

HAAA-LA\_072217

>>

>> JENNA: GOOD MORNING, EVERYONE.

>> TIM: LET'S GET STARTED.

>> JENNA: GOOD MORNING, EVERYONE. WE HAVE A LOT TO TAKE CARE OF TODAY, SO BEFORE WE GET TO EVERYTHING, WE WANT TO WELCOME BACK OUR AMAZING PRESIDENT, HEATHER, WHO IS BACK

[APPLAUSE]

YOU WANT TO COME UP AND SPEAK?

SHE WILL GIVE US A RECAP AND WE WILL MOVE ON FROM THERE.

>> HEATHER: HI, GUYS, I CAN'T EVEN TELL YOU, FIRST OF ALL, HOW VERY HAPPY I AM TO BE HERE. AND WHEN SOMETHING REALLY TERRIBLE HAPPENS TO YOU, AND YOU ARE FACING THAT HORRIBLE THING, THE ONE AMAZING THING HAPPENED, ALL OF A SUDDEN GOODNESS, AMOUNT OF GOODNESS THAT CAME TO ME FROM THIS CHAPTER.

I HAVE A STACK OF CARDS FROM YOU GUYS THAT'S THIS HIGH. AND THE FLOWERS AND THE TEXTS AND THE EMAILS KEEPING ME GOING. I KNEW THAT YOU GUYS ARE THINKING ABOUT ME, AND IT JUST REAFFIRMS WHAT I'VE ALWAYS THOUGHT, THAT THIS IS A VERY EXCEPTIONAL GROUP OF PEOPLE. A LOT OF YOU I DON'T KNOW VERY WELL. I'VE ONLY BEEN PART OF THIS CHAPTER SINCE SEPTEMBER. THAT TRULY, TRULY TOUCHED ME. I AM NOT KIDDING. IT REALLY DID HELP ME GET BETTER.

WHEN DAYS ARE REALLY BAD, AND YOU FEEL LIKE GIVING UP, WHEN YOU FEEL LIKE I CAN'T GET THROUGH ONE MORE MINUTE OF THIS, AND YOU THINK WELL, THERE ARE ALL THESE PEOPLE COUNTING ON ME TO BE POSITIVE AND YOU KNOW, KEEP GOING AND NOT BE A TOTAL WHINER. SO ANYWAY, I JUST WANT TO GIVE YOU MY HEARTFELT THANKS. I'M SO EXCITED TO BE HERE AND MOVE ON WITH OUR AGENDA. AND WHAT IS OUR AGENDA. OUR AGENDA IS HELPING OTHERS; HELPING OUR SELVES AND HELPING OTHERS.

GOODNESS.

THAT'S ALL.

[APPLAUSE]

>> DANNY: WELCOME BACK!

>> JENNA: OKAY.

WELL, WE ARE GLAD YOU'RE BACK.

OKAY. SO TO START, JUST TO LET YOU KNOW THE UPCOMING MEETINGS. WE WERE SUPPOSED TO ACTUALLY HAVE MITZI'S CHIROPRACTOR, SO JOHNNY TRUONG IS COMING FOR THE AUGUST MEETING AND HE'S GOING TO HELP WITH HEARING AND BALANCE AND --

>> MITZI: ABSOLUTELY.

I HAVE HAD SOME BALANCE PROBLEMS AND I GO INTO HIM AND IN FIVE SECONDS, THAT'S IT. I'M GOOD TO GO.

I AM ALSO RECENTLY GETTING MY HEARING CHECKED AGAIN AT JEFF GRAMA'S OFFICE, NOT ONLY HAS MY HEARING STABILIZED -- IT WAS PROGRESSIVELY GOING DOWNHILL. STABILIZED SINCE I'VE BEEN SEEING HIM. NOW I HAVE A 5 TO 10 dB IMPROVEMENT, HEARING AIDS TURNED DOWN.

>> JENNA: WE ARE LOOKING FORWARD TO MEETING HIM. AND WHEN HE'S HERE NEXT MONTH YOU CAN DO THE INTRO.

IN SEPTEMBER WE WILL HAVE KATY WRIGHT, AND SHE'S PRESIDENT OF THE LONG BEACH CHAPTER. SHE'S GOING TO DO ICHAT, IT'S A TECHNOLOGY SEMINAR USING DIFFERENT KINDS OF TECHNOLOGY --

>> LISA: OKAY. SO SHE JUST FINISHED ICHAT TRAINING, A PROGRAM OFFERED THROUGH HLA A NATIONAL. IT TRAINS PEOPLE -- ANYONE CAN APPLY. I DON'T KNOW TOO MUCH ABOUT IT. TRAINS PEOPLE TO BE HEARING ASSISTIVE TECHNOLOGY TRAINERS. THEY KNOW HOW TO TRAIN PEOPLE TO USE IT. AND SO SHE'S GOING TO COME AND TALK ABOUT HEARING ASSISTIVE TECHNOLOGY. I'M NOT SURE IF SHE'S GOING TO ACTUALLY BRING PRODUCTS AND DEMO THEM. BUT THAT'S WHAT SEPTEMBER WILL BE ABOUT.

>> JENNA: BEFORE WE GET INTO OTHER THINGS.

WHO HERE WAS AT THE WALK4HEARING? WOW. I WAS THERE TOO. I DON'T REMEMBER. I'M JUST GOING TO DO A QUICK RECAP.

SO FOR OUR CHAPTER --

IN TOTAL, \$55,166 FUNDS WERE RAISED.

L.A. STARS, THAT'S US, WE WERE THE TOP FUND-RAISER FOR THE ENTIRE -- FOR THIS WALK.

[APPLAUSE]

AND THE TOP L.A. STARS FUNDRAISER WAS WENDI WASHINGTON WITH (INAUDIBLE). TOP LA CHAPTER INDIVIDUALS WERE GARY JACOBSON WITH (INAUDIBLE) DOLLARS. LOVELY GRACE HERE WITH \$3,272. THAT'S INCREDIBLE.

LIZ, WHERE ARE YOU? 2,708. AND OF COURSE, WENDI WITH 2,615. THANK YOU ALL.

>> DANNY: I DID A HUNDRED.

[APPLAUSE]

>> JENNA: SINCE I DID -- I'M GOING TO SAY I DID 300. EVERYBODY HERE RAISED MONEY, AND SO THAT'S JUST -- I MEAN, WE APPRECIATE THAT. IT GOES TO OUR CHAPTER AND HELPS US STAY ALIVE. SO IT WAS A GREAT GROUP EFFORT, AND IT WAS A GREAT DAY, AND SO WE APPRECIATE ALL OF THAT.

NOW I AM GOING TO JUST MAYBE NOT REAL QUICKLY. I WASN'T ABLE TO GO TO THE CONVENTION THIS YEAR FOR A LOST REASONS. I JUST GOT A COCHLEAR IMPLANT.

[APPLAUSE]

RIGHT NOW EVERYBODY, INCLUDING MYSELF, SOUNDS LIKE ALVIN AND THE CHIPMUNKS. STARTING TO COPE AND UNDERSTAND. I READ TIM'S RECAP. I WOULD LOVE, A, FOR TIM TO COME UP AND SPEAK A LITTLE BIT ABOUT THAT AND, ANYBODY ELSE THAT CAME, PLEASE COME UP AND SHARE YOUR EXPERIENCES. I WAS REALLY ANXIOUS TO HEAR ABOUT ALL THE THINGS THAT HAPPENED.

SO TIM, TAKE IT AWAY.

>> TIM: MORNING, EVERYONE. CAN YOU HEAR ME OKAY?

I DO NOT HAVE DANNY'S VOICE. I WISH I DID. I WISH I HAD HIS HANDSHAKE TOO.

SO THE CONVENTION WAS PRETTY AMAZING, AND I REALLY HOPE THAT THOSE OF YOU THAT HAVE NOT BEEN ABLE TO ATTEND ONE YET CAN FIND A WAY TO ATTEND NEXT YEAR. IT WILL BE IN MINNEAPOLIS. I KNOW SOME OF US HERE WILL BE VERY ANXIOUS TO GO TO MINNEAPOLIS. I THINK JENNY AND KEN. I LIVED THERE. LOOKING FORWARD TO NEXT YEAR. IT WILL BE IN JUNE OF 2018.

HEATHER WAS NOT ABLE TO COME. SO THE TIMING WORKED OUT FOR ME TO GO A DAY EARLY. I DECIDED, I'M GOING TO BRING MY LAPTOP, GO A DAY EARLY AND SOAK IT ALL IN, GET ALL THE INFORMATION I CAN GET.

I'VE GONE AHEAD AND PERIODICALLY PUT UPDATES ON TO THE WEB SITE AND SO FORTH. YOU CAN GO TO HLA.A.ORG, AND JUST HAVE A -- LOOK AT IT. THERE ARE FIVE DAYS WORTH OF DATA THERE AND STUFF. A LOT OF STUFF I PUT IT HERE. AND TRY MY BEST NOT TO BE BORING.

THERE ARE A LOT OF SESSIONS, SESSIONS COVER A WIDE ARRAY OF THINGS. THOSE OF YOU WHO HAVE BEEN THERE SEEN THAT. THEY COVER RESEARCH, ADVOCATING FOR YOURSELF, LATEST TECHNOLOGY TRENDS, CHAPTER DEVELOPMENT, RESEARCH.

I WENT TO THE HLA.A TRUSTEE BOARD MEETING, AND I THOUGHT I WOULD SHARE THAT. THERE ARE SO MANY SESSIONS AND WORKSHOPS, THERE IS NO WAY I COULD GIVE JUSTICE TO ANY OF THOSE TO RECAP THOSE.

THAT MEETING WAS LED BY MARGARET, I FORGET HER LAST NAME. SHE'S STEERING DOWN AS THE CHAIR PERSON FOR THE BOARD OF TRUSTEES. SHE LED THE MEETING. BARBARA KELLY, DIRECTOR LED MOST OF THE MEETING. CLOSE KNIT GROUP, NOT A LOT OF PEOPLE, BUT OPEN TO EVERYONE. ALL THE BOARD MEMBERS WERE THERE AND COVERED A WIDE ARRAY OF TOPICS. BARBARA WANTED TO COVER JUST WHAT THEY DO. THEY COVER ALL KINDS OF DIFFERENT THINGS FROM IT DEVELOPMENT TO WALK4HEARING. RONNIE WORKS THERE. THEY DO THE HEARING LOSS MAGAZINE. SO A LOT OF PEOPLE THERE.

SO SHE GAVE AN INTRODUCTION TO THE GROUP. I HAVE THE POWERPOINT PRESENTATIONS. I HAVE IT FOR ALL THE SESSIONS. DEBATING PUTTING IT ON THE WEB SITE, MAYBE AN ARTICLE OR COME UP AND DO A PRESENTATION ON SPECIFIC TOPICS.

HIGHLIGHTING SOME THINGS...

I WANTED TO TALK ABOUT WHAT THEIR PRIMARY MISSIONS ARE. THEY WANT TO REALLY GET INFORMATION OUT TO PEOPLE WITH HEARING LOSS.

ONLY ONE OUT OF 9600 PEOPLE WITH HEARING LOSS BELONG TO HLA.A. THEY WANT TO GET OUTREACH. THERE IS A LOT OF ASSISTIVE TECHNOLOGY OUT THERE. WANT TO KNOW WHAT IS SAFE, WHAT IS A SCAM?

CHAPTERS, SPEND A LOT OF TIME SUPPORT CHAPTER AND PEER OUTREACH. ADVOCATING FOR ADULTS.

ONE I WILL HIGHLIGHT IS OVER THE COUNTER HEARING AID BILL. SPENT A LOT OF TIME ABOUT THAT. SOUNDS LIKE HLAA IS IN FAVOR OF IT, BUT THERE ARE A LOT OF PEOPLE CONCERNED ABOUT IT AS WELL.

I THINK BY NOW -- SOME OF YOU MAY KNOW WHAT THE STATUS IS. I THINK IT'S PASSED THE HOUSE OF REPRESENTATIVES. I THINK IT'S WITH THE SENATE. ONE OF YOU MAY KNOW THE STATUS OF THE BILL.

THEY TALKED QUITE A BIT ABOUT IT. BARBARA WANTED TO EMPHASIZE EVEN IF THEY PASS THIS BILL IT'S NOT LIKE TOMORROW YOU CAN GO TO CVS AND BUY YOURSELF A HEARING AID.

THEY WANT TO MAKE IT CLEAR THEY NEED TO REGULATE IT FOR SAFETY. MAKE SURE THERE IS A PROCESS IN PLACE THAT PEOPLE GET THE RIGHT HEARING AIDS FOR THEIR NEEDS. THEY DON'T JUST WANT \$400 HEARING AIDS OUT THERE JUST AMPLIFYING.

IT WILL TAKE A COUPLE YEARS TO MAKE THIS HAPPEN AFTER IT PASSES.

THERE ARE A LOT OF QUESTIONS, PEOPLE ARE CONCERNED.

ALSO TALKED ABOUT, PSAP, PERSONAL SOUND AMPLIFICATION PRODUCTS. KIND OF A BIG THING OUT THERE, YOU CAN BUY PRODUCTS YOU PUT IN YOUR EAR AND IT JUST MAKE ITS LOUDER. I THINK A LOT OF YOU KNOW MAKING IT LOUDER DOESN'T MEAN YOU WILL HEAR BETTER.

HLAA MADE IT CLEAR WHAT'S IMPORTANT ABOUT THAT IT'S NOT REGULATED. THAT'S A BIG TOPIC NOW TRYING TO ADDRESS.

SPEAK APPROXIMATING OF WALKING FOR HEARING, PRIMARY SOURCE OF FUNDS IS WALK FOR BANDING MEMBERSHIP TO THE HLAA. YOU KNOW THERE IS A YEARLY MEMBERSHIP TO JOIN. THAT IS A PRIMARY SOURCE OF REVENUE. THERE ARE DISCUSSIONS ABOUT THAT.

THEN TALK ABOUT PARTNER PROJECTS. PUBLIC AWARENESS CAMPAIGN. WORKING ON COALITION TO MARKET HEARING LOSS OUT TO CONSUMERS. HEARING LOSS NETWORK. OUTREACH TO VETERANS, NATIONAL COURT REPORTERS FOUNDATION. THEY ARE TRYING TO OUTREACH AND BUILD PARTNERSHIPS.

BARBARA TALKED ABOUT THAT. AND I THINK THE INTERESTING PART THAT CLOSED THE MEETING. LAST HALF HOUR, TALKED ABOUT THE COMMITTEES REPORTS. HLAA IS MADE UP OF FINANCE COMMITTEE, DEVELOPMENT, NOMINATING, STRATEGIC AND AUDITING COMMITTEE.

FINANCE COMMITTEE BASICALLY TALKED ABOUT THE HEALTH OF HLA, AND RIGHT NOW REVENUE-WISE THEY ARE DOING VERY WELL. ABOUT HALF A MILLION REVENUE SO FAR THIS YEAR IN THE GREEN. BUT HAVEN'T ACCOUNTED FOR SALARY AND COST OF THE CONVENTION. AFTER THAT PROJECTING HLA ON TARGET FOR BUDGET.

DEVELOPMENT COMMITTEE FOCUS ON HOW TO INCREASE THE BOTTOM LINE. THEY ARE TRYING TO PROMOTE HLA, WHOEVER DONATES, THEY WANT THEM TO TAKE THAT MONEY AND UTILIZE THAT FOR DINNER EVENTS, PUBLIC OUTREACH. ESSENTIALLY EVENT TO GET HLA OUT THERE MORE. AS I NOTED, NOT MANY PEOPLE REALLY KNOW ABOUT IT.

NOMINATING COMMITTEE. FOCUS ON FINDING CANDIDATES TO JOIN THE BOARD OF TRUSTEES. PEOPLE WITH FUNDRAISING, LEADERSHIP, DEVELOPMENT SKILLS. THEY GO THROUGH A VERY RIGOROUS PROCESS. NOT LIKE, HEY, I WANT TO JOIN, AND YOU CAN JOIN TOMORROW. LITERALLY THREE OR FOUR LEVELS OF INTERVIEW YOU HAVE TO GO THROUGH TO GET POTENTIALLY NOM NAMED. I HAVE A LONG WAY.

PLANNING COMMITTEE, FUTURE ROADMAP FOR THE BOARD, PROGRAMS, WHAT CHAPTERS DO. THAT HAD QUESTIONS I FOUND MOST INTERESTING. ESSENTIALLY TRYING TO RAISE AWARENESS, DEVELOPING BETTER CONSCIOUSNESS FOR PEOPLE AND KIDS DEALING WITH HEARING LOSS.

TECHNOLOGY IS FOREFRONT OF EVERYTHING.

AUDIT COMMITTEE. THEY BASICALLY GO OVER WITH AUDITING COMPANY TO MAKE SURE THEY ARE FINANCIALLY IN COMPLIANCE AND ALSO FILING ALL THE NON-PROFIT REQUIREMENTS. THEY HAD A GOOD YEAR. THEY PASSED.

THE OVERALL THEME OF ALL THIS THAT BARBARA WANTED TO EMPHASIZE IS WE ARE HITTING A TECHNOLOGY REVOLUTION. POTENTIALLY WITH OVER THE COUNTER BILL PASSING, INDUSTRY COULD BE LUCRATIVE.

HEARING AID DEVELOPERS. ANYTHING YOU NEED TO DO IN THE FUTURE IS KEEP TRACK OF TECHNOLOGY. NOT JUST HEARING AIDS AND CIs, BUT ALSO APPLICATIONS FOR THE PHONE, STUFF YOU CAN USE IN YOUR COMPUTER AND SO FORTH; YOUR AUDIOLOGIST CAN REMOTELY MANAGE YOUR HEARING AIDS; THROUGH YOUR PHONE, THEY CAN ADJUST YOUR HEARING AIDS. THAT'S JUST SCRAPING THE SURFACE.

A LOT OF OTHER STUFF AS I NOTED, VERY INTERESTING, BUT IN INTEREST OF TIME I CAN'T GO THROUGH ALL OF THAT. BUT MORE THAN HAPPY TO SHARE THAT IN A SEPARATE PRESENTATION. OR THINKING I COULD PUT UP ARTICLES PERIODICALLY IN MORE DETAIL. THEY ARE VERY ENGAGING.

STORIES PEOPLE TELL ABOUT HOW THEY CAME WHERE THEY ARE. I FOUND SOME SESSIONS VERY TOUCHING. YOU LEARN A LOT, BUT YOU ALSO FEEL THE CHALLENGES PEOPLE GO THROUGH.

THAT WAS MY EXPERIENCE.

DANNY HAD A QUESTION, SO.

>> DANNY: I WANT TO SAY AT THE BEGINNING WHEN YOU STARTED TALKING, YOU SAID YOU BROUGHT YOUR LAPTOP AND UPDATING THE WEB SITE. THE URL YOU GAVE WASN'T CORRECT.

CORRECT ONE IS HLAALA.ORG.

>> DANNY: YOU ARE DOING A GREAT JOB. I WANT FOR EVERYONE TO SEE IT.

>> TIM: I WILL TRACK IT, I KNOW IF YOU WENT THERE OR NOT. I'M GOING TO FIND YOU GUYS.

THANKS DANNY.

>> DANNY: THERE WAS ONE MORE THING. YOU TALKED ABOUT THE NATIONAL MEMBERSHIP. WE ARE NATIONAL MEMBERS AND I DON'T KNOW HOW MANY PEOPLE IN THE ROOM ARE. TO BE ON THE BOARD YOU HAVE TO BE A NATIONAL MEMBER. I THINK IT'S ONLY \$35.

>> GRACE: PUT THAT ON THE TABLE.

>> DANNY: ONE YEAR WE HAD A MEMBERSHIP DRIVE AND THAT WAS REALLY FUN. WE HAD A THERMOMETER AND PEOPLE JOINED. IT'S IMPORTANT FOR PEOPLE IN THE ROOM TO KNOW, THAT EVEN FOR OUR LA CHAPTER, MEMBERSHIP IS FREE HERE, IT'S STILL NICE TO JOIN THE NATIONAL ORGANIZATION TO HELP WITH THE TECHNOLOGY AND EVERYTHING THAT THEY DO FOR US.

>> TIM: THEY REALLY EMPHASIZE THE MEMBERSHIP. THAT'S A BIG SOURCE OF INCOME FOR THEM. YOU GET THE MAGAZINE AND ADDITIONAL RESOURCES TO HELP YOU OUT.

I THINK KEN HAS -- RUN OVER TO KEN.

>> KEN: WE TALKED AT THE JULY 4 PARTY BRIEFLY ABOUT THE -- TALKED ABOUT AT THE JULY 4 PARTY, ABOUT THE DC CHAPTER. AT SOME OF THE MEETINGS THEY TALKED ABOUT WHAT THEY ARE DOING WITH THE DIFFERENT MUNICIPALITIES, ADVOCATING, WORKING TOGETHER, ET CETERA. WONDER IF YOU CAN TOUCH A LITTLE BIT ON THAT.

>> TIM: I HAVE TO GO BACK TO MY NOTES AND STUFF. BUT THE DC CHAPTER IS PRETTY AGGRESSIVE IN THEIR OUTREACH CAMPAIGN THROUGHOUT THE AREA. ALL THE WAY DOWN TO THE POINT OF THE CAB AND TAXI DRIVERS ASSOCIATION WHERE THEY ARE TRYING TO GET CAPTIONING IN TAXICABS.

SO THEY -- I HAVE TO REFER TO MY NOTES BUT THAT'S PROBABLY A GOOD TOPIC TO SHARE. THAT WOULD BE CHAPTER OUTREACH SESSION. THEY HAVE PROGRAMS THAT ARE -- IT'S WASHINGTON, D.C. SO THERE ARE A LOT OF PEOPLE IN THE CHAPTER WITH PRETTY GOOD EXPERIENCE WITH LEADERSHIP AND SO FORTH AND CONTACTS. THEY REACH OUT TO DIFFERENT ASSOCIATIONS, PAPER, VERY ACTIVE WITH THE VETERANS. GO TO THE VETERAN HOSPITALS. ANY ASSOCIATION INVOLVED WITH DISABILITY. THE THEY EVEN HAVE A HOSPITAL KIT FOR PEOPLE IN HOSPITALS THAT HAVE HEARING LOSS. THEY CREATED A KIT FOR THAT. THEY HAVE BUSINESS CARDS, BROCHURES AND SO FORTH. A LOT OF PEOPLE IN WASHINGTON, D.C. THAT ARE IN GREAT NEED. A LOT OF VETERANS.

TRYING TO THINK BACK A MONTH AGO. AND THAT'S ABOUT THE BEST I CAN REMEMBER AT THIS POINT. I HAVE A LOT OF NOTES FROM THERE. I ALSO HAVE RUSS WHO IS THE PRESIDENT OF THE DC CHAPTER, I HAVE HIS NOTES AS WELL. I TALKED TO HIM. IF YOU LIKE I CAN RECAP IN GREATER DETAIL, STRATEGIC PLANNING. WE ARE A BIG CHAPTER. THEY ARE A BIG CHAPTER. TALKED TO SMALLER CHAPTERS IN NORTH CAROLINA AND NORTHERN CALIFORNIA THEY HAVE 7 OR 8 NUMBERS.

>> KEN: DO YOU REMEMBER WHAT THEY SAID ABOUT THE PARTNERSHIPS AND WORKING WITH THE MUNICIPALITIES, WASHINGTON, D.C., WHO THEY ARE WORKING WITH AND WHAT THEY ARE DOING?

>> TIM: I WILL HAVE TO GO THROUGH MY NOTES. I DON'T THINK I CAN MEANINGFULLY TELL YOU AT THIS POINT. I WILL GO THROUGH MY NOTES AND PUT THAT TOGETHER FOR YOU.



WE HAVE ENOUGH TIME FOR ANYONE ELSE TO COME UP AND SHARE THEIR EXPERIENCES UP THERE? LIKE TO COME UP? OR --

>> LIZ: SURE. ONE OF THE THINGS I THOUGHT WAS VERY WELL ORGANIZED ABOUT THE CONVENTION IS THEY HAD DIFFERENT TRACKS, AND THERE WAS A HEARING LOOP TRACK WHICH I ATTENDED SEVERAL SESSIONS. AND THERE WAS AN ADVOCACY TRACK.

NOT ONLY WAS THE DC CHAPTER FEATURED IN THEIR ADVOCACY, BUT IN NORTHERN CALIFORNIA, THE WOMAN WHO WON THE AWARD AT CONVENTION FOR LOOPING, HAS SUCCESSFULLY LOBBIED SAN FRANCISCO BART TO LOOP ONE OF THE STATIONS IS A PILOT PROGRAM. YOU WILL SEE IN THE NEXT ISSUE OF HEARING LOSS CALIFORNIA ABOUT JANICE BROWN.

JOHN WALDO DID SOME OF THE ADVOCACY PRESENTATION. HE WAS ON A PANEL AND SEVERAL OTHER PEOPLE PRESENTED.

THE POINT THAT WAS MADE VERY, VERY STRONGLY WAS IT DOESN'T TAKE A CHAPTER TO DO SOMETHING AS FAR AS ADVOCACY. ONE PERSON WHO HAS AN IDEA NEEDS TO INVESTIGATE HOW THINGS GET DONE IN THE COMMUNITY. IF YOU ARE IN LOS ANGELES IT'S A LITTLE DIFFERENT THAN IF YOU ARE IN CULVER CITY OR SANTA MONICA. IT'S A BIGGER BUREAUCRACY.

BUT BART IS PRETTY BIG. SAN FRANCISCO IS PRETTY BIG. SO FIGURING OUT WHO THE RIGHT PEOPLE ARE AND WHAT THEY CAN UNDERSTAND AND WHAT THEY NEED TO BE EDUCATED ABOUT, SPECIFICALLY ABOUT PEOPLE WITH HEARING LOSS.

I RIDE THE TRAIN A LOT HERE. SOME OF THE OLDER TRAIN CARS WHICH WERE PUT IN SERVICE BACK IN THE LATE 1980s, WHEN THE TRAIN DOORS ARE ABOUT TO CLOSE THEY HAVE A HUGE SCREECH. IF YOU HAPPEN TO HAVE YOUR HEARING AID TURNED ON AND SITTING IN A HANDICAPPED SEAT NEXT TO THE DOOR, IT'S LIKE A KNIFE GOING RIGHT IN YOUR EAR. I'M SURE NOBODY THOUGHT ABOUT THAT. BLUE LINE AND EXPO LINE CARS DON'T HAVE SIGNAGE TO TELL YOU WHAT STATION IS COMING UP. NEW ONES DO HAVE SIGNS --

THAT'S MY PHONE. SORRY. IF SOMEBODY IS STANDING, YOU CAN'T SEE IT. SO THAT'S A PROBLEM.

SEE IF I CAN TURN THIS OFF.

SOMEBODY -- SOMEBODY FROM OMAHA, NEBRASKA, HAS BEEN TRYING TO CALL. I WILL NOT ANSWER THAT CALL NO MATTER WHAT. BUT I HAVE TO BLOCK THE NUMBER NOW.

THE OTHER THING I THOUGHT WAS REALLY INTERESTING WAS THE EXHIBIT HALL. THIS YEAR COCHLEAR IMPLANTS HAD A COFFEE BAR. YOU COULD GO AT ANY TIME THE EXHIBIT HALL WAS OPEN, YOU COULD GO GET ONE.

THEN IN THE AFTERNOON. I DON'T KNOW WHO SPONSORED IT, BUT THERE WAS ICE CREAM. ALMOST MY FAVORITE THING.

I DID GO AROUND TO ALL OF THE BOOTHS. I WAS SOLICITING FOR THE NEWSLETTER BUT ALSO WANTED TO SEE WHAT WAS THERE THAT DIDN'T SPECIFICALLY APPLY TO PEOPLE WITH HEARING IMPAIRMENT.

ONE INTERESTING THING. I TALKED TO THE FELLOW, I WOULD LIKE TO SHOW TO MY PEOPLE AT OUR HLA A MEETING.

THIS IS A PILL CONTAINER THAT HAS AN ALARM AND A LIGHT SIGNAL. IT'S BATTERY-OPERATED AND WHAT YOU DO IS YOU PUT YOUR PILLS FOR THE MORNING AND EVENING, AND YOU SET THE TIMES, AND YOU ARE SUPPOSED TO BE TAKING YOUR PILL, THE LIGHTS WILL FLASH AND THERE WILL BE A TONE. THEY DID LOTS AND LOTS AND LOTS OF RESEARCH AT A COUPLE SENIOR LIVING PLACES AS WELL AS OTHERS. THE MAN WHO IS ONE OF THE THREE BROTHERS WHO DESIGNED THIS HAS A MOM WHO KEPT FORGETTING HER MEDICINE. THEY DISCOVERED IF THE TONE GOES ON AND GETS LOUDER AND LOUDER AND LOUDER, EVENTUALLY PEOPLE WILL TAKE THE BATTERIES OUT. BUT THIS TONE DOESN'T WORK THAT WAY. IT GOES FOR 5 MINUTE AND IT TURNS OFF. AND IF YOU STILL HAVEN'T TAKEN YOUR PILL IT WAITS A FEW MINUTE AND DOES IT AGAIN, AND DOES IT AGAIN FOR TWO HOURS. WHAT THEY DISCOVERED WAS SOMETHING LIKE A 99% COM, REALLY HELPFUL.

IT'S GOT SPECIAL LITTLE FEET SO DOESN'T SLIDE TO GET KNOCKED OFF THE TABLE. IT'S A REALLY COOL DEVICE. AND SINCE I FORGET MYSELF A LOT, I WILL PUT BATTERIES IN IT AND SET IT UP AS SOON AS I GET HOME. AM THERE ARE DISCOUNT COUPONS. YOU DON'T REALLY NEED THE COUPON BUT HAS THE ORDERING INFORMATION.

IT WAS A REALLY COOL CONVENTION.

>> TIM: I NEED TO TAKE MY PILLS.

ANYONE ELSE?

[APPLAUSE]

THANK YOU, LIZ.

I DIDN'T GET A CHANCE TO GO TO THE EXHIBIT HALL.

>> LISA: I'M LISA. I'M GOING TO BE TALKING ABOUT SOMETHING AFTER THE BREAK. I DID WANT TO SHARE A COUPLE THINGS. FIRST WAS THE KEY NOTE PRESENTATION. EVERY CONVENTION, FIRST DAY THEY HAVE AN OPENING EVENT. THIS DAY IT WAS A VET. BASICALLY HE'S BEEN THROUGH HELL. HE WAS BLOWN UP AND SO HE LOST HIS NOSE AND HIS EARS AND SUSTAINED MULTIPLE INJURIES. AND NOW HE'S SPEAKING OUT ABOUT HEARING LOSS. HE ACTUALLY SAID HEARING LOSS IS PROBABLY THE MOST CHALLENGING OF ALL THE INJURIES HE'S SUSTAINED. THAT'S PRETTY POWERFUL.

NOW HE SPEAKS OUT ABOUT HEARING LOSS, ABOUT HOW TO ADVOCATE FOR HEARING LOSS.

ONE OF THE THINGS HE LEFT US WITH IS, BECAUSE PEOPLE ASK HIM ALL THE TIME HOW HE GOT THROUGH WHAT HE'S BEEN THROUGH. IT'S REALLY AMAZING. HE LEFT US WITH THE STEPS ABOUT SETTING GOALS FOR YOURSELF AND REMAINING POSITIVE.

STEP.

THE FIRST ONE S, SET SMART GOALS; THAT MEANS SPECIFIC, ACHIEVABLE, REASONABLE GOAL FOR YOURSELF.

T, TOOLS, USE RESOURCES YOU HAVE.

E IS EXPLORE, KEEP OPEN TO NEW OPPORTUNITY AND OPTIONS, KEEP AN OPEN MIND.

AND, P FOR POSITIVITY.

HEATHER YOU ARE AN EXAMPLE OF THAT TOO.

I MET SOMEONE IN THE EXHIBIT HALL. I DON'T KNOW IF YOU KNOW ABOUT TEMPORAL BONE DONATIONS. IF YOU ARE AN ORGAN DONOR, THIS HELPS THEM DO RESEARCH FOR HEARING LOSS. IT'S REALLY HARD TO STUDY THE INNER EAR. AFTER WE DIE, THEY CAN TAKE YOUR TEMPORAL BONE AND STUDY THE MECHANISMS INSIDE THE EAR.

I HAVE INFORMATION FOR THAT IF ANYONE IS INTERESTED IN BEING A DONOR.

>> TIM: INTERESTING.

ANYONE ELSE?

>> KAT: I JUST WANTED TO SAY SOMETHING QUICKLY BEFORE THE BREAK. AT BOTH THE CONFERENCE AND WALK4HEARING, I GATHERED SOME STUFF. ALL THE HANDOUTS AND MINTS AND PENS THEY HAVE. I PUT IT BACK THERE ON THE TABLE, IF YOU WANT TO LOOK THROUGH AND HELP YOURSELF. I ALSO BROUGHT TWO BACKPACKS I WILL NEVER USE. SO IF YOU WOULD LIKE ONE OF THE BACKPACKS, TAKE ONE OF THOSE.

THERE ARE PICTURES OF US FROM THE CONVENTION, DON'T TAKE THAT, PLEASE. ANYTHING ELSE YOU CAN TAKE.

>> TIM: THANK YOU.

JENNA?

IT'S LISA AGAIN, BY POPULAR DEMAND.

>> LISA: I FORGOT. I ALSO WANTED TO SHARE ABOUT THE RESEARCH SYMPOSIUM.

AGAIN, EVERY CONVENTION, THE FRIDAY MORNING THEY HAVE A RESEARCH SYMPOSIUM ABOUT A CERTAIN TOPIC. IT'S THREE HOURS LONG. THANK GOD THEY HAD FREE COFFEE. THEY DON'T HAVE FREE COFFEE AT THE WORKSHOPS ANYMORE.

THIS WAS ABOUT COCHLEAR IMPLANTS. A LOT WHAT WE ALREADY KNOW, ABOUT CANDIDACY, WHAT'S AVAILABLE. THOUGHT I WOULD SHARE ABOUT THE FUTURE DIRECTIONS. I TOOK PICTURES OF THEIR POWER POINTS. I NEED GLASSES. GETTING OLD.

FUTURE DIRECTION FOR COCHLEAR IMPLANTS. THEY ARE GOING TO EXPAND THE CANDIDACY CRITERIA. THEY'VE ALREADY EXPANDED A LOT IN THE PAST FEW YEARS. YOUR HEARING LOSS DOESN'T HAVE TO BE AS PROFOUND AS IT WAS. THAT WILL BE MORE EXPANDED IN YEARS TO COME.

IMPROVED PROGRAMMING METHODS. BETTER TECHNOLOGY. THEY ARE LOOKING INTO IMPLANTS THAT ARE COMPLETELY INTERNAL. YOU NO LONGER WILL HAVE TO HAVE THIS BIG THING ON THE SIDE OF YOUR HEAD. WATER PROOF ON-THE-EAR DEVICES. LONGER BATTERY LIFE AND BETTER CONNECTIVITY.

ANOTHER THING. WE ALL KNOW THAT HEARING AID USAGE IS REALLY LOW. ONLY LIKE 20% OF PEOPLE WHO NEED HEARING AIDS ACTUALLY USE THEM. IT'S EVEN LOWER FOR COCHLEAR IMPLANTS. ONE THING THAT THEY ARE TRYING TO

DO IS RAISE AWARENESS ABOUT COCHLEAR IMPLANTS. PRIMARY CARE DOCTORS, THEY DON'T KNOW A LOT ABOUT COCHLEAR IMPLANTS. AUDIOLOGISTS DON'T TALK A LOT ABOUT COCHLEAR IMPLANTS. THEY ASK CONSUMERS TO RAISE AWARENESS AS WELL.

>> LIZ: THE ONE THING I THOUGHT WAS MOST INTERESTING TO ME ABOUT THE RESEARCH SYMPOSIUM OTHER THAN WHAT LISA WAS DISCUSSING. TODAY THE CURRENT TECHNOLOGY IN COCHLEAR IMPLANTS DOES NOT NECESSARILY DESTROY EXISTING HEARING. IN THE PAST, ESPECIALLY WITH THE EARLY VERSIONS WHEN THEY PUT IN THE COCHLEAR IMPLANT, ANY RESIDUAL HEARING THE PERSON STILL HAD WAS GOING TO BE GONE. NOW THEY HAVE, BECAUSE THE TECHNOLOGY HAS MADE THINGS SMALLER AND SMALLER AND SMALLER, THAT IS NO LONGER THE CASE. IT MAY BE IN CERTAIN INSTANCES BUT YOU DON'T HAVE TO AUTOMATICALLY ASSUME THAT ANYTHING YOU HAVE WILL BE GONE IF YOU GO THAT ROUTE.

>> TIM: ONE THING I REMEMBER FROM THAT AS WELL, WAS THAT THE CI TECHNOLOGY HAS REALLY STABILIZED. BECOME MUCH MORE ADVANCED THAT CRITERIA FOR PEOPLE TO GET A CI HAS BEEN RAISED. WAS TO HAVE NO SPEECH RECOGNITION AT ALL. NOW THEY ARE RAISING THAT THRESHOLD. YOU CAN HAVE THAT RECOGNITION, AND IT'S SO FINE-TUNED AND STABLE AND RELIABLE THAT MORE AND MORE PEOPLE WILL START TO GET IT.

START COMING UP AGAIN. I HAVE ALL THE PRESENTING FROM THE MEETINGS AND THE RESEARCH MEETING WAS 158 PAGES LONG. I HAVE IT HERE. ONCE I FIGURE OUT HOW TO GET THIS INFORMATION DISSEMINATED TO YOU GUYS AS WELL. THE THERE IS A LOT OF GOOD STUFF HERE.

WE GOT OUR AGENDA, READY?

>> JENNA: I WAS GOING TO SAY A COUPLE THINGS. THANK YOU, BECAUSE I THINK THAT --

[APPLAUSE]

>> JENNA: ON THE ADVOCACY LEVEL, I JUST THINK THERE IS STILL SO MUCH WE CAN DO. WE ARE IN ONE OF THE BIGGEST CITIES IN THE WORLD, AND THE CAPTIONING HERE AND AWARENESS OF HEARING LOSS IS ALMOST NOTHING.

JUST GOING BACK TO WHAT YOU WERE SAYING, BECAUSE I JUST GOT A COCHLEAR IMPLANT, AND MY HESITATION WAS THAT I STILL HAD SO MUCH

RESIDUAL HEARING IN MY EAR, AND I WAS AFRAID THAT IF IT DIDN'T WORK FOR SOME REASON, I WAS GOING TO LOSE THAT 25 OR 30%. AND MY SURGEON SAVED MY HEARING. SO AFTER MY SURGERY, I SAID WHAT WILL HAPPEN IF I PUT IN MY HEARING AID? HE SAID TRY IT. ABOUT A WEEK AFTER I PUT IN MY HEARING AID, AND THE SAME. SO I HEAR THE LITTLE START-UP. IF FOR SOME REASON ANYTHING WERE TO HAPPEN, I STILL HAVE MY RESIDUAL HEARING AND IT'S STILL HELPING WITH MY IMPLANT. BECAUSE NOW ON MY SECOND DAY OF MAPPING, I AM WHERE THE TWO-MONTH MARK SHOULD BE. MY SPEECH RECOGNITION, I HAVE A 100% ON EVERYTHING.

THE POINT IS IF YOU GET A SKILLED SURGEON AND THEY CAN SAVE THAT HEARING, I THINK THAT'S HOPEFUL. I KNOW A LOT OF PEOPLE DON'T WANT TO GET AN IMPLANT BECAUSE THEY ARE AFRAID THEY WILL LOSE.

I THINK THAT'S IMPORTANT.

I THINK WE ARE GOING TO TAKE A BREAK. JUST A COUPLE THINGS.

WE HAVE A KITTY, IN CASE YOU DIDN'T KNOW THAT, "MEOW." WE HAVE THESE MEETINGS. OF COURSE THEY ARE FREE. BUT IF YOU FEEL THE NEED TO CONTRIBUTE TO THE CHAPTER, NO MATTER HOW LARGE OR SMALL YOUR GIFT, THAT'S APPRECIATED. AND OF COURSE IF YOU BRING FOOD, THAT'S WONDERFUL.

WE WERE HOPING ALSO THAT JUDY WOULD BE BACK WITH US THIS MONTH, AND SHE'S NOT. SO WE WILL TRY TO GET IN TOUCH WITH HER, BUT LISA GENEROUSLY WENT AND BOUGHT A CAKE FOR JUDY AND HEATHER TO WELCOME YOU GUYS BACK. SO I THINK LET'S TAKE A BREAK AND THEN WHEN WE COME BACK, LISA WILL GIVE HER PRESENTATION, UNLESS ANYONE ELSE HAS ANYTHING TO ADD.

LET'S TAKE A BREAK AND WE WILL COME BACK.

>> DANNY: BREAK FOR CAKE.

>> LYNN: HOW LONG IS THE BREAK?

>> GRACE: 15 MINUTES.

(BREAK)

>> JENNA: HI, EVERYONE!

SO WE ARE GOING TO TALK ABOUT A COUPLE MORE THINGS, BUT FIRST LISA WILL GIVE A PRESENTATION --

>> LISA: ANGEL SOUND.

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>> JENNA: IT'S A FABULOUS AUDITORY REHAB, AND I'VE BEEN USING IT DAILY SINCE I GOT MY IMPLANT. AND IT'S REALLY A FANTASTIC PROGRAM TO USE. IT MAKES YOU REALIZE WHAT YOU ARE HEARING AND NOT HEARING AND WHAT YOU THINK YOU ARE HEARING AND YOU ARE NOT HEARING.

LISA WILL GO THROUGH THE PROGRAM AND ALL IT HAS TO OFFER. IT'S AN INCREDIBLE PROGRAM.

>> LISA: ACTUALLY I AM GOING TO TALK FIRST A LITTLE BIT ABOUT AUDITORY TRAINING, JUST BUILDING ON OUR CONVENTION RECAP. I WANTED TO SHARE BRIEFLY ABOUT A WORKSHOP THAT I WENT TO @ CONVENTION ON AUDITORY TRAINING. AND THEN I WILL GO INTO TALKING ABOUT ANGEL SOUND, COMPUTER BASED TRAINING PROGRAM.

HAAA, WE ARE A CHAPTER, AND A NON-PROFIT SO DON'T ENDORSE PRODUCTS OR BUSINESS. THE GOAL IS TO EDUCATE YOU WHAT IS OUT THERE AND YOU CAN MAKE THE DECISION WHETHER OR NOT YOU WANT TO USE THE PRODUCT.

THE ANGEL COMPUTER BASED AUDITORY TRAINING PROGRAM IS FREE. THEY ALL HAVE THE SAME FEATURES BUT THIS ONE IS FREE. IT'S REALLY NICE.

LET ME FIGURE OUT HOW TO DO THIS. IT WORKED A SECOND AGO.

SO WHAT IS AUDITORY TRAINING? SCIENTISTS HAVE ACTUALLY DEFINED IT AS A REGIMEN OF VARIED LISTENING EXERCISES DESIGNED TO IMPROVE AN INDIVIDUAL'S ABILITY TO PERCEIVE SPEECH. SO ALL AUDITORY TRAINING PROGRAMS WHETHER IN-PERSON OR COMPUTER-BASED GOAL IS TO IMPROVE YOUR SPEECH COMPREHENSION AND YOUR ABILITY TO COMMUNICATE.

THE AMERICAN SPEECH-LANGUAGE HEARING ASSOCIATION HAS SAID THAT AUDITORY TRAINING CAN LEAD TO BETTER AND MORE EFFECTIVE HEARING AID USE, BETTER COMMUNICATION SKILLS, BETTER SPEECH IN NOISE WHICH I THINK ALL OF US WOULD REALLY LIKE. IMPROVED SELF EFFICACY AND REDUCED PARTICIPATION LIMITATIONS.

AT THE RESEARCH SYMPOSIUM AT THE CONVENTION, THE COCHLEAR IMPLANT SYMPOSIUM. SAID AUDITORY TRAINING, AND SPECIFICALLY COMPUTER-BASED AUDITORY TRAINING HAS HELPED 80% OF THE PEOPLE USING IT. I THINK IT REALLY, REALLY HELPS.

SO THE LISTENING EXERCISES THAT ARE INCLUDED IN AUDITORY TRAINING, THEY CAN BE LISTS OF SENTENCES, WORDS, NUMBERS, MAYBE EVEN JUST

SYLLABLES. THEY ALL HAVE PURE TONE FREQUENCIES WHERE YOU JUST LISTEN TO TONES. MUSICAL NOTES IF YOU WANT TO HELP YOUR MUSIC APPRECIATION. THEY CAN BE PRESENTED IN QUIET OR YOU CAN PRACTICE IN NOISE, AND YOU CAN DO IT AT HOME, AND THAT'S WHAT WE WILL TALK ABOUT LATER, OR IN A CLINIC.

SO THE WORKSHOP THAT I WENT TO AT THE CONVENTION, THIS GENTLEMAN, GEOFFREY PLANT, DOES AUDITORY TRAINING IN THE CLINIC. WE WISH WE COULD CLONE HIM. UNFORTUNATELY HE'S IN MASSACHUSETTS BUT BEEN WORKING WITH PEOPLE WITH HEARING LOSS SINCE 1974, WORKING WITH PEOPLE IN AUSTRALIA. WORKING IN SWEDEN AND DENMARK CAME HERE IN 1999, WORKS WITH A NON-PROFIT IN MASSACHUSETTS.

PERSONAL TRAINER, AUDITORY TRAINING IS LIKE WORKING OUT OUR EARS. HE'S WORKING ON A PERSON'S EAR FITNESS.

NOT JUST ABOUT IMPROVING COMPREHENSION BUT ALSO ABOUT IMPROVING YOUR STAMINA. WE GO HOME AND ARE EXHAUSTED FROM HEARING ALL DAY. HE TRIES TO HELP PEOPLE SO THEY HAVE MORE LISTENING STAMINA.

AGAIN, IT'S A NON-PROFIT ORGANIZATION. HE ASKS HIS CLIENTS FOR A \$50 DONATION. IF THEY CAN'T DO THAT, HE STILL TREATS THEM. HE HAS DESIGNED SPECIFIC TRAINING PROGRAMS. HE DOES THIS ONE-ON-ONE. IT'S NOT A COMPUTER. HE DOES EXERCISES ONE-ON-ONE. LIKES TO SPEND 20 HOURS OVER AN EXTENDED PERIOD OF TIME.

ALL HIS CLIENTS. HE WAS SHOWING US CLASS OF THE RESULTS, ALMOST ALL OF THEM HAD SIGNIFICANT IMPROVEMENT IN BOTH SPEECH COMPREHENSION AND LISTENING STAMINA.

I ASKED HIM AFTER THE WORKSHOP IF HE COULD COME TO LA, AND HE SAID NO. BUT HE DOES OFFER A FOUR-DAY TRAINING PROGRAM. IT'S \$200. IT'S IN CONNECTICUT. AND HE DOES THE 20 HOURS ALL CONDENSED INTO FOUR DAYS. I THINK IT'S ONLY LIMITED TO FIVE PEOPLE AND THEIR SIGNIFICANT OTHERS. ONE THING THAT'S NICE, HE TEACHES SIGNIFICANT OTHERS HOW TO DO THE EXERCISES WITH A PARTNER. SO YOU CAN CONTINUE DOING THE EXERCISES WITH YOUR PARTNER. I KNOW SOMEONE WHO JUST DID THIS TRAINING PROGRAM. SAID HER SPEECH AND NOISE PERCEPTION IMPROVED 20 PERCENT AFTER FOUR DAYS.

I CAN EMAIL YOU CONTACT INFORMATION.



ONE OF THE THINGS HE TALKED ABOUT TOO, IS WHY AREN'T SERVICES LIKE THIS MORE WIDELY AVAILABLE? AND THE #1 THING IS REALLY TIME AND COST. TAKES A LOT OF TIME TO MEET ONE-ON-ONE WITH PATIENTS. HEARING PROFESSIONALS DON'T HAVE THE TIME. THEY DON'T WANT TO SPEND THE MOB. IT'S OFTEN NOT COVERED BY INSURANCE. HE WAS SAYING THERE REALLY IS A NEED FOR GREATER AWARENESS AND ADVOCACY ON OUR PART TO LET PEOPLE KNOW, LET THE HEARING HEALTH CARE PROVIDERS KNOW, POLICY-MAKERS KNOW, THIS KIND OF THING IS REALLY HELPFUL; GOES BEYOND JUST FITTING HEARING AIDS. IT'S AUDITORY TRAINING, COUNSELING, A LOT MORE THAN TO TREATING HEARING LOSS THAN HEARING AIDS AND COCHLEAR IMPLANTS.

HE ALSO SAID THAT AFTER WORLD WAR II -- THEY ACTUALLY SPENT A LOT OF MONEY IN AUDITORY TRAINING. THEY HAD A PROGRAM AT WALTER REED MEDICAL CENTER. IT WAS 8 HOURS A DAY AUDITORY TRAINING. THAT WAS ONE MESSAGE WE CAN TAKE WITH US. AT ONE POINT THE U.S. GOVERNMENT SAW THIS AS A SERIOUS CONDITION. REALLY NEEDS TO HAPPEN AGAIN.

SO IN THE MEANTIME, WHEN WE DON'T HAVE THE ONE-ON-ONE TRAINING, A GOOD ALTERNATIVE IS COMPUTER-BASED PROGRAMS. WHAT WE WILL TALK ABOUT TODAY.

ARE THERE ARE A NUMBER OF THEM AVAILABLE. YOU PROBABLY HEARD OF SEVERAL OF THESE: L.A.C.E., READ MY QUIPS, CLEAR, ANGEL SOUND THERAPY. YOU CAN DO IT AT HOME, YOUR OWN PACE. YOU CAN CHOOSE THE LISTENING TASKS. I WANT TO WORK ON HEARING IN NOISE. I CAN CHOOSE THOSE TASKS. YOU CAN CHOOSE WHAT YOU WANT TO WORK ON. YOU GET IMMEDIATE FEEDBACK AS WELL AS LONG TERM TRACKING TO SEE IF YOU ARE IMPROVING. THERE ARE ALSO DIFFERENT LEVELS.

I AM NOT SURE IF MANY OF YOU REMEMBER WE HAD SANDY OBA COME TO OUR GROUP A FEW YEARS AGO. SHE WAS A RESEARCHER AT HOUSE BEFORE HOUSE RESEARCH WENT AWAY. SHE WAS A RESEARCHER THERE. SHE WAS ALSO AT UCLA AFTERWARDS, AND SHE DID A LOT OF WORK ON AUDITORY TRAINING. SHE CAME AND SPOKE TO US ABOUT AUDITORY TRAINING. AND A LOT OF WHAT I AM GOING TO TALK ABOUT CAME FROM HER PRESENTATION.

ONE OF THE THINGS SHE SAYS THAT THE TASKS SHOULD GET INCREASINGLY HARDER, AND THAT'S HOW YOU GET BENEFIT OUT OF AUDITORY TRAINING.

SOME OF THE DRAWBACKS, AGAIN, IT REALLY CAN'T REPLACE IN-PERSON ONE-ON-ONE TRAINING. I DID TALK TO GEOFF PLANT AGAIN AFTER THE WORKSHOP. HE SAID AFTERWARDS IN PRIVATE WITH ME, ACTUALLY THOSE COMPUTER-BASED TRAINING PROGRAMS ARE REALLY, REALLY GOOD. IT'S NOT SUITABLE FOR ALL PATIENTS. IF YOU ARE UNCOMFORTABLE WORKING ON THE COMPUTER, IF YOU HAVE DEXTERITY ISSUES. AND I THINK WHAT'S IMPORTANT IS IT REQUIRES SELF-DISCIPLINE, IT'S LIKE WORKING OUT. UP TO YOU TO STAY MOTIVATED.

IF YOU DO STAY MOTIVATED, THE CHANCES ARE YOU WILL SEE SOME BENEFIT. THIS IS PROVEN WITH SCIENTIFIC STUDIES THAT HAVE SHOWN THAT IT CAN LEAD TO IMPROVED SPEECH DISCRIMINATION FOR HEARING AID AND COCHLEAR IMPLANT USERS.

ANOTHER THING I THOUGHT THAT WAS INTERESTING WAS THEY DID A STUDY AND SHOWED THAT PEOPLE WHO USED A COMPUTER-BASED AUDITORY TRAINING PROGRAM WERE A LOT LESS LIKELY TO RETURN THEIR HEARING AIDS IN THE FIRST 60 DAYS. IT'S ABOUT MAXIMIZING THE POTENTIAL OF YOUR HEARING INSTRUMENT AND MAXIMIZING YOUR PERFORMANCE.

THIS WAS ALSO SOMETHING SANDY TALKED ABOUT, WHY DOES IT WORK? WHAT'S GOING ON? REALLY, WHAT YOU ARE DOING WHEN DOING THESE AUDITORY TRAINING PROGRAMS, YOU ARE LEARNING TO ACTIVELY LISTEN. ALSO GETTING MORE CONFIDENT WITH LISTENING.

WITH ANGEL SOUND THERAPY, WHEN YOU GET ONE RIGHT, CARTOON COMES UP SAYING HOORAY. YOU GET POSITIVE FEEDBACK. I CAN ACTUALLY HEAR BETTER THAN I THOUGHT. LETS YOU BE MORE CONFIDENT AND RELAX, AND WHEN WE ARE RELAXED WE HEAR BETTER.

THE OTHER THING THEY THEORIZED THAT THIS THEORY ABOUT BRAIN PLASTICITY. THIS REPEATED LISTENING YOU ARE DOING WITH AUDITORY TRAINING, HELPS DRIVE DEVELOPMENT OF MORE EFFICIENT NEURONAL PATHWAYS, LEADING TO IMPROVED PROCESSING AND SPEECH DISCRIMINATION.

WHEN THEY TALK ABOUT HEARING LOSS WITH DEMENTIA, PEOPLE WITH HEARING LOSS WHEN THEY DID MRI'S THAT GRAY MATTER DECREASED.

PHYSICALLY CHANGING THE STRUCTURE OF THE BRAIN SO YOU HAVE REDUCED GRAY MATTER AND THAT CAN BE DUE TO LACK OF STIMULATION. YOU ARE NOT HEARING SOUNDS. YOU ARE WITHDRAWING.

WITH AUDITORY TRAINING, YOU ARE GOING TO BE GETTING THAT STIMULATION, SO THAT'S ANOTHER REASON WHY THIS MIGHT BE SO IMPORTANT.

SO WHATEVER THE REASON ON WHY AUDITORY TRAINING, IT REALLY HAS BEEN SHOWN THAT JUST LEARNING AND PRACTICING LISTENING CAN IMPROVE AND MAXIMIZE YOUR PERFORMANCE OUTCOME.

IT'S ALSO PROBABLY THE MOST COST-EFFECTIVE WAY TO MAXIMIZE BENEFIT OF YOUR HEARING AIDS AND COCHLEAR IMPLANTS.

WE WILL TALK ABOUT THIS SPECIFIC COMPUTER-BASED PROGRAM, AND AGAIN, I BELIEVE THAT MOST OF THEM ARE SIMILAR. IF WE GO THROUGH THIS AND YOU GET AN IDEA HOW IT WORKS, THIS ANGEL SOUND YOU CAN DOWNLOAD IT. DOWNLOADED A TRIAL FOR THIS PROJECTION. NOT SURE I WILL IN WHICH PARALLEL DESKTOP. RIGHT NOW I AM NOT ABLE TO DO IT BECAUSE I HAVE A MAC.

YOU ORDER A CD, CAN ONLY BE USED IN A PC, NOT A MAC.

JUST A LITTLE BACKGROUND ABOUT THIS SPECIFIC PROGRAM. IT WAS DEVELOPED BY A DOCTOR AT HOUSE RESEARCH INSTITUTE. HE'S NOW AT UCLA. HE HAS 20 YEARS OF RESEARCH EXPERIENCE IN AUDITORY REHABILITATION FOR BOTH COCHLEAR IMPLANT AND HEARING AID USERS. USED A LOT OF THIS RESEARCH IN DEVELOPING TRAINING EXERCISES.

THE REASON IT'S FREE, HE'S LOST HIS DAUGHTER. SHE WAS SICK, NOT SURE WHAT SHE DIED OF. HE LOST HIS DAUGHTER AND WANTED TO CREATE THIS NON-PROFIT IN HER HONOR AND NOW WANTS TO MAKE THIS AVAILABLE FREE. WHILE LIFE ON EARTH MAY BE TEMPORARY, LOVE IT FOREVER AND HELPING OTHERS IS LIFE'S TRUE MEANING. REALLY THE INCENTIVE WHY HE CREATED THIS AND WANTS TO GIVE IT TO ANYONE WHO CAN BENEFIT FROM IT.

WE ARE GOING TO GO OVER ALL THIS.

THERE ARE SEVERAL DIFFERENT MODULES. COMPREHENSIVE TRAINING MATERIALS. YOU BASICALLY TAKE A SELF-TEST AND THAT WILL TELL YOU WHERE TO START, WHAT YOUR TRAINING LEVEL IS. THEY HAVE EXERCISES WHERE IT MIMICS REAL-WORLD CONDITIONS. AND AGAIN, EXTENSIVE SCIENTIFIC

## VERIFICATION FOR THE TRAINING PROTOCOLS AND MATERIALS USED IN THIS PROGRAM.

SO I THINK I WILL SWITCH...

HOW DO I GET OUT OF THIS?

I AM GOING TO BRING UP THE ANGEL SOUNDS PROGRAM.

BY THE WAY, HERE'S OUR WEBSITE WE WERE GOING TO SHOW YOU THE FIRST HALF OF THE MEETING. I THINK WE FORGOT. YOU MAY HAVE NOTICED I DIDN'T DO A NEWSLETTER THIS MONTH WHICH WE ARE GOING TO BE STARTING TO USE OUR WEBSITE AS OUR MAIN SOURCE OF COMMUNICATION, CHAPTER UPDATE AND ANNOUNCEMENTS.

SO GIVE ME A MOMENT TO BRING THIS UP.

IT'S NOT WORKING.

TIM, ARE YOU A NECK NO LOGICALLY -- WOULD YOU BE ABLE TO HELP WITH THIS?

IT WAS WORKING THIS MORNING. IT'S NOT LETTING ME CLICK ON THE ACTUAL PROGRAM.

SORRY, GUYS.

>> KEN: SHOULD I TELL A JOKE?

WE ARE GOING TO TAKE A LITTLE BREAK, AND I AM GOING TO TELL A JOKE.

SEE IF WE CAN -- I CAN GET -- I JUST HEARD RECENTLY. THERE IS A GUY SHOWS UP AT A GAS STATION IN A PICK UP TRUCK. AND HE'S GOT A BUNCH OF PENGUINS IN THE BACK OF HIS PICK UP TRUCK. AND THE ATTENDANT AT THE GAS STATION SAYS WHAT'S GOING ON WITH THE PENGUINS IN THE BACK OF THE TRUCK. THE GENTLEMAN SAID I DON'T KNOW, I DON'T KNOW WHAT TO DO WITH THEM. LOOK AT THEM, THEY ARE SO CUTE. I DON'T KNOW WHAT TO DO WITH THEM.

HE'S LIKE, WELL, THE ATTENDANT, WHY DON'T YOU TAKE THEM TO THE ZOO, AND THE GUY IN THE PICK UP TRUCK IS LIKE, GOOD IDEA. SO HE TAKES THEM TO THE ZOO. NEXT DAY THE GUY SHOWS UP IN THE PICK UP TRUCK IN THE GAS STATION AGAIN AND HE'S GOT THE PENGUINS IN THE BACK OF PENGUINS IN THE BACK OF HIS TRUCK AGAIN. THIS TIME THEY HAVE SUNGLASSES ON.

I THOUGHT YOU TOOK THEM TO THE ZOO, WHAT'S GOING ON.

THE GUY SAID, WE DID. IT WAS AN AWESOME TIME, WE ARE GOING TO THE BEACH NOW.

[APPLAUSE]

>> DAVE: SHAGGY PENGUIN STORY.

>> TIM: YOU HAVE ANOTHER JOKE?

>> KEN: ANYONE WANT TO TELL A JOKE?

>> LISA: I THINK IT'S WORKING, BUT --

>> TIM: NOT A MAC USER.

>> KEN: CAN I TALK ABOUT THAT THING DAVID (NOT CLEAR).

>> LISA: NO, I THINK IT'S GOING TO WORK. OKAY.

>> TIM: I WAS OF NO HELP, SO.

>> LISA: YES, YOU WERE, MORAL SUPPORT.

SORRY ABOUT THAT.

OKAY, SO ONCE YOU DOWNLOAD THE PROGRAM AND THIS IS THE HOME PAGE, AND SHOWS ALL THE DIFFERENT MODULES YOU CAN WORK IN. THE BASIC MODULE IS PROBABLY WHERE YOU WANT TO START AND WE WILL GO INTO THAT. SOME OF THESE ARE MORE ADVANCED. I THINK I'M GOING TO START WITH THIS NOISE MODULE, THE SAME KIND OF PATH WE SEE IN THE BASIC MODULE, BUT THEY ARE IN NOISE.

TELEPHONE MODULE IS ALSO SIMILAR BUT CHANGES THE FREQUENCY TO WHAT YOU WOULD BE HEARING ON THE TELEPHONE.

THEY HAVE A COUPLE FOR MUSIC, MUSIC APPRECIATION AND MELODIC.

THE SCENE-BASED IS FOR CHILDREN.

>> DANNY: DO THEY HAVE A MAC-BASED VERSION.

>> LISA: THAT'S ONE OF THE PROBLEMS. BUT IF YOU DOWNLOAD A PARALLEL OR WINDOWS FOR THE MAC.

WE ARE GOING INTO THE BASIC MODULE. FIRST THING YOU WOULD WANT TO DO IS DO THIS AUDITORY ASSESSMENT. AND THIS IS GOING -- IT'S LIKE A TEST. YOU WILL BASICALLY SAMPLE THE TRAINING EXERCISES AND IT IS GOING TO TELL YOU WHAT LEVEL TO START AT.

SO WHEN I FIRST GOT MY COCHLEAR IMPLANT I DID A LOT OF THE VOWEL AND CONSONANT TRAINING EXERCISES. I THOUGHT THOSE WERE THE MOST HELPFUL. SO GOING TO SHOW YOU THAT AS AN EXAMPLE.

THE OTHER THING YOU CAN DO IF YOU DON'T WANT TO DO THE AUDITORY ASSESSMENT, YOU CAN GO INTO EACH OF THE TRAINING TEST AND TEST HERE, VOWEL RECOGNITION, AND WHAT LEVEL YOU START AT.

ONCE YOU FIND YOUR LEVEL, YOU GO INTO TRAINING. I GUESS I WAS AT LEVEL 4 WHERE I LEFT OFF A COUPLE EARS AGO.

THIS IS AN EXAMPLE OF THE TRAINING EXERCISES. I DON'T KNOW IF YOU WILL BE ABLE TO HEAR IT. FOR SOME REASON IT'S BEEN REALLY SOFT WHEN I TRIED TO DO IT.

I DON'T KNOW IF YOU CAN HEAR THAT OR NOT. YOU CLICK ON THE ONE, I GOT IT WRONG. GNAT. WHEN YOU GET IT WRONG IT WILL PLAY THE CORRECT ANSWER AND THE ONE THAT YOU PICKED SO YOU CAN HEAR THE DIFFERENCE.

CAPTIONER: GETTING HARDER.

>> LISA: HERE'S AN EXAMPLE -- IT CAN GET REALLY HARD. TO ME BOK BALK SOUND SIMILAR.

I FIND IT REALLY, REALLY HELPFUL.

>> DAVE: IS THIS INTENDED TO BE FOR SPEAKERS OR FOR HEADPHONES?

>> JENNA: THAT'S WHAT I AM CONFUSED ABOUT. I AM LOOKING RIGHT AT IT. IF TI AM LOOKING AT BAIT, THEN I KNOW IT'S BAIT. LIKE WHEN I WAS DINGING I WAS NOT LOOKING AND JUST TRYING TO PRESS THE BUTTON SO I COULD GO, OKAY, NOW, IT'S BEAT AND LOOKING BACK.

>> LISA: AGAIN, THIS IS MORE BASIC. AND I THINK SOME PEOPLE IT HELPS TO SEE THE CHOICES OF WORDS AND THEN THEY CAN CHOOSE WHICH ONE THEY THINK THEY HEARD. IF YOU ARE MORE ADVANCED -- I'M SORRY, TO ANSWER YOUR QUESTION, YOU CAN USE HEADPHONES. THAT'S WHAT I WAS DOING.

I ALSO HAVE A CI CABLE I HOOK DIRECTLY TO MY COMPUTER. I WAS ONLY TRYING TO DO MY COCHLEAR IMPLANT EAR. THAT WAY I ONLY HEARD THE SOUND COMING RIGHT INTO MY COCHLEAR IMPLANT.

>> KEN: NECK LOOP.

>> LISA: YOU CAN USE A NECK LOOP, YOU HAVE A TELECOIL, CONNECT THAT TO YOUR COMPUTER AS WELL. WILL SO THE SOUND WILL GO DIRECTLY TO YOUR EAR.

THIS IS BASICALLY THE GIST OF IT. I JUST WANTED TO GET ONE RIGHT SO YOU CAN SEE WHAT HAPPENS.

>> WAIT.

>> LISA: GIVES ME THIS LITTLE, LIKE -- IF YOU WANT, YOU CAN SHUT THAT OFF. ONE THING NICE ABOUT THIS PROGRAM YOU CAN CUSTOMIZE IT. SO IF YOU WANT TO SHUT OFF THAT THING SO EVERY TIME YOU GET IT RIGHT YOU DON'T SEE THIS -- KIND OF FUN AT FIRST, BUT AFTER A WHILE, OKAY, ENOUGH. YOU CAN SHUT THAT OFF. YOU CAN CHANGE THE SPEED. IF YOU WANT IT TO GO FASTER SO IT SIMULATES MORE OF REAL-LIFE SPEECH.

YOU CAN ADJUST THE VOLUME. THERE IS MORE CUSTOMIZED SETTINGS. KIND OF NICE SO YOU CAN SET IT UP HOW YOU LIKE IT.

SO THE BASIC MODULE, AGAIN, THERE ARE SEVERAL DIFFERENT THINGS YOU CAN TRAIN IN; CONSONANTS, WORD DISCRIMINATION, EVERYDAY SENTENCES, MALE FEMALE IDENTIFICATION, LIKE WHEN YOU FIRST GET YOUR IMPLANT, EVERYONE SOUNDS LIKE CHIPMUNKS.

IF YOU ARE MORE ADVANCED. THE OPEN SET MODULE.

YOU HAVE A QUESTION.

>> MINDY: JON AND I ARE HUSBAND AND WIFE. WHAT IF JON WANTED TO USE THE PROGRAM AND HE'S USING IT BUT THEN I WANT TO USE IT AFTER HIM, CAN WE HAVE IT SET TO OUR OWN SETTINGS?

>> LISA: YEAH. I THINK YOU JUST EACH HAVE TO CREATE A LOGIN OR AN ACCOUNT. THEN YOU WOULD LOG IN AS. THEN IT WOULD KEEP TRACK OF YOUR PROGRESS SEPARATELY.

SO THIS OPEN SET MODULE. YOU CAN CHOOSE YOU WANT IT IN QUIET. I THINK THERE IS A 10 dB BACKGROUND NOISE.

I THINK THIS IS QUIET SETTING. YOU HAVE TO HEAR IT AND HAVE YOU TO TYPE IN WHAT YOU HEAR. MAYBE SOMEONE ELSE THAT CAN HEAR WILL BE ABLE TO.

>> HAIR. WHAT IF YOU DON'T KNOW HOW TO SPELL? WHAT IF YOU SPELL H-A-R-E?

>> LISA: ASSUMING YOU CAN TYPE IT INSTEAD OF CLICKING ON EACH BUTTON. THIS IS A TEST. I CLICKED ON THE TEST. THIS IS THE ONE THAT TELLS YOU WHERE TO START. THIS THIS IS WHAT YOU DO BEFORE YOU START THE TRAINING. IT WILL TALLY UP YOUR SCORES AND TELL YOU WHAT LEVEL TO START AT. RIGHT NOW IT'S NOT GIVING FEEDBACK ON EACH ANSWER.

IS THAT SOMETHING YOU THINK MIGHT BE MORE HELPFUL FOR YOU?

JENNA?

HEATHER: YOU HAVE A MAC, AND I THOUGHT YOU SAID IT DIDN'T WORK ON MAC, SO HOW ARE YOU DOING THAT?

>> LISA: YEAH. I HAD TO DOWNLOAD, IT'S PARALLEL DESKTOP, AND YOU BASICALLY NEED TO GET WINDOWS FOR A MAC. SO YOU WOULD HAVE TO PAY EXTRA. AND I DOWNLOADED A TRIAL OF THE PARALLEL DESKTOP. I HAVE TO DECIDE SO I CAN DO THIS.

>> LIZ: SINCE YOU ARE DOING IT FOR A NON-PROFIT YOU MAY BE ABLE TO USE OUR ACCOUNT. TALK ABOUT IT AFTERWARDS.

>> WENDI: SO WITH THE TEST AND ALL THE INFORMATION, AS YOU GO THROUGH THIS, AT THE END OF IT ALL DO YOU GET SOME KIND OF COMPILED RESULT THAT IS MIGHT LOOK LIKE AB AUDIOGRAM OF SOME SORT TO HAVE FOR YOURSELF.

>> LISA: NOT SURE IT'S AN AUDIOGRAM, BUT IT'S A CHART YOU CAN PRINT OUT THOUGHT SHOWS PROGRESS, AND ALL THE TESTS THAT YOU'VE DONE. STARTED OUT GETTING 70% RIGHT AND AT THE END GOT 90% RIGHT.

THIS IS PULLING UP MY DATA FROM THREE YEARS AGO. I HAVEN'T USED THIS FOR A COUPLE OF YEARS. PULLING UP THE DATA, AND THERE IS A CHART OF ALL THE TESTS I DID AFTER I GOT MY COCHLEAR IMPLANTS.

THAT'S REALLY THE GIST OF IT. I DON'T KNOW IF ANY OF YOU WANT TO SEE MORE OF THIS. THIS IS REALLY THE GIST OF IT. AND I BELIEVE THAT ALL OF THE COMPUTER-BASED PROGRAMS ARE SIMILAR, AND THERE ARE PROBABLY ONES THAT WORK ON THE MAC. THEY PROBABLY ARE NOT FREE, BUT MIGHT BE CHEAPER THAN DOWNLOADING OR BUYING THE SOFTWARE FOR THE MAC.

I AM GOING TO GO BACK TO MY POWERPOINT IF I CAN.

THIS WORKS, BUT THE MOST IMPORTANT THING IS THAT YOU USE IT --

>> IS IT CALLED ANGEL SOUND?

A LOT OF STATIC SOMEWHERE.

>> LISA: I HEARD IT TOO ACTUALLY, DONE NOW?

>> WENDI: JUST STOPPED.

>> LISA: THIS IS REALLY ANNOYING.



BASICALLY THE OTHER THING THEY FOUND IN STUDIES IS THAT COMPLIANCE IS LOW. THEY'VE DONE SOME RESEARCH ON THESE COMPUTER-BASED PROGRAMS AND WITH AUDIOLOGISTS THAT INFORM THEIR CLIENTS ABOUT THESE PROGRAMS AND PROVIDE THEM, THE COMPLIANCE WAS ABOUT 30%. SO IN ORDER FOR YOU TO BENEFIT FROM THEM, JUST LIKE WORKING OUT, YOU HAVE TO USE IT. YOU HAVE TO DO IT. AND THEY RECOMMEND 30 TO 60 MINUTES PER DAY FIVE DAYS A WEEK. SO AGAIN, IT'S LIKE THAT NO PAIN, NO GAIN CONCEPT.

I DON'T KNOW IF MANY OF YOU ARE FAMILIAR WITH MARK ROSS, HE'S A FREQUENT CONTRIBUTOR TO HEARING LOSS MAGAZINE. WHILE PROFESSIONALS HAVE A RESPONSIBILITY OF MAKING HOME-BASED AUDITORY TRAINING PROGRAMS KNOWN TO THEIR CLIENTS, IT IS STILL AT THIS TIME CLIENTS -- THAT'S US -- WHO HAVE TO TAKE THE INITIATIVE. WHEN IT COMES TO HEARING BETTER, PASSIVITY IS NOT AN OPTION. SO KNOWING THESE PROGRAMS EXIST AND USING THEM, AND ONE THING I THOUGHT WAS REALLY INTERESTING IN THE WORKSHOP AT THE CONVENTION, GEOFF PLANT REALLY BELIEVES THAT PEOPLE WITH COCHLEAR IMPLANTS, MOST PEOPLE ARE REALLY NOT USING THEM TO THEIR MAXIMUM BENEFIT. AND THIS KIND OF PROGRAM CAN REALLY ALLOW YOU -- HEARING AIDS AS WELL -- TO USE YOUR HEARING INSTRUMENT TO THEIR MAXIMUM BENEFIT.

THAT'S ALL I HAVE. ARE THERE ANY MORE QUESTIONS OR COMMENTS?

>> KEN: I'M JUST CURIOUS, FIRST OF ALL, IT WAS AN EXCELLENT PRESENTATION.

[APPLAUSE]

THE RECOMMENDATION WAS TO DO THIS 30 TO 60 MINUTES PER DAY FOR FIVE DAYS A WEEK? NOW, I'M CURIOUS, TAKING INTO CONSIDERATION THAT I CAN SAY --

>> LISA: THERE WAS SOMETHING ON YOUR SHIRT --

>> KEN: ALL RIGHT. I CAN SAY THAT I KNOW FOLK THAT IS PLAY VIDEO GAMES FOR THAT MUCH TIME OR LIKE MYSELF, NETFLIX, BUT HOW MANY OF YOU, IF YOU REALLY -- IF IT WERE SOMETHING THAT WAS EVEN MADE SO IT WAS A COMPETITION OR IF IT WAS MADE FUN, THAT WE ALL COMPETED, USE SOCIAL MEDIA, WOULD CONSIDER SPENDING THAT MUCH TIME TO DO THIS. COULD YOU FIND 30 TO 60 MINUTES IN A DAY TO DO THAT IF YOU PRIORITIZE? HOW MANY COULD DO THAT?

>> NOT THAT LONG.

>> KEN: GREAT. THAT'S WHAT I WANTED TO KNOW.

>> LISA: I DO WANT TO SAY WHEN I FIRST GOT ACTIVATED WITH MY COCHLEAR IMPLANT. IT KIND OF WASN'T EVEN A QUESTION. IT WAS LIKE THIS IS WHAT I WANT TO DO TO MAKE MY COCHLEAR IMPLANT WORK AS WELL AS IT CAN WORK. AND I THINK IT'S -- I NEED TO HAVE THAT ATTITUDE AGAIN THOUGH IT'S WORKING WELL NOW, AND I HAVE HAD IT FOR MANY YEARS, THAT I REALLY CAN STILL IMPROVE. WE ALL WANT TO HEAR FOR LONGER PERIODS OF TIME WITHOUT GETTING TIRED. I WANT TO HEAR BETTER IN NOISE, I THINK WE ALL DO. AND MUSIC APPRECIATION. WHO KNOWS HOW MUCH MORE WE CAN BE HEARING. WITH THAT MENTALITY IS A MOTIVATING FACTOR.

>> MINDY: ONE BENEFIT I CAN SEE STARTING NOW, BECAUSE SOME OF US ARE IN EDUCATION, AND WE HAVE TWO AND A HALF WEEKS BEFORE WE GO BACK TO WORK.

>> WENDI: DID YOU HAVE TO SAY THAT, MINDY?

>> MINDY: THOSE OF US WHO DON'T HAVE TO GO BACK TO WORK YET STARTING THIS. ONCE WORK STARTS IT'S A WHOLE DIFFERENT STORY ABOUT HOW OFTEN WE COULD USE THIS THING.

>> LISA: IT'S ALREADY NONE SO WE HAVE TO WRAP UP.

>> WENDI: FIRST OF ALL. THANK YOU, LISA. I FOUND THAT REALLY INTERESTING, I THINK TOO, THAT EVEN THOUGH WE ARE DOING WELL, I THINK WE CAN DO BETTER. BUT THIS KIND OF TRAINING, IT'S ALSO LIKE DOING MAYBE SOME -- WOULDN'T SAY PREVENTIVE -- BUT PREPARATION FOR THE POSSIBILITY IN THE FUTURE THAT YOUR HEARING COULD GO DOWN SOME. SO HAVING THIS TRAINING YOU ALREADY PUTTING MONEY IN THE BANK SO TO SPEAK, AS YOU GET BETTER, BEFORE ANYTHING HAPPENS OR WHATEVER, IN CASE INTERESTING GOES DOWN. I THINK IT'S A GREAT OPPORTUNITY. I'M GOING TO LOOK INTO IT --

YOU GOT THAT, KEN?

>> PAT: I WANT TO SAY THEY USED THIS ANGEL SOUND AS PART OF THE PROGRAM AT HOUSE WHEN I WAS DOING RESEARCH WITH THEM. I WAS ONE OF THE GUINEA PIGS THAT HELPED DEVELOP THIS PROGRAM. AND IT HELPED ME PHENOMENALLY, IN THE BEGINNING WITH MY IMPLANT. AND I AM SURE IT WOULD HAVE DONE THE SAME WITH A HEARING AID. ONE THING I LIKE ABOUT THE IDEA

OF DOING REHAB LIKE THIS IS IT GIVES YOU SOME CONTROL AND BEING PROACTIVE AND A PARTICIPANT IN YOUR HEARING LOSS, NOT BEING PASSIVELY FIT AND TRYING TO MAKE DO WITH WHAT YOU'VE BEEN GIVEN IN YOUR EAR. BUT YOU ARE AN ACTIVE PARTICIPANT IN MAXIMIZING YOUR HEARING LOSS.

>> TIM: QUICK GENERAL COMMENT.

AT THE CONVENTION, I KNOW THEY HAD A LOT MORE SESSIONS, A LOT MORE RESEARCH DONE ON THIS (NOT CLEAR) EFFECT OF HEARING LOSS ON THE GREEN AND SO FORTH. THIS ALONG WITH -- IT'S BEING DISCUSSED MORE. THIS SHOULD BE PRETTY SERIOUSLY TAKEN, A LOT OF AUDIOLOGISTS, A LOT OF RESEARCHERS OUT THERE LEARNING WHAT FATIGUE DOES TO YOUR BRAIN, EMOTIONALLY, MENTALLY, SO FORTH. SO BUILDING ENDURANCE, BEING ABLE TO LISTEN LONGER AND NOT TIRING OUT SO QUICKLY, IT'S NOW AT THE FOREFRONT. DEFINITELY SOMETHING TO LOOK INTO. THERE WAS A LOT OF DISCUSSION AT THE CONFERENCE ABOUT THIS.

>> LISA: WONDER IF WE CAN TAKE A COUPLE MORE MINUTES BECAUSE I SEE WE HAVE TWO NEW MEMBERS. WOULD YOU MIND INTRODUCING YOURSELF.

>> LYNN: MY NAME IS LYNN. THIS IS MY FIRST MEETING. I AM SO EXCITED. I WANT TO LEARN WHAT'S OUT THERE. AND ALSO I WENT TO THE CONVENTION FOR THE FIRST TIME AND THAT JUST BLEW ME AWAY. I HAD A WONDERFUL TIME. AND I WILL BE SEEING YOU MORE OFTEN.

[APPLAUSE]

>> WHERE DO YOU LIVE?

>> LYNN: ALTADENA.

>> WENDI: HEARING AIDS?

>> AND THEY ARE NOT WORKING WELL.

>> DAVE: I AM DAVE, AND I WORK IN PASADENA. HERE ABOUT A YEAR AGO, AND BACK, HELP OUT AS MUCH AS I CAN. THANK YOU.

>> LISA: THANK YOU BOTH FOR COMING. AND THANK YOU, ANTEING SORRY WE WENT A COUPLE MINUTES EXTRA.

REMINDER, OUR AUGUST MEETING, 26TH. WE WILL HAVE MEETINGS FROM NOW UNTIL NOVEMBER AND NOVEMBER WILL BE THE THIRD SATURDAY OF THE MONTH. LOOKS LIKE LIZ HAS ONE MORE COMMENT.

>> LIZ: THE TECH EXPO IN SOUTHERN CALIFORNIA WILL BE SEPTEMBER 17, INVOLVING VENDORS WITH A LOT OF NEW TECHNOLOGY. IN TORRANCE AT THE KATY GEISSERT CENTER (WEBSITE SAYS KEN MILLER CENTER). MORE INFORMATION WILL BE ON THE WEBSITE. IT'S ONLY THREE HOURS.

IF YOU HAVE FRIENDS WHO WANT TO LEARN ABOUT TECHNOLOGY, THAT WILL BE A GOOD OPPORTUNITY FOR THEM TO SEE WHAT'S OUT THERE.

>> LISA: TIM WILL TELL YOU HOW TO VALIDATE YOUR PARKING TICKET.

>> TIM: I'M NOT SURE, EITHER. GOOD LUCK TO EVERYONE. IT'S BEEN FOUR MONTHS. I CAN'T QUIT REMEMBER. I THINK IF YOU JUST DRIVE REALLY FAST THROUGH THE GATE. IF YOU DO THAT, IT WILL SAVE US A LOT OF MONEY.

I THINK YOU PUT THIS IN FIRST. I WILL GIVE THE VALIDATION, YOU PUT IT IN FIRST. IT WILL TAKE IT AND THEN YOU TAKE YOUR ORIGINAL PARKING TICKET AND PUT IT IN. IT WILL VALIDATE IT, IT WILL COME BACK OUT. YOU CAN USE THAT TO GET IT OUT. IF YOU HAVE A PROBLEM, SAYS YOU CAN PRESENT THIS AND YOUR ORIGINAL TICKET TO THE CASHIER WHO I SAW THREE HOURS AGO IN THE PARKING GARAGE. YOU CAN TRY THAT AS WELL. YOU SHOULD BE ABLE TO PUT THIS IN FIRST, THEN YOUR ORIGINAL PARKING TICKET. THAT WILL BE VALIDATED AND -- GOOD LUCK.