



# **Deaf and Disabled Telecommunications Program**

## **Presentation to CalNENA**

**February 27, 2018**



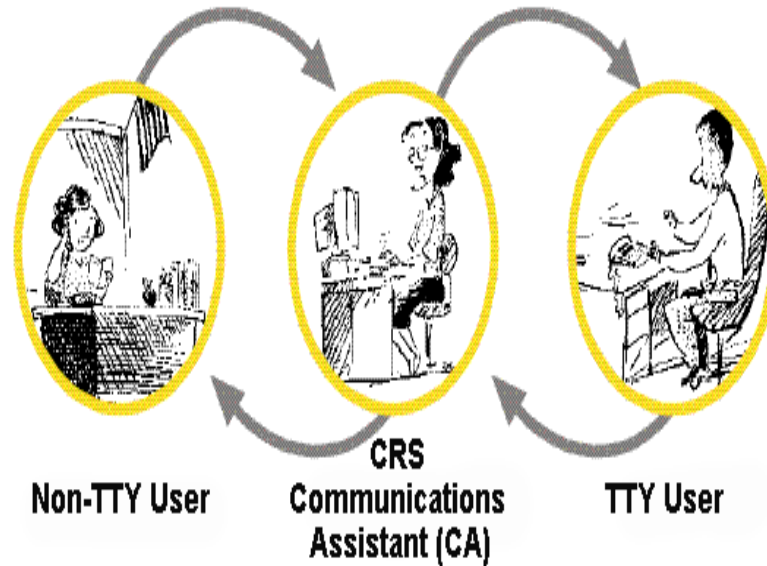


# DDTP Legislation

State Law	Year	Provision	Description
<b>SB 597</b>	1979 (implemented in 1981)	Distribution of Telecommunication Devices for the Deaf (TDDs). Funded by a per line surcharge.	Provides for the free distribution of TDDs to certified deaf or hearing-impaired users.
<b>SB 244</b>	1983 (implemented in 1987)	Dual Party Relay Service	California Relay Service (CRS) provides full telephone accessibility to people who are deaf, hard of hearing, or speech-disabled. Specially trained Communication Assistants (CAs) complete all calls and stay on-line to relay messages electronically over a text telephone (TT), teletypewriter (TTY), or verbally to hearing parties.
<b>SB 60</b>	1985	Specialized equipment for disabled telephone users	Provides phone equipment to other disability groups (hearing, vision, speech, and mobility disabilities)
<b>AB 136</b>	2011	Speech Generating Devices (SDGs)	Speech generating devices are dedicated communication devices for individuals with communication or speech challenges such as Cerebral Palsy, ALS, or Autism. Many public and private funding sources consider these devices as medically necessary durable medical equipment (DME) for members who meet various criteria.



# California Relay Service (CRS)



Facilitates telephones calls from TTY to non-TTY users

- Free
- 24/7
- 711 (English and Spanish)
- English: 1-800-735-2922
- Spanish: 1-800-855-3000

# Examples of Specialized Telephones



TTY



Blind/Low Vision

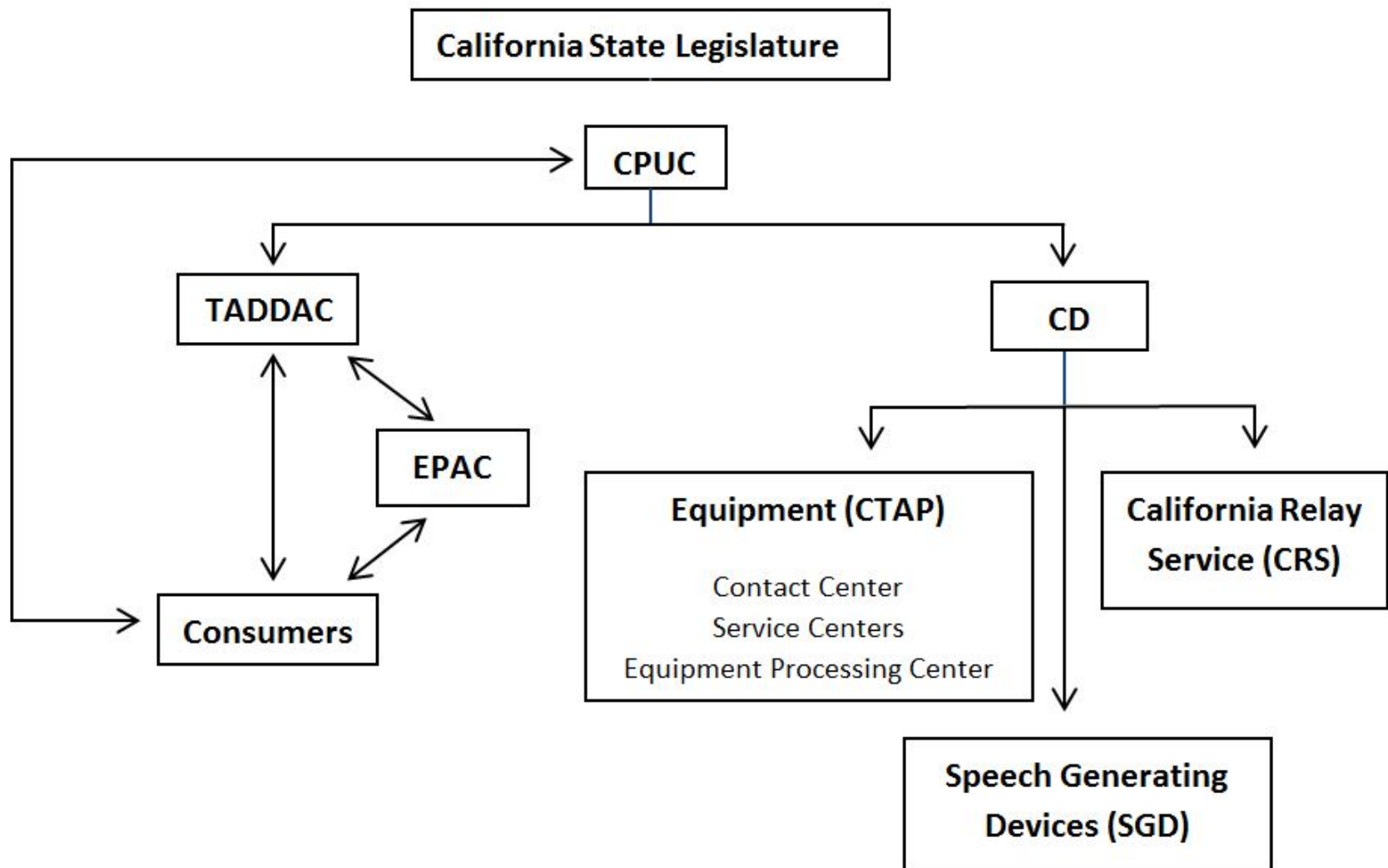


Difficulty Learning/Remembering



Mobile  
Accessory

# DDTP Organizational Structure





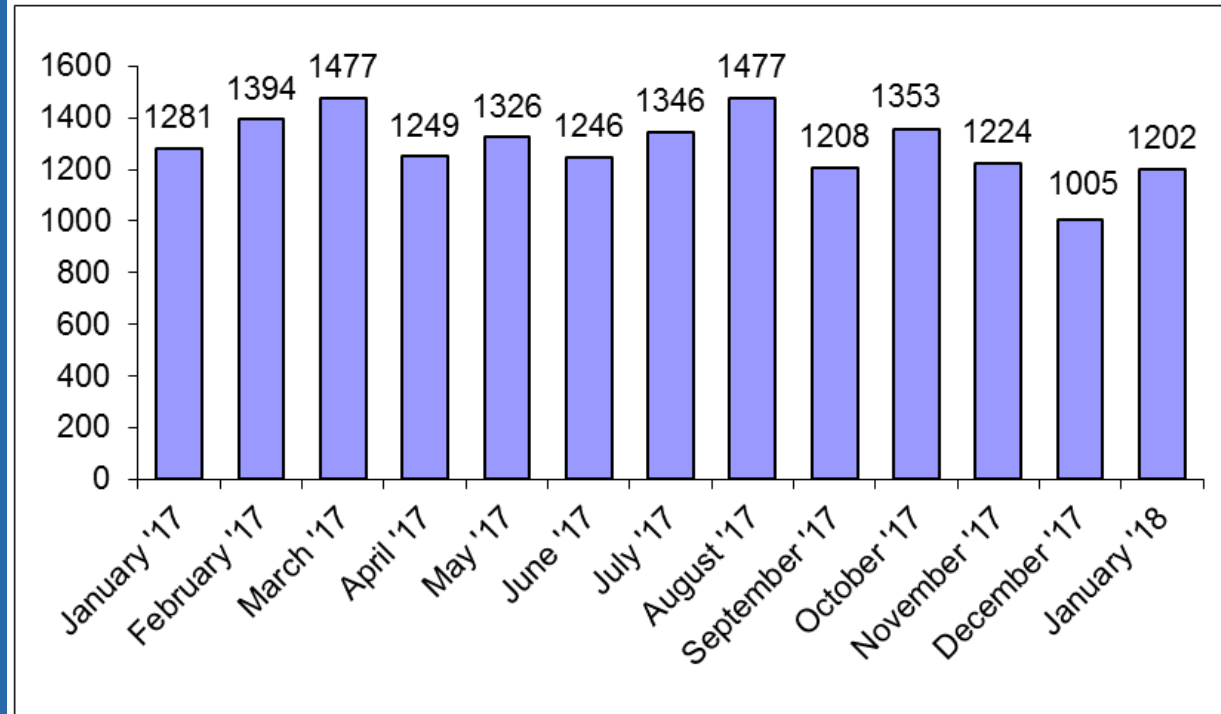
# DDTP Statistics

	2013-14	2014-15	2015-16	2016-17
<b>Total CTAP Consumers with Equipment</b>	633,080	651,693	667,203	679,585
<b>Contact Center Calls</b> (inbound and outbound)	236,652	228,537	201,355	196,995
<b>Contact Center Emails</b> (inbound and outbound)	3,791	6,070	8,439	9,027
<b>Certification Forms Received</b>	20,926	20,306	18,262	15,844
<b>Consumer Visits to Service Centers</b>	23,267	22,640	19,467	16,478
<b>Outreach Presentations</b>	5,950	6,110	6,342	6,348
<b>Field Advisor Home Visits</b>	9,057	8,471	8,304	7,809
<b>Contact Center Web Chats</b>	724	599	523	494
<b>Marketing Campaigns</b>	11	8	7	13
<b>New Consumers with Equipment</b>	18,990	18,613	15,510	12,382
<b>Relay Calls</b> (including Speech-to-Speech and captioned telephones)	2,507,320	2,326,029	2,222,539	1,881,701



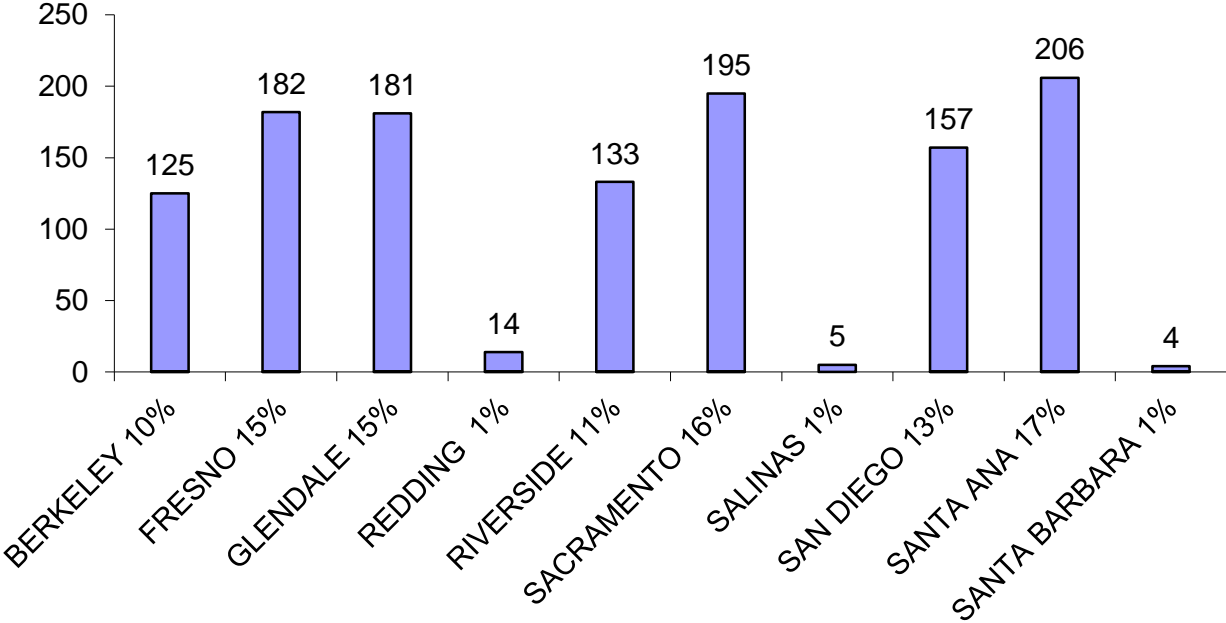
## Monthly Service Center Visits

January 2017 – January 2018



# Customers per Service Center – January 2018

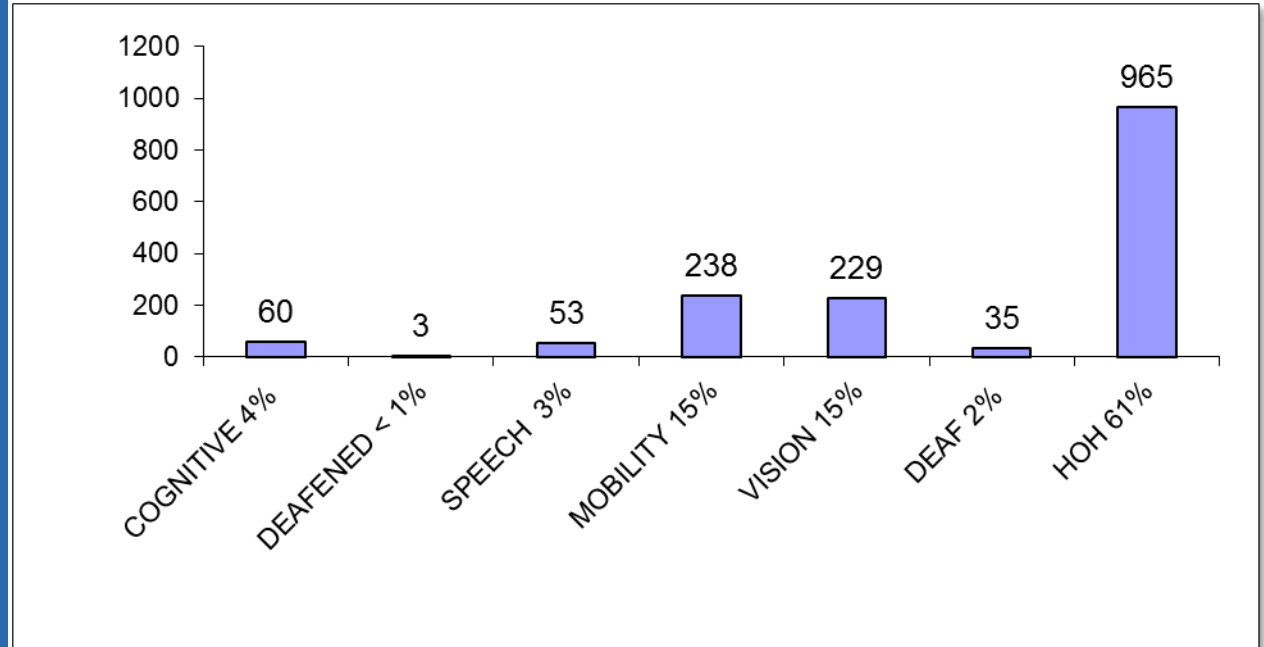
Salinas Service Center is currently open one day a month. All other part-time Service Centers (Redding and Santa Barbara) are open two days a month.





## User Groups Represented at Service Centers – January 2018

Since a customer may be certified for multiple disabilities, the User Group totals may be larger than the total number of customers served at a Service Center.



## Outreach Efforts - January 2018

<b>Total # of Events</b>	<b>133</b>	
<b>Total # of Attendees</b>	<b>2,661</b>	<b>100%</b>
Booth / Exhibits	49	36.8%
Presentations	56	42.1%
Distribution Events	28	21.1%
CTAP Health Fair	0	0.0%
TTY Training	0	0.0%
<b>Event Focus</b>		
African American community	3	
Asian	2	
Deaf HOH	15	
Direct Service Professionals	2	
Ethnic Community	1	
General	42	
Latino	5	
Local/Educational community	0	
Low Vision	1	
Native American	1	
Residential Care Facility	1	
Seniors	55	
STS	0	
Veterans	5	
<b>Outreach Efforts</b>	<b>455</b>	<b>100%</b>
Field Visits	415	91.2%
Mailings	18	4.0%
Media Placement	22	4.8%
	0	0.0%
	0	0.0%
	0	0.0%
	0	0.0%
<b>Users*</b>		
Deaf	2	0.1%
Deaf / Blind	0	0.0%
HOH	1,057	30.2%
Late Deafened	0	0.0%
No Disabilities	728	20.8%
Visually Impaired	1,006	28.8%
Speech Disabled	27	0.8%
Mobility Impaired	556	15.9%
Cognitive	120	3.4%
<b>Total:</b>	<b>3,496</b>	<b>100%</b>
<b>Entities</b>		
Agency/Organization	71	53.4%
Business	3	2.3%
Direct Serv Prof/Med	24	18.0%
Education	2	1.5%
Support Group	4	3.0%
Senior Housing	29	21.8%
<b>Total:</b>	<b>133</b>	<b>100%</b>
<b>Ethnicities</b>		
African American	282	10.6%
Asian	273	10.2%
Caucasian	1,286	48.3%
Latino	752	28.3%
Native American	28	1.0%
Armenian	4	0.2%
Russian	16	0.6%
No Ethnic Focus	0	0.0%
Other	20	0.8%
<b>Total:</b>	<b>2,661</b>	<b>100%</b>
<b># of Cert forms Distributed:</b>	<b>5,356</b>	
<b>Communication</b>		
English	2,010	75.5%
Spanish	500	18.7%
Armenian	4	0.2%
German	0	0.0%
Punjabi	0	0.0%
ASL	4	0.2%
Asian	124	4.6%
Other	0	0.0%
Hmong	4	0.2%
Farsi	0	0.0%
Russian	15	0.6%
<b>Total:</b>	<b>2,661</b>	<b>100%</b>

\*Attendees may appear in more than one Category

\* 0% means the data number is too low for a specific %

\* Event Focus may be greater than total number of events because OS may choose the event to have more than 1 focus.



# Contact Information

## California Public Utilities Commission

### Deaf and Disabled Telecommunications Program

Alan Solomon, Program and Project  
Supervisor

E-Mail: [alan.solomon@cpuc.ca.gov](mailto:alan.solomon@cpuc.ca.gov)

Telephone Number: (415) 703-1801