

HAAA-LA
AUGUST 26, 2017

>> HEATHER: I HAVE A COUPLE ANNOUNCEMENTS BEFORE WE GET STARTED WITH OUR WORK TODAY.

FIRST OFF, SUNDAY, SEPTEMBER 17, IN TORRANCE IS -- WHAT DO THEY CALL IT? HAAA SOUTHERN CALIFORNIA TECH EXPO. I AM GOING, AND HAPPY TO ROAD TRIP WITH ANYBODY. ANYONE ELSE PLAN TO ATTEND?

>> GARY: FLIER SAYS NORTHERN CALIFORNIA, BUT SAYS TORRANCE.

>> HEATHER: IT'S AN OPPORTUNITY TO LOOK AT THE LATEST TECHNOLOGY AND TO LEARN ABOUT NEW ASSISTIVE LISTENING DEVICES, THINGS LIKE THAT. IF ANYONE IS INTERESTED AND WANTS TO ROAD TRIP WITH ME. HAPPY TO WORK SOMETHING OUT WITH YOU. I WILL POST SOMETHING ON THE YAHOO GROUP SO IF PEOPLE WANT TO COORDINATE THEY CAN.

ALSO I WOULD LIKE TO INTRODUCE A VISITOR, KATY, THIS IS KATIE WRIGHT, FROM HAAA LONG BEACH, THE PRESIDENT. AND SHE HAS BEEN WORKING ON HEARING ASSISTIVE TECHNOLOGY, HAT.

IS THAT A CONFERENCE?

>> KATIE: CAN I USE THE MICROPHONE?

>> HEATHER: YES, PLEASE, I'M SORRY.

>> KATIE: I'VE BEEN MEANING TO COME FOREVER, JUST HAVE TO GET OUT OF BED ON A SATURDAY MORNING AND GET HERE. I AM DOING YOUR PROGRAM NEXT MONTH. TALKING ABOUT HEARING ASSISTIVE TECHNOLOGY AND BRINGING DEVICES WITH ME, SO I NEEDED TO SEE WHERE EVERYTHING WAS. I WENT THROUGH HAAA'S N-CHAT PROGRAM, NETWORK CONSUMER ASSISTIVE TECHNOLOGY TRAINERS. IT WAS AN EIGHT-MONTH LONG PROGRAM THROUGH NATIONAL AND TRAINED US ON ALL THESE DEVICES WE USE. I DIDN'T COME TO PROMOTE THAT.

I'VE BEEN PRESIDENT OF LONG BEACH-LAKEWOOD. AND I'M PROBABLY THE YOUNGEST MEMBER OF THE GROUP. I LIKE SEEING YOUNGER FACES. WE MEET IN A SENIOR CENTER SO HAD A HARD TIME GETTING YOUNG PEOPLE TO COME IN BECAUSE YOUNG PEOPLE DON'T TO GO TO A SENIOR CENTER. I DIDN'T START GOING UNTIL I RETIRED.

THE HEARING TECH EXPO, I THINK WILL BE REALLY GOOD. TWENTY VENDORS, BIG, MAJOR COMPANIES WILL BE THERE. THERE WILL BE SOME FREEBIES. IF YOU CAN GO SUNDAY 17TH AT 1:00, YOU SHOULD GO. I THINK IT WILL BE A GREAT THING TO GO TO.

>> HEATHER: I WOULD LIKE TO INTRODUCE OUR NEW VISITORS TODAY, PEOPLE COMING HERE FOR THE FIRST TIME.

I ALREADY MET THE WONDERFUL FLORENCE, AND THIS IS HER FIRST MEETING.

CAN YOU TELL US A LITTLE BIT WHY YOU ARE HERE, FLORENCE?

>> FLORENCE: I'M DELIGHTED TO SEE EVERYONE. I HAVEN'T SEEN MORE THAN ONE PERSON WITH A HEARING LOSS AT THE SAME TIME, AND THAT WAS MY AUDIOLOGIST.

I STARTED WEARING HEARING AIDS FOR OVER 30 YEARS AND I HAVE THE TYPE OF HEARING LOSS THAT PROGRESSIVELY WORSENS OVER THE YEARS, AS TIME GOES ON, I'M -- I CAME BECAUSE I'VE FELT VERY ISOLATED. I JUST RETIRED TEACHING AT EL CAMINO COLLEGE. I HAD NO SUPPORT THERE. THEY DON'T UNDERSTAND WHEN THE KIDS GET HEARING ASSISTIVE DEVICES, TO KNOW THEY ARE PROPERLY INSTALLED AND OPERATING. THE STRESS OF WORK KEPT ME FROM SEARCHING OUT AN ORGANIZATION LIKE THIS. NOW I AM RETIRED AND HAVE THE OPPORTUNITY TO DO SO.

[APPLAUSE]

>> HEATHER: YOU GUYS WANT TO COME UP IN FRONT, OR...
I'M SORRY I DIDN'T KNOW IF THERE ARE ANY MORE NEW PEOPLE HERE TODAY.

ANYONE ELSE WHO IS NEW LIKE TO SAY HELLO?

>> JOYCE? IN THE BLUE SHIRT.

>> JOYCE: MY NAME IS JOYCE. I GUESS I'M NEW HERE, FIRST TIME IN A LONG, LONG TIME THAT I AM HERE AT THIS PLACE. BUT I HAVE ACTUALLY BEEN TO SEVERAL HLA MEETINGS WHEN IT MET IN ENCINO, AND THE HEAR CENTER -- THE PLACE BEFORE THIS ONE, AS A SPEAKER. I AM RETIRED FROM TEACHING IN THE SPECIAL ED DEPARTMENT IN DEAF STUDIES AT CAL STATE NORTHRIDGE. HAPPY TO BE HERE TODAY. I CAME WITH MY FRIEND JUDY. NICE TO SEE A FEW PEOPLE THAT I KNOW.

>> HEATHER: THANK YOU.

WHAT A TERRIFIC GROUP WE HAVE TODAY.

SO THE FIRST ITEM ON OUR AGENDA IS WE ARE GOING TO HAVE KEN CLUSKY, OUR FABULOUS KEN, TALK TO US ABOUT THE TDI BIENNIAL CONFERENCE IN BETHESDA, MARYLAND. HE WANTS TO TALK TO US ABOUT SOME OF THE NEW AND EXCITING THINGS HE'S LEARNED.

>> KEN: WELCOME. AWESOME TO SEE SO MANY NEW FACES AND PEOPLE. QUICK ANNOUNCEMENT. I JUST HAD MY COCHLEAR IMPLANT SURGERY ON TUESDAY.

[APPLAUSE]

IT'S GOING VERY WELL. AND I -- IMPORTANT THING IS I TOOK MYSELF OFF THE GOOD PAINKILLERS.

I AM HEALING AND ACTIVATION DATE IS THREE WEEKS FROM NOW. SO THAT'S A BIG DAY.

I WENT TO THE TDI CONFERENCE, TELECOMMUNICATIONS FOR THE DEAF, INCORPORATED, AND I THINK THEY INCORPORATED HARD-OF-HEARING IN THERE ALSO. SO BASICALLY, AN ORGANIZATION THAT WAS FOUNDED BY THE DEAF COMMUNITY TO ADVOCATE FOR THEMSELVES AT THE FCC, THE FEDERAL LEVEL.

SO THEY HAVE A CONFERENCE EVERY YEAR. AND THE FCC HAS AN ACCESSIBILITY COMMITTEE, AN ADVISORY COMMITTEE, AND THEY ARE VERY, VERY ACTIVE ON THE ADVISORY COMMITTEE.

I THINK I MISSPOKE. THEY HAVE A CONFERENCE EVERY OTHER YEAR. THEY ACTUALLY HAVE SOME VERY, VERY GOOD SPEAKERS THERE. THE LAST TIME I WAS THERE TWO YEARS AGO, THE CHAIRMAN OF THE FCC WAS THE KEYNOTE SPEAKER, AND AS WE KNOW, THERE WAS A TRANSITION, SO WE NOW HAVE A NEW CHAIRMAN AT THE FCC, AND HE WAS ALSO THE KEYNOTE SPEAKER. SO I GOT TO HEAR A LITTLE BIT ABOUT WHAT IS ON HIS MIND.

SO I AM GOING TO TELL YOU A LITTLE BIT ABOUT THAT AND THEN SOME OTHER SPEAKERS.

WHAT THE CHAIRMAN SAID WAS VERY INTERESTING, AND WHAT I TOOK AWAY FROM IT IS THAT THEY ARE LOOKING TO CUT MONEY, TRYING TO FIND SOME WAYS TO SAVE MONEY. SO -- WHICH IS NOT A SURPRISE -- BUT I THINK THAT HAS A DIRECT RELATION TO US BECAUSE SOME OF THE THINGS THEY ARE LOOKING AT CUTTING MONEY ON ARE ASSISTIVE TECHNOLOGIES AND ASSISTANCE TO THE HARD-OF-HEARING AND DEAF COMMUNITY; PRIMARILY THE HARD-OF-HEARING COMMUNITY. SO I THINK IT'S VERY TIMELY THAT WE ARE AT THIS CONFERENCE AND HAVING THIS MEETING TRYING TO FIGURE OUT HOW WE WANT TO PROCEED FORWARD AND HAVE DISCUSSION ABOUT THAT.

ONE THING THAT I PICKED UP --

HOW MANY PEOPLE HERE USE THE CAPTION PHONES? CapTel? SO HOW MANY PEOPLE -- OKAY, LET'S SEE -- HOW MANY PEOPLE ARE VERY SATISFIED WITH THE QUALITY OF THE CAPTIONS? [LAUGHTER]

ALL RIGHT.

>> BETTER THAN NOTHING.

>> KEN: HOW MANY PEOPLE ARE VERY UNSATISFIED WITH QUALITY OF CAPTIONS?

SO I'M SITTING IN THE -- JUST A LITTLE BACKGROUND. I'VE BEEN VERY ACTIVE. I SIT ON THE DEAF AND DISABLED ADVISORY COMMITTEE FOR THE -- IMPLEMENTS THE CapTel PROGRAM. I AM PRETTY MUCH -- AND KATIE DOES ALSO. AND WE ARE THE ONLY VOICES ON THAT ADVISORY COMMITTEE, BUT BASICALLY THE HARD-OF-HEARING COMMUNITY. AND I'VE BEEN PRETTY VOCAL ABOUT THE QUALITY. AND I WAS SITTING IN THE AUDIENCE LISTENING TO THE FCC CHAIRMAN, AND I HAD TO READ THE CAPTIONS, THE CART, AND TO FOLLOW THROUGH, AND I HAD TO DO A DOUBLE TAKE.

I THOUGHT I HEARD HIM SAY SOMETHING, LOOKING AT THE CAPTIONS, AND WHAT HE SAID WAS THEY WERE LOOKING AT ELIMINATING THE CAPTIONING ASSISTANCE FOR THE CAPTION PHONES. THE WAY THE TECHNOLOGY WORKS IS THAT WHEN WE SPEAK INTO PHONE THERE IS VOICE RECOGNITION TECHNOLOGY THAT CONVERTS YOUR -- ACTUALLY THAT -- MY APOLOGIES, I HAVE TO GO BACK. THERE ARE SOMEONE THAT LISTENS, A CAPTIONING ASSISTANT THAT LISTENS TO WHAT THE OTHER PERSON IS SAYING. THEY TURN AROUND AND SPEAK INTO THE MICROPHONE AND REPEAT WHAT THEY ARE SAYING SO THE VOICE RECOGNITION

TECHNOLOGY CAN UNDERSTAND THEIR VOICE AND HOPEFULLY THE CAPTIONS CAN BE TRANSCRIBED MORE CORRECTLY.

SO THEY DO THAT BECAUSE EVERYONE HAS A DIFFERENT VOICE, AND SO THEY WANT SOMEONE TO BE LISTENING TO ALL THE DIFFERENT VOICES, AND THEN SPEAKING INTO A COMPUTER THAT UNDERSTANDS THEIR VOICE. THEY THINK IT WOULD BE MORE ACCURATE. SO WHAT THE FCC CHAIRMAN SAYS -- AND HE JUST MENTIONED IT -- LOOKING AT ELIMINATING THE CAPTIONING ASSISTANCE.

SO BASICALLY, THAT MEANS IT WOULD GO DIRECT TO VOICE RECOGNITION TECHNOLOGY. AND I WAS A LITTLE BIT SHOCKED. AND I WASN'T SURE, BECAUSE I WANTED TO MAKE SURE I HEARD IT CORRECT. SO I WASN'T TOO UPSET. BUT LATER ON, THEY HAD A PANEL DISCUSSION, AND THEY ACTUALLY HAD -- THE PANEL DISCUSSION WAS ALL ABOUT THE QUALITY OF THE CAPTIONING. AND LISA HAMELIN, IN CHARGE OF POLICY AT HLAA, SHE SAT ON THE PANEL, AND ALL THE CapTel AND HAMILTON, THEY ARE ALL SITTING UP THERE AND TALKING ABOUT THIS. SO THE FCC STAFF ACTUALLY STOOD UP AND CONFIRMED IT, THE HEAD OF THE STAFF THERE, THEY WERE THINKING ABOUT ELIMINATING THE CAPTIONING ASSISTANCE.

SO LISA HAMELIN BASICALLY STARTED OFF, AND SHE SAID -- INTRODUCED WHO HLAA WAS. AND ONE OF THE THINGS I THOUGHT WAS VERY INTERESTING THAT SHE SAID, WE ARE AN ORGANIZATION -- AND SHE WAS ON THE PANEL WITH THE NATIONAL ASSOCIATION OF THE DEAF. AND THE NATIONAL ASSOCIATION OF THE DEAF, THEY HAVE SEVEN ATTORNEYS ON STAFF, AND THEY ARE VERY, VERY ACTIVE WITH LITIGATION. YOU MESS WITH THEM, THEY ARE GOING TO SUE YOU.

SO LISA HAMELIN BASICALLY SAID, WE ARE AN ACTIVE ORGANIZATION, BUT WE TYPICALLY DON'T SUE. WE DON'T HAVE LAWYERS ON STAFF. THAT'S NOT SAYING WE WON'T, BUT IT'S TYPICALLY NOT WHAT WE DO.

THEN SHE WENT ON TO -- AND SHE WAS VERY ADAMANT ABOUT NOT -- NOT GETTING RID OF THE CAPTIONING SYSTEM; THAT TO MAKE SURE THE QUALITY IS THERE. DO NOT INTRODUCE VOICE RECOGNITION TECHNOLOGY AND DEPEND ON IT AND IT'S NOT READY. VERY ADAMANT ABOUT IT.

AND I SPOKE UP. I COMMENTED AND BASICALLY SAID THERE IS A LOT OF DEALS BEING MADE RIGHT NOW AT THE FCC, AND IT WOULD BE A SHAME THAT IF THEY -- IF THE ACTUAL SERVICE PROVIDERS, THEY WERE ABLE TO GET RID OF THE CAPTIONING ASSISTANCE, IMPROVED (INAUDIBLE) NOW THEY CAN RELY ON SOFTWARE. THE GOVERNMENT CAN SAVE MONEY AND THE ONLY PEOPLE THAT SUFFER IS US.

WHAT THEY WANT THE SERVICE PROVIDERS TO DO IS PROVIDE BENCHMARKS, QUALITY CONTROL BENCHMARKS, AND VERY ADAMANT ABOUT IT. THEY SAID WE HAVE BEEN WAITING FOR THIS FOR OVER A YEAR. YOU GUYS ARE NOT PROVIDING BENCHMARKS. AND I'VE BEEN -- I'VE BEEN ON THE TADAC COMMITTEE, AND THEY COME OUT AND SAY THEY ARE 95% ACCURATE. AND I LOOK AT THEM AND I SAID, ARE YOU KIDDING ME? THEY'RE 95% ACCURATE WHEN THEY ARE IN A SIMULATION IN TRAINING, BUT IN THE REAL WORLD THEY DON'T HAVE ANY BENCHMARKS. THEY DON'T HAVE --

BUT HERE'S THE PROBLEM. THEY CAME BACK AND SAID, YOU KNOW, IT WOULD BE VERY HELPFUL IN CREATING THOSE BENCHMARKS THAT WE CANNOT SAVE THE CONVERSATION. WE CANNOT LISTEN TO THE CONVERSATION. WE CANNOT BASICALLY ENSURE QUALITY. BECAUSE THOSE ARE THE RULES.

SO BASICALLY SAYING HOW ARE WE GOING TO PROVIDE QUALITY WHEN THE SYSTEM IS SET UP WHERE THERE IS NO ACCOUNTABILITY? AND WE RUN INTO THAT AT TADAC, AT THE STATE LEVEL. SO MAYBE THAT'S THE PROBLEM. WE LIVE IN AN AGE WHERE SO MUCH -- I TOTALLY UNDERSTAND THE ISSUE ABOUT PRIVACY. BUT THERE HAS TO BE A HAPPY MEDIUM, SOMETHING WE CAN WORK OUT. THE ISSUE IS NOT GOING TO BE WORKED OUT UNLESS THERE IS SOMEBODY THERE THE HEARING LOSS COMMUNITY THAT IS STANDING UP FOR THEMSELVES AND FIGHTING FOR THAT PIECE OF THE PIE AND FIGHTING FOR THE QUALITY CAPTIONS.

SO THAT'S THE BIGGEST THING THAT I TOOK AWAY FROM THE CONVENTION. AND -- I KNOW IT'S NOT VERY GOOD NEWS, BUT WE ARE LIVING IN VERY INTERESTING TIMES, AND UNLESS WE, AS A COMMUNITY, STEP UP AND STAND UP FOR OURSELVES, WE ARE GOING TO -- WE MIGHT SEE A LOT OF CHANGES WE MIGHT NOT AGREE WITH.

[APPLAUSE]

ANY QUESTIONS?

>> MINDY: MY QUESTION IS, SOME PEOPLE STILL MAY BE USING TTY TO HELP WITH THE PHONES. MORE AND MORE PEOPLE TEXT AND EVERYTHING WITH CELL PHONES, BUT YOU MAY HAVE A PERSON WHO CAN BE COMPLETELY DEAF AND CAN'T SPEAK ON THE PHONE CLEARLY. WHAT ARE THEY GOING TO DO IN SITUATIONS LIKE THAT? WITH WHAT YOU ARE JUST SAYING, WHERE YOU NEED TO HAVE WORDS ON A -- NOT RECEIVER -- SCREEN.

>> KEN: THAT'S ACTUALLY A VERY, VERY GOOD QUESTION. AND I CAN STAND UP HERE AND TALK FOR A LONG TIME. THERE ARE SOME OTHER VERY BIG ISSUES THAT ARE TAKING PLACE, VERY BIG ISSUES THAT ACTUALLY THE STATE HAS WEIGHED IN ON, BUT YOU MAKE A VERY GOOD POINT ABOUT TTY. AND A LOT OF THE SERVICE PROVIDERS, THE TELCOs THAT PROVIDE THE INTERNET CONNECTION, GETTING AWAY FROM THE COPPER LINE, TRANSITIONING FROM THE COPPER LINE, AND TTY NEEDS THE COPPER LINE TO FUNCTION. SO TTY IS GOING AWAY. SO THROUGH THIS WHOLE TRANSITION, THERE IS A VERY, VERY BIG CONCERN THAT THE TELCOs, THE AT&T, VERIZON, THEY ARE GOING TO GO SAY, "WE DON'T CARE ABOUT THE RURAL COMMUNITIES." AND ACTUALLY THIS IS WHAT THEY ARE GETTING CAUGHT DOING NOW, THEY ARE JUST -- THEY JUST CARE ABOUT THE BOTTOM LINE AND NOT NECESSARILY ABOUT THE EMERGENCY SERVICES THAT TTY -- BUT THEY ARE JUST PUTTING IN THE INFRASTRUCTURE THAT WILL MAKE THEM MOST PROFITABLE, AND THAT THE -- PHYSICALLY THE RURAL COMMUNITY THAT RELY ON TTY MOSTLY, ARE BEING NEGLECTED. IT'S A VERY BIG ISSUE. BUT AGAIN, I CAN SIT HERE AND TALK ABOUT IT A LONG, LONG TIME.

>> JENNA: TO ANSWER MINDY'S QUESTION, THEY ACTUALLY HAVE A GOVERNMENT PROGRAM. MY FRIEND WORKS FOR NORTHERN CALIFORNIA. HE AND HIS FIANCÉ, THEY ARE SIGNERS. YOU DO NEED A SCREEN, A COMPUTER SCREEN,

BUT YOU CALL THROUGH THE COMPUTER, AND HE LISTENS TO THE CONVERSATION AND HE SIGNS SO THE DEAF PERSON CAN HEAR.

BUT ANYWAY, SO THAT PROGRAM DEFINITELY EXISTS THROUGH THE OTHER THING.

I GAVE UP ON CapTel, AND I USE INNOCAPTION, AND IF YOU HAVE A SMARTPHONE I HIGHLY RECOMMEND THAT; FOR TWO REASONS. THEY DON'T USE VOICE RECOGNITION. THEY LITERALLY HAVE SOMEBODY SITTING THERE AND TYPING. THAT'S IT.

AND I CONTACTED HER. THERE ARE ISSUES WITH -- LIKE "WE HAVE A 95%." I SAID BULL. BUT I HAVE TO SAY THEY ARE 10 TIMES BETTER THAN CapTel, 10 TIMES FASTER. IT IS LITERALLY ALMOST IN REAL TIME WHEN YOU ARE USING THEM.

AND WHEN I CONTACTED HER, AND I SAID THE CAPTIONS HAVE DROPPED OUT, WHATEVER, SHE SAID, TELL ME -- THERE IS A NUMBER THAT COMES UP. THE OPERATOR NUMBER. EMAIL ME ANY TIME YOU HAVE A PROBLEM. WITH THE OPERATOR NUMBER I WILL MAKE SURE THEY GET MORE TRAINING.

THEY ARE VERY, VERY RECEPTIVE TO TRYING TO MAKE THIS WORK FOR US, AND IT'S FREE. AND LIKE I SAID, YOU JUST DOWNLOAD IT, AND THE ONLY OTHER GLITCH IS SOMETIMES IT GETS BUSY AND THEY SAY THERE IS NO OPERATOR AVAILABLE, AND YOU HAVE TO WAIT A FEW MINUTES.

I THINK THESE PRIVATE COMPANIES, I HAVE TO BELIEVE IT'S SOMEHOW GOVERNMENT-ASSISTED IN THE SENSE IT'S FREE. BUT I THINK CapTel IS, UNFORTUNATELY AT THIS POINT, THEY ARE JUST SO ARCHAIC. WHEN I SWITCHED TO INNOCAPTION, IT WAS LIKE NIGHT AND DAY. THAT DRAMATIC, IN MY OPINION.

>> KEN: I WOULD HAVE TO AGREE THAT INNOCAPTION IS MUCH BETTER QUALITY. WHEN THEY FIRST CAME OUT, I WAS AT AN HAAA CONVENTION, THEY WERE TRYING TO GET PEOPLE TO SIGN UP. MY FRIEND FROM CHICAGO WAS HELPING GET PEOPLE TO SIGN UP -- HE'S VERY TECH-SAVVY -- EXPLAINING HOW THEIR TECHNOLOGY WORKS.

THIS IS BACK THEN. I DON'T KNOW ABOUT NOW. THERE IS NO VOICE-RECOGNITION TECHNOLOGY. IT'S AN ACTUAL CAPTIONING ASSISTANT THAT IS TRANSCRIBING WHAT YOU ARE SAYING, WHAT THE OTHER PERSON IS SAYING. JUST LIKE WE HAVE HERE, IT'S A LOT MORE ACCURATE. AND I LOOKED AT HIM AND I SAID, HOW CAN THEY SUSTAIN THAT BUSINESS MODEL? AND WHAT THAT MEANS -- SHRUGGED HIS SHOULDERS.

IT'S VERY ACCURATE NOW; IT'S REALLY GOOD. BUT AGAIN, THEY ARE NEW. ONCE IN THE GAME, WE HAVE TO MAKE SURE THAT THAT QUALITY IS UPHELD. THAT'S WHAT WE HAVE TO FIGHT FOR.

LIZ?

>> LIZ: I KNOW THAT CAPTION CALL ALSO PROVIDES THE CAPTIONING SERVICE IN CALIFORNIA. IT'S ANOTHER GOVERNMENT-FUNDED PROGRAM. THEY ALSO ADVERTISE IN OUR NEWSLETTER. AND I WONDER, DOES ANYONE HAVE EXPERIENCE WITH THEM?

>> KEN: I USED TO USE THEM YEARS AGO. I FIND THEM ABOUT THE SAME QUALITY AS CapTel.

ANYONE ELSE USE CAPTION CALL? GOOD, BAD? GOOD?
WE HAVE SOME BETTER EXPERIENCES WITH CAPTION CALL.

>> KAT: PRETTY GOOD.

>> KEN: THERE IS AN OPTION.

>> WHEN IS THE FCC GOING TO MAKE THIS DECISION? DOES IT HAVE TO GO THROUGH CONGRESS? WE CONTACT OUR CONGRESS PEOPLE? WHAT DO WE DO TO STOP THIS?

>> KEN: THAT'S ANOTHER EXCELLENT QUESTION THAT I DON'T HAVE THE ANSWER TO. AND THAT IS PART OF WE ARE GOING TO HAVE OUR MEETING UP IN OAKLAND IN SEPTEMBER FOR THE STATE PROGRAM. AND WE ARE GOING TO DISCUSS THERE, AND LISA HAMELIN, THESE ARE ALL THINGS THAT EVERYTHING IS A MOVING TARGET WITH THEM. IT COULD HAPPEN VERY SOON. WE JUST DON'T KNOW. SO TALKING TO THE STATE, TALKING TO LISA HAMELIN, AS A CHAPTER AND SAYING THESE ARE OUR CONCERNS. THEY ALREADY KNOW THESE ARE CONCERNS, BUT WHAT ARE THEY GOING TO DO ABOUT IT? WHAT ARE WE GOING TO DO ABOUT IT? WHAT CAN THEY EMPOWER US TO DO?

ANY OTHER QUESTIONS?

THANK YOU.

[APPLAUSE]

>> HEATHER: WOW. THAT REALLY SEGUES PERFECTLY INTO WHAT WE ARE HERE TO DO TODAY. WHAT CAN WE DO?

I AM SO IMPRESSED WITH THIS CHAPTER IN A LOT OF WAYS BECAUSE WE DO A LOT OF THINGS REALLY, REALLY WELL. WE HAVE A GREAT MEMBERSHIP BASE. WE KNOW HOW TO HAVE A GOOD TIME, WE HAVE GREAT PARTIES, AND WE GET TOGETHER AND WE REALLY ENJOY EACH OTHER. WE SUPPORT EACH OTHER THROUGH OUR SURGERIES, BEING FRUSTRATED WITH OUR HEARING AIDS AND OUR ASSISTIVE LISTENING DEVICE AND OUR FAMILIES, SO I THINK WE ALL DO THAT VERY, VERY WELL, AND I AM VERY PROUD OF US.

IF THAT'S ALL THAT WE DO, I THINK THAT'S PERFECT. WHAT KEN GOT UP HERE AND TALKED ABOUT, THAT'S ANOTHER LEVEL. THAT'S US TRYING TO MAKE SOME CHANGE, TRYING TO MAKE SOME POLITICAL CHANGE. AND I KNOW THAT I WOULD LIKE TO MAYBE STEP UP AND TRY TO MAKE A BIGGER DIFFERENCE. AND THAT'S ME. THAT'S SORT OF MY GOAL.

BUT WHAT I WOULD REALLY LIKE TO DO TODAY IS START HEARING FROM YOU IN TERMS OF IS THERE SOMETHING ELSE YOU THINK THE CHAPTER SHOULD BE DOING? IS THERE ANOTHER FOCUS YOU WOULD LIKE TO SEE US FOLLOW? AND I WOULD LIKE TO TAKE ALL OF YOUR IDEAS AND YOUR VISION AND YOUR DREAMS AND TAKE IT AND WHITTLE IT DOWN, AND EDIT A BIT AND COME UP WITH SORT OF A CHAPTER VISION FOR ALL OF US, AND THEN HOPEFULLY SOMETHING UPON WHICH WE CAN ALL GET ON BOARD.

AND SO THE IDEA TODAY IS WE ARE GOING TO BREAK UP INTO WORK GROUPS; SMALL GROUPS OF FOUR OR FIVE PEOPLE, AND YOU ARE GOING TO EACH -

- AND YOU ARE GOING TO GET YOUR PAD OF PAPER AND YOUR PENS, AND WE ARE GOING TO TALK TO EACH OTHER ABOUT WHAT WE WANT TO SEE HAPPEN.

I WANT TO TALK TO YOU ABOUT SOME OF THE IDEAS THAT HAVE BEEN COMING TO ME -- SORRY, I... I'VE BEEN GETTING WONDERFUL NOTES AND MESSAGES FROM PEOPLE WHO HAVE BEEN SORT OF BRINGING THIS IDEA UP TO ME JUST ON THE FLY. AND I JUST WANTED TO READ SOME OF THE IDEAS THAT I HAVE BEEN -- I'M GETTING UP SOME OF MY EMAILS HERE... OKAY.

SO HERE ARE SOME OF THE THINGS THAT IT SEEMS THAT I SORT OF MADE A COMPILATION LIST. READ IT OFF TO YOU.

RECRUITING A YOUNGER MORE DIVERSE MEMBERSHIP. SEEMS LIKE I'VE HEARD THAT COME UP A COUPLE TIMES.

INTERFACING BETTER WITH LOCAL CHAPTERS AND OUR NATIONAL, TO SHARE RESOURCES SO WE CAN GET STUFF DONE.

HAVING MORE OUTREACH, OUTREACH TOOLS OR OUTREACH PROGRAMS SO WE CAN REACH MORE PEOPLE AND BRING MORE PEOPLE INTO THE CHAPTER AND HELP THEM OUT.

BEING BETTER AT WELCOMING NEW MEMBERS AND KEEPING THEM IN OUR MIDST.

SOCIAL MEDIA. SOME PEOPLE WANT TO GET MORE INVOLVED IN SOCIAL MEDIA, LIKE WITH TWITTER AND THINGS LIKE THAT. I'M SORRY, I DON'T USE TWITTER, BUT I KNOW A LOT OF PEOPLE DO.

HAVING MORE DIRECT ADVOCACY WORK; LIKE KIND OF WHAT KEN WAS TALKING ABOUT.

SO I AM JUST THROWING THINGS OUT THERE, JUST SOME OF THE STUFF, IDEAS THAT HAVE COME TO ME, SO I HOPE THAT YOU ARE READY TO TALK TO EACH OTHER, READY TO THINK ABOUT WHAT YOU WANT US TO DO OR WHAT WOULD BE BETTER FOR US TO DO.

HOW SHOULD WE DO THIS? JUST EVERYONE HAVE A GROUP; EACH TABLE JUST BE A GROUP? YEAH? THAT SOUND LIKE A GOOD IDEA?

>> LISA: I'M GOING TO SET UP A PROJECTOR.

>> JOE: WE CAN'T. WE ARE FAMILY, WE ARGUE.

YOU THINK I'M KIDDING.

(GROUPS)

>> HEATHER: HI, EVERYBODY. CAN YOU HEAR ME?

OKAY.

CAN EVERYBODY HEAR ME? THIS IS MY REGAL WAVE. YOU LIKE IT? I AM THE QUEEN.

YOU HAVING FUN? WE REALLY CAME UP WITH TERRIFIC IDEAS. I HEARD SOME OF THE THINGS YOU WERE SAYING. SOUNDS LIKE EVERYONE HAS A LOT OF ENTHUSIASM, VERY HEARTENING TO ME.

WHAT I WANTED TO DO IS FIRST LET'S HAVE OUR REGULARLY SCHEDULED BREAK. SO WE CAN TRY THE COOKIES, WHERE WE CAN TALK ABOUT COOKIES, HAVE A LITTLE -- COOKIES.

>> LISA: BEFORE WE TAKE A BREAK, I WANTED TO LET EVERYONE KNOW I BROUGHT ZIPLOC BAGS.

THANK YOU EVERYONE WHO BROUGHT COOKIES.

IF YOU DON'T WANT TO EAT A LOT OF COOKIES NOW.

DONATIONS OF ANY AMOUNT.

>> HEATHER: TEN-MINUTE BREAK. WE WILL COME BACK AND GO FROM GROUP TO GROUP, HEAR SOME OF YOUR BASIC IDEAS, PUT THEM ON THE BOARD AND DISCUSS THEM AS AN ENTIRE GROUP. OKAY?

OKAY.

(BREAK)

>> HEATHER: EVERYBODY READY?

CAN WE ALL BE SEATED? OKAY.

>> PAT: YOU NEED TO SEND UP A FLARE.

>> HEATHER: I KNOW. YOU ARE RIGHT, I NEED THAT. SOMEONE MAKE THAT FOR ME.

OKAY. SO THANK YOU VERY MUCH. THE FIRST THING I WANTED TO DO. WE DO HAVE ANOTHER NEW MEMBER? CAN YOU IMAGINE? THREE IN ONE DAY. HOW EXCITING.

HER NAME IS SUSAN.

PLEASE TELL US WHY YOU ARE HERE, AND WHAT YOUR --

>> SUSAN: I AM NOT REALLY A PUBLIC SPEAKER. MY NAME IS SUSAN. I HAVE HAD A HEARING LOSS SINCE BIRTH. HAS GOTTEN WORSE THREE TIMES DURING MY LIFETIME, AND ON JUNE 25 I HAD A MIGRAINE AND MY HEARING HAS NOT BEEN THE SAME SINCE.

I AM IN A QUEST TO FIGURE OUT WHO, WHAT, TO DO RIGHT NOW; IS THIS PERMANENT? IS IT GOING TO CONTINUE TO GET WORSE? WHAT ASSISTIVE DEVICES SHOULD I USE? SHOULD I GET HEARING AIDS. I FOUND THIS PLACE BY JUST A GOOGLE SEARCH FOR SUPPORT AND REACHED OUT TO HEATHER AND JENN.

IF YOU GUYS HAVE ANY IDEAS ABOUT THINGS I CAN USE IN A WORKPLACE IN AN OPEN-FLOOR PLAN, I WOULD GREATLY APPRECIATE IT. I AM HAPPY TO BE HERE AND APPRECIATE ALL OF YOU.

>> HEATHER: YES, OUR MEMBERS WILL DEFINITELY HAVE IDEAS FOR YOU IN THE WORKPLACE. AND SUSAN, I DON'T KNOW IF YOU WERE HERE WHEN I WAS TALKING ABOUT THE TECH EXPO IN TORRANCE ON SEPTEMBER 17; THERE WILL BE A LOT OF REALLY GREAT ASSISTIVE DEVICES FOR TO YOU TRY OUT. IF YOU WOULD LIKE TO ROAD TRIP WITH ME OR ANYONE ELSE WHO IS GOING, I WOULD LOVE TO DO THAT.

HOW AM I GOING TO DO THIS AND TYPE? I WILL HAVE TO TYPE WITH ONE FINGER.

HOW MANY GROUPS WE HAVE HERE? SIX? WE HAVE SIX GROUPS, RIGHT? I THINK SO.

SO EACH -- EVERY GROUP, AMONG YOURSELVES, ELECT YOUR SPOKESPERSON. OKAY?

I KNOW, IT'S GOING TO HAVE TO BE YOU, MARILYN. ELECT YOUR SPOKESPERSON.

WHAT WE WILL DO. PAT --

SO ELECT -- I KNOW -- MAYBE YOU CAN DRAW STRAWS, AND THE ONE WHO GETS THE SHORTEST STRAW.

OKAY. SO ONCE YOU'VE ELECTED YOUR SPOKESPERSON, WE WILL GO AROUND THE GROUP. GIVE US YOUR TWO TOP IDEAS. YOUR TWO TOP IDEAS. AT THE END I WILL HAVE YOU ALL TURN IN YOUR PAPERS SO WE WILL HAVE ALL OF YOUR IDEAS. FOR NOW FOR THE REST OF THE CHAPTER TO WEIGH IN, TALK ABOUT OUR TWO TOP IDEAS.

WE KNOW WHAT THOSE ARE?

>> TIM: I THINK THE TWO MICROPHONES ARE WORKING. YOU WANT TO TRY. TRYING TO FIND THE OTHER ONE.

>> THEY CAN'T BE ON AT THE SAME TIME.

>> HEATHER: WHY -- CAN YOU HELP ME? WE CALL THESE THE BEAUTIFUL BEELINES, OVER HERE.

>> MITZI: OKAY. OUR GROUP IS MOST CONCERNED WITH OUR VISIBILITY AS A DISABILITY OR ABILITY, AND OUR -- WE WANT HIGHER VISIBILITY. MORE OUTREACH EVENTS. LISABETH WHO HAS BEEN IN PUBLIC RELATIONS, WE NEED TO BRING IN CELEBRITIES, LIKE LOU FERRIGNO. WE LIVE IN CELEBRITY CENTRAL. I HAVE PICTURES OF CELEBRITIES, GETS MORE FEEDBACK; SHOWS HEARING LOSS AS MORE -- NOT SUCH A STIGMA.

AS A CHAPTER, ONE THING WE CAN DO IS GET THE WALK4HEARING CHANGED FROM THEIR PRESENT LOCATION. NO ONE SEES US THERE. THE WHOLE POINT OF HAVING A WALK4HEARING IS VISIBILITY, BRINGING IN NEW PEOPLE, EITHER PEOPLE WITH HEARING LOSS OR PEOPLE WHO HAVE NO IDEA ABOUT HEARING LOSS, THAT WE EXIST AND THAT WE ARE A GROUP, A LARGE GROUP, AND NO ONE SEES US DOWN THERE IN LONG BEACH.

I KNOW IT'S A PAIN FOR NATIONAL TO CHANGE LOCATIONS, BUT THERE IS A LOT OF CONSTRUCTION GOING ON DOWN IN LONG BEACH, SO IT'S GOING TO BE HARDER TO DO IT THERE.

IN LA, I GO TO A LOT OF DEMONSTRATIONS FOR A LOT OF THINGS. EVERYTHING STARTS AT PERSHING SQUARE, AND IF 98-YEAR-OLD GRACE CAN GET HERSELF DOWN TO PERSHING SQUARE LIKE SHE DID, THE REST OF US CAN, AND SO CAN NATIONAL. YOU NEED TO BE SEEN.

DOWNTOWN HAS BEEN REVITALIZED. THERE ARE YOUNG PEOPLE DOWNTOWN EVERY DAY. ESPECIALLY IF YOU GO BY GRAND CENTRAL MARKET, THEY SEE YOU. IF NOT THERE, EXPOSITION PARK, ALWAYS PEOPLE THERE. WE NEED TO BE SEEN. THERE IS NO POINT IN US GATHERING JUST TO SEE EACH OTHER.

IF WE CAN DO THAT, THAT'S WHAT WE CAN DO AS A CHAPTER WITH NATIONAL.

AS AN ISSUE, WE ARE STILL INVISIBLE. WE NEED TO BE SEEN. AND I THINK MAYBE WE NEED TO LOOK INTO WHAT OTHER GROUPS, GAY RIGHTS GROUPS, THE

WHEELCHAIR PEOPLE -- PARDON THE EXPRESSION, THEY'VE GOTTEN A LOT OF TRACTION AND MADE THEMSELVES VISIBLE, AND WE NEED TO LEARN HOW TO DO THAT.

I JUST SEE FIRST WE HAVE TO SOLVE THE BIG PICTURE OF INVISIBILITY BEFORE WE CAN GET THE SMALLER ISSUES TAKEN CARE OF.

[APPLAUSE]

>> LIZ: I DID WANT TO MENTION ONE THING FOR THOSE OF YOU WONDERING WHY GRACE ISN'T HERE. SHE'S AT HER BROTHER'S FUNERAL TODAY, SO SHE'S UP NORTH.

>> HEATHER: THE POWER GROUP.

>> MARILYN: OUR GROUP CAME UP WITH WE ALSO FEEL WE NEED TO BE MORE VISIBLE. WE SAID WE WOULD LIKE TO SEE INFORMATION PUT INTO AUDIOLOGY OFFICES. AND THERE WOULD BE A LIAISON BETWEEN THE OUTSIDE WORLD AND US AS A GROUP, BUSINESS CARDS, ALSO MENTION PERSONAL OUTREACHES. IF EVERY ONE OF US TALKED TO OUR AUDIOLOGIST, IT'S NOT JUST A BUSINESS CARD, NOT JUST A FLIER, IT'S MORE LIKE "I WANT TO TELL YOU ABOUT THIS SO YOU CAN EDUCATE PEOPLE IN YOUR OFFICE." AND SO IT'S NOT JUST SOMETHING LAYING ON A TABLE AND PEOPLE LOOK AT IT AND GO "OH" THAT THERE IS REALLY MORE INFORMATION BEHIND IT.

THE OTHER THING WE CAME UP WITH -- HEATHER CAME UP WITH, SO CUTE. SHE WAS SAYING SHE WANTS TO BE MORE INVOLVED POLITICALLY AND SUGGESTED POSTCARDS THAT WE AS A GROUP, TAKE 10 MINUTES AND EVERYBODY WRITE 20 POSTCARDS AND WE SEND 500 POSTCARDS TO THE FCC, SHE SAID "THE DUDE" -- SO I WILL SAY DUDE -- THE FCC DUDE. AND ALSO MAYBE MAKE SOME PHONE CALLS TO THE REPRESENTATIVES AND FIND OUT WHAT IT IS WE NEED TO DO TO BE MORE VISIBLE AND MORE SEEN OUT THERE AND HEARD IN THE POLITICAL ARENA.

THOSE ARE OUR TWO IDEAS. RIGHT?

[APPLAUSE]

>> JENNA: WELL, WE SAID THE SAME THING, JUST TO EXPAND ON WHAT YOU WERE SAYING SO I THINK WE ARE ALL ON THE SAME PAGE IN TERMS OF VISIBILITY. THAT'S REALLY, I THINK, OUR BIGGEST ISSUES IS THAT PEOPLE UNDERSTAND DEAF. THEY DON'T UNDERSTAND HARD-OF-HEARING. THEY DON'T KNOW WHAT TO DO WITH US, RIGHT? AND SO IT'S UP TO US TO EDUCATE. AND I THINK AUDIOLOGISTS -- WHO SEES THE MOST HARD-OF-HEARING PEOPLE IN THIS TOWN? AUDIOLOGISTS, RIGHT? THEY ARE GETTING YOUNG PEOPLE AND OLD PEOPLE AND EVERYTHING IN BETWEEN. SO I THINK THAT TRYING TO GET A LIST OF PHONE NUMBERS OR EMAILS, REACHING OUT AND SAYING WHAT ARE YOU DOING FOR THE EMOTIONAL ASPECTS OF YOUR CLIENTS? AND ASKING IF WE CAN COME IN FOR 10 MINUTES WITH OUR BROCHURE -- WHICH SOMEBODY WOULD NEED TO MAKE A BROCHURE -- AND TALK TO SOMEBODY FACE-TO-FACE AND SAY PLEASE, OFFER THIS TO YOUR --

I'VE BEEN TO SO MANY AUDIOLOGISTS, NOBODY, NOT ONE PERSON HAS SAID TO ME, HOW ARE YOU DOING? DO YOU NEED SUPPORT? I FOUND HLAA THROUGH A GOOGLE SEARCH. IT WOULD BE A BIG CAMPAIGN. LIKE WHAT YOU SAID, WE

WOULD ALL NEED TO LIKE -- OUR AUDIOLOGISTS AND MAYBE THREE TO FIVE OTHERS SEND THAT EMAIL, MAKE A CALL, "CAN I PLEASE COME SPEAK TO YOU ON BEHALF OF HLAA?" I THINK MOST PEOPLE WOULD SAY YES.

SO THAT'S ONE THING.

AND THEN THE OTHER THING WAS WE THOUGHT MAYBE BECAUSE WE HAVE SO MANY PEOPLE HERE WHO HAVE BEEN IN EMERGENCY HOSPITAL SITUATIONS, AND IT SEEMS LIKE THEY DON'T UNDERSTAND HOW TO INTERACT WITH PEOPLE WHO HAVE HEARING LOSS, WHICH IS A REALLY CRUCIAL THING WHEN YOU ARE DEALING WITH MEDICAL THINGS. IT'S LIKE THERE IS NOTHING MORE IMPORTANT. AND I KNOW WAY BACK, WHEN I TOLD PEOPLE, I SAY "I'M DEAF, AND YOU NEED TO LOOK RIGHT AT ME," AND THEY GET THAT, SO IT'S BEEN HELPFUL. THOUGHT IT WOULD BE GREAT TO CALL SOME HOSPITALS, "DO YOU OFFER EDUCATION, DO YOU OFFER PROGRAMS? WE WOULD LIKE TO COME DO A PRESENTATION ON HOW TO DEAL WITH HARD-OF-HEARING PATIENTS."

JUDY WAS SAYING SHE NEEDED HELP GETTING HER HEARING AID IN, AND THEY DIDN'T KNOW HOW TO DO THAT. I KNOW, RIGHT? WE WANT TO CALL AND OFFER EDUCATION TO THE HOSPITALS, DENTAL OFFICES, ANYTHING, AND EITHER INVITE THEM TO COME HERE OR WE WOULD BE HAPPY TO GO TO THEM AND GIVE A PRESENTATION ON HOW TO DEAL WITH HARD-OF-HEARING PATIENTS.

>> KEN: OUR GROUP CAME UP WITH A COUPLE THINGS. AND I THINK IT'S -- WE TALKED A LITTLE BIT ABOUT IT BEFORE, BUT THE FOCUS ON WORKPLACE ISSUES, AND THE YOUNGER FOLKS IN OUR GROUP SUGGESTED, MADE THE SPECIFIC SUGGESTION THAT A LOT OF FOLKS, THAT YOUNGER ARE EXPERIENCING HEARING LOSS THAT THEY HAVE A LOT OF QUESTIONS ABOUT HOW TO MAKE IT THROUGH THAT TRANSITION IN THE WORKPLACE.

AND THE OTHER THING IS ABOUT HOW CAN WE COMMUNICATE WITH EACH OTHER BETTER, MORE EFFECTIVELY, IF WE DON'T HAVE A COMPUTER OR YAHOO, OR ABLE TO GET YAHOO. I THINK PART OF IT WAS NOT THAT YOU DON'T SPECIFICALLY HAVE A COMPUTER, BUT IF YOU HAVE TECHNOLOGY CHALLENGES, AND HOW CAN WE TRY TO MEET THOSE CHALLENGES FOR THOSE FOLKS.

I JUST THOUGHT OF AN IDEA. WE CAN CREATE OUR OWN GEEK SQUAD OR ON A WEBSITE, IF YOU HAVE CHALLENGES, MAKE IT REAL EASY, SEE THE GEEK SQUAD. PEOPLE HAVE PROBLEMS SIGNING UP WITH YAHOO OR ANY PROBLEMS, MAYBE WE HAVE A COUPLE VOLUNTEERS THAT AT THE CHAPTER MEETING WE GET WI-FI ACCESS, AND WE CAN SHOW THEM RIGHT THERE AND GO THROUGH A LITTLE TRAINING. THAT'S ALL WE HAD.

>> GARY: UNFORTUNATELY I WAS VOLUNTEERED FOR THE JOB. MY PROBLEM IS SIMPLY, MARILYN, WE HAVE THE SAME WAVELENGTHS. I'M SORRY.

THE FIRST THING WHAT YOU SAID ABOUT THE AUDIOLOGISTS THAT HAVE THE BROCHURES AND EVERYTHING, IS FANTASTIC. THAT'S THE ONE THING THAT WAS GOOD.

NOW, WHAT WE NEED TO DO IS THE POLITICAL SITUATION. WE NEED TO GET TOGETHER WITH OTHER GROUPS LIKE GLAD, NORTHERN CALIFORNIA, OTHER STATES, 50 STATES TO GO AFTER THE GOVERNMENT TO PROVIDE HEARING AIDS

FOR THE HEARING-IMPAIRED THROUGH INSURANCE, BECAUSE MOST INSURANCE WILL NOT COVER HEARING AIDS. WHY? IT'S A "COSMETIC" THING. HOW COME COCHLEAR IMPLANTS ARE NOT COSMETIC? WE NEED TO GET TOGETHER WITH OTHER GROUPS. I THINK EVERYBODY WOULD BE HAPPY TO WORK TOGETHER ON IT.

THE THING ABOUT PASSING OUT THE BUSINESS CARDS, FLYERS, AND ALL OF THAT, WE SHOULD LOOK INTO SETTING UP BOOTHS AT HEALTH FAIRS OR LIKE THE SHERMAN OAKS FAIR AND TELL PEOPLE ABOUT OUR GROUP BECAUSE WE NEED TO BE OUT IN THE PUBLIC. WE CAN'T BE HIDING FOREVER. WE HAVE TO LET PEOPLE KNOW WHAT WE CAN DO FOR THEM, AND IF THEY HAVE ANY PROBLEMS WE WILL HELP THEM OR GET SOMEONE TO HELP THEM. SO THAT'S REALLY IMPORTANT.

OKAY. WHO IS NEXT?

[APPLAUSE]

>> PAT: OUR GROUP WAS KIND OF WORKED UP, I GUESS, WORD I WOULD USE, ON KEN'S INFORMATION THAT HE BROUGHT TO US. AND OUT OF THAT, I THINK THE #1 THING THAT I SEE REFLECTED OVER AND OVER AGAIN, TOO, IS A STRONG ADVOCACY POSITION ON OUR STEERING COMMITTEE. WE HAD THAT AT ONE TIME, AND IT HASN'T REALLY BEEN FILLED AGAIN. VERY IMPORTANT FOR US TO BE ABLE TO NOT JUST ADVOCATE ON THE LOCAL LEVEL BUT THE STATE AND NATIONAL LEVEL TOO. AND WHAT OTHERS HAVE SAID, REACHING OUT TO OTHER ORGANIZATIONS, PARTNERING, HAVING A STRONG CONTACT WITH NATIONAL AND SAYING, "OKAY, NATIONAL, YOU ARE OUR VOICE FOR HEARING LOSS WITH, LIKE, THE FCC. WHAT DO YOU NEED FROM US? HOW CAN WE PARTNER WITH YOU TO HELP YOU GET THE JOB DONE?

SO A STRONG ADVOCACY COMMITTEE THAT CAN TAKE ON ONE OR TWO ISSUES AT A TIME, AND MAKE SOME INROADS THERE.

ANOTHER THING IS KIND OF A MEMBER SUPPORT/OUTREACH. IT WAS BROUGHT UP THAT OUR OWN CHRIS WHO IS BECOMING QUITE A FAMOUS COMEDIAN, NOT JUST A DEAF COMEDIAN, BUT A COMEDIAN PERIOD. MAYBE AS A CHAPTER TO BE MORE VISIBLE IS TO SUPPORT HIM AND OTHER MEMBERS WHO CAN BE OUT THERE IN THE COMMUNITY. MAYBE WE NEED TO HELP FUND CAPTIONING FOR HIS PROGRAMS WHEN HE APPEARS. MAYBE THAT'S A WAY TO USE SOME OF THE MONIES THAT WE HAVE IN OUR TREASURY. WE ARE IN GOOD SHAPE, FINANCIALLY, MAYBE THAT'S A WAY TO HIGHER, INCREASE OUR VISIBILITY.

I WANT TO SAY SOME OF THESE THINGS YOU ARE TALKING ABOUT, 14 YEARS AGO, 8 YEARS AGO, THINGS WE HAVE TRIED; SOME MORE SUCCESSFUL THAN OTHERS, LIKE CONTACTING AUDIOLOGISTS, BROCHURES, POSTCARDS WE HAVE HAD IN AUDIOLOGISTS OFFICES. ALL IT TAKES IS PEOPLE WILLING TO SEE THIS THROUGH. THAT'S WHERE WE HIT A DEAD END AT ONE POINT WAS THAT WE HAD THE GREAT IDEAS. WE JUST DIDN'T HAVE THE BODIES TO GO OUT AND DO IT.

SO IF IT'S IMPORTANT TO YOU, IF YOU WANT TO SEE US GROW IN VISIBILITY, YOU ARE GOING TO HAVE TO COMMIT TO MAKING THAT PART OF WHAT YOU DO WHEN YOU ARE A MEMBER OF THIS CHAPTER. SO JUST DON'T SAY YEAH, WE WANT "SOMEBODY" TO DO THAT. BE ONE OF THE PEOPLE THAT DOES THAT.

THAT'S WHAT IT TAKES. AND EACH OF US TALKING TO OTHER PEOPLE IN OUR COMMUNITY, HAVING THAT 30-SECOND SPEECH, WHAT THEY CALL THE ELEVATOR SPEECH, WHEN YOU MEET SOMEBODY IN A PLACE, A COFFEE SHOP OR SOMETHING, AND YOU NOTICE THEY ARE WEARING AN IMPLANT OR HEARING AIDS, BE READY TO TELL THEM ABOUT US AND HAVE THAT CARD. LIKE WE NEED TO GET OUR BUSINESS CARDS AGAIN THAT YOU HAND THEM AND SAY WE ARE HAVING A MEETING IN THREE WEEKS. HERE'S THE INFORMATION WHERE IT IS. HERE'S MY EMAIL, CONTACT ME, AND I WILL HELP YOU GET THERE.

SO IT TAKES EACH OF US, NOT JUST A COMMITTEE. SO THAT'S ALL I HAVE.

[APPLAUSE]

>> MINDY: I THINK IT'S ALREADY BROUGHT UP REGARDING WORK AND EVERYTHING. I KNOW IT'S BEEN BROUGHT UP BEFORE. AS A LOT OF PEOPLE KNOW, I WORK IN THE DISTRICT AND THE PHONES THEY HAVE IN THE CLASSROOMS ARE HORRIBLE. AS FAR AS I'M CONCERNED, THEY ARE NOT HEARING AID COMPATIBLE. WE NEED TO SOMEHOW GET BETTER PHONES IN THE CLASSROOM FOR THOSE THAT ARE HARD-OF-HEARING.

THE OTHER THING I ALSO BROUGHT UP WITH THIS GROUP WAS WHEN WE DO LIKE THE WALK4HEARING, HAVE A JAR THAT SOMEONE CAN PUT PENNIES IN, THE EXTRA CHANGE THEY DON'T WANT, TO HELP WITH FUNDRAISING. AND IT DOESN'T HAVE TO BE A HUNDRED PENNIES OR ANYTHING, BUT IF SOMEONE DURING WALK4HEARING WANTS TO GET RID OF EXTRA CHANGE, AND IT'S A WAY TO GET A LITTLE EXTRA MONEY, WHY NOT HAVE A JAR OR SOMETHING TO HELP WITH THAT.

>> JOE: JUST TO HIT ON WHAT SOMEBODY ELSE SAID EARLIER. SINCE I'VE BEEN WITH LISABETH AND DEALING WITH HER HEARING LOSS, IN PLACES I'VE WORKED AT I'M A LITTLE MORE SENSITIVE TO THOSE THAT ARE HEARING-IMPAIRED. BUT MY CO-WORKERS SEEM TO HAVE A HARD TIME DEALING WITH THAT, AND I HAVE TO SIT AND EXPLAIN TO THEM, "YOU HAVE TO FACE THEM. YOU CAN'T MUMBLE. TALK SLOWER" AND EVERYTHING LIKE THAT. AND I HAVEN'T REALLY SEEN ANYTHING AT THE WALK4HEARING THAT HAS BROCHURES OR ANY SUGGESTIONS TO THOSE THAT ARE NOT HEARING-IMPAIRED TO BE A LITTLE MORE SENSITIVE TO OTHERS. THANK YOU FOR YOUR TIME.

[APPLAUSE]

>> WENDI: I WAS JUST THINKING TO ADD TO WHAT MITZI WAS SAYING ABOUT THE WALK4HEARING, WHICH IT'S REALLY ONE OF OUR BIGGEST EVENTS. AND I'VE ALSO SAID THAT I LOVE TO BE DOWN AT THE BEACH, BUT IT ISN'T A PLACE THAT OTHER PEOPLE CAN SEE US. SO I AGREE WITH CHANGING THAT VENUE IF POSSIBLE, BUT I ALSO LOVE THE IDEA OF TYING IN SOMEONE FAMOUS BECAUSE A LOT OF THESE OTHER ORGANIZATIONS HAVE THIS SPOKESPERSON OR HAVE SOMEONE WHO WILL BE THE LEADER FOR THAT DAY EVEN. IF WE CAN FIND SOMEONE WHO WILL BE OUR -- I CAN'T THINK OF THE WORD, BUT THAT PERSON --

>> ADVOCATE.

>> POSTER CHILD.

>> WENDI: MORE LIKE A POSTER PERSON FOR THAT EVENT. IT CAN CHANGE EACH YEAR IF NECESSARY. WHEN WE PUT A FAMOUS NAME OUT THERE, FAMOUS FACE, AND A NEW VENUE, I THINK WE CAN BE MORE SUCCESSFUL THAN WE HAVE BEEN, ESPECIALLY SINCE IT'S ONE OF OUR BIGGEST FUNDRAISERS.

>> GARY: WE DID NOT EVEN TALK ABOUT IT, OKAY, WE KEEP TALKING ABOUT HELPING PEOPLE AT WORK, EMPLOYERS AND ALL THAT. BUT WE ARE MISSING OUT ONE GROUP OF PEOPLE, THE HEARING-IMPAIRED, DEAF, HARD-OF-HEARING, WHO CANNOT GET A JOB. WE NEED TO WORK WITH THEM OR THE RECRUITERS, EMPLOYERS, HOW TO WORK WITH THESE PEOPLE BECAUSE SOONER OR LATER, THOSE PEOPLE ARE BETTER WORKERS. YOU ALL AGREE, WE DO A BETTER JOB AT WORK, RIGHT? SO WE NEED TO TELL THEM THAT. SO IT'S NOT A MATTER OF HELPING US, WE HAVE TO REACH OUT, HELP ALL THESE PEOPLE WHO NEED TO GET A JOB.

>> KEN: YEAH. OUR GROUP SPOKE ABOUT THAT, AND I HAVE TO AGREE THAT IT'S A VERY IMPORTANT ISSUE. ONE OF THE BIGGEST PROBLEMS THAT WE HAVE IS THAT THE PEOPLE THAT ARE SUPPOSED TO BE HELPING THE DEAF AND HARD-OF-HEARING GET JOBS ARE NOT DOING A VERY GOOD JOB OF IT. AND I TOLD THE STORY, WHEN I LOST A SIGNIFICANT AMOUNT OF MY HEARING -- I'VE HAD HARD -- FOR -- I BASICALLY HAD TO START LIVING AS A PERSON WITH SIGNIFICANT HEARING LOSS. I CHANGED MY JOB.

IN CHICAGO I WENT TO THE DEPARTMENT OF REHAB, AND I APPROACHED IT LIKE A PROBLEM-SOLVING. "OKAY, YOU GUYS ARE PLACING PEOPLE THAT ARE HARD-OF-HEARING. SO WHERE ARE THE COMPANIES THAT HAVE PROGRAMS IN PLACE THAT WILL ACCOMMODATE THOSE FOLKS? AND WHAT JOBS ARE THOSE FOLKS SUCCESSFUL AT? THE NUMBERS. THE DATA." AND THEY LOOKED AT ME AND JUST SAID, "YOU CAN DO WHATEVER YOU WANT."

THEY DIDN'T HAVE THE INFORMATION. THEY NEED THAT INFORMATION. WE ARE GOING THROUGH A HUGE TECHNOLOGY DATA TRANSITION. THEY SHOULD BE COLLECTING INFORMATION. AGAIN, THERE ARE ISSUES OF PRIVACY AND WHATNOT, BUT TO ME IT'S COMMON SENSE, AND TO MAKE THOSE KIND OF CHANGES, WE NEED TO GET ACTIVE WITH THE DEPARTMENT OF REHAB. THEY HAVE ADVISORY COMMITTEES, AND THEY HAVE A TON OF MONEY TO MAKE THIS HAPPEN FOR US, SO WE HAVE TO MAKE SURE THAT THEY ARE USING THIS MONEY WISELY.

>> CHRIS: HEY, EVERYBODY. MY NAME IS CHRIS, AND SO -- THANK YOU, PAT, FOR CHIMING IN, AND --

HAVE ANY YOU GUYS HEARD OF THE SHOW "AMERICA'S GOT TALENT," ANYBODY? ONE OF MY FRIENDS THAT I WORK -- THAT I GET TO DO COMEDY WITH, DJ DEMERS, HE'S ALSO A HARD-OF-HEARING COMEDIAN. I DID A SHOW WITH HIM LAST WEEK, AND I TOLD HIM ABOUT OUR GROUP. I TOLD HIM THAT MOST OF THE SHOWS WE DO, WE LOOP THE SHOWS, AND HE'S ALL FOR IT.

THIS IS AN IDEA I HAD IN MY MIND. I WANTED TO BRING MAYBE 50 OF US TO THIS LITTLE PLACE IN EAGLE ROCK. IT'S GOING TO BE LOOPED. WE WILL LIKE TO GET IT CAPTIONED. WE WOULD LIKE TO GET A LOT OF PEOPLE IN THERE, BUT WE NEED YOUR SUPPORT. TRYING TO GET THIS GOING VERY SOON. AND I WILL

PUT SOME FEELERS OUT THERE TO SEE WHO WANTS TO COME TO THE SHOW. I'M PRETTY EXCITED, BECAUSE DJ DEMERS, HE HAS A LOT OF FOLLOWERS. AND IT WILL BRING A LOT OF ATTENTION TO PEOPLE WHO ARE HARD-OF-HEARING. PRETTY EXCITED ABOUT THIS. THANK YOU.

>> HEATHER: WE HAVE TIME FOR ONE MORE. OR TWO MORE.

>> LIZ: ONE OF THE VEHICLES WE CAN USE FOR OUTREACH IS THE STATE NEWSLETTER, THE HEARING LOSS CALIFORNIAN. AND AS YOU KNOW I AM THE LUCKY INHERITOR OF THE EDITOR JOB. GRACE IS NOW THE EDITOR EMERITI.

I NEED ALL OF YOUR AUDIOLOGIST INFORMATION. YOU CAN SEND TO MY EMAIL, ERLESAN@HEARINGLOSSCA.ORG. SEND ME THE CLINIC, AUDIOLOGIST YOU WORK WITH, THE NAME OF THE CLINIC IF IT'S A SPECIAL CLINIC; I WILL GET IN TOUCH WITH THEM.

THE STATE APPROVED YEARS AGO, NEVER GOT IMPLEMENTED, SENDING OUT MULTIPLE COPIES OF OUR NEWSLETTER. EACH AUDIOLOGIST REGISTERED WITH THE STATE GETS ONE COPY. IF YOU CAN PUT THOSE IN YOUR WAITING ROOM, IF WE HAVE A STACK, HALF A DOZEN NEWSLETTERS, HERE'S HOW YOU CAN GET A FREE ONE. HAS A CHAPTER LIST INSIDE. TRYING TO MAKE THE ARTICLES PERTINENT, INFORMATIVE. SEND ME THAT INFORMATION. WRITE IT DOWN AND HAND IT TO ME TODAY. YOU CAN EMAIL IT TO ME, TEXT IT TO ME, 310-613-7178.

SO I WILL FOLLOW UP AND ASK PERMISSION TO DO THIS MAILING.

BY THE WAY, LISA AND KEN, HOUSE IN SANTA MONICA IS COVERED. THANK YOU.

>> HEATHER: ALL RIGHT.

>> PAT: REAL FAST, PROMISE TO MAKE IT SHORT.

TALKING ABOUT THE WALK4HEARING. THE CHANGING ANYTHING ABOUT IT, COMING UP WITH GREAT IDEAS IS WONDERFUL, BUT I NEED TO ENCOURAGE YOU IF THAT'S ONE OF THE THINGS YOU REALLY WANT TO SEE CHANGE WITH, CONTACT RONNIE AT NATIONAL. IT'S ON THE HLA.A.ORG WEBSITE. FOR THE LAST FEW YEARS WE HAVE NOT HAD REALLY A LOCAL CHAIR OR COMMITTEE SUPPORTING THE WALK4HEARING. IT'S BEING DONE REMOTELY, AND BECAUSE THEY HAVE THE INFORMATION AT NATIONAL FOR THE CURRENT LOCATION, THEY ARE JUST GOING TO KEEP DOING IT OVER AND OVER. SO IF YOU HAVE AN IDEA FOR A DIFFERENT LOCATION, LIKE PERSHING SQUARE, IF YOU CAN GET CONTACT INFORMATION OR DETAILED INFORMATION, SEND IT TO RONNIE AT NATIONAL, AND THEN IF YOU ARE WILLING TO BE PART OF A COMMITTEE FOR PLANNING THE NEXT ONE OR TWO YEARS FROM NOW, THAT'S WHEN WE CAN GET CHANGES MADE.

>> PUAY: THE NEW CALIFORNIA EDITOR, MAYBE WE CAN DO A PROFILE ON CHRIS, SO PEOPLE KNOW ABOUT HIM SO THEY WILL COME TO HIS SHOW.

>> LIZ: YOU WRITE IT.

>> PUAY: MAYBE SOMETHING, HEARING LOSS MAGAZINE, GET MORE PEOPLE TO THE SHOW.

>> LISABETH: NOTHING TO DO WITH CHAPTER THINGS. LET EVERYONE KNOW, ON THE 5TH AND 6TH I WILL BE A CONTESTANT ON JEOPARDY.

>> TIM: GOTTA PUT THAT ON THE WEB SITE.

>> LISABETH: I WILL TELL YOU WHEN IT WILL --

>> HEATHER: GET A GIANT HAT FOR YOU THAT WILL SAY HLA A IN NEON. THAT WAS REALLY GREAT WORK. IT SOUNDS LIKE A LOT OF US ARE ON THE SAME PAGE, WHICH IS WONDERFUL.

NOW, YOU DIDN'T KNOW ABOUT MY EVIL AND NEFARIOUS PLAN, AND THAT IS I AM PAYING ATTENTION TO WHO IS IN WHAT GROUP AND WHO SAYS WHAT, AND WE ARE GOING TO -- THE STEERING COMMITTEE WILL EDIT THIS AND COME UP WITH ACTUAL ACTION ITEMS, AND I WILL START HANDING THEM OUT.

WE WANT TO GET THIS WORK DONE. WE WANT TO SEE IT DONE, NOBODY CAN DO IT ALL BY THEMSELVES. WE WILL BREAK THIS DOWN IN PIECES. I WILL HEAD UP THE POSTCARD-WRITING COMMITTEE. WE WILL DRINK SANGRIA, WE CAN MAKE IT FUN. AND I KNOW THAT WE WON'T BE ABLE TO DO EVERYTHING ON THIS LIST, AT LEAST NOT THIS YEAR, BUT I KNOW WE CAN DEFINITELY TACKLE SOME OF THOSE THINGS THAT WE ALL HAVE IN COMMON.

ALL RIGHT. THANKS FOR COMING TO THE MEETING. I HOPE TO SEE YOU NEXT TIME. AND DID I FORGET SOMETHING?

>> YEAH. LISA WANTS TO SAY SOMETHING.

>> LISA: KIND OF BEEN HESITANT TO SAY ANYTHING, BECAUSE NOTHING'S OFFICIAL YET. BUT YOU GUYS ARE LIKE MY FAMILY, AND I FEEL LIKE I'M KEEPING THIS HUGE SECRET FROM MY FAMILY. I GOT A TENTATIVE JOB OFFER AT THE NATIONAL INSTITUTES OF HEALTH WHICH IS IN BETHESDA, MARYLAND, AND I ACCEPTED THE OFFER. RIGHT NOW THEY ARE DOING A BACKGROUND CHECK, TAKING A REALLY LONG TIME BECAUSE I HAVE SO MUCH IN MY BACKGROUND THAT'S SUSPICIOUS.

SO THE FBI NOW IS INVESTIGATING MY FINGERPRINTS. ONCE I GET THIS BACKGROUND CHECK CLEARED I SHOULD BE GETTING AN OFFICIAL START DATE. I THINK IT MIGHT BE IN OCTOBER. SO SEPTEMBER WILL PROBABLY BE MY LAST MEETING, WHICH I DON'T WANT TO THINK ABOUT IT RIGHT NOW BECAUSE I'M GONNA BREAK DOWN. AND ONCE I START CRYING, I WON'T BE ABLE TO BE STOP. I JUST WANTED TO LET YOU ALL KNOW; IT'S NOT OFFICIAL, SO THIS MIGHT NOT EVEN HAPPEN, BUT IT'S PROBABLY LIKE 99% GONNA HAPPEN.

>> JUDY: WHAT HAPPENS IF THEY DON'T ACCEPT YOU? DO WE ACCEPT YOU BACK?¹

>> LISA: I HOPE SO.

>> PUAY: YOU MIND TELLING US WHAT YOU WILL BE DOING? WHAT'S THE POSITION?

>> LISA: IT'S CALLED HEALTH COMMUNICATIONS. PROBABLY TAKING SCIENTIFIC ARTICLES, ARTICLES THAT THE RESEARCHERS AT THE NIH DO, AND TRANSLATING TO ARTICLES FOR THE WEBSITE FOR THE GENERAL PUBLIC; A LOT OF WRITING AND COMMUNICATIONS. AND IT WILL BE WITH THE NIDDK, NATIONAL INSTITUTE ON DIABETES, KIDNEY AND DIGESTIVE DISORDERS. I WILL POST IT TO THE YAHOO GROUP.

>> HEATHER: HOW ARE WE GONNA LIVE WITHOUT LISA?
I'M SORRY, LISA, I DIDN'T KNOW WE WERE ANNOUNCING THAT. I THOUGHT
THINGS WERE SORT OF STILL UP IN THE AIR,

>> LISA: WELL, THEY KIND OF ARE.

>> HEATHER: OBVIOUSLY AT A LATER DATE WE WILL THANK YOU FOR THE
AMAZING SERVICE TO THIS GROUP, AND KEEP US POSTED, PLEASE.

THANK YOU ALL FOR COMING. THIS IS A GREAT MEETING AND I HOPE TO SEE
YOU NEXT MONTH.

[APPLAUSE]