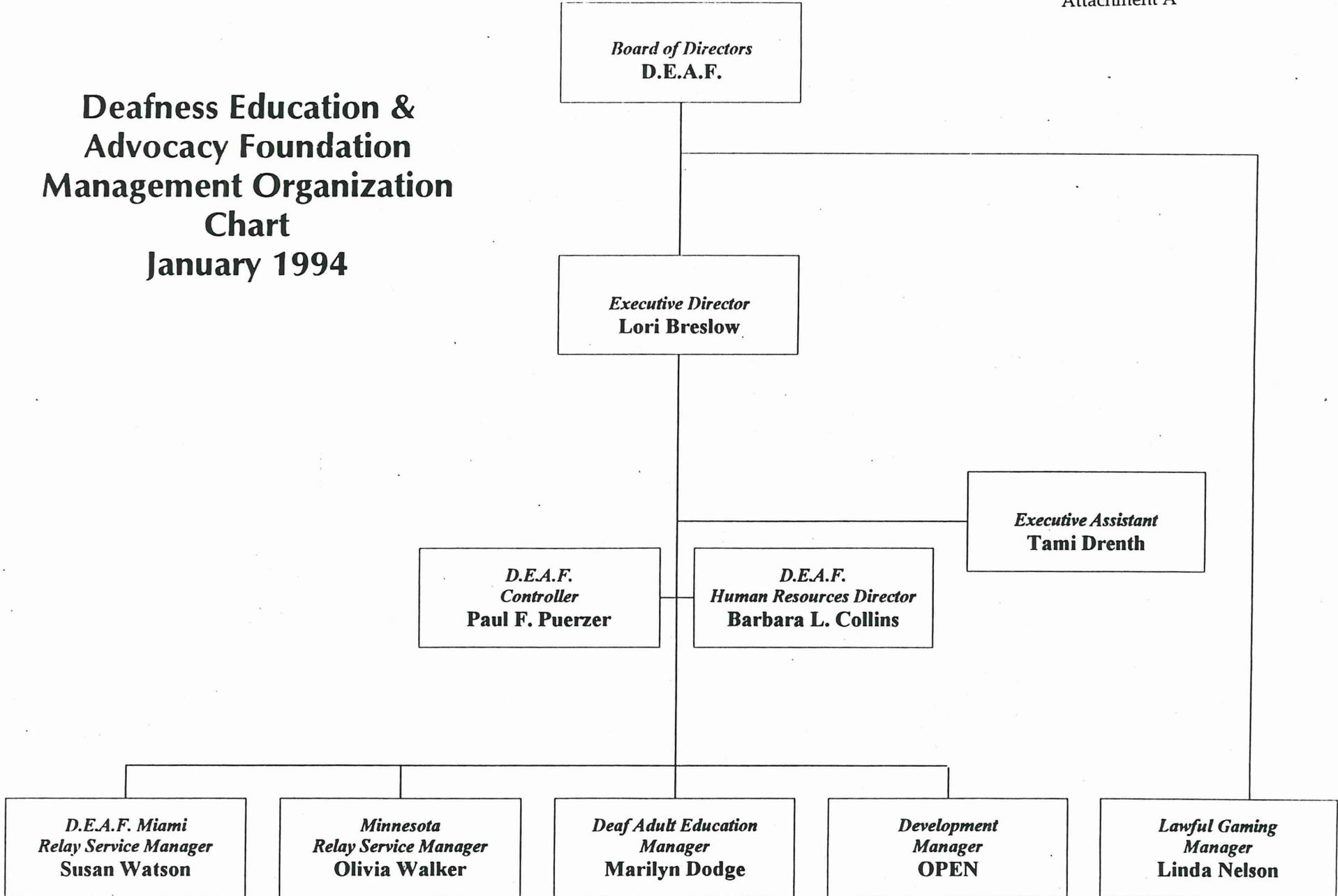
The Legislature acted prudently and in the best interest of MRS users by restructuring Minnesota's TACIP program. Although DPS is not entirely familiar with the former TACIP Board and its administration, it is apparent that many previous obstacles have been successfully addressed. Perhaps the most significant obstacle was the former Board's inability to reach consensus on major issues. However, even without citizen board members, the current TACIP administration makes decisions based on extensive input from members of the deaf and hard-of-hearing communities.

After careful consideration of the needs and demands expressed by consumers, the current TACIP administration recognized that it was in the best interest of relay users, telephone ratepayers and the Legislature to relieve the State of the burden of owning MRS equipment. Clearly, the MRS facility and its equipment had become severely outdated and beyond the point of overhaul. Therefore, DPS-TACIP considered two choices, spending millions of dollars for the purchase of new equipment, or contracting with a qualified TRS vendor to provide continually upgraded equipment on a "lease" basis. It is also noteworthy that the current contract requires the vendors to install technological software and hardware as it becomes available at no extra charge. This means that the MRS will be a state-of-the-art facility on an ongoing basis.

Another major decision involved the relocation of the MRS from downtown St. Paul to Moorhead, Minnesota. This was done for two primary reasons, economics and confidentiality. For example, CSD is currently leasing relay center space for less than half of previous rates. Regarding the issue of confidentiality, relay users are far more comfortable having their private conversations translated by Communication Assistants who live and work hundreds of miles away.

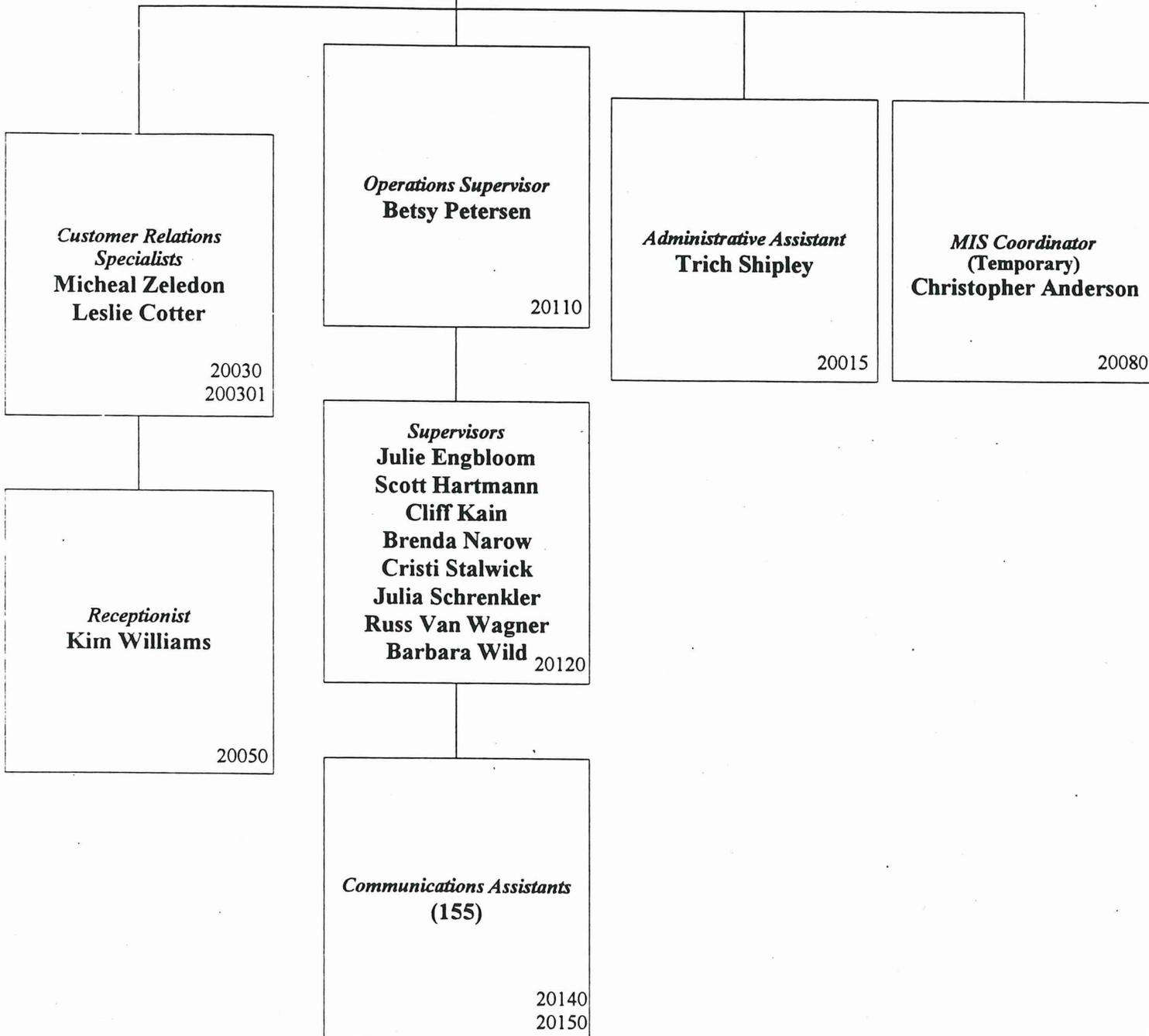
Finally, DPS-TACIP believes the reduction in administration staff from 3.5 FTE to 1.25 FTE exemplifies the Department's commitment and responsibility to consumers. This was achievable by narrowing the scope of TACIP's once perceived mission. The previous approach could be characterized as an attempt to establish a "national TRS think tank." The current TACIP administration has been transformed into an office committed to the optimal operation of Minnesota's relay service to meet the program's primary goal and responsibility - providing the best possible telecommunication relay service to Minnesota consumers.

**Deafness Education &
Advocacy Foundation
Management Organization
Chart
January 1994**

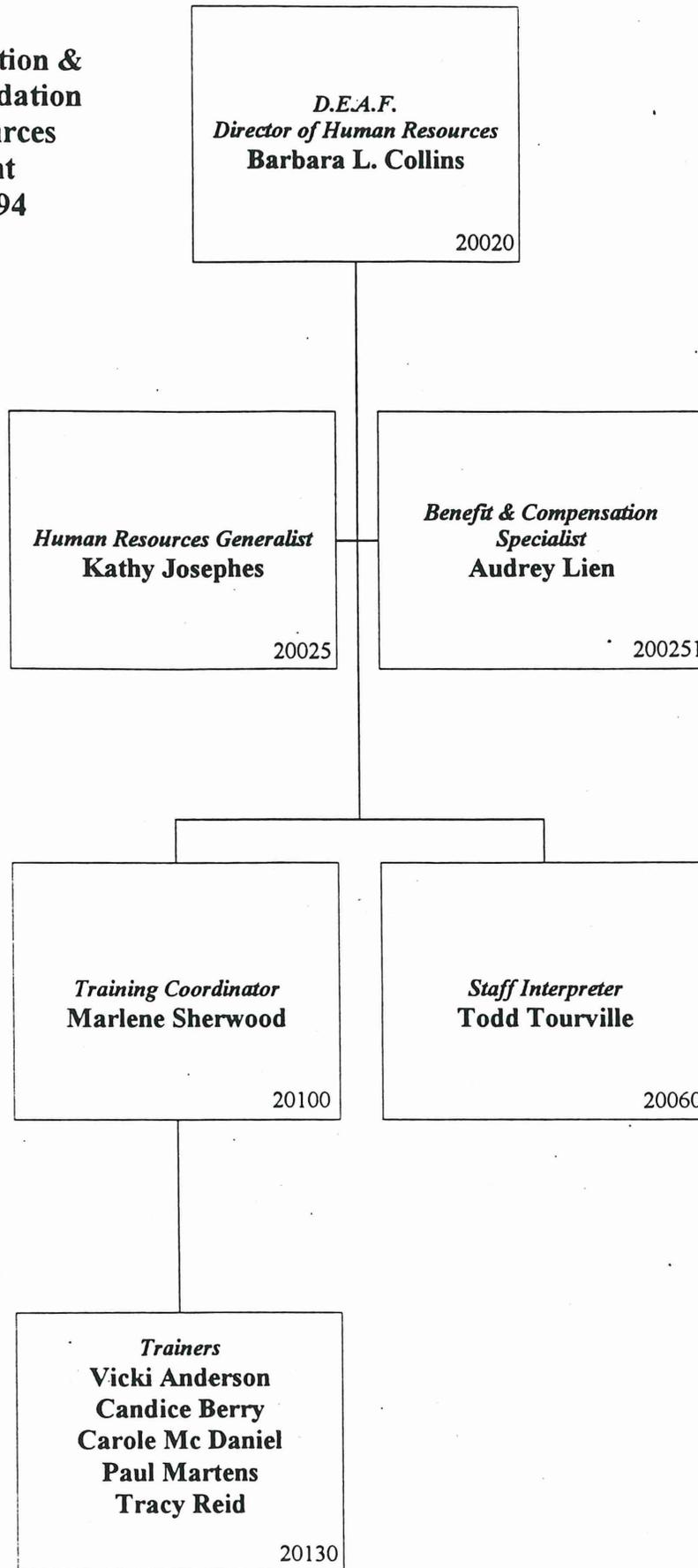


**Deafness Education &
Advocacy Foundation
Minnesota Relay Service
Operations Organization Chart
January 1994**

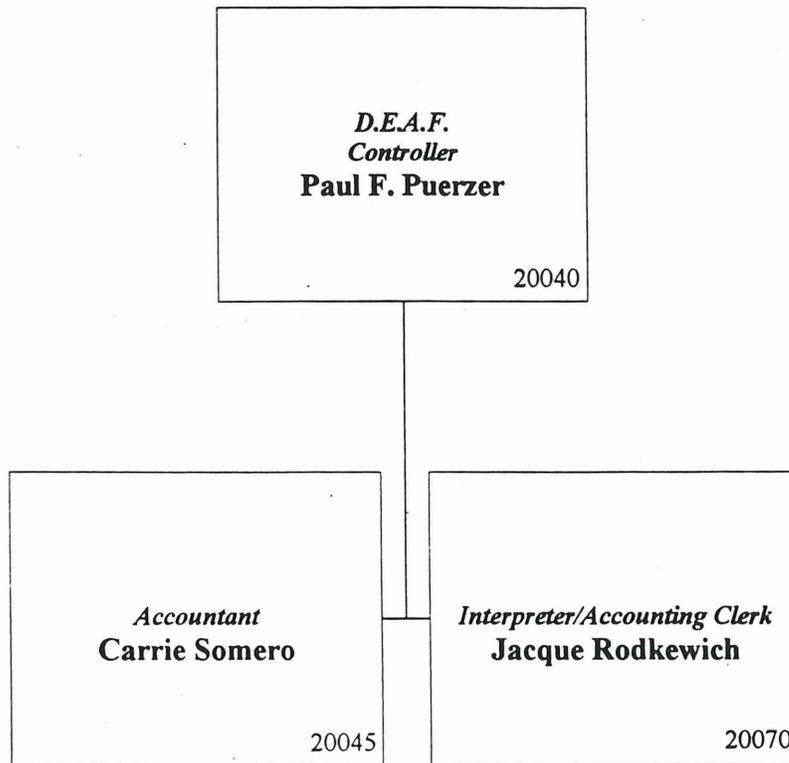
*Minnesota Relay Service
Manager
Olivia Walker*
20010



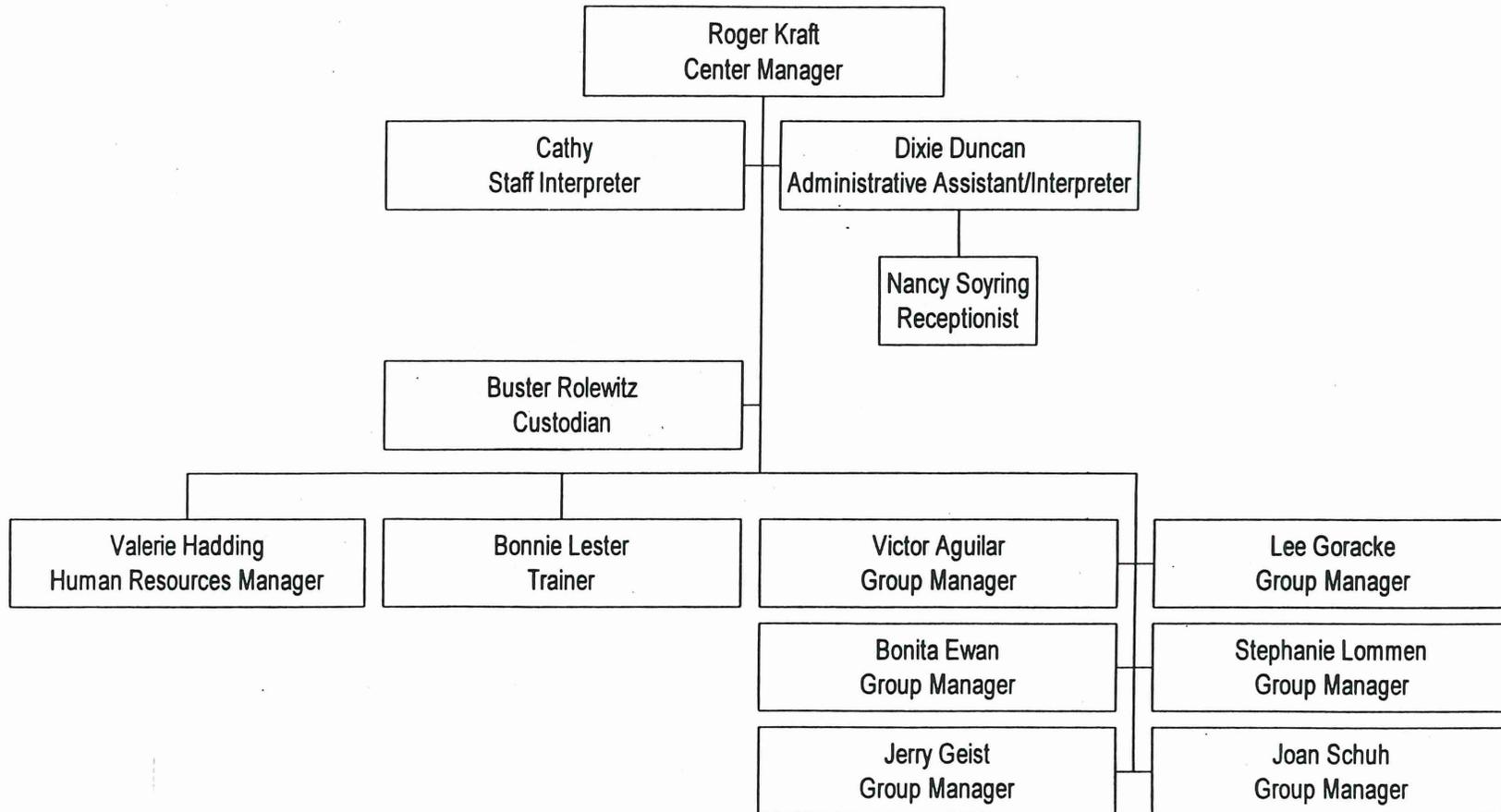
**Deafness Education &
Advocacy Foundation
Human Resources
Department
January 1994**



**Deafness Education &
Advocacy Foundation
Accounting Department
January 1994**



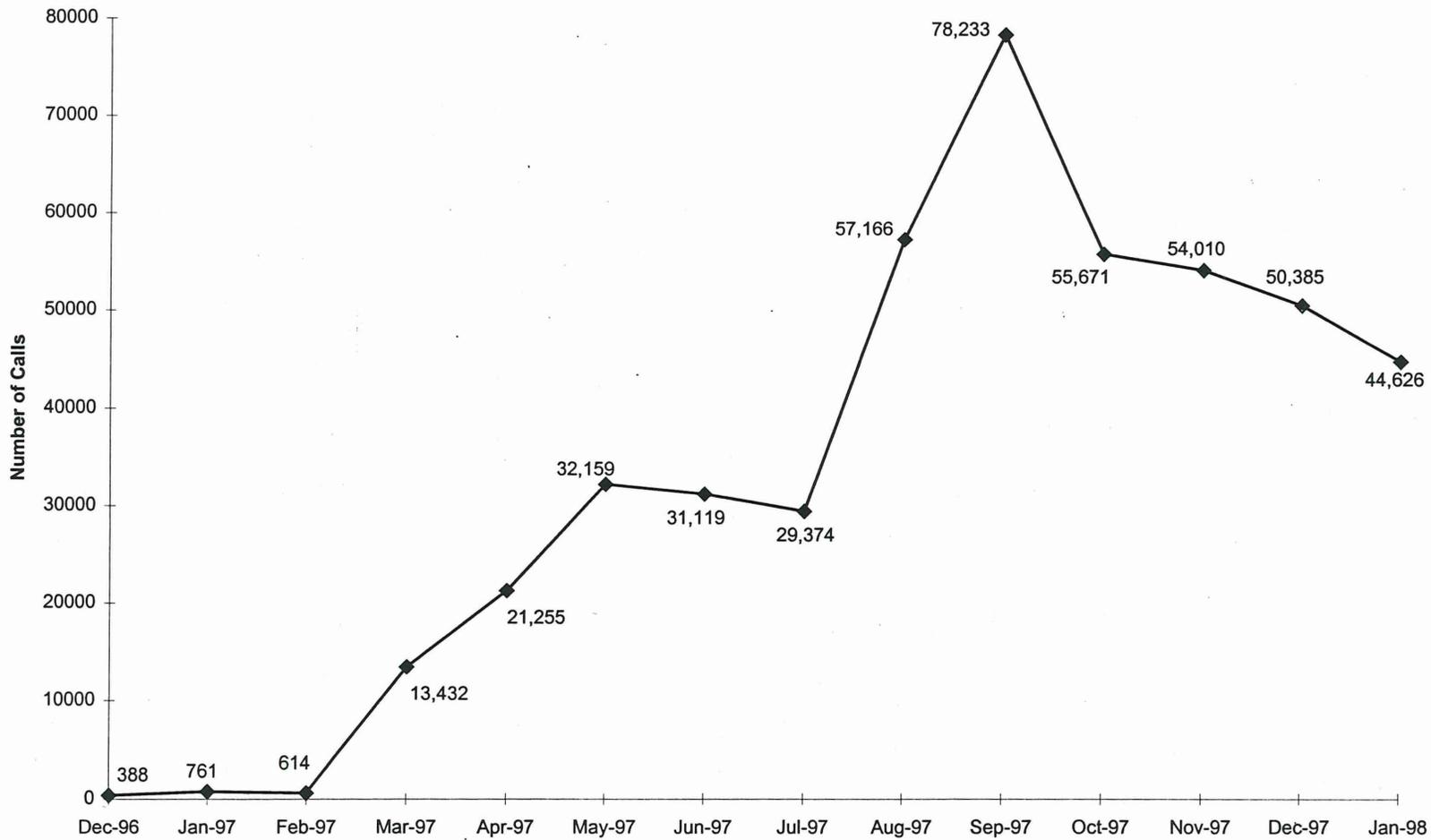
MRS Organization Chart



APPENDIX C

MRS Outstate Calls

Minnesota Relay Service Outstate Calls



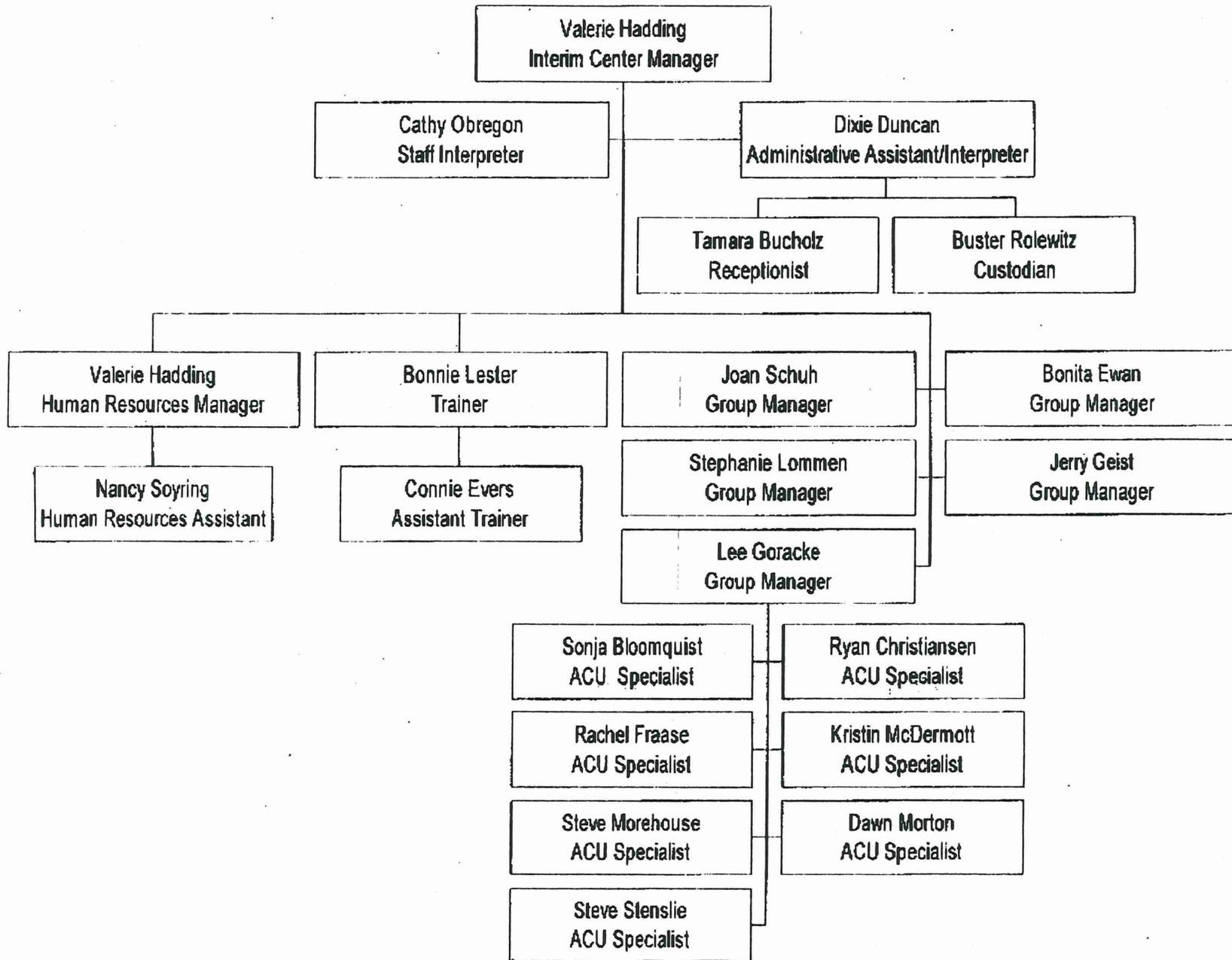
MINNESOTA
DEPARTMENT OF
PUBLIC SERVICE

April '98

APPENDIX D

MRS Administrative Structure

MRS Organization Chart

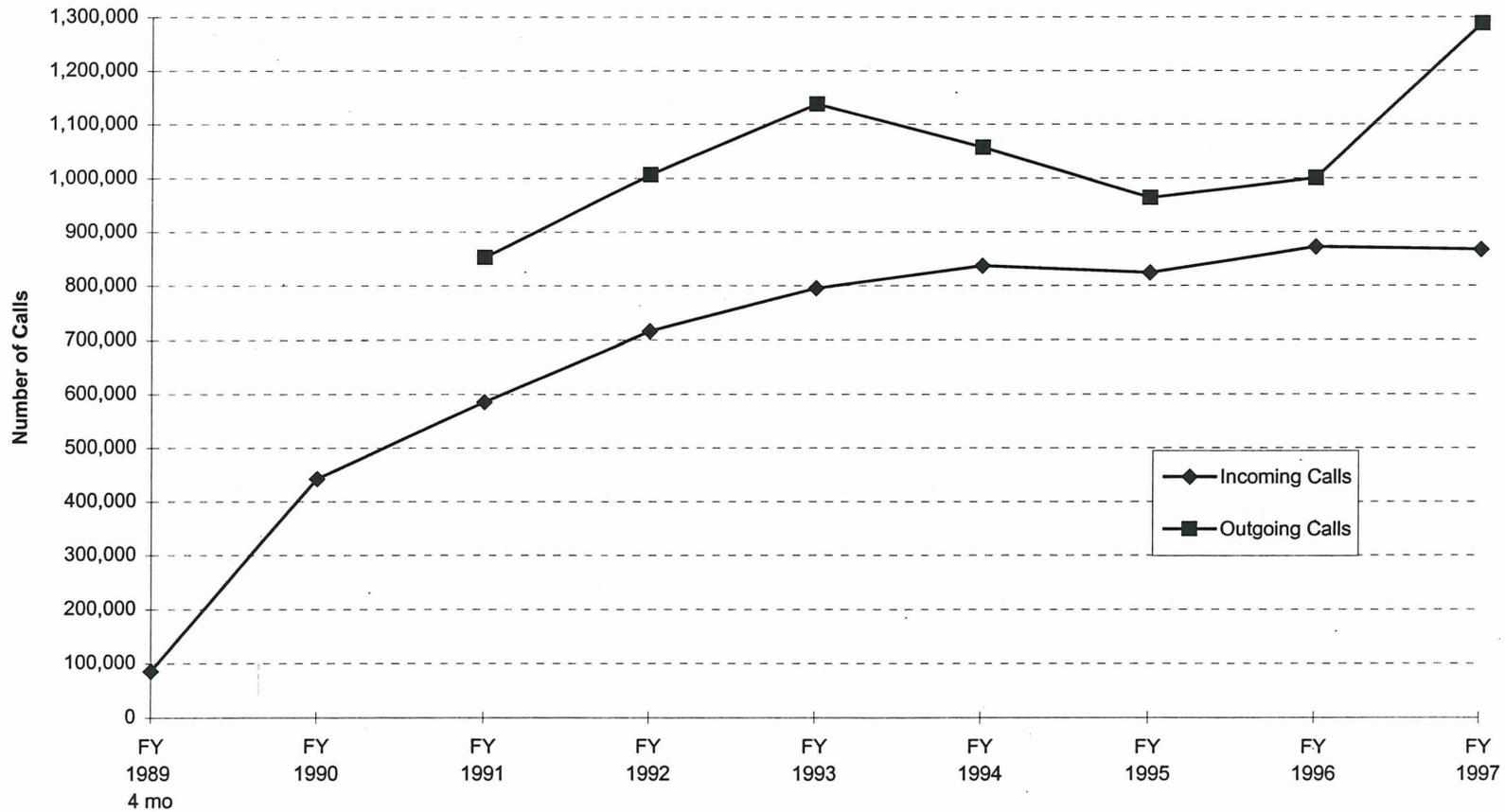


APPENDIX E

MRS Call Volume

Minnesota Relay Service Call Volume

Comparison of Incoming and Outgoing Calls - FY 1989-1997



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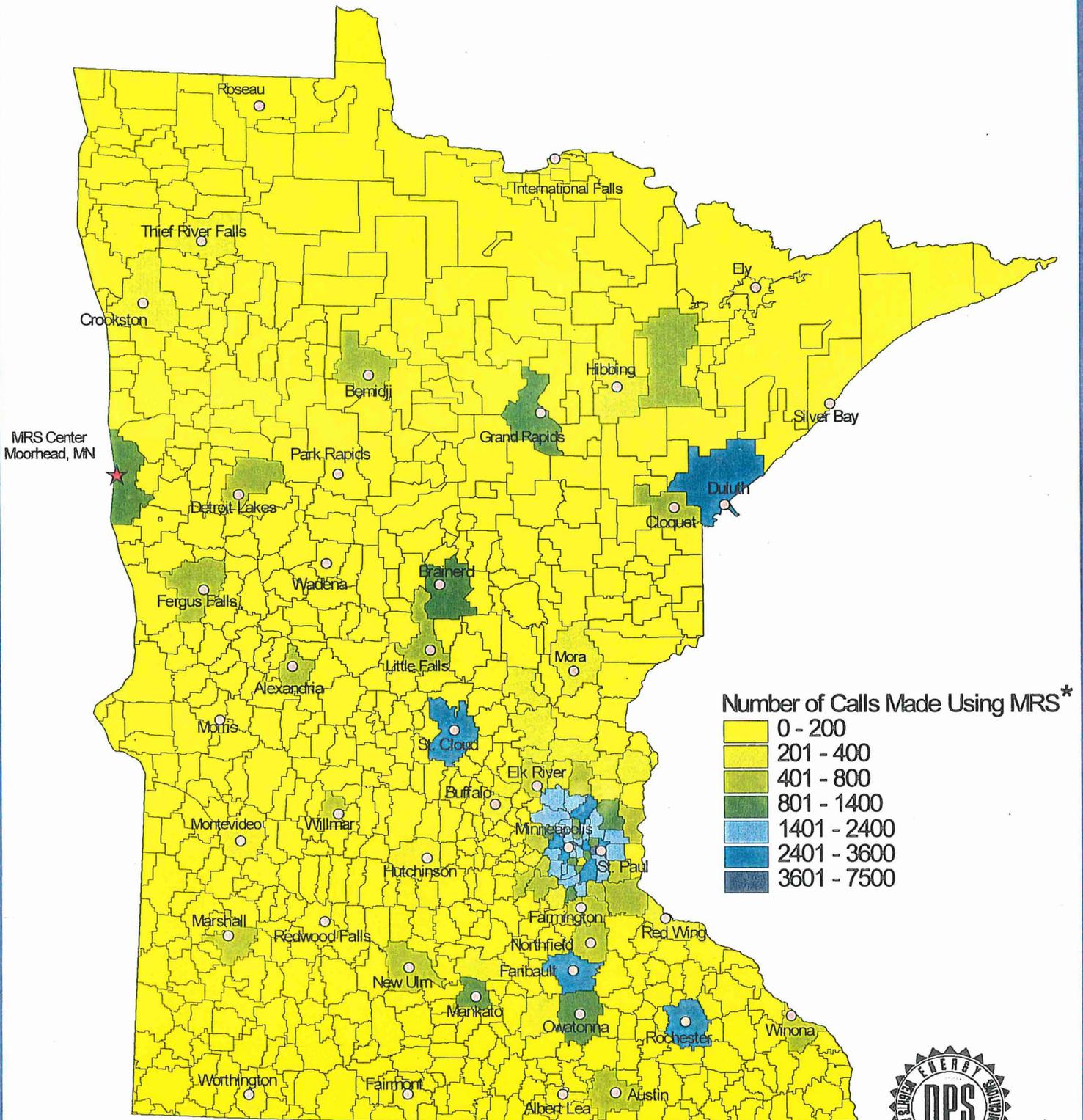
April '98

APPENDIX F

MRS Where the Calls Come From

Minnesota Relay Service

Where the Calls Come From



* Calls made from June 1996 to July 1997 based on telephone exchange boundaries.
Source: Minnesota Department of Public Service



MINNESOTA
DEPARTMENT OF
PUBLIC SERVICE

APPENDIX G

CSD Consumer Relations Office

**MRS Customer Relations Office
Outreach Summary**

January 1997

Presentations Completed:

January

January 7 - Moorhead - Clay County Adult Services - 12 people
January 7 - Moorhead - Freedom Resource Center - 7 people
January 8 - Moorhead - Family Services Center - 13 people
January 9 - Metro - RSC Hearing Impaired Program Advisors (Consultants) - 8 people
January 10 - Moorhead - Clay County Social Services (postponed due to inclement weather)
January 11 - Moorhead - Deaf Community Wide Meeting (postponed due to inclement weather)
January 13 - St. Peter - Smiles - 7 people
January 13 - St. Peter - RSC Advisory Group - 7 people
January 13 - St. Peter - Committee Against Domestic Violence - 9 people
January 13 - St. Peter - Nicolette County Social Services - 10 people
January 14 - St. Peter - MRCI - Rehabilitation Center - 15 people
January 18 - Granite Falls/Marshall - Deaf Community Wide Meeting (postponed due to inclement weather)
January 22 - Rochester - Mayo Clinic - 5 people
January 22 - Rochester - Crisis Center - 6 people
January 23 - Rochester - S.E.M.C.I.L. - 3 people
January 23 - Rochester - Family Services - 3 people
January 23 - Rochester - Senior Citizen Center - 6 people
January 23 - Rochester - Interpreter Students - 15 people
January 24 - Rochester - Women's Shelter - 9 people
January 24 - Rochester - Women's Shelter - 10 people
January 24 - Rochester - RSC Advisory Committee Meeting (postponed due to inclement weather)
January 27 - Moorhead - Clay County Social Services - 9 people
January 27 - Fergus Falls - RSC Advisory Group - 7 people

During the Month of January

Number of presentations: 19
Total number of participants: 161

Since October 3, 1996

Number of presentation: 26
Total number of participants: 294

Presentations Scheduled:

February

February 10 - St. Cloud - Public Health Staff
February 10 - St. Cloud - Apollo High School Deaf/HH Program
February 10 - Willmar - Parent Support Group
February 11 - Duluth - United Way & Cancer Society
February 11 - Duluth - Senior Linkage
February 12 - Duluth - Women's Coalition
February 13 - Duluth - Human Service Center
February 14 - Duluth - VCO & HCO Consumer Training
February 14 - Duluth - Community Wide Meeting
February 15 - Duluth - Program for Aid to Victims of Sexual Assault (PAVSA)
February 19 - St. Cloud - Department of Transportation
February 19 - St. Cloud - American Red Cross
February 19 - St. Cloud - Re-employment Compensation Group
February 19 - St. Cloud - First Call for Help
February 26 - St. Paul - Focus Group Meeting

March

March 1 - Moorhead - Fargo/Moorhead Association for the Deaf (Community Wide Meeting)

March 13 - St. Paul - Deaf Community Wide Meeting

March 15 - Faribault - S.I.G.N. - Interpreter Growth Network

March 15 - St. Paul - Deaf Community Wide Meeting

**MRS Customer Relations Office
Outreach Summary**

February 1997

Presentations Completed:

February

February 10 - St. Cloud - Public Health Staff - 6 people
February 10 - St. Cloud - Apollo High School Deaf/HH program - 10 people
February 10 - Willmar - Parent Support Group - 7 people
February 11 - Duluth - United Way & Cancer Society - 2 people
February 11 - Duluth - Senior Linkage - 6 people
February 12 - Duluth - Women's Coalition - 9 people
February 13 - Duluth - Human Service Center - 8 people
February 14 - Duluth - VCO & HCO Consumer Training - 8 people
February 14 - Duluth - Community Wide Meeting - 16 people
February 15 - Duluth - Program for Aid to Victims of Sexual Assault (PAVSA) - 12 people
February 19 - St. Cloud - Department of Transportation - 9 people
February 19 - St. Cloud - American Red Cross - 5 people
February 19 - St. Cloud - MN Workforce Center Job Service - 17 people
February 19 - St. Cloud - First Call for Help - 8 people
February 24 - Moorhead - MRS Group Managers - 7 people
February 26 - St. Paul - Focus Group Meeting - 19 people

During the Month of February

Number of presentations: 16
Total number of participants: 149

Since October 3, 1996

Number of presentation: 42
Total number of participants: 443

Presentations Scheduled:

March

March 1 - Moorhead - Fargo/Moorhead Association for the Deaf (Community Wide Meeting) - 22 people
March 12 - Wilmar - Special Education - CTIC
March 12 - St. Cloud - Vocational Rehabilitation Staff
March 13 - St. Paul - Deaf Community Wide Meeting
March 15 - Faribault - S.I.G.N. - Interpreter Growth Network
March 15 - St. Paul - Deaf Community Wide Meeting
March 20 - St. Cloud - Parent Group

April

April 17 - Grand Rapids - Community Wide Meeting
April 20 - Mankato - Senior Agenda for Independence Living (S.A.I.L.) Booth

May

May 17 - Granite Falls - Community Wide Meeting

**MRS Customer Relations Office
Outreach Summary**

March 1997

Presentations Completed:

March

March 1 - Moorhead - Fargo/Moorhead Association for the Deaf (Community Wide Meeting) - 22 people
March 11 - Brooklyn Center - Deaf Bowling League - Sharing Materials - 48 participants
March 12 - Wilmar - Community Transition Interagency Committee - 18 people
March 12 - St. Cloud - Vocational Rehabilitation/Stearns Benton Employment Council - 10 people
March 13 - St. Paul - Deaf Community Wide Meeting - 3 people (Due to poor weather)
March 15 - Faribault - S.I.G.N. - Interpreter Growth Network - 22 people
March 15 - St. Paul - Deaf Community Wide Meeting - 42 people
March 19 - St. Louis Park - St. Louis Park Jr. High School (Deaf/HH students) - 17 people
March 20 - St. Cloud - Parent Support Group - 10 people
March 21 - Brainerd - Franklin High School (Deaf/HH students) - 11 people
March 21 - Aitkin - 911 dispatchers/Sheriff Department - 8 people

During the Month of March

Number of presentations: 10

Total number of participants: 163

Since October 3, 1996

Number of presentation: 52

Total number of participants: 606

Note: materials were distributed at Deaf bowling league on March 11.

Mass Mailings:

March 3 - 911 providers (133 providers)

March 6 - Approximately 150 individuals - in various communities & provided Customer Database (CDB) forms and guide (for those who attended community wide meeting).

March 6 - 8 RSC Offices Statewide - Informing of the availability of CDB forms and guide.

March 6 - 200 individuals listed in TDI book - informing about MRS CRO and community wide meetings.

Presentations Scheduled:

April

April 3 - Minneapolis - Vets Council of MN - 2 people

April 4 - Minneapolis - African American Services - 60 people

April 8 - Minneapolis - Post-Office Consumer Affairs (3 presentations) - 5 people

April 8 - Minneapolis - Post Office Consumer Affairs - 6 people

April 8 - Minneapolis - Post Office Consumer Affairs - 5 people

April 9 - St. Paul - Booth Table - State Capitol - Approximately 75 participants

April 17 - Grand Rapids - Several Agencies

April 17 - Grand Rapids - Community Wide Meeting

April 17 - Brainerd - Crisis Line

April 20 - Mankato - Senior Agenda for Independence Living (S.A.I.L.) Booth

April 24 - Minneapolis - Aliveness Project

April 25 - Winona - Interpreters

May

May 2 - Rochester - RSC Advisory Group

May 7 - Metro - Women's Center

May 9 - Metro - Anoka Area Interagency

May 17 - Granite Falls - Community Wide Meeting

May 20 - Metro - Accesibility Inc.

May 22 - Grand Portage - National Monument/National Parks

May 27 - Eagan - Eagan Police Department/911Center

June

June 7 - Moorhead - Customer Service Day/Open House

June 7 - Moorhead - Community Wide Meeting/Possible Focus Group Meeting

June 14 - St. Cloud - Deaf Club Picnic

June 19 - Apple Valley - Apple Valley Police Department

July

July 1 - Anoka - Anoka County Government Center

August

August (tentative) - St. Paul - MN State Fair

August 13 - Metro - American Cancer Society

September

September 4 - Metro - Alpha Women Center

September 19 - Metro - MN Deaf Senior Citizens

October

October 17 & 18 - St. Cloud - 3rd Annual Hard of Hearing Conference - Booth

**MRS Customer Relations Office
Outreach Summary
April 1997**

Presentations Completed:

April

April 3 - Minneapolis - Vets Council of MN - 2 people
April 4 - Minneapolis - African American Services - 60 people
April 8 - Minneapolis - Post Office Consumer Affairs (3 presentations) - 5 people
April 8 - Minneapolis - Post Office Consumer Affairs - 6 people
April 8 - Minneapolis - Post Office Consumer Affairs - 5 people
April 17 - Grand Rapids - Several Government Agencies - 12 people
April 17 - Grand Rapids - Community Wide Meeting - 17 people
April 17 - Brainerd - Crisis Line - 11 people
April 25 - Winona - Interpreter/Students at Winona State Univ. - 25 people
April 29 - Anoka - Anoka Senior Citizen Center - 40 people
April 30 - Anoka - Anoka County Transit - 12 people
April 30 - St. Paul - Flooding Hotline - 15 people

During the Month of April

Number of presentations: 12
Total number of participants: 210

Since October 3, 1996

Number of presentation: 63
Total number of participants: 816

Booth/Distribution of Materials:

April 9 - St. Paul - State Capitol - Approximately 150 participants
April 20 - Mankato - Senior Agenda for Independence Living (S.A.I.L.) Booth - 500+

Mass Mailings:

April 30 - Mailed to 380 individuals - Open House Announcement
April 30 - Mailed to 70 organizations - Open House Announcement/post flyers

Other Activities:

April 30 - Bloomington - Visited to a customer's residence to do MRS test

Presentations Scheduled:

May

May 1 - St. Paul - Flooding Hotline - 4 people
May 1 - St. Paul - Flooding Hotline - 4 people
May 2 - St. Paul - Flooding Hotline - 2 people
May 6 - Minneapolis - Aliveness Project - 6 people
May 7 - Metro - Women's Center - 13 people
May 7 - East Grand Forks - Disaster Recovery Specialists (Red Cross & FEMA) - 6 people
May 17 - Granite Falls - Community Wide Meeting
May 22 - Grand Portage - National Monument/National Parks
May 27 - Eagan - Eagan Police Department/911 Center
May 28 - St. Cloud - Apollo High School - Sign Language Class
May 28 - St. Cloud - Apollo High School - Deaf/HH Class - Q/A Session
May 29 - St. Paul Park - Pullman Elementary School - 4th graders
May 29 - St. Paul Park - Pullman Elementary School - 6th graders
May 30 - Anoka - Anoka Area Interagency

June

June 7 - Moorhead - Customer Service Day/Open House
June 7 - Moorhead - Deaf Community Meeting
June 9 - Faribault - Faribault Deaf Club
June 14 - St. Cloud - Deaf Club Picnic
June 17 - Metro - Accessibility Inc.
June 19 - Apple Valley - Apple Valley Police Department

July

July 1 - Anoka - Anoka County Government Center

August

August (tentative) - St. Paul - MN State Fair
August 13 - Metro - American Cancer Society

September

September 4 - Metro - Alpha Women Center
September 19 - Metro - MN Deaf Senior Citizens

October

October 17 & 18 - St. Cloud - 3rd Annual Hard of Hearing Conference - Booth

**MRS Customer Relations Office
Outreach Summary
May 1997**

Presentations Completed:

May

May 1 - St. Paul - Flooding Hotline - 4 people
May 1 - St. Paul - Flooding Hotline - 4 people
May 2 - St. Paul - Flooding Hotline - 2 people
May 6 - Minneapolis - Aliveness Project - 6 people
May 7 - Metro - Women's Center - 13 people
May 7 - East Grand Forks - Disaster Recovery Specialists (Red Cross & FEMA) - 6 people
May 17 - Granite Falls - Community Wide Meeting - 12 people
May 22 - Grand Portage - National Monument/National Parks - 7 people
May 27 - Eagan - Eagan Police Department/911 Center - 12 people
May 28 - St. Cloud - Apollo High School - Sign Language Class - 26 people
May 28 - St. Cloud - Apollo High School - Deaf/HH Class - Q/A Session - 11 people
May 28 - St. Cloud - Regional Service Center f/t Deaf and Hard of Hearing - 5 people
May 29 - St. Paul Park - Pullman Elementary School - 4th graders - 37 people
May 29 - St. Paul Park - Pullman Elementary School - 6th graders - 33 people
May 30 - Anoka - Anoka Area Interagency - 7 people

During the Month of May

Number of presentations: 15

Total number of participants: 185

Since October 3, 1996

Number of presentation: 78

Total number of participants: 1,001

Booth:

None

Mass Mailings:

May 30 - Approximately 1,000 Health Care Providers

Other Activities:

May 29 - St. Paul - Visited a customer's workplace to discuss customer's concerns

Presentations Scheduled:

June

June 5 - Moorhead - 911 Dispatchers - 13 people
June 7 - Moorhead - Customer Service Day/Open House - Approx. 80 people
June 10 - Faribault - Faribault Deaf Club
June 14 - St. Cloud - Deaf Club Picnic
June 16 - Minneapolis - Hmong Women Support Group
June 17 - Metro - Accessibility Inc.
June 19 - Apple Valley - Apple Valley Police Department
June 26 - International Falls - RSC Staff & Agencies
June 26 - International Falls - Deaf Community Wide Meeting

July

July 1 - Anoka - Anoka County Government Center
July 10 - St. Cloud - United Way
July 24 - Minneapolis - Asconsion Place

August

August 1 - Lake Shetek/Camp Shetek (Near Slayton) - Booth

August 2 - Lake Shetek/Camp Shetek (Near Slayton) - Booth

August (tentative) - St. Paul - MN State Fair

August 13 - Metro - American Cancer Society

August 19 - Northfield - Northfield Care Center

September

September 4 - Metro - Alpha Women Center

September 9 - Metro - Staples Hospital (2 presentations)

September 19 - Metro - MN Deaf Senior Citizens

October

October 17 & 18 - St. Cloud - 3rd Annual Hard of Hearing Conference - Booth

**MRS Consumer Relations Office
Outreach Summary
June 1997**

Presentations Completed:

June

June 5 - Moorhead - 911 Dispatchers - 13 people
June 10 - Faribault - Faribault Deaf Club - 22 people
June 16 - Minneapolis - Hmong Women Support Group - 6 people
June 17 - Minneapolis - Accessibility Inc. - 70 people
June 26 - International Falls - Area Agencies & Organizations - 19 people
June 26 - International Falls - Deaf Community Wide Meeting - 12 people

During the Month of June

Number of presentations: 6
Total number of participants: 142

Since October 3, 1996

Number of presentation: 84
Total number of participants: 1,143

Booth:

June 14 - St. Cloud - Deaf Club Picnic - approximately 150 people

Mass Mailings:

June 11 - Appreciation letter to 12 individuals who attended Focus Group meeting

Other Activities:

June 7 - Moorhead - Customer Service Day/MRS Open House - approximately 80 people

Presentations Scheduled:

July

July 2 - Bloomington - Arts Center - 5 people
July 9 - Minneapolis - Arts Midwest - 5 people
July 9 - Minneapolis - ARC Hennepin County - 6 people
July 10 - St. Cloud - United Way - 28 people
July 11 - St. Paul - Bell Museum of National History
July 22 - Minneapolis - Better Care Clinic
July 24 - Minneapolis - Brain Injury
July 24 - Minneapolis - Asconsion Place
July 29 - Bloomington - City of Bloomington
July 31 - St. Paul - Catholic Charities

August

August 1 - Lake Shetek/Camp Shetek (Near Slayton) - Booth
August 2 - Lake Shetek/Camp Shetek (Near Slayton) - Booth/Presentation
August (tentative) - St. Paul - MN State Fair
August 8 - Rochester - RSC Advisory Group
August 11 - Roseville - Meridth Cable (5 presentations)
August 13 - Metro - American Cancer Society
August 14 - Austin - Austin Library
August 19 - St. Paul - Casa De Esperanza
August 19 - Northfield - Northfield Care Center
August 20 - Minneapolis - Central Care Center (2 presentations)

September

September 2 - Anoka - Anoka County Government Center
September 4 - Metro - Alpha Women Center
September 9 - Metro - Staples Hospital (2 presentations)
September 11 - TV Interview on Gary Zimmerman Show
September 18 - Apple Valley - Apple Valley Police Department
September 19 - St. Paul - MN Deaf Senior Citizens
September 27 - Metro - Birthright

October

October 17 & 18 - St. Cloud - 3rd Annual Hard of Hearing Conference - Booth

**MRS Consumer Relations Office
Outreach Summary
July 1997**

Presentations Completed:

July

July 2 - Bloomington - Arts Center - 5 people
July 9 - Minneapolis - Arts Midwest - 5 people
July 9 - Minneapolis - ARC Hennepin County - 6 people
July 10 - St. Cloud - United Way - 28 people
July 24 - Minneapolis - Ascension Place - 8 people
July 29 - Bloomington - City of Bloomington - 9 people
July 30 - Minneapolis - Preferred Insurance Co. - 14 people
July 31 - St. Paul - Catholic Charities - 10 people

During the Month of July

Number of presentations: 8
Total number of participants: 85

Since October 3, 1996

Number of presentation: 92
Total number of participants: 1,228

Presentations postponed or canceled by organization:

Bell Museum of Natural History - St. Paul
Better Care Lines - Minneapolis (twice)
Brain Injury Association of MN - Minneapolis

Booth:

None

Mass Mailings:

None

Other Activities:

None

Presentations Scheduled:

August

August 1 - Lake Shetek/Camp Shetek (Near Slayton) - Booth
August 2 - Lake Shetek/Camp Shetek (Near Slayton) - Booth/Presentation
August 5 - Anoka - Anoka County Public Nursing
August 6 - Pipestone - Pipestone County Medical Center
August 8 - Rochester - RSC Advisory Group
August 11 - Metro - Einwood Senior Center
August 12 - Roseville - Meridth Cable (5 presentations)
August 13 - Metro - American Cancer Society
August 14 - Austin - Austin Library
August 15-17 - Duluth - MADC Convention - Booth
August 19 - St. Paul - Casa De Esperanza
August 19 - Northfield - Northfield Care Center
August 20 - Minneapolis - Central Care Center (2 presentations)
August 21 to September 1 - St. Paul - MN State Fair - Booth
August 28 - Minneapolis - Children's Dental Service

September

September 2 - Anoka - Anoka County Government Center

September 4 - Forest Lake - Columbus Senior Center

September 4 - Metro - Alpha Women Center

September 9 - Metro - Staples Hospital (2 presentations)

September 12 - Bigfork - Bello Lake Group Home

September 18 - Apple Valley - Apple Valley Police Department

September 19 - St. Paul - MN Deaf Senior Citizens

September 27 - Metro - Birthright

October

October 17 & 18 - St. Cloud - 3rd Annual Hard of Hearing Conference - Booth

**MRS Consumer Relations Office
Outreach Summary
August 1997**

Presentations Completed:

August

August 2 - Lake Shetek/Camp Shetek (Near Slayton) - 20 people
August 5 - Anoka - Anoka County Public Nursing - 35 people
August 6 - Pipestone - Pipestone County Medical Center - 6 people
August 8 - Rochester - RSC Advisory Group - 6 people
August 11 - Metro - Einwood Senior Center - 4 people
August 12 - Roseville - Meridth Cable - 12 people
August 12 - Roseville - Meridth Cable - 7 people
August 12 - Roseville - Meridth Cable - 8 people
August 12 - Roseville - Meridth Cable - 6 people
August 12 - Roseville - Meridth Cable - 10 people
August 13 - Metro - American Cancer Society - 12 people
August 14 - Austin - Austin Library - 20 people
August 19 - St. Paul - Casa De Esperanza - 9 people
August 19 - Northfield - Northfield Care Center - 40 people
August 20 - Minneapolis - Central Care Center - 11 people
August 20 - Minneapolis - Central Care Center - 4 people
August 28 - Minneapolis - Children's Dental Service - Postponed

During the Month of August

Number of presentations: 16
Total number of participants: 210

Since October 3, 1996

Number of presentations: 108
Total number of participants: 1,438

Booth:

August 1 - Lake Shetek/Camp Shetek (Near Slayton) - Booth - 90 participants
August 2 - Lake Shetek/Camp Shetek (Near Slayton) - Booth - 90 participants
August 15 - Duluth - MADC Convention - Booth - 77 participants
August 16 - Duluth - MADC Convention - Booth - 77 participants
August 21 - St. Paul - MN State Fair - Booth - 508 people
August 22 - St. Paul - MN State Fair - Booth - 555 people
August 23 - St. Paul - MN State Fair - Booth - 482 people
August 24 - St. Paul - MN State Fair - Booth - 429 people
August 25 - St. Paul - MN State Fair - Booth - 556 people
August 26 - St. Paul - MN State Fair - Booth - 554 people
August 27 - St. Paul - MN State Fair - Booth - 508 people
August 28 - St. Paul - MN State Fair - Booth - 672 people
August 29 - St. Paul - MN State Fair - Booth - 401 people
August 30 - St. Paul - MN State Fair - Booth - 978 people (Pens were given out)
August 31 - St. Paul - MN State Fair - Booth - 421 people
September 1 - St. Paul - MN State Fair - Booth - 222 people (Total of 6,286 at State Fair)

Mass Mailings:

August 28 - 34 Focus Group invitation letters were sent out.

Other Activities:

None

Presentations Scheduled:

September

- September 4 - Forest Lake - Columbus Senior Center
- September 4 - Prior Lake- Alpha Women Center
- September 5 - Bloomington - Charake
- September 9 - Staples - Staples Hospital (2 presentations)
- September 9 - Staples - Staples Hospital
- September 11 - Gary Zimmerman TV Interview
- September 12 - Bigfork - Bello Lake Group Home
- September 17 - Moorhead - Quota Club of Fargo-Moorhead
- September 18 - Apple Valley - Apple Valley Police Department
- September 19 - St. Paul - MN Deaf Senior Citizens
- September 22 - Minneapolis - Bell Museum
- September 24 - Hastings - Detox Center
- September 25 - St. Paul - MRS Focus Group Meeting
- September 27 - Metro - Birthright

October

- October 3 - St. Peter - Regional Service Center for Deaf/HH People Workshop
- October 9 - Moorhead - Clay County Public Health
- October 14 - Minneapolis - Children's Dental Service
- October 17 & 18 - St. Cloud - 3rd Annual Hard of Hearing Conference - Booth
- October 24 - Winona - St. Mary at University of Minnesota

November

- November 5 - St. Paul - Campfire Boys & Girls

**MRS Consumer Relations Office
Outreach Summary
September 1997**

Presentations Completed:

September

September 4 - Forest Lake - Columbus Senior Center - 3 people
September 4 - Prior Lake- Alpha Women Center - NO SHOW
September 5 - Bloomington - Charake - 9 people
September 9 - Staples - Staples Hospital - 12 people
September 9 - Staples - Staples Hospital - 9 people
September 12 - Bigfork - Bello Lake Group Home - Postponed
September 17 - Moorhead - Quota Club of Fargo-Moorhead - 24 people
September 18 - Apple Valley - Apple Valley Police Department - Postponed
September 19 - Ann Sullivan School - 40 people
September 19 - St. Paul - MN Deaf Senior Citizens - 90 people
September 22 - Minneapolis - Bell Museum - 3 people
September 24 - Hastings - Detox Center - 36 people
September 25 - St. Paul - MRS Focus Group Meeting - 14 people
September 27 - Metro - Birthright - 95 people

During the Month of September

Number of presentations: 11
Total number of participants: 335

Since October 3, 1996

Number of presentations: 120
Total number of participants: 1,773

Booth:

September 1 - St. Paul - MN State Fair - Booth - 222 people
September 18 - Minneapolis - NSAD - 1450 people
September 19 - Minneapolis - NSAD - 1450 people
September 20 - Minneapolis - NSAD - 1450 people

Mass Mailings:

None

Other Activities:

September 11 - St. Cloud - Gary Zimmerman TV Interview

Presentations Scheduled:

October

October 7 - St. Paul - Community Housing Trust - 8 people
October 9 - Moorhead - Clay County Public Health
October 14 - Minneapolis - Children's Dental Service
October 16 - Roseville - Department of Transportation
October 17 & 18 - St. Cloud - 3rd Annual Hard of Hearing Conference - Booth
October 20 - Olivia - Second Annual Deafest
October 21 - Bayport - Croix Dale Senior Home
October 24 - Winona - St. Mary at University of Minnesota
October 31 - Prior Lake - Community Home Health

November

November 2 - St. Paul - Community Stabilization
November 5 - St. Paul - Campfire Boys & Girls
November 5 - St. Paul - Community Stabilization Project
November 14 - Farmington - Community Home Health

**MRS Consumer Relations Office
Outreach Summary
October 1997**

Presentations Completed:

October

October 7 - St. Paul - Community Housing Trust - 8 people
October 9 - Moorhead - Clay County Public Health - 8 people
October 14 - Minneapolis - Children's Dental Service - 14 people
October 16 - Roseville - Department of Transportation - 26 people
October 18 - St. Cloud - 3rd Annual Self-Help Hard of Hearing (SHHH) Conference - 24 people
October 20 - Olivia - Second Annual Deafest - 20 people
October 21 - Bayport - Croix Dale Senior Home - 13 people
October 24 - Winona - St. Mary at University of Minnesota - 32 people
October 27 - Balaton - Balaton Public School - 10 people
October 29 - Eagan - Dakota County Library - 12 people
October 29 - St. Paul - Merrian Park Community Center - 9 people
October 30 - Holdingford - Holdingford School - 6 people
October 31 - Prior Lake - Community Home Health - 10 people

During the Month of October

Number of presentations: 13
Total number of participants: 192

Since October 3, 1996

Number of presentations: 133
Total number of participants: 1,965

Booth:

October 17 & 18 - St. Cloud - 3rd Annual Hard of Hearing Conference - Approx 130 participants

Mass Mailings:

October 8 - 2,200 letters to all schools in Minnesota

Other Activities:

None

Presentations Scheduled:

November

November 3 - Minneapolis - Fairview University Medical Center - 36 people
November 12 - St. Paul - Community Stabilization Project
November 12 - Minneapolis - Domestic Abuse Project
November 13 - Duluth - Homecroft Elementary School
November 13 - Duluth - Herman Town High School
November 18 - Eagan - Early Childhood Family Services
November 19 - Minneapolis - Elliot Park Neighborhood
November 20 - Little Falls - High School
November 22 - St. Cloud - St. Cloud Deaf Club

December

December 3 - St. Paul - Environment & Energy Resource
December 9 - Minneapolis - Deafblind Services of Minnesota (Tentative)

January

January 7 - St. Paul - Campfire Boys & Girls
January 9 - Farmington - Community Home Health

**MRS Consumer Relations Office
Outreach Summary
November 1997**

Presentations Completed:

November

November 3 - Minneapolis - Fairview University Medical Center - 36 people
November 12 - St. Paul - Community Stabilization Project - 1 person
November 12 - Minneapolis - Domestic Abuse Project - 7 people
November 13 - Duluth - Homecroft Elementary School - 18 people
November 13 - Duluth - Herman Town High School - 32 people
November 18 - Eagan - Early Childhood Family Services - 22 people
November 19 - Minneapolis - Elliot Park Neighborhood - 6 people
November 19 - Minneapolis - Equal Employment Opportunity Commission (EEOC) - 14 people
November 22 - St. Cloud - St. Cloud Deaf Club - 26 people

During the Month of November

Number of presentations: 9
Total number of participants: 162

Since October 3, 1996

Number of presentations: 142
Total number of participants: 2,127

Booth:

None

Mass Mailings:

None

Other Activities:

MRS magnets in printing.

Presentations Scheduled:

December

December 5 - St. Paul - Charles Thompson Memorial Hall
December 10 - St. Paul - Environment & Energy Resource
December 17 - Wayzata - Wayzata High School
December 17 - Brooklyn Park - Family & Children
December 18 - Robinsdale - Robinsdale Municipal Building (2)

January

January 7 - St. Paul - Campfire Boys & Girls
January 9 - Minneapolis - Deafblind Services of Minnesota
January 9 - Farmington - Community Home Health
January 12 - White Bear Lake - East Women Council
January 13 - Stillwater - Greeley Health Care Center

**MRS Consumer Relations Office
Outreach Summary
December 1997**

Presentations Completed:

December

December 5 - St. Paul - Charles Thompson Memorial Hall - 10 people
December 10 - St. Paul - Environment & Energy Resource - 3 people
December 17 - Wayzata - Wayzata High School - 24 people
December 17 - Brooklyn Park - Family & Children - 3 people
December 18 - Robinsdale - Robinsdale Municipal Building - 19 people
December 18 - Robinsdale - Robinsdale Municipal Building - 16 people

During the Month of December

Number of presentations: 6
Total number of participants: 75

Since October 3, 1996

Number of presentations: 148
Total number of participants: 2,202

Booth:

None

Mass Mailings:

None

Other Activities:

New supply of MRS magnets arrived.
MRS stickers in printing.

Presentations Scheduled:

January

January 7 - St. Paul - Campfire Boys & Girls
January 9 - St. Paul - Como Elementary School - K-3 graders
January 9 - St. Paul - Como Elementary School - 4-5 graders
January 9 - Farmington - Community Home Health
January 12 - White Bear Lake - East Women Council
January 13 - Minneapolis - Deafblind Services of Minnesota
January 13 - Stillwater - Greeley Health Care Center
January 21 - St. Paul - Humboldt Middle School
January 31 - Thief River Falls - RSC Advisory Group & Community

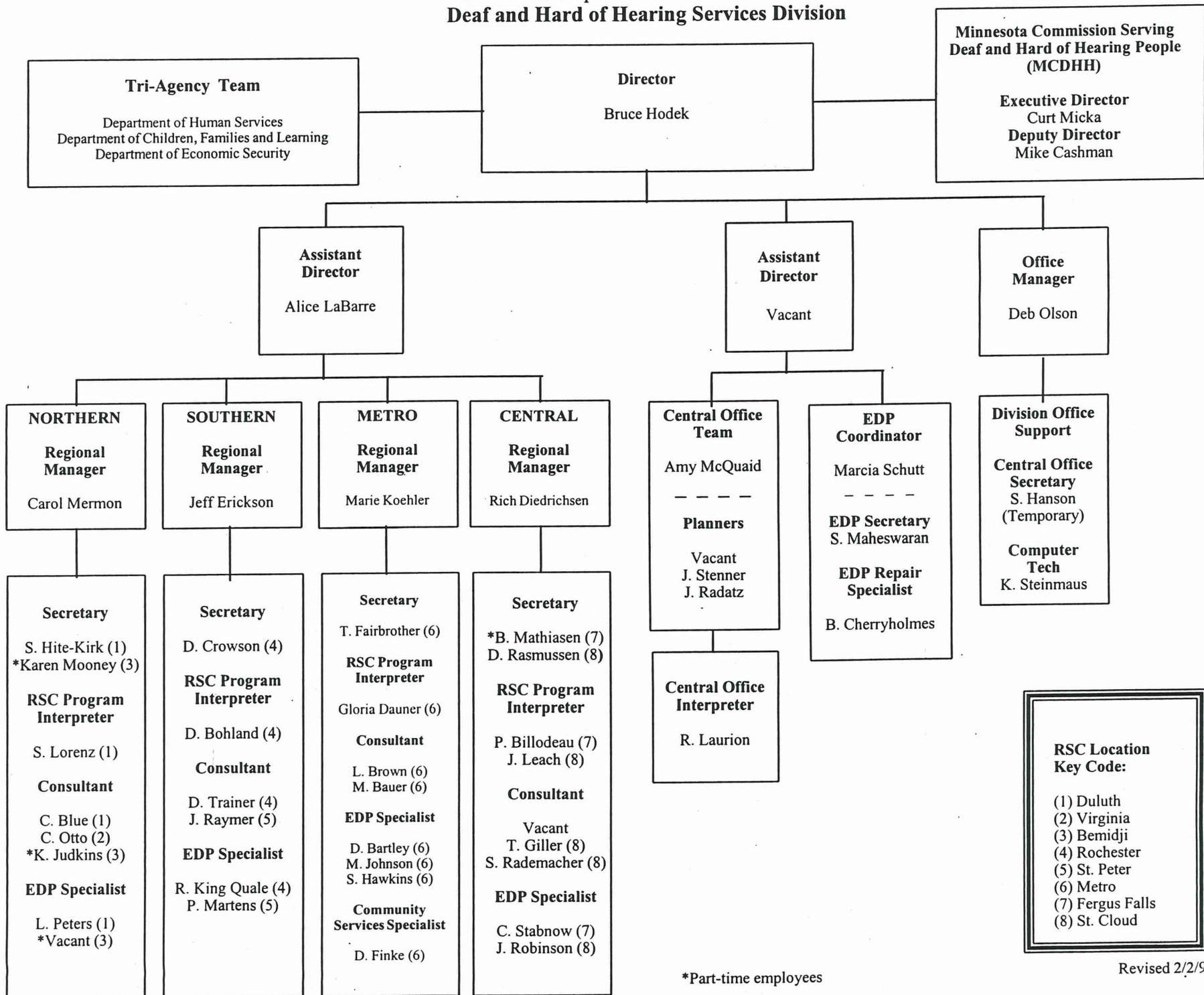
February

February 2 - Crookstown - North Century Food Bank
February 2 - Crookstown - Migrant Health Service
February 3 - Crookstown - City of Crookstown (2 presentations)
February 3 - Crookstown - Cathedral School - 5-6 graders
February 3 - Crookstown - Cathedral School - Staff
February 4 - Hasting - Dakota County Employment & Economic Assistance Program
February 19 - Prior Lake - Women Center
February 24 - Crookstown - Riverview Health Association (2 presentations)

APPENDIX H

EDP Organizational Chart

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



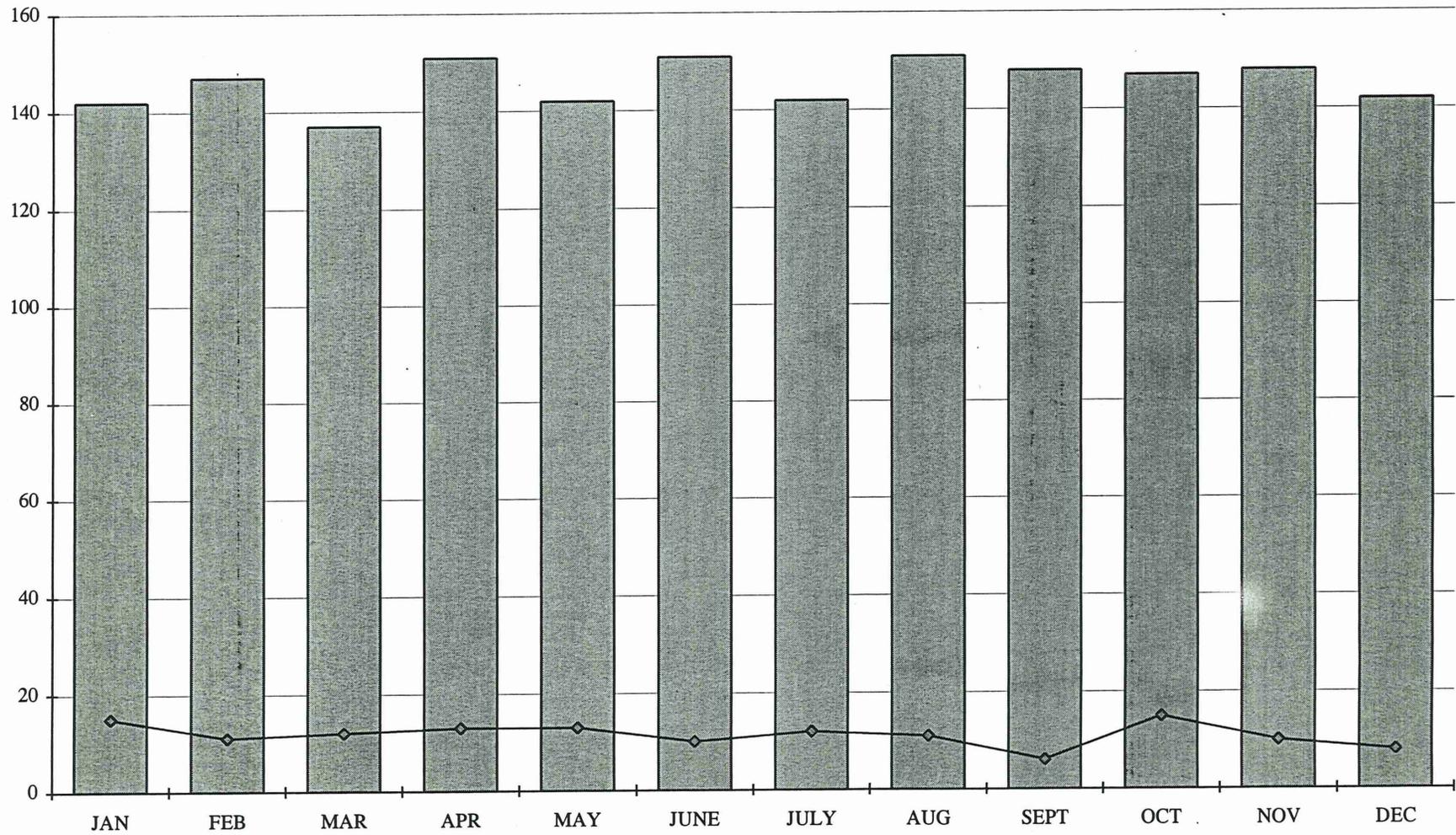
*Part-time employees

APPENDIX I

EDP Activity Chart

E.D.P. ACTIVITY CHART
January through December 1997

■ TOTAL INIT. INTER. ◆ TOTAL PRESENTATIONS



APPENDIX J

RCS Advisory Committee Members 1997

Deaf and Hard of Hearing Services Division Advisory Committee Members

<u>NORTHERN AREA</u>		NORTHEAST RSC - DULUTH AND VIRGINIA		
<p>*Vinette Doree, Chair (Consumer) 1002 Anne Dagle Road Hill City, MN 55748-9607 218/697-2571 TTY 2nd Term 1/95-12/97</p>	<p>Pat Castellano Duluth Children's Museum 506 W. Michigan St. Duluth, MN 55802 218/733-7543 V 218/733-7548 TTY 1st Term 1/96-12/98</p>	<p>Diann Carrol (Consumer) 1407 N. Central Ave Duluth, MN 55807 218/624-8927 2nd Term 1/97-12/99</p>	<p>Jo Anne Hacker (Hearing and Vision Specialist) Light House for the Blind 4505 W. Superior St. Duluth, MN 55807 218/624-4828 1st Term 1/96-12/98</p>	<p>Jeff Moen 7081 Haines Rd Cloquet, MN 55720</p>
<u>METRO AREA</u>		METRO RSC		
<p>Carolyn Anderson (Parent) PACER Center 3124 Quail Ave N Golden Valley, MN 55422 (H) 521-8416V/TTY (W) 223-5130 V/TTY Exp. 12/31/99</p>	<p>Mary Edwards (Consumer) 1436 Wellesley Ave St. Paul, MN 55105 699-4979 TTY Exp. 12/31/99</p>	<p>Sheila Farley DeafBlind Services of MN 6045 Lyndale Ave. S #349 Minneapolis, MN 55419 869-6393 TTY Exp. 12/31/99</p>	<p>Lynn Fumuso Hennepin county Social Services A-1606 Government Center 300 South Sixth Street Minneapolis, MN 55487 (W) 348-6894 V 348-6169 TTY (H) 698-3570 V (F) 348-6901 lynn.fumuso@gatekeeper.co.henn epin.mn.us Exp. 12/31/99</p>	<p>*Thomas Hawkins 3M systems Analyst 796 Interlachen Draw Woodbury, MN 55125 (H) 731-2070 V (W) 736-1815 V (F) 733-3502 tghawkins@mmm.com Exp. 12/31/99</p>
<p>Frank Stoderl 3M 8150 Somerset Rd. Woodbury, MN 55123 (H) 738-1519 V (W) 733-6132 V (F) 737-2182 fstoderl@mmm.com Exp. 12/31/99</p>	<p>Deb Thoennes 3M 6129 7th St. N Oakdale, MN 55128 (H) 736-1684 V (W) 736-6787 V Exp. 12/31/99</p>			
<u>SOUTHERN AREA</u>		Rochester RSC		
<p>*Teri Schwalbach Olmsted County Adult SVCS 2116 Campus Dr SE Rochester, MN 55904</p>	<p>Lydia Chistenson 1703 Shumway Ave. Fairbault, MN 55021 507/332-2076 TTY</p>	<p>Cindy Burt 292 Valley Oaks Dr. Winona, MN 55987 (H) 507/452-8931</p>	<p>Cris Ramaker 325 SW 1 Ave #402 Rochester, MN 55902 (H) 507/288-5960</p>	
St. Peter RSC				
<p>Roger Berg 1005 Woodfern Dr Marshall, MN 56258-2497 Exp. 12/31/95</p>	<p>Donna Thompson RR2 Box 116 Elmore, MN 56027 507/773-4255 TTY 507/773-4576 Fax Exp. 12/31/95</p>	<p>Richard Hansen 308 Burnside St. SE Sleepy Eye, MN</p>		
<u>CENTRAL AREA</u>		Fergus Falls RSC		
<p>*Julie Budke Route 5 Box 94A Fergus Falls, MN 56537 218/736-2026 H 800/456-7589 W</p>	<p>Dee Pretty 566 42 St. SW Apt. 372 Fargo, ND 58103-1180 701/281-2488 H 218/299-6228 W</p>	<p>Roberts Reck 422 Clearview Ct. Moorhead, MN 56560</p>	<p>Janice Stenger Building 4A, East Dr. Fergus Falls, MN 56537 218/739-9427 H 218/739-7585</p>	

CENTRAL AREA (cont'd)		St. Cloud RSC		
Russel Pudas 99 Woodhill Rd. St. Cloud, MN 56301 320/654-1802 TTY H 320/3637211 TTY W	*Jeremy Nyquist 1150 Maben Ave. S PO Box 695 Isle, MN 56342-0695	Kathy Fischer 1820 S 10th Ave. Apt 3 St. Cloud, MN 56301 320/251-6890 V/TTY H	Nona Hendrickson 210 W 3rd St. S Melrose, MN 56352 320/252-3541 H	
West Central RSC				
Sharilyn Bates PO Box 252 Dawson, MN 56232 320/752-4478 H 320/769-2382 W	Deb Bruflat PO Box 415 Clarkfield, MN 56223 320/669-7661 V/TTY	Jill Wotzka 505 25 Ave SW Willmar, MN 56201 320/235-0686 H 320/235-1252 W	*Pam Dale 512 SE 15 St. Willmar, MN 56201 320/214-7467 H 320/231-9154 W	Judy Peterson PO Box 101 Chokio, MN 56221-0101

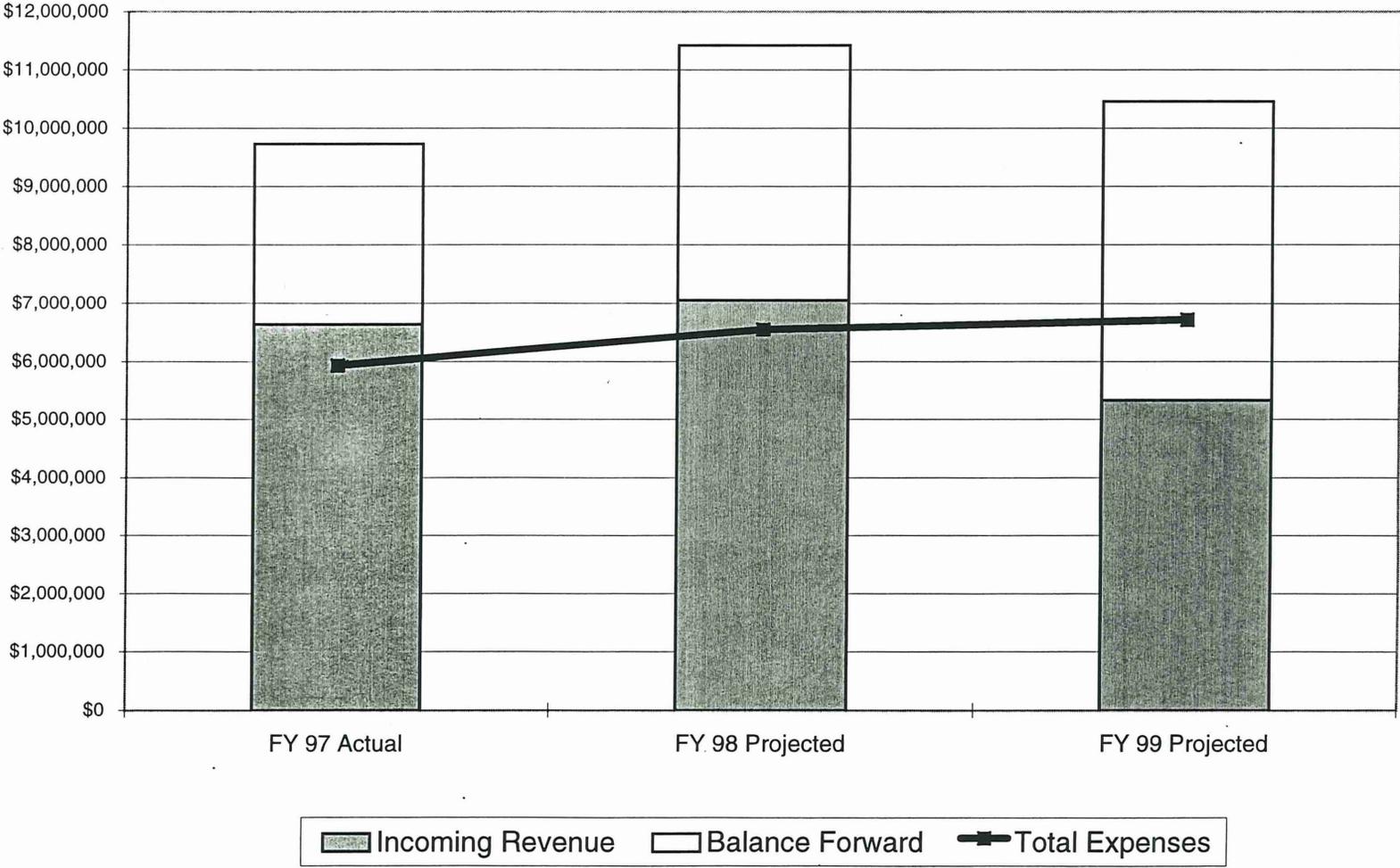
*MCDHH Representative

APPENDIX K

Revenues and Expenses

DPS - TACIP

Revenues and Expenses



MINNESOTA
DEPARTMENT OF
PUBLIC SERVICE
April '98