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HAAA-LA
032815

>> LISA: HI, EVERYONE. THANK YOU SO MUCH FOR BEING HERE THIS MORNING. FOR THOSE OF YOU WHO HAVE NOT BEEN HERE BEFORE, THIS IS THE HAAA-LA, HEARING LOSS ASSOCIATION OF AMERICA, LOS ANGELES CHAPTER.

WE HAVE A GREAT GUEST SPEAKER.

A COUPLE QUICK ANNOUNCEMENTS:

WE NOTICED WHEN WE CAME IN THE LADIES' ROOM IS OUT OF ORDER. PLEASE DON'T GO INTO THE LADIES' ROOM.

PAT HAS AN ANNOUNCEMENT ABOUT THE SIGN-IN SHEET.

>> PAT: I KNOW IT'S A LITTLE CONFUSING. WHAT THE GOAL IS IS TO GET A GOOD ROSTER LIST, WHAT WE'VE BEEN TRYING FOR YEARS TO DO. I'VE BEEN COLLECTING NAMES WHEN YOU SIGN IN AND YOUR EMAIL ADDRESS. WE WRITE THINGS, SOMETIMES IT'S HARD TO DECIPHER SOME OF YOUR WRITING.

WHAT I ATTEMPTED TO DO TODAY, I LISTED EVERYONE I HAVE ON THERE WITH YOUR NAME AND EMAIL ADDRESS. IF AT THE BREAK YOU WOULD CHECK, IF YOU HAVEN'T ALREADY, THAT I GOT IT RIGHT AND JUST PUT A CHECK MARK NEXT TO IT.

IF IT'S NOT ON THE LIST, PLEASE ADD YOUR NAME ON THE THIRD SHEET, AND YOUR EMAIL ADDRESS.

IF TODAY IS YOUR FIRST TIME, WE ARE REALLY GLAD YOU ARE HERE, BUT PLEASE PUT A STAR THAT'S IT'S YOUR FIRST TIME, YOU ARE NEW.

THANKS.

>> LISA: WE ARE GOING TO JUMP RIGHT IN WITH OUR GUEST SPEAKER. WE WILL TAKE A BREAK MIDWAY THROUGH AND GET FOOD AND WRAP THINGS UP WITH OUR GUEST SPEAKER.

AT THE END, WE WANT TO TAKE ABOUT 40 MINUTES -- WE HAVE A COUPLE EVENTS AND ANNOUNCEMENTS AND HOPEFULLY HAVE TIME TO INTRODUCE THE NEW PEOPLE.

I WILL CALL STEPHANIE STANSELL TO INTRODUCE OUR NEW SPEAKER.

>> STEPHANIE: HE'S OUR SPEAKER. HE'S MY AUDIOLOGIST. I KNOW A LOT OF YOU HAVE SEEN JEFF IN THE PAST OR ARE CURRENTLY WITH HIM. HE IS A WONDERFUL AUDIOLOGIST. HE HAS HELPED ME IN SO MANY WAYS. FOR SIX YEARS I HAD A POOR-FITTING.

HE'S THE OWNER OF HEARING AID SERVICES OF HOLLYWOOD, SERVING THE GREATER LOS ANGELES AREA, OVER 35 YEARS OF DISPENSING AND HEARING AID FITTING.

TALK ABOUT THE LATEST INNOVATION OUT THERE, BRAIN-CONDITIONING TECHNIQUES TO HELP US WITH OUR HEARING LOSS.

HE'S A GREAT FRIEND AND ALL-AROUND WONDERFUL PERSON, ESPECIALLY TO THE ORGANIZATION AND THIS CHAPTER. HE'S

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SUPPORTED US IN THE PAST, AND WE CONTINUE TO HAVE A WONDERFUL RELATIONSHIP WITH JEFF.

SO PLEASE GIVE A WARM WELCOME TO JEFF GRAMA.

>> JEFF GRAMA: I HOPE I CAN LIVE UP TO THAT.

YESTERDAY WHEN I WAS PUTTING SOME OF THIS STUFF TOGETHER -- I GRADUATED WITH MY MASTER'S DEGREE IN 1975 --

>> LISA: IF YOU WANT TO CLIP IT, MIGHT BE EASIER.

>> JEFF GRAMA: IT'S A LONG TIME. MY WIFE SAYS "YOU'RE GETTING OLD, MAN." SO THAT'S THE TRUTH.

I HAVE SEEN SO MANY CHANGES IN THIS INDUSTRY. WHEN I FIRST GOT INTO IT, IT WAS REALLY INTERESTING BECAUSE AUDIOLOGISTS WERE NOT ALLOWED TO FIT HEARING AIDS. IT WAS CONSIDERED AMORAL. WE ARE ALLOWED TO SAY "IT'S OKAY YOU HAVE A HEARING PROBLEM. GO SEE JOE DOE, WHO USED TO SELL ENCYCLOPEDIAS, FOR YOUR HEARING AID."

A GUY IN WEST LOS ANGELES, BARRY. HE AND I BOTH TOLD THE HEARING AID ASSOCIATION TO TAKE A LEAP AND WE GOT KICKED OUT. WE GOT OUR DISPENSING LICENSES. HE GOT HIS IN 1976 AND I GOT MINE IN 1977.

THEY EVENTUALLY ASKED US BACK IN. I SAID "NO THANK YOU."

THE CHANGES -- MY GOD, I HAVE SOME STUFF IN MY OFFICE. ANY OF YOU BEEN IN THERE AND SEEN SOME OF THE DISPLAY, THE OLDER PRODUCTS I HAVE? I HAVE A COUPLE TUBE BODY HEARING AIDS; LITTLE VACUUM TUBES, BIG OLD EYEGLOSS THINGS THAT HAVE VIBRATORS -- SHOOK YOUR HEAD TO DEATH AND BREAK DOWN IN THE MIDDLE, LIKE THE BUDDY HOLLY GLASSES.

THE FIRST I HAVE, IN THE ORIGINAL BATMAN MOVIE, JACK NICHOLSON, KILLS THE GUY IN THE ELEVATOR, BEHIND-THE-EAR, GIANT BUTTON RECEIVER IN THE EAR.

I LOOK BACK AT THE CHANGES, AND IT'S JUST INCREDIBLE.

THE INDUSTRY NOW IS GOING THROUGH A BIG, BIG DEVELOPMENT PERIOD. SINCE PRETTY MUCH, I WOULD SAY, END OF OCTOBER, EARLY NOVEMBER LAST YEAR, WE'VE SEEN A LOT OF PRODUCTS INTRODUCED.

I KNOW YOU GUYS HAVE YOUR HANDS ON EVERYTHING, ALWAYS SNOOPING AROUND TRYING TO FIND OUT WHAT'S GOING ON.

THERE ARE LOTS OF ANCILLARY DEVICES YOU CAN USE. OBVIOUSLY NOW -- WE ARE USING ONE NOW, THE LOOPING SYSTEM, I AM ASSUMING. THIS IS GREAT. YOU CAN DO LOOPING WITH A LOT OF THIS STUFF TOO.

I AM CURRENTLY TRYING TO FIND OUT WHAT MAJOR THEATERS ARE LOOPED IN LOS ANGELES. IF ANYBODY HAS A LIST, I WOULD REALLY LIKE TO HAVE THAT. MOVIE THEATERS, LIVE THEATER. STAGE, ANYTHING. IF ANYONE CAN FORWARD THAT TO ME. SO THAT WOULD BE A BIG HELP.

I GUESS I CAN JUST DIVE RIGHT IN.

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FOUR OF THE MAJOR MANUFACTURERS HAVE REALLY MADE SOME BIG, BIG CHANGES IN THEIR PRODUCTS. THERE IS ONE THAT JUST CAME OUT FRIDAY, SO I CAN'T TELL YOU A WHOLE LOT ABOUT IT. WIDEX JUST CAME OUT WITH THEIR FASHION-POWER INSTRUMENT. THAT IS GOING TO PUSH ABOUT 75 DECIBELS OF GAIN -- SO PRETTY STRONG -- FOR PEOPLE WITH REAL SEVERE HEARING IMPAIRMENT. CAN'T TELL YOU MUCH ABOUT IT. IT'S BASED ON THEIR DREAM PLATFORM, WHICH IS A WIRELESS THING WHERE THE TWO HEARING AIDS TALK TO EACH OTHER. AND THEY HAVE THE WIRELESS CAPABILITIES WITH ALL THE ANCILLARY DEVICES THAT ARE OUT THERE.

THAT'S ALL I CAN TELL YOU ABOUT IT. I HAVE A SEMINAR COMING UP ON THAT, ON LINE SOMETIME NEXT WEEK. THAT'S AN EASY ONE TO GET OVER.

MORE RECENTLY, OTICON CAME OUT WITH VERY INTERESTING PRODUCTS. THEY HAVE A BRAND-NEW PROCESSOR CALLED INIUM2.

THIS IS A JUST A REFURBISHING OF AN OLDER PRODUCT -- NOT THAT MUCH OLDER -- BUT THE ONE THEY CAME OUT WITH WAS ABOUT A YEAR AND A HALF AGO. AND I HAVE HAD INCREDIBLY GOOD SUCCESS WITH THAT PRODUCT, DONE VERY WELL WITH THOSE.

THE NEW ONE, EVERYTHING IS "TUBE" USING A NEW CHIP. THE CHIP HAS ABOUT 30% MORE CAPACITY. 30% FASTER SO MEANS CAN DO ABOUT A BILLION MORE CALCULATIONS PER SECOND THAN THE ORIGINAL CHIP.

WHAT DOES THAT MEAN FOR YOU? 30 BILLION. JUST A NUMBER, RIGHT?

WHAT THAT MEANS IS THE HEARING AID IS MUCH MORE CAPABLE, ABLE TO RECOGNIZE SPEECH NOT ONLY IN QUIET BUT IN NOISY SITUATIONS AND THEREFORE MUCH MORE CAPABLE OF WEEDING THE SPEECH OUT OF THE SURROUNDING GARBAGE OUT THERE.

THOSE OF YOU WHO HAVE WORN HEARING AIDS FOR A LONG TIME ARE WELL-AWARE OF THE PROBLEMS YOU HAVE ASSOCIATED WITH NOISY BACKGROUNDS. I'VE SEEN SOME PEOPLE IN HERE WHO HAVE BEEN FITTED, I GO "GOD-ALMIGHTY WHO COULD FIT YOU LIKE THAT?"

STILL MANY PEOPLE HAVE MANY PROBLEMS HEARING IN BACKGROUND NOISE. I AM NOT CERTAIN THAT'S EVER GOING TO GO AWAY. NOISE IS A BIG PROBLEM. IT AFFECTS ME. I HEAR MINUS 10 BETWEEN 2,000 AND 8,000 Hz.

I GET INTO A MODERATELY NOISY SITUATION -- I WENT TO CHIPOTLE LAST NIGHT. COULDN'T HEAR MYSELF THINK. THERE WERE ABOUT TEN PEOPLE IN LINE. THAT COULD BE A PROBLEM FOR NORMAL-HEARING PEOPLE AS WELL.

BASICALLY, WHAT THE INDUSTRY IS TRYING TO DO -- AND ALL THE MANUFACTURERS ARE LOOKING AT THIS -- OTICON PUT SOMETHING ON CALLED "BRAIN HEARING," TRYING TO FIGURE OUT HOW THE BRAIN TAKES SOUND IN, PROCESSES IT AND KICKS IT OUT.

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THAT'S A HELL OF A JOB. NO MATTER WHAT ANY OF THESE MANUFACTURERS SAY, THEY HAVE A LONG WAY TO GO BEFORE THEY ARE FUNCTIONING AS WELL AS A HUMAN BRAIN.

THIS IS AN AMAZING THING. WE ARE GOING TO BE TALKING ABOUT HOW TO KEEP THIS THING IN SHAPE LATER.

GETTING BACK TO THE OTICON PRODUCT, THEY HAVE SOMETHING CALLED "YOUOMATIC," HELPING YOU PERSONALIZE YOUR HEARING AID PERFORMANCE. THEY ASK YOU A SERIES OF QUESTIONS REGARDING IF YOU HAVE SOMETHING LIKE "I GET EASILY DISTURBED BY SOUNDS AROUND ME," YES OR NO. SOME PEOPLE DON'T HAVE A PROBLEM WITH THAT. PEOPLE WITH CONDUCTIVE HEARING LOSS DON'T HAVE THAT TROUBLE.

MOST PEOPLE WHO HAVE HEARING LOSS HAVE SENSORINEURAL HEARING LOSS. YOU ARE AWARE OF HOW NOISE GETS IN THE WAY.

ANOTHER WOULD BE "I PREFER SOUND SOFT AND DISTINCT OR SOFT AND ROUND," WHATEVER THAT MEANS. YOU LIKE TO HEAR IT LIKE OUT OF -- LIKE RADIO OUT OF THE 1940s AND 50s OR REAL CRISP, AND SHARP AND BOOM. WHOLE SERIES OF QUESTIONS. WE INPUT THE ANSWERS AND THE COMPUTER SAYS OKAY, THIS PERSON DOESN'T LIKE LOUD NOISE, LIKES THINGS SHARP. THIS, THAT, AND THE OTHER, AND PUTS TOGETHER A WHOLE COMPENDIUM OF PROCESSING CAPABILITIES THAT SHOULD WORK PRETTY WELL FOR YOU.

THEY HAD YOUOMATIC IN THE OLDER PROCESSOR, AND IT WORKS PRETTY WELL.

I'VE USED IT OFTEN. IF THE PRODUCT DOES MORE, SHOULD BE A BETTER SYSTEM.

SO THAT'S A REALLY, REALLY NICE FEATURE, AND THEY HAVE FOR US, AS THE AUDIOLOGISTS, SOME VERY GOOD LITTLE HELP TOOLS THAT WE CAN GO IN THERE. AND IN FACT, I JUST HAD A MEETING WITH OTICON, THREE WEEKS AGO TODAY IN ORLANDO, FLORIDA. I DISCUSSED WITH THE HEAD OF DEVELOPMENT WHAT I DO. HE SAID "WE DIDN'T THINK OF THAT" WHAT I DO TO FINE-TUNE THESE PRODUCTS AND HEAR BETTER IN NOISY SITUATIONS. AND THEY ARE GOING TO PUT OUT A WHITE PAPER -- AND TALKED ABOUT THREE HOURS ON THIS. SEE WHAT HAPPENS WITH THAT.

HOW MANY OF YOU HAVE AN AUTOMATIC PHONE SYSTEM ON YOUR HEARING AIDS? SO WHEN YOU ANSWER, THE PHONE GOES RIGHT TO T-COIL AND THAT SORT OF THING. THAT'S A HANDY TOOL. OTICON HAS THAT. MOST OF THE MANUFACTURERS DO. YOU CAN HAVE THAT ON ONE SIDE OR BOTH SIDES. TYPICALLY PEOPLE ARE EARED FOR THE TELEPHONE, SO YOU GENERALLY KEEP IT ON ONE SIDE AND LEAVE THE OTHER EAR OPEN SO YOU CAN HEAR WHAT'S GOING ON IN THE ROOM AT THE SAME TIME.

SOME OF THE THINGS THAT THEY HAVE -- I AM SURE SOME OF YOU ARE USING STREAMING DEVICES? WHO IS USING STREAMING? JOHN, STEPHANIE. OTICON HAS ONE CALLED STREAMER

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PRO 1.3, DO TERRIFIC CONNECTIONS WITH CELL PHONES. YOU WEAR THIS PRODUCT LIKE THIS. WHEN YOUR CELL PHONE RINGS YOU DON'T LOOK AT YOUR CELL PHONE. YOU PUSH THE BUTTON AND HEAR IN BOTH EARS.

IT WORKS PRETTY DARN WELL. YOU CAN TURN THE VOLUME UP AND DOWN. IF YOU ARE IN A DIFFICULT SITUATION, YOU CAN PUSH BOTH AT THE SAME TIME AND MUTE THE ROOM.

>> QUICK QUESTION. ABOUT A WIRELESS DEVICE?

>> JEFF GRAMA: THIS IS WIRELESS, BUT YOU HAVE TO WEAR IT AROUND YOUR NECK.

>> I HAVE ONE WITH A CORD. THE OTHER IS BLUETOOTH.

>> JEFF GRAMA: THIS IS WIRELESS. IF YOU HAVE BLUETOOTH, YOU CAN HOOK TO ANY BLUETOOTH.

AND A LITTLE MICROPHONE.

>> THIS ONLY WITH OTICON?

>> JEFF GRAMA: I BROUGHT THIS AS A DEMO.

WE HAVE A COUPLE THINGS PAST THAT. WE ARE GOING TO GET INTO IT. ALL MANUFACTURERS HAVE THIS.

THIS CAN TRANSMIT A HUNDRED FEET. YOU CAN BE IN THE PARKING LOT WITH THIS. I HAVE A GUY WITH GRANDKIDS. HE HAS A HUGE FORD VAN AND THEY SIT IN THE BACK PLAYING VIDEO GAMES. HE HAS NO TROUBLE TALKING WITH THEM WITH THE WINDOWS DOWN.

I HAVE ANOTHER GUY, AN AVID GARDENER. HE LOVES HIS SUNDAY FOOTBALL. HE CAN LISTEN TO FOOTBALL GAME WHEN HE'S TRIMMING OR DOING WHAT HE WANTS. BROADCASTS ABOUT A HUNDRED FEET.

ALL THE MANUFACTURERS HAVE THESE. EVERYTHING I SAY HERE WILL GO TO EVERY ONE OF THE MANUFACTURERS. THEY ALL HAVE TELEVISION SYSTEMS. YOU CAN PLUG INTO YOUR TV. A LOT OF YOU I KNOW ARE DOING CAPTIONING. A LOT OF THIS WILL STREAM DIRECTLY FROM THE TV INTO THE STREAMING DEVICE.

THEY HAVE TELEPHONE ANSWERERS FOR PEOPLE WHO HAVE DIFFICULTY GETTING UP, WHEELCHAIR-BOUND OR REALLY, REALLY SLOW.

>> SANDY: WHAT ABOUT AT WORK? WOULD ALL TELEPHONES BE COMPLIANT SO THAT THIS WOULD WORK WITH THE TELEPHONE?

>> JEFF GRAMA: YES. IF YOU HAVE ONE OF THE TELEPHONE SYSTEMS THEY HAVE, SO LONG AS YOU CAN PLUG YOUR PHONE INTO THAT IT WILL WORK. ALSO WORKS WITH COMPUTERIZED PHONES. SOME OF THOSE VSOIP, WHATEVER THEY CALL THOSE PHONES?

>> SANDY: IT'S NOT JUST AN A.D.A. COMPLIANT PHONE, IT'S A SPECIFIC PHONE EMPLOYER WILL NEED TO GET?

>> JEFF GRAMA: IT'S AN ADAPTER. A THING YOU PLUG THE PHONE INTO, SPECIFIC FOR THE MANUFACTURER OF THE HEARING AID.

>> THE EMPLOYER GETS IT.

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>> JEFF GRAMA: SOME PEOPLE USE COMPUTERIZED PHONE SYSTEMS WITH BLUETOOTH CAPABILITY. YOU CAN STREAM THIS DIRECTLY OUT OF THE PHONE SYSTEM.

EVERYONE KNOW WHAT A "DONGLE" IS? IT'S SOMETHING YOU PROBABLY HAVE SEEN, A LITTLE LIKE FOR A KEYLESS – A WIRELESS KEYBOARD FOR YOUR COMPUTER. YOU HAVE A LITTLE THING YOU PLUG INTO THE COMPUTER? THAT'S CALLED A DONGLE. THEY HAVE THESE THINGS, AND YOU CAN PAIR THEIR -- THEY ARE ALL BLUETOOTH. YOU CAN PAIR THOSE WITH THIS AS WELL. IF YOU DON'T WANT TO SPEND A FEW HUNDRED DOLLARS ON A TELEVISION SYSTEM, YOU CAN BUY A STRONG DONGLE FROM BEST BUY, PLUG INTO YOUR TV. COMES WITH ITS OWN POWER SOURCE.

THIS WORKS WELL WHEN YOU ARE DRIVING AND YOU HAVE TO ANSWER THE PHONE. INSTEAD OF TRYING TO PUT A HEADPIECE ON, VIRTUALLY IMPOSSIBLE WITH HEARING INSTRUMENTS, DOESN'T WORK. THIS WORKS GREAT. IF YOU REALLY NEED TO HEAR, IF YOU ARE THE KIND OF PERSON THAT LIKES TO DRIVE WITH THE WINDOWS DOWN, WHATEVER, YOU HAVE THE RADIO ON TOO LOUD, YOU CAN SIMPLY MUTE EVERYTHING WITH THIS AS WELL.

>> I HAVE A STREAMER LIKE THIS. I HAVE THE IPHONE. I STREAM DIRECTLY TO MY HEARING AID. IT'S REALLY AN IMPROVEMENT FOR ME.

>> JEFF GRAMA: ANYTHING THAT'S BLUETOOTH CAN BE STREAMED. I HAVE CLIENTS WHO WALK THEIR DOG AND HAVE THEIR IPHONES OR ANDROIDS. WORKS WITH ANY OF THEM. YOU SIMPLY TURN ON THE SOURCE OF MUSIC. ON THIS PARTICULAR ONE YOU PUSH THE BUTTON ON THE SIDE AND IT WILL STREAM.

NICE. GIVES YOU A LOT OF HANDS FREE STUFF AGAIN. ALL THIS STUFF GOES WITH ALL THE MANUFACTURERS I AM TALKING ABOUT.

PHONAK, ANOTHER MANUFACTURER, A SWISS COMPANY. NOT IN GOOD GRACES, DECIDED THEY ARE GOING INTO MASS COMPETITION WITH US WITH COSTCO, I THINK SELLING 65% WHOLESALE DISCOUNT. WE CAN'T COMPETE ON THE PRICE ON THE SAME PRODUCT. NOT USING A LOT OF THEIR PRODUCT NOW BUT THEY HAVE SOME REALLY GOOD STUFF.

THEY HAVE A NEW OPERATING SYSTEM CALLED AUTOSENSE. BASICALLY WHAT IT DOES –

LET ME STEP BACK. PHONAK HAS BEEN SAYING FOR YEARS THEY HAVE AN AUTOMATIC SYSTEM THAT WILL SHIFT FROM PROGRAM, NORMAL LISTENING, TO NOISE, ON TO MUSIC. IT'S GREAT. NEVER WORKS REALLY WELL. IT'S SLOW TO DO IT IF YOU GET INTO A VERY NOISY CONDITION. IN THE PAST PEOPLE HAD TO BE SPEAKING FOR 10 SECONDS, AND THE NOISE HAD TO BE PRESENT, THEN THE HEARING AID WOULD SHIFT. THEN IF THEY STOP SPEAKING, GO BACK TO WHERE IT WAS.

YOU HAVE TO DO A MANUAL PROGRAM SELECTION. ON THE NEW ONE IT'S A LOT BETTER. THEIR SYSTEM IS A WHOLE LOT SMARTER;

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BASICALLY GIVES YOU FOUR PROGRAMS IN THE PRODUCT BASED ON THE PROGRAM THAT WE PUT IN AS YOUR NORMAL LISTENING PROGRAM FOR QUIET SITUATIONS. YOU WILL HAVE ONE FOR SPEECH AND NOISE, ONE FOR SPEECH AND LOUD NOISE. PROCESSING EVERYTHING IN THE ENVIRONMENT AND WILL TAKE PARTS OF EACH OF THESE FROM DIFFERENT PROGRAMS AND ASSIMILATE THEM AS A UNIT. SO IF THERE IS A LITTLE BIT OF MUSIC IN THE BACKGROUND, A LITTLE BIT OF NOISE, I WANT THIS MUCH NOISE REDUCTION, BRING THE MUSIC UP. MELTS EVERYTHING TOGETHER. SUPPOSED TO BE A REALLY MUCH MORE ACCURATE AND QUICK-ACTING SYSTEM.

I'VE ONLY FIT ONE OF THESE, AND THE GUY HAS A REALLY, REALLY BAD HIGH-FREQUENCY HEARING LOSS. HE'S OFF THE BOARD AFTER 1000 Hz AT 120. HE DOES GREAT.

WHAT YOU HAVE IN THIS PRODUCT, NICE THING ABOUT THE VENTURE SERIES, IT'S A VERY SMALL PRODUCT, USUALLY A RECEIVER IN THE EAR. BASICALLY MEANS YOU HAVE A HEARING AID BEHIND YOUR EAR THEN YOU HAVE YOUR SPEAKER DOWN IN THE EAR. IT'S BUILT INTO THE MOLDING. NO MORE TUBING CHANGES WITH THAT. YOU HAVE A SOLID CORE SPEAKER.

THAT'S A VERY HANDY THING FOR PEOPLE THAT HAVE TUBING PROBLEMS LIKE THIS YOUNG LADY HERE. SHE EATS TUBINGS. I DON'T KNOW WHAT HAPPENS TO THEM. THEY LAST –

THEY LAST FOR A MONTH, STEPHANIE, MAYBE?

>> STEPHANIE: RIGHT.

>> JEFF GRAMA: I'VE TRIED EVERY TUBE ON THE PLANET ON HER. THEY TURN TO STONE. YOU CAN'T MOVE THEM. IT'S BODY CHEMISTRY. THAT'S A PROBLEM, YOU ALL KNOW, AND I WILL PUT THIS OUT TO YOU: IF YOU ARE WEARING HEARING AIDS WITH TUBES, THOSE TUBES SHOULD BE CHANGED MINIMALLY TWICE A YEAR, PROBABLY THREE OR FOUR TIMES BECAUSE THEY WILL SHRINK. WHEN THEY SHRINK YOU WILL LOSE HIGH FREQUENCIES AND YOU WON'T UNDERSTAND AS WELL.

ONE THING THAT HOLDS UP A LITTLE BETTER, DRY TUBE. IT LASTS LONGER. IT'S A VERY STIFF PRODUCT AND SOME PEOPLE CAN'T HANDLE IT. IF YOU HAVE A VERY FIRM EAR IT WILL MAKE IT FLIP AROUND AND JUST BE SORE. KEEPS WATER AND MOISTURE OUT OF THE TUBE AND REALLY HOLDS UP WELL.

YOU MIGHT WANT TO CHECK WITH YOUR AUDIOLOGIST IF YOU ARE HAVING A PROBLEM HAVING TO CHANGE TUBES A LOT.

PHONAK HAS FOR A LONG TIME, DUO PHONE. IN THE PROGRAMMING OF THE PRODUCT, WE TELL THE HEARING AIDS WHICH EAR IS THE PREFERRED EAR. WHAT YOU DO THEN IS SIMPLY PUT THE PHONE THERE AND BROADCASTS TO BOTH SIDES, WIRELESSLY. THAT'S A REALLY NICE FEATURE.

YOU CAN GET A REALLY GOOD SOUND QUALITY WITH THAT. AT THE SAME TIME YOU CAN HAVE THAT SET UP SO YOU CAN HAVE A

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MICROPHONE SO YOU CAN HEAR WHAT'S GOING ON IN THE ROOM AT THE SAME TIME YOU HEAR WHAT'S COMING THROUGH THE PHONE. OFTENTIMES I SET THAT UP WILL TURN THE FREQUENCY OF PHONE DOWN, SO HALF AS LOUD. IF SOMEBODY CONVERSES, "ASK THEM THIS" THEN YOU CAN DO THAT. THAT MAKES A DIFFERENCE.

PHONAK HAS JUST COME OUT WITH AN EECT2 TELEPHONE T. IT'S A WIRELESS PHONE WORKS ONLY WITH PHONAK PRODUCTS. I SUSPECT EVENTUALLY EVERY MANUFACTURER WILL BE MAKING ONE OF THESE. BASICALLY PLUGS INTO YOUR REGULAR PHONE SYSTEM. HOLD IT JUST ABOUT LIKE THIS. DOESN'T HAVE TO BE UP TO THE HEARING AID. I THINK THEY SAID WITHIN 14 INCHES AND IT WILL AUTOMATICALLY GO INTO BOTH EARS. IT HAS A 950-FOOT FUNCTION.

>> LAND LINE PHONE?

>> JEFF GRAMA: YES. IT'S CORDLESS. 950 FEET. I HAVE A PRETTY GOOD CORDLESS PHONE, PANASONIC, I CAN'T GO MORE THAN 150 FEET.

>> YOU HAPPEN KNOW TO – OFTEN THOSE TRANSMIT AND RECEIVE ON CORDLESS PHONES OR WHATNOT, YOUR WI-FI OR ANYTHING, YOU KNOW WHAT FREQUENCY, WHETHER IT'S 900 MEGAHERTZ OR 2.4.

>> JEFF GRAMA: I THINK IT'S 2.4.

>> DOES IT TRANSMIT AND RECEIVE – TYPICALLY TRANSMIT ON ONE FREQUENCY AND –

>> JEFF GRAMA: I CAN'T ANSWER THAT QUESTION. I HAVE PEOPLE SAY "OH, BOY THAT'S GREAT."

PHONAK'S VERSION ON THIS THING, CALLED COMPILOT, OR COMPILOT 2 FOR THE VENTURE SERIES.

>> I HOPE YOU DON'T MIND MY ASKING THIS QUESTION. WHEN YOU SPEAK WITH THOSE DEVICES, CAN YOU HEAR YOUR VOICE WHEN YOU TALK ON THE PHONE? WHEN YOU ARE SPEAKING CAN YOU HEAR YOUR VOICE?

>> JEFF GRAMA: ABSOLUTELY.

>> I'VE BEEN TRYING SEVERAL DEVICES, AND THE PROBLEM IS WHEN I PLUG IT INTO THE PHONE. I LIKE TO HEAR MY VOICE WHEN I SPEAK. SOME OF THESE VOICES – DEVICES DON'T HAVE THE ABILITY TO – YOU DON'T HAVE THE ABILITY TO HEAR YOUR VOICE WHEN YOU SPEAK. IT'S LIKE TALKING AND BEING MUTE COMPLETELY.

>> JEFF GRAMA: THIS ALLOWS YOU TO TURN THE VOICE OFF IF YOU WANT TO. IF YOU NEED TO TURN OFF THE NOISE IN THE ROOM IT ALLOWS YOU TO DO THAT, HENCE IT WOULD TURN YOUR VOICE OFF. BUT BY AND LARGE, NO, IT WILL BE ON ALL THE TIME. YOU WILL HEAR YOURSELF JUST AS YOU WOULD NORMALLY. ABSOLUTELY, THAT'S NO PROBLEM WHATSOEVER.

>> GEORGIA: I HAVE A PROBLEM, CAN'T HEAR MYSELF TALKING.

>> JEFF GRAMA: THAT'S A T-SWITCH. YOU WANT AN MT-SWITCH SO YOU LEAVE THE MICROPHONE ON ALL THE TIME. THAT COULD BE

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PROGRAMMED IN. M IS MICROPHONE. YOU HAVE A COMBINATION, BUT YOU PROBABLY WANT TO HAVE THE MICROPHONE TURNED DOWN A LITTLE BIT FOR A COUPLE REASONS, MAINLY BECAUSE YOU DON'T WANT TOO MUCH A INTERFERING NOISE IN THE ENVIRONMENT. SECONDLY, WHEN YOU HAVE A LIVE MIC AND YOU ARE DOING THE PHONE, YOU WILL BE MORE PRONE TO HAVING FEEDBACK.

>> GEORGIA: I HAVE COCHLEAR IMPLANTS.

>> JEFF GRAMA: YOU HAVE FEEDBACK? NO, YOU SHOULD BE ABLE TO DO THAT. WHAT YOU ARE HAVING IS CALLED THE OCCLUSION EFFECT. PEOPLE WITH NORMAL HEARING, IF YOU GO LIKE THIS AND TRY TO TALK, JUST VIBRATES, EXACTLY WHAT YOU ARE HAVING. YOU HAVE A MORE EFFECTIVE PLUG WHEN WEARING EAR MOLDS. THAT'S NOT A PROBLEM. YOU WILL BE ABLE TO HEAR JUST FINE WITH THAT.

PHONAK HAS ANOTHER SYSTEM THEY HAVE BEEN USING FOR YEARS CALLED SOUND RECOVER. HAVE YOU HEARD OF THIS BEFORE? BASICALLY TAKES SOUNDS FROM AREAS WHEN WE TEST YOUR HEARING SAYS "NO RESPONSE." TAKES SOUNDS FROM THOSE AREAS AND ELECTRONICALLY TRANSPOSES DOWN TO LOWER FREQUENCIES WHERE THEORETICALLY YOUR BRAIN CAN LEARN TO USE THE INFORMATION. SO AN "S" SOUND WON'T SOUND LIKE AN S SOUND THAT I HEAR, BUT YOUR BRAIN WILL LEARN A NEW CODING FOR THAT. IT MAY SOUND LIKE (MAKES "CRACK" NOISE). I DON'T KNOW. IT WILL START TO SOUND LIKE A NORMAL THING TO YOU OVER TIME. YOU WILL LEARN.

FIRST COMPANY THAT CAME OUT WITH THIS WAS WIDEX, MANY YEARS AGO. SIEMENS HAS IT. PHONAK HAS IT. THEY ALL WORK A LITTLE DIFFERENTLY. MY EXPERIENCE WITH THESE SYSTEMS IS SOME PEOPLE REALLY, REALLY BENEFIT FROM IT, AND OTHER PEOPLE GET NOTHING, SAY IT SOUNDS AWFUL, SUPER DISTORTED. PROBABLY 85% DON'T LIKE IT. THEY LIKE THAT BROAD BAND.

ALL OF THE NEW PRODUCTS – ONE THING I DIDN'T MENTION. ALL OF THE NEW PRODUCTS, INSTEAD OF GOING OUT TO 4- OR 5,000 Hz, GO OUT TO 10,000. WHEN YOU GET THAT SOUND IN THERE, BRIGHTENS THE QUALITY OF THE SIGNAL UP CONSIDERABLY.

SIEMENS HAS COME OUT WITH SOMETHING CALLED FINAX (PHONETIC) BASICALLY THEIR VERSION OF A HEARING AID THAT'S GOING TO ANALYZE SOUND AND TRY TO DO EVERYTHING JUST LIKE THE PHONAK PRODUCT IS DOING. TRYING TO TAKE EVERYTHING INSIDE FIVE OR SIX DIFFERENT ENVIRONMENTAL-TYPE PROGRAMS AND COMBINE THEM.

IT'S VERY NEW. AND I DON'T DO A LOT OF SIEMENS IN MY OFFICE. I HAVE HAD A COUPLE PEOPLE THAT HAVE DONE PRETTY WELL WITH IT. I DON'T GET AS GOOD A RESULT OUT OF THEIR PRODUCT. MAYBE THAT'S JUST ME. I AM NOT BIASED ABOUT ANY PRODUCT. YOU CAN WALK IN AND SAY I WANT TO TRY A PRODUCT XYZ AND I WILL GET IT FOR YOU AND TRY IT. I HAVEN'T HAD THAT GOOD OF SUCCESS WITH THE PRODUCT IN BACKGROUND NOISE SITUATIONS.

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THAT'S WHERE EVERYBODY THINKS THE PROBLEM IS. YOU GUYS CAN DO REASONABLY WELL ONE TO ONE IN A QUIET ROOM, ASSUMING YOU HAVE REASONABLY GOOD PRODUCT. IF YOU CAN'T HEAR IN ANY KIND OF CROWD, THIS JUST DOESN'T WORK. TYPICALLY I SEE THEM COME IN THIRD ABOUT EVERY TIME IN THE TRIAL OF THREE DIFFERENT PRODUCTS. I DON'T – I JUST DON'T GET THE KIND OF PERFORMANCE I WANT OUT OF THE PRODUCT.

>> THIS IS OFF THE WALL, BUT WHEN I SPOKE WITH YOU, YOU MADE A REMARK THAT SOME PRODUCTS, SOME MANUFACTURERS REALLY ACCOMMODATE BETTER TO YOUR PARTICULARLY-CONFIGURED HEARING LOSS. IF YOU DISCOVER THAT ONE PRODUCT AT A GIVEN TIME SEEMS BEST FOR YOUR PARTICULAR HEARING LOSS, ARE YOU WED TO THAT PRODUCT FOREVER?

>> JEFF GRAMA: NO.

>> IT CHANGES OVER TIME.

>> JEFF GRAMA: YEARS AND YEARS AGO, THERE WAS A COMPANY CALLED QUALITONE, BOUGHT OUT IN THE 90s BY STARKEY CORPORATION. THE THING THAT WENT AROUND WITH IF YOU WORE A QUALITONE, YOU COULDN'T HEAR WITH ANYTHING ELSE. THEY HAD THIS VERY MELLOW SOUND THAT PEOPLE REALLY LIKED. THAT'S JUST WHAT THEY SOUNDED LIKE. PEOPLE LOVED THAT KIND OF SOUND.

THERE WAS A TIME BACK IN EARLY 2000s, SAME THING HELD TRUE FOR SIEMENS CORPORATION. NOT ANYMORE. I HAVE HAD PEOPLE COME IN THAT I PUT CERTAIN PRODUCTS ON AND THEY WORKED REALLY, REALLY WELL, AND JUST MOVED THEM INTO ANOTHER MANUFACTURER.

THERE ARE SO MANY THINGS WE CAN DO WITH THESE THINGS NOW. IT'S NOT HERE IT IS, PUT A PROGRAM AND SEND YOU OUT THE DOOR. WE CAN SHIFT COMPRESSIONS AROUND AND SO MANY DIFFERENT THINGS. YOU CAN ALMOST CUT BACK ON THE NUMBER OF PRODUCTS THAT YOU CARRY TO MAYBE THREE MANUFACTURERS JUST – BECAUSE YOU CAN GET RESULTS. YOU CAN DO ANYTHING YOU WANT WITH THESE THINGS.

I WAS VERY SURPRISED WITH A COMPANY CALLED GN RESOUND. ANYONE HERE WEARING GN RESOUND? BEFORE THEY BECAME GN RESOUND, THEY WERE DANAVOX, BEFORE THEY BECAME BASICALLY AT&T OF EUROPE, BIG COMPANY. WELL THOUGHT-OF AND MAKE A TON OF MONEY.

THEY MAKE SOME GOOD PRODUCTS. THEY HAD A PRODUCT BACK IN 2000 AND 2005 CALLED THE CANTA SERIES. THEY SAY WE GOT A BETTER ONE NOW. KEEP TRYING THE BETTER ONE. NO DIFFERENT RESULT. IT WAS LIKE LATERAL DEVELOPMENT. NOTHING CHANGED. I AM HERE TO TELL YOU THEY HAVE CHANGED. I WAS VERY, VERY SKEPTICAL ABOUT THIS. AND THE ONLY REASON I TRIED THIS, THIS YOUNG LADY – NOT YOUNG, SHE'S 50 – TO ME THAT'S YOUNG.
[LAUGHTER]

SHE CAME IN AND SAID "YOU SHOULD TRY THIS, GETTING FABULOUS RESULTS". THEY HAVE A BRAND-NEW SUPER HIGH-POWER PRODUCT WHICH HAS A GREAT NAME, CALLED THE ENZO, AFTER ENZO FERRARI, A HOT ROD. THIS IS REALLY STRONG. WORKS ON THREE PEOPLE WITH HORRIBLE HEARING PROBLEMS THEY GO "THIS IS SO CLEAR." I AM STARTING TO DABBLE WITH THIS PRODUCT.

THE NICE THING ABOUT RESOUND, THEY AND STARKEY -- NOT REALLY HOT ON STARKEY -- THEY HAVE A THING WITH AN iPhone OR ANDROID WHERE IT WILL AUTOMATICALLY CONNECT AND CONTROL YOUR HEARING AIDS. YOU SIMPLY DOWNLOAD AN APP AND YOU CAN CHANGE THE PROGRAMS WITH IT. IT WILL STREAM DIRECTLY INTO THE HEARING AIDS. YOU CAN OPERATE VOLUME UP OR VOLUME DOWN INDEPENDENTLY.

ANYTHING WITH A REMOTE CONTROL IS AVAILABLE THROUGH YOUR CELL PHONE. THAT'S AVAILABLE WITH ALL THE OTHER MANUFACTURERS TOO, EXCEPT YOU HAVE TO HAVE YOUR STREAMING DEVICE IN BETWEEN. SO THAT'S ONE MORE THING YOU HAVE TO WEAR. I DON'T SEE THAT AS BEING A PROBLEM BECAUSE THIS DOES GIVE YOU A FEW MORE FEATURES THAN YOU HAVE.

FOR EXAMPLE, I SAID EARLIER YOU CAN TUNE INTO A LOOP SYSTEM OR YOU ARE WEARING IT AND WANT TO USE A CONVENTIONAL TELEPHONE, YOU PUSH A BUTTON ON THE SIDE AND THE PHONE UPSIDE DOWN. YOU CAN'T DO THAT WITH A RESOUND. IT WORKS WELL WITH CELL PHONES. IT'S A VERY EFFECTIVE SYSTEM WORKING REALLY WELL.

WHAT I AM IMPRESSED WITH, THE PRODUCT SEEMS TO WORK SUPER WELL WITH NOISE. AND THEY HAVE A VERY NICE FEATURE IN THERE FOR ME WHERE I CAN MOVE DIFFERENT INTENSITIES OF NOISE AROUND AND REDUCE THEM WHILE SIMULTANEOUSLY BRINGING SPEECH UP MORE.

>> I HAVE CAPTION ON MY PHONE. I USE CAPTION ON MY PHONE, AND MY QUESTION IS, THE PROBLEM IS THEY ARE CLAIMING BY USING THE CAPTION ON THE SMARTPHONE AFFECTS THE ABILITY OF THE TECHNOLOGY FOR THE COMMUNICATION OF THE DEVICES.

>> JEFF GRAMA: THAT I DON'T KNOW. CAN'T ANSWER THAT.

>> I HAVE A DEVICE, USING A QUATRO 4. I HEAR FANTASTIC WITH IT. THE PEOPLE I AM TALKING TO CAN'T HEAR ME. I DON'T KNOW IF IT'S THE PHONE OR THE DEVICE.

>> JEFF GRAMA: DOES IT HAVE A JACK FOR AN EXTERNAL MIC LIKE THIS?

>> ONLY IN THE QUATRO. BUILT-IN MIC. I BELIEVE THEY HAVE THE MICROPHONE UPSIDE DOWN, ON THE BOTTOM INSTEAD OF THE TOP.

>> JEFF GRAMA: A LOT OF THOSE HAVE TWIN MICS. ONE IS A NOISE-REDUCING ON THE BOTTOM, AND A MIC ON THE TOP WHICH IS

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FOR YOUR VOICE. MAYBE IT'S PLUGGED UP. MAYBE NOT WORKING RIGHT.

>> THE FINAL QUESTION IS, MY QUESTION IS, ARE THE – WITH THE APPS THAT ARE GOING INTO THE PHONE, ARE THEY GOING TO IMPAIR ABILITY OF THE USAGE OF THE DEVICE?

>> JEFF GRAMA: YOU HAVE TO CONTACT THE MANUFACTURERS ABOUT THAT. I DON'T KNOW.

>> MITZI: I SELL THE QUATRO 4.0 AND ANOTHER BLUETOOTH DEVICE, BONE CONDUCTION HEADPHONES. BLUETOOTH CONNECT TO YOUR PHONE. I RAN INTO THE SAME PROBLEM TALKING WITH PEOPLE. I THINK IT'S THE BLUETOOTH DELAY, SOMETHING GOING ON THERE. I DON'T KNOW WHAT THE PROBLEM IS THERE. I CAN HEAR THEM BEAUTIFULLY WITH EITHER DEVICE, AND THEY SAY "YOU ARE BREAKING UP." ALTHOUGH – SO TO TEST IT, I WILL CALL PIERRE, AND HE'S USING THE DEVICE TOO, HE SAYS THERE IS NO PROBLEM. I DON'T KNOW WHAT'S GOING ON. I THINK THERE ARE SOME ELECTRONIC MISCOMMUNICATIONS WITH DIFFERENT FREQUENCIES OR WHATEVER'S GOING ON WHEN YOU ARE USING BLUETOOTH ON THE PHONE.

>> JEFF GRAMA: THAT'S PART OF THE PROBLEM. YOU DO HAVE THAT DELAY, AND THE CLOSER YOU ARE TO THE INDIVIDUAL, THE MORE APPARENT THE DELAY IS. IF I WERE TALKING TO YOU ON MY CELL PHONE, I WOULD HAVE A THREE- OR FOUR-SECOND DELAY. THAT'S CALLED "DELAYED AUDITORY FEEDBACK," TRYING TO UNDERSTAND WHAT SOMEBODY IS SAYING. YOU ARE HEARING THEM AND HEARING THEM AGAIN.

>> JUST A QUICK QUESTION. NOT QUESTION BUT STATEMENT ABOUT THE BLUETOOTH AND THE QUATRO AND SOME OF THE PROBLEM YOU MAY BE HAVING, CHECK TO SEE IF YOU ARE – IF YOU ARE HAVING WITH THE QUATRO YOUR PHONE AND YOUR BLUETOOTH ARE CONNECTED AT THE SAME TIME, THEY SAY YOU CAN DO IT. BUT WHEN I'VE DONE IT THERE HAS ALWAYS BEEN PROBLEMS. I TURN OFF MY PHONE BLUETOOTH WHEN I AM TRYING TO USE THE IPHONE.

>> JEFF GRAMA: THAT COULD WELL BE. IF YOU ARE USING A PRODUCT LIKE THIS, YOU HAVE BLUETOOTH IN YOUR CAR AND IT'S TURNED ON AT THE SAME TIME, THEY FIGHT, GO TO WAR. YOU HAVE TO TURN ONE OFF, PROBABLY WHAT'S HAPPENING. DISCONNECT IT. YOU DON'T HAVE TO GET RID OF IT. JUST DISCONNECT IT AND MAKE A DECISION. MOST OF THE TIME I TELL PEOPLE IF YOU ARE IN THE CAR AND HAPPY WITH HOW THE BLUETOOTH WORKS THROUGH YOUR CAR, TURN THIS THING OFF. IF YOU ARE NOT HAPPY -- A GUY I TALKED TO WITH A TOYOTA A COUPLE YEARS AGO, HAS A HORRIBLE BLUETOOTH SYSTEM. "I WANT TO USE THIS." I SAID TURN OFF YOUR PHONE.

>> SANDY: I KNOW IN TALKING ABOUT CAPTIONING ON CELL PHONES, IS THERE A DEVICE SO THAT CONVERSATION CAN BE – BETWEEN TWO PEOPLE IN PERSON CAN BE CAPTIONED AND THUS TRANSCRIBED? SORT OF LIKE DRAGON DICTATE.

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>> JEFF GRAMA: IT'S CALLED INSTANT MESSAGING.

>> SANDY: WORK-RELATED THINGS WHERE IT'S DOCUMENTED, FOR AN A.D.A. ACCOMMODATION.

>> JEFF GRAMA: I WOULD ASSUME YOU CAN DO THAT. IF YOU ARE USING AN IPAD OR SOMETHING LIKE THAT, THAT YOU CAN TALK INTO, THEN THAT WOULD BE ABLE TO BE ABLE TO BE TRANSCRIBED DIRECTLY INTO YOUR COMPUTER.

>> SANDY: WHAT APP WOULD BE BEST SUITABLE? I KNOW THERE IS DRAGON DICTATE. BUT IS THERE AN APP THAT WOULD BE REALLY EFFECTIVE IN CAPTURING THE SPOKEN WORD WITHIN A MEETING? DOESN'T NEED TO BE PARAGRAPHEDED AND ALL THAT, BUT WOULD CAPTURE THE SPOKEN LANGUAGE. IS THERE AN APP?

>> JEFF GRAMA: THE BEST ONE I KNOW IS THAT DRAGON THING. THAT'S A FABULOUS PRODUCT. I WOULD TRY THAT.

>> SANDY: OKAY.

>> JEFF GRAMA: YES?

>> DANNY: GETTING BACK TO THE INFO. THAT'S EXCITING. I AM HEARING. BUT MY WIFE IS NOT. WE ALWAYS HAVE THEM WITH US. I CAN IMAGINE IN A RESTAURANT IF KATHERINE HAS IT AND IT'S NOISY, SHE COULD PUT UP THE APP AND TURN SOMETHING ON, SEE IF THAT WORKS. SOUNDS SO MUCH BETTER THAN CLICKING A BUTTON AND WONDERING IF YOU ARE ON THE RIGHT PROGRAM.

>> JEFF GRAMA: YOU CAN DO THAT NOT WITH JUST THE ENZO. ALL OF THE PHONES HAVE THAT. I PUT ON MY TABLET, DOWNLOADED OTHER THINGS.

>> DANNY: THE APPS ARE GRAPHIC.

>> JEFF GRAMA: EVERY MANUFACTURER IS TO HELP THE HEARING-IMPAIRED. YOU TALK TO PEOPLE WHO RUN THESE COMPANIES, THEY REALLY GIVE A DAMN. THEY REALLY CARE. WOULDN'T SAY THAT ABOUT APPLE OR MICROSOFT. THEY WANT THE BUCKS.

THESE GUYS ARE WORKING HARD AS THEY CAN. IT'S A MICRO INDUSTRY, SO DAMN SMALL, NOT MUCH MONEY AROUND TO POUR INTO R&D. NOT GETTING THE RESEARCH AND DEVELOPMENT YOU NEED.

YOU WILL SEE THAT FROM ALL THE MANUFACTURERS BECAUSE THEY SPENT SO MUCH TIME AND MONEY TO IMPROVE THESE STREAMING DEVICES. THEY WILL RUN THOSE AND GET THEIR MONEY BACK ON THAT. THEY HAVE TO TO SURVIVE. WHAT YOU WILL HAVE, EVENTUALLY EVERYTHING WILL BE PHONE-DRIVEN.

SIEMENS HAS THAT WHERE YOU CAN CHANGE EVERYTHING BUT YOU DON'T HAVE A DIRECT CONNECTION FOR THE CELL. YOU NEED AN INTERMEDIARY DEVICE FOR THAT. THEY ALL PRETTY MUCH DO THAT. IT WOULD BE HARD FOR ME TO SHOW YOU THAT. IF ANYBODY IS INTERESTED, I DOWNLOADED THE APPS. THEY HAVE SOME DEMOS. DOWNLOAD FOR YOUR PHONE. OTICON, YOU GET CONNECT LINE AND DOWNLOAD THAT. RESOUND, THEY JUST CALL IT RESOUND, RESOUND

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CONTROL. THE SIEMENS IS CALLED easyTEK APP. AND PHONAK HAS ONE CALLED REMOTE CONTROL.

>> WIDEX?

>> JEFF GRAMA: I DON'T KNOW ABOUT THAT NEW PRODUCT. AGAIN, THAT WAS FRIDAY. I WASN'T IN THE OFFICE ON FRIDAY. I WAS PREPARING THIS TALK AND SUPPOSED TO HAVE SOMEONE COME OUT AND SHRED 6500 DOCUMENTS FOR THE BUSINESS. NEVER SHOWED UP. I WILL FIND OUT ABOUT THAT.

>> ALICIA: I NO LONGER WEAR HEARING AIDS BECAUSE I WENT COMPLETELY DEAF. I HAD TERRIBLE RECRUITMENT WITH HEARING AIDS, AND I JUST – IN THE PAST DAYS OF COURSE, MAYBE THEY ARE BETTER NOW.

IS THERE ANY PRODUCT YOU FEEL HELPS MORE PEOPLE WITH THAT KIND OF ISSUE?

>> JEFF GRAMA: YES. THE WIDEX PRODUCT TENDS TO WORK REALLY, REALLY WELL WITH RECRUITMENT. OTICON, AS WELL. BRINGS UP SOFT SPEECH, PUTTING A REAL LID ON. I THINK THEY ARE ALL GOING IN THAT DIRECTION. ONE THING WHAT YOU ARE DOING, YOU GO TO YOUR AUDIOLOGIST, WHEN THEY TEST YOU SHOULD BE TESTING YOU FOR LOUDNESS TOLERANCE. HAS TO BE DONE. THIS IS CRITICAL.

>> DIDN'T HAPPEN.

>> JEFF GRAMA: THAT'S THE PROBLEM. THEY LOOK AT YOUR DEGREE OF HEARING LOSS, YOU HAVE 90 dB HEARING LOSS, SO WE HAVE TO PUT AS MUCH AS WE CAN. IF YOU HAVE RECRUITMENT, NOTHING MORE THAN AN – YOU NEED TO HAVE A PRODUCT THAT WILL PUT EVERYTHING WITHIN YOUR USABLE RANGE OF HEARING.

I TEST PEOPLE, I DO THE REGULAR AUDIOGRAM. THEN I DO WHAT'S COMFORTABLE. FIND OUT WHAT'S TOO LOUD. YOU HAVE A WORKING RANGE WITH YOUR EARS, AND THE HEARING AIDS HAVE TO BE ADJUSTED TO WORK WITHIN THAT DYNAMIC RANGE. IF IT GOES HIGHER THAN YOUR EAR CAN TOLERATE, TURNS INTO NOISE, DISTORTION, AND YOU WANT TO TAKE THEM OUT. YOU SHOULD NEVER HAVE THE FEELING YOU WANT TO TAKE THE HEARING AIDS OUT. THEY HAVE TO BE ADJUSTED FOR THAT. IF YOU ARE HAVING THAT PROBLEM, YOU NEED TO GO BACK TO YOUR PERSON, SAY "YOU NEED TO TEST ME FOR LOUDNESS TOLERANCE." WHAT THEY REALLY HAVE TO DO – NORMALLY – WE HAVE TWO DIFFERENT SCALES WHEN WE ARE TESTING. ON THE AUDIOMETER, MACHINE ITSELF, CALIBRATED ON SOMETHING CALLED HEARING THRESHOLD LEVEL, HTL, A NORMALIZED LOUDNESS GRAPH. SO NORMAL HEARING WOULD BE WITHIN A CERTAIN RANGE. SO ZERO FOR PITCH A, AND ZERO FOR PITCH B ON THE GRAPH WOULD LOOK FINE.

YOU WANT TO LOOK AT SOUND PRESSURE LEVEL, WHAT THE HEARING AID IS TALKING IN. THAT'S REAL LOUDNESS, MEASURED IN DECIBELS ON THE A SCALE – EXPLAIN THIS – SIMPLY, YOU HAVE TO TRANSLATE THE HEARING THRESHOLD LEVEL LOUDNESS INTO SOUND

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PRESSURE. NOT MANY PEOPLE DO THIS. HERE'S THE REASON, GIVE YOU AN EXAMPLE. ZERO DECIBELS AT A VERY LOW PITCH, 250 Hz. HTL ZERO DECIBELS IN SOUND PROGRAM IS 26.6 – NORMAL IS 6.5. NORMAL HEARING EAR HAS EQUAL LOUDNESS CONTOURS. A LOW-PITCH SOUND GENERALLY WON'T SOUND AS LOUD OR AS (INAUDIBLE) AS HIGH-PITCH SOUND.

PROBABLY TALKING GREEK HERE.

BASICALLY LOOKING AT IT'S NOT AN EVEN PLAYING FIELD. IT'S LIKE HAVING THE LAKERS OVER HERE AND A LITTLE HIGH SCHOOL TEAM HERE, AND THEY ARE ALL GOING TO PLAY IN THE SAME GAME. NOT EQUAL PLAYING FIELD. YOU HAVE TO TRANSFER THIS INTO SOUND PRESSURE. IF YOU DON'T, YOU ARE CONSTANTLY WALKING AROUND, "IT'S TOO LOUD. I CAN'T STAND IT." WHEN NOISE COMES UP I HAVE TO MUTE IT OR TAKE THEM OUT.

>> MY BIGGEST PROBLEM IS IN TERMS OF VOLUME, I NEED TO GAIN; THERE IS NOT ENOUGH GAIN TO PUT IN MY EAR TO SUSTAIN THE QUALITY OF SOUND I NEED TO HEAR SPEECH. ON TOP OF THAT, THERE IS NOT AN EAR MOLD TIGHT ENOUGH AND TO BE ABLE TO WEAR THE LEVEL. I HAVE A SUMO AND CAN'T WEAR IT LOUD ENOUGH.

>> JEFF GRAMA: THAT'S A FOSSIL.

>> PROBLEM IS THERE ARE NOT ENOUGH EAR MOLDS I CAN WEAR THAT ARE TIGHT ENOUGH TO SUSTAIN THE VOLUME I NEED TO HEAR THE SOUND. I WEAR IT ALL THE WAY UP IF I CAN. CAN'T BECAUSE THE MOLDS AREN'T TIGHT ENOUGH.

>> JEFF GRAMA: THE SUMO – IT'S AN OLD PRODUCT. I WOULDN'T FIT IT ON A DOG. IT'S OLD. YOU CAN DO WAY BETTER THAN THAT.

>> THAT BLUETOOTH INTERFERENCE OFF A COUPLE ACQUAINTANCES. I WOULD THINK IT'S HISTORICALLY RATING FREQUENCY ON DIFFERENT DEVICES THEY MAKE THEM WITH THE INTENDABILITY TO BE ABLE TO USE MORE THAN ONE DEVICE WITHIN ONE SYSTEM IN PROXIMITY TO EACH OTHER.

>> JEFF GRAMA: TWO SYSTEMS CAN'T WORK SIMULTANEOUSLY. THEY ARE BOTH TRYING TO TRIP ON, AND DEPENDING ON THE POSITIONING YOU HAVE, ONE WILL GO ON AND GO ON AND OFF, ON AND OFF.

>> CAR HAS THE ABILITY TO PAIR WITH MULTIPLE BLUETOOTH DEVICES. PHONES CAN PAIR WITH FIVE, SIX, DEPENDING ON THE PHONE.

>> JEFF GRAMA: CAN'T ALL OPERATE AT THE SAME TIME.

>> FROM THAT CONVERSATION, IN PROXIMITY TO EACH OTHER, STILL CONSUMERS STILL HAVE NEED TO USE MORE THAN ONE DEVICE. WHEN IT'S IN CONJUNCTION WITH THE SAME SYSTEM, THAT'S THE QUESTION.

>> JEFF GRAMA: THAT BLUETOOTH DOESN'T WORK TWO AT ONCE. IT COULD, I SUPPOSE HAVE A BIG BOX OR SOMETHING.

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>> LISA: WE DO NEED TO TAKE A BREAK WITHIN THE NEXT FEW MINUTES.

I KNOW YOU DIDN'T GET THAT FAR BECAUSE OF THE QUESTIONS. WE WILL HAVE ABOUT 10 MINUTES AFTER THE BREAK.

YOU MIGHT BE BOMBARDED DURING THE BREAK.

JANE, OUR CAPTIONIST, WE NEED GIVE HER A BREAK. BACK IN 10 MINUTES.

(BREAK)

>> JEFF GRAMA: YOU NEED TO KEEP YOUR BRAINS GOING.

JUST LIKE PHYSICALLY, I AM 65 YEARS OLD. I STILL RUN ABOUT 15 MILES A WEEK AND PLAY FULL COURT BASKETBALL EVERY SUNDAY. AND I LIFT WEIGHTS AND TRY TO STAY IN GOOD PHYSICAL CONDITION.

EVERY ONE OF YOU SHOULD BE DOING THAT. THIS IS GOOD FOR YOU. ON TOP OF THAT, YOU NEED TO EXERCISE YOUR BRAINS. THERE ARE A COUPLE SYSTEMS OUT THERE THAT WORK REALLY, REALLY WELL FOR MAKING YOUR BRAINS FUNCTION BETTER. YOU NEED TO EXERCISE. YOU NEED TO DO THINGS THAT ARE DIFFICULT FOR YOU MENTALLY.

ANYBODY CAN SIT DOWN AND DO MAYBE A REAL SIMPLE CROSSWORD PUZZLE AND BLAST THROUGH THAT. YOU NEED TO DO THE NEW YORK TIMES SUNDAY PUZZLE.

A COUPLE PROGRAMS OUT THERE, COMPUTER-DRIVEN, AVAILABLE ON LINE. SOME YOU GET A DISC. YOU BUY THE DISC AND DO IT. OTHERS YOU BUY DIRECTLY ON LINE, PAY A MONTHLY FEE.

I RECOMMEND YOU INVESTIGATE BOTH OF THESE SYSTEMS.

I DO ONE CALLED "LUMOSITY." WHAT THEY DO WITH THIS IS THEY QUESTION YOU ABOUT A BUNCH OF DIFFERENT THINGS YOU WANT TO IMPROVE. THEY GIVE YOU MAYBE FIVE OR SIX QUESTIONS ABOUT DO YOU WANT TO IMPROVE YOUR MEMORY LIKE THIS? LIKE THAT? DO YOU NEED TO HAVE FASTER RECALL? DO YOU HAVE TO -- WHATEVER. THEY ASK YOU A BUNCH OF QUESTIONS ON MEMORY.

ANOTHER ONE ON ATTENTION, SOME PEOPLE HAVE A HARD TIME ATTENDING TO THINGS. YOU CAN LEARN HOW TO WORK ON YOUR ATTENTION.

SPEED. HOW QUICKLY YOU DO THINGS. THEY HAVE A LOT OF VISUAL THINGS WITH THAT.

ANOTHER ONE IS FLEXIBILITY.

AND THE LAST ONE IS PROBLEM-SOLVING.

THIS KIND OF STUFF IS REALLY GOOD FOR YOU. YOU ARE GOING TO LOOK AT IT, YOU ARE GOING TO GO "THIS IS KIND OF HARD." YOU WANT TO BE ABLE TO NOT STRESS YOUR BRAIN BUT YOU WANT TO BE ABLE TO TAX IT A BIT SO YOU WILL GET REASONABLE FUNCTION. YOU WILL GROW. THESE SYSTEMS ARE DESIGNED TO GRADUALLY MOVE YOU FROM WHAT SEEMS TO BE RELATIVELY EASY. IT WILL GET A LITTLE HARDER IN THE NEXT STEP AND A LITTLE BIT HARDER, MAYBE A

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LITTLE FASTER. BUT IT'S JUST A REALLY GOOD WAY FOR YOU TO WORK ON YOUR PROCESSING ABILITY.

YOU DON'T HEAR WITH YOUR EARS. NOT ONE OF YOU HEARS WITH EARS. YOU HEAR WITH YOUR BRAIN. AND A LOT OF YOU, I AM SURE, HAVE READ ABOUT ALL THIS RESEARCH GOING ON ABOUT HEARING LOSS AND DEMENTIA. WHY IS THIS? THIS CAN'T SENSE IT AND GET THE INFORMATION UP HERE THIS DOESN'T GET USED. WHAT HAPPENS? IT JUST SHUTS DOWN. THIS LUMOSITY THING I REALLY GET A KICK OUT OF. I DO IT A COUPLE TIMES A WEEK. SHOULD DO MORE.

YOU CAN SPEND 30 MINUTES A DAY, 30 MINUTES EVERY OTHER DAY, BUT IT'S A GOOD THING FOR YOU TO EXERCISE YOUR MIND.

THERE IS ANOTHER ONE SPECIFICALLY DESIGNED FOR HEARING-IMPAIRED. CALLED LACE. COMES OUT OF UNIVERSITY OF CALIFORNIA SAN FRANCISCO. ROBERT SWEETO IS THE AUDIOLOGIST WHO HELPED DEVELOP THIS. VERY NICE GUY, MET HIM A FEW TIMES. STANDS FOR LISTENING AND COMMUNICATION ENHANCEMENT. THEY PUT YOU INTO A SERIES OF DIFFERENT TASKS WHERE YOU HAVE TO TRY TO PICK WORDS OUT OF SENTENCES. IF THERE IS A LITTLE BIT OF NOISE OR THEY MAKE YOU FILL IN THE BLANK TYPE THING. THEY HAVE FOUR OR FIVE DIFFERENT THINGS THEY MESS WITH; ONE WHERE THEY HAVE EXERCISES FOR YOUR HEARING SPEECH IN NOISE; ONE FOR LISTENING TO FAST SPEECH. THIS IS ONE OF YOUR BIG COMPLAINTS.

(DEMONSTRATING TALKING FAST) SOME OF YOU WITH NORMAL HEARING COULD DO THAT JUST FINE.

BUT WITH YOU, BECAUSE YOUR PROCESSING ABILITY HERE IS DIMINISHED, YOUR END-CODING IS DIMINISHED, YOU NEED MORE TIME. SO I WILL SPEAK EFFECTIVELY TO YOU, I AM GOING TO SAY "DO YOU THINK YOU SHOULD GO TO THE MARKET WITH ME AT 3:00" SLOW IT DOWN SO YOU HAVE TIME TO PROCESS IT. PUT IN STOPGAPS, COMMAS, PAUSES. YOU OF COURSE TELL EVERYBODY SLOW DOWN WHEN THEY ARE SPEAKING TO YOU ANYWAY. BUT THIS IS SOMETHING THAT'S CRITICAL.

THEY HAVE A COMPETING SPEECH. FOR EXAMPLE, I WANT TO LISTEN TO WHAT STEPHANIE HAS TO SAY. THEY WOULD HAVE IT SET UP LIKE THAT AND THEY WOULD HAVE ANOTHER VOICE TALKING AT EQUAL LOUDNESS. IT MAKES YOU CONCENTRATE ON THE SPEECH THAT YOU WANT TO HEAR. THEN THEY HAVE THE MISSING-WORD TASKS. WHEN I RAN THROUGH THIS – BEEN ALMOST A YEAR SINCE I PLAYED WITH THIS – IT WAS REALLY FUNNY, IT WOULD SAY LET'S GO TO THE (NOISE) THROWS THIS NOISE IN HERE RIGHT OVER THE WORD. LET'S GO TO THE WHAT. YOU HAVE TO PULL IT OUT OF THE CONTEXT. YOU ALREADY DO THAT. YOU FILL IN THE BLANKS.

OFTENTIMES YOU GET PART OF THE WORD OR NONE OF THE WORD, BUT IF YOU ARE TALKING ABOUT HOW LOUSY THE LAKERS ARE, YOU CAN FIGURE BRYANT IS NOT PLAYING. YOU FIGURE, THAT'S CODE.

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I THINK IT RUNS ABOUT \$100. I THINK THAT THIS COMES ON A DISK, I AM PRETTY SURE THAT'S HOW THAT WORKS.

WITH LUMOSITY YOU CAN DO ONLINE OR DISC WISE. ONE IS BRAIN, LUMOSITY. I WOULD RECOMMEND. THE OTHER IS HEARING TRAINING. YOU DON'T HAVE ANY OBLIGATION. I THINK YOU CAN GO ON LINE AND TRY THESE THINGS OUT AS A GUEST AND SEE IF IT'S SOMETHING THAT INTERESTS YOU. IF IT DOESN'T INTEREST YOU, IT DAMN WELL SHOULD. IT'S IMPORTANT THAT YOU – YOU ARE YOUR OWN BEST ADVOCATE AND YOUR OWN BEST TEACHER.

ONE IS CALLED LUMOSITY. THE OTHER IS LACE. LIKE YOU LACE YOUR SHOES. AND THAT STAINED STANDS FOR LISTENING AND COMMUNICATION ENHANCEMENT.

I AM ASSUMING YOU GET THESE NOTES HERE. SERIOUSLY, YOU CAN DO THESE THINGS. I DIDN'T REALLY PUSH THE LACE TOO MUCH WHEN IT FIRST CAME OUT. BUT FOR PEOPLE REALLY HAVING A DIFFICULT TIME, THEY REPORT TO ME THIS HELPS A LOT. SO I CAN HIGHLY RECOMMEND IT.

AND AGAIN, YOU CANNOT OVERTAX YOUR MENTAL ABILITIES. YOU DON'T WANT TO BE LIKE THE 90-YEAR-OLD PERSON JUST SITTING THERE IN THE WHEELCHAIR. YOU DON'T WANT TO DO THAT.

>> YOU WANT TO BE HER. ACTUALLY YOU WANT TO BE – LADY I USED TO TAKE CARE OF WHO FINALLY AT 112 HAD HAD ENOUGH. SHE WORKED UNTIL SHE WAS 98. SO PRETTY AMAZING WOMAN.

I WANT TO BE HER WHEN I GROW UP.

SO LOOK INTO THESE THINGS. THESE ARE REALLY GOOD.

ANY QUESTIONS THAT I CAN ANSWER ABOUT ANYTHING WHILE I HAVE A MINUTE.

>> QUICK QUESTION ABOUT THE LOOPING. DO YOU HAVE ANY EXPERIENCE FOR PEOPLE WHERE THEY LOOPED THEIR ENTIRE HOUSE?

>> JEFF GRAMA: I HAVE NOT HAD ANY EXPERIENCE WITH PEOPLE WHO HAVE LOOPED INTERESTING BUT A SINGLE ROOM. USUALLY THEIR ENTERTAINMENT ROOM. ONLY A COUPLE PEOPLE HAVE DONE IT. SEEMS TO BE VERY EFFECTIVE.

>> GRACE: I WAS READING ON THE INTERNET THAT SUGAR WAS BAD FOR YOU. THEY SAY THAT 75%, ONE OUT OF 4 PEOPLE, 25%, HAVE FATTY LIVER, AND EATING WAY TOO MUCH SUGAR. THEY SAY IT GIVES YOU DEMENTIA, BECAUSE LIVER FUNCTIONING. I THINK SUGAR IS BAD FOR YOU.

>> JEFF GRAMA: YOU CAN FIND ANYTHING OUT ON THE INTERNET YOU WANT TO FIND OUT, AND HALF OF IT IS CRAP. I'VE LEARNED ONE THING IN MY 65 YEARS. EVERYTHING IN MODERATION. THEY USED TO TELL YOU SEX WASN'T GOOD FOR YOU. COME ON.

>> GRACE: I'M 96, SO MY WORD IS BETTER THAN YOURS.
[APPLAUSE].

>> CAN I QUOTE YOU ON THAT?

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>> PAT: SEE YOU CAN'T HEAR IN NOISE – I HAVE A COCHLEAR IMPLANT ON MY ONE SIDE. BECAUSE OF VESTIBULAR PROBLEMS I CAN'T BE BILATERAL BECAUSE RISK OF AFFECTING THE OTHER, THE – VESTIBULAR NERVE. I HAVEN'T WORN MY HEARING AID ON MY OTHER SIDE SINCE IMPLANTATION, BECAUSE WHEN I TRIED THEY FOUGHT. BUT THAT'S 10 YEARS. TODAY, HOW MUCH DUEL IS THERE, IF I SAY I WANT A HEARING AID ON THE OTHER SIDE. IS THAT FEASIBLE?

>> JEFF GRAMA: YOU ARE HAVING VESTIBULAR ON THE SIDE. YOU HAVE –

>> PAT: MENIERE'S SYNDROME. I CAN WEAR A HEARING AID, BUT WHEN I PUT MY OLD HEARING AID IN AFTER I WAS IMPLANTED, THE DIFFERENCE IN MY DISCRIMINATION WAS SO HUGE THAT I COULDN'T GET IT ADJUSTED SO I COULD –

>> JEFF GRAMA: IT'S A 10-YEAR-OLD PRODUCT. PROBABLY WASN'T PROPERLY PROGRAMMED.

>> PAT: COME IN AND SEE YOU.

>> JEFF GRAMA: SEE SOMEBODY.

>> LISA: I HAVE A HEARING AID AND AN IMPLANT. AND THESE PROGRAMS LIKE PLACE THAT YOU WERE TALKING ABOUT REALLY HELP BECAUSE YOUR BRAIN NEEDS TO ADAPT. I STILL HAVE DIFFERENT SOUNDS IN BOTH EARS, BUT ANYTHING YOU CAN DO TO ADJUST, SO YOUR BRAIN GETS ADAPTED TO THE DIFFERENT SOUNDS DEALING WITH THE HEARING AID AND IMPLANT. I THINK THOSE PROGRAMS ARE REALLY HELPFUL.

WE DO HAVE TO WRAP IT UP. I CAN TAKE ONE MORE QUESTION. HAND UP FIRST?

>> MITZI: I JUST WANTED TO SAY I ALWAYS HAD PROBLEMS WEARING MY HEARING AID. AND CHANDRA, MY NIECE WHO HAS SPOKEN HERE, SHE WOULDN'T WEAR HER HEARING AIDS BECAUSE THEY WERE SO UNCOMFORTABLE, UNTIL I TOOK HER TO JEFF. LOUD SOUNDS WERE KILLING US. SHE GOT GOOD HEARING AIDS. SHE WEARS THEM ALL THE TIME, EVEN FALLS ASLEEP WITH THEM. HE DID MINE, EVEN THOUGH I DIDN'T GET THEM FROM – REPROGRAMMED MINE. SO MUCH MORE COMFORTABLE. FINDING THE RIGHT AUDIOLOGIST MAKES ALL THE DIFFERENCE.

>> STEPHANIE: SOME OF THE PRODUCTS YOU ARE TALKING ABOUT, OF THEM WORK WITH ANDROID --

>> JEFF GRAMA: THEY ALL WORK WITH ANDROID. EVERYTHING IS ANDROID. ALL PHONES ARE COVERED. NO PROBLEM. AS LONG AS IT'S A REASONABLY LATE PHONE. YOU DON'T WANT AN ANDROID FROM -- THE FLIP PHONE. GET SOMETHING NEW.

>> LISA: THANK YOU SO MUCH, JEFF.

>> JEFF GRAMA: THANK YOU FOR HAVING ME. [APPLAUSE].

>> LISA: ANY OCCASION, I ONLY HEAR WONDERFUL THINGS ABOUT YOU.

WE HAVE A HALF HOUR LEFT. WE HAVE A LOT TO COVER.

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I WILL SWITCH – WE ACTUALLY HAVE ANOTHER GUEST HERE TODAY. I WANTED TO HAVE – GIVE HER A FEW MINUTES TO INTRODUCE HERSELF.

ELLEN SIMON WHO IS THE DIRECTOR OF THIS FACILITY, THE HEAR CENTER. SHE INTRODUCED US. AND SHE CAME TO THIS MEETING TODAY.

DARLA KIM COMES FROM AN ORGANIZATION, DEAF ABILITY RESOURCE. SHE CAN TELL YOU MORE ABOUT IT.

>> DARLA KIM: I AM THE CEO OF DEAF ABILITY RESOURCE, A NON-PROFIT ORGANIZATION IN HIGHLAND PARK. WE SERVE ALL OF THE SAN GABRIEL VALLEY, ANTELOPE VALLEY, LONG BEACH, ORANGE COUNTY, PROVIDING SERVICES TO PERSONS WHO ARE DEAF, DEAF-BLIND, HARD-OF-HEARING, DEAF AT-RISK, LATE DEAFENED. PROVIDE SERVICES TO HELP THEM FIND WORK. ALL KIND OF SERVICES TO HELP THESE PEOPLE TO GET, AND BE PRODUCTIVE AT WORK.

ALL OF US ARE FLUENT IN AMERICAN SIGN LANGUAGE, BUT AT THE SAME TIME I WANT TO PROVIDE SERVICES FOR ALL THE POPULATION.

ADVANCEMENT OF TECHNOLOGY WE USE IS IN EVERY AREA TO HELP OUR EMPLOYERS TO UNDERSTAND THE LANGUAGE AND COMMUNICATION. THE FIRST THING THEY SAY TO US IS “HOW ARE WE GOING TO COMMUNICATE?” AND IF THEY DON’T SPEAK AMERICAN SIGN LANGUAGE, HOW WOULD THAT BE? WE TEACH THEM THROUGH THE DIFFERENT TECHNOLOGIES AVAILABLE TO THEM. ONE THING CALLED THE UBIDUO, A WIRELESS KEYBOARD THAT SHOWS THE CAPTIONS; SO THEY CAN SIT IN A STAFF MEETING AND TALK TO EACH OTHER AND ALSO UNDERSTAND THE MEETING. INTERPRETING SERVICES ARE VERY EXPENSIVE. WE DO PROVIDE INTERPRETERS WHEN WE ARE WITH THEM. WE FOLLOW THE PEOPLE FROM THE TIME OF PLACEMENT FOR ONE YEAR. WE ARE ABLE TO SUPPORT THEM. GIVE THEM ALL THE SUPPORT SYSTEMS IN PLACE AND MAKE THEM SUCCESSFUL ON THAT JOB.

IF YOU KNOW ANYBODY 18 AND OVER, I LEFT BROCHURES HERE. WE HAVE BUSINESS CARDS. EVERYONE WE SERVE IS UNDER THE DEPARTMENT OF REHABILITATION. IT’S A REFERRAL. AFTER THEY AUTHORIZE US TO PROVIDE SERVICES THEY DO PROVIDE SERVICES.

I AM HAPPY TO HEAR ABOUT THIS TECHNOLOGY AS WELL. I LOVE THE SIGN LANGUAGE PART OF LIFE. I LOVE LANGUAGE, I LOVE CULTURE. I EMBRACE ALL DIFFERENT CULTURES. I WAS A MISSIONARY FOR 10 YEARS BEFORE I STARTED THIS BUSINESS, IN 25 DIFFERENT COUNTRIES. AND ALL OF THOSE LANGUAGES ARE PART OF ME, ALL OF THOSE CULTURES ARE PART OF ME. EVEN WITH THE DEAF CULTURE AND DEAF LANGUAGE, IT’S JUST IN ME. THAT’S THE LOVE I HAVE AND EMBRACE THE PEOPLE.

THERE ARE ALL KINDS OF ADVANTAGES FOR THEM IN TECHNOLOGY, CULTURAL SENSITIVITY TO THE EMPLOYERS, MAKING

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PEOPLE UNDERSTAND. DOESN'T MATTER. THE DIFFERENCES IN US ARE THE BEST THING ABOUT US. WE NEED TO EMBRACE EACH OTHER. IN THAT I AM ENJOYING MY POSITION. AND OUR PLACE IS IN HIGH LAND PARK.

THE 501©(3) IS PISGAH VILLAGE. SINCE 1985, STARTED AS A RESCUE MISSION. NOW LOW INCOME HOUSING FOR SENIORS. MOST OF THEM HAVE SOME SORT OF HEARING LOSS. ALL OF OUR PHONES HAVE ALL OF THE TECHNOLOGY IN IT TO MAKE THE SENIORS FEEL VERY SAFE. IF SOMEONE RINGS THE DOORBELL, THE LIGHT COMES ON. IF WE HAVE A FIRE DRILL, THERE ARE ALL KINDS OF BELLS AND WHISTLES THAT WILL HELP OUR SENIORS HAVE A VISUAL OF WHAT IS HAPPENING. EVEN IF THEY CAN'T HEAR IT, THEY STILL HAVE THE VISUAL, MAKE THEM FEEL SAFE AND SECURE AND HAPPY.

IN THE NOT-TOO-DISTANT FUTURE WE WILL HAVE A RESTAURANT THAT WILL BE RUN COMPLETELY BY THE DEAF. ALL OF THE WAIT STAFF WILL SIGN. THE MENUS WILL BE WRITTEN BUT ALSO HAVE SIGNS. IF YOU WANT TO ORDER COFFEE, IT WILL SAY COFFEE AND WILL HAVE THE SIGN FOR COFFEE NEXT TO IT. SO YOU CAN LEARN SIGN LANGUAGE WHILE YOU EAT. ALL THE EMPLOYEES WILL KNOW SIGN LANGUAGE.

IF YOU HAVE ANY QUESTIONS FOR ME, I WILL BE GLAD TO ANSWER THEM.

>> SANDY: WHEN WILL THE RESTAURANT OPEN?

>> DARLA KIM: PROBABLY BY NEXT YEAR. WE ARE JUST GETTING READY TO – PROBABLY BY NEXT YEAR.

>> GEORGIA: IT'S A WONDERFUL RESOURCE. NEVER HEARD OF IT BEFORE. ARE YOU IN TOUCH WITH GLAD?

>> DARLA KIM: GLAD IS ONE OF OUR PARTNERS.

>> GEORGIA: SO YOU ARE KNOWN TO ORGANIZATIONS WHERE THEY CAN REFER PEOPLE TO YOU THAT NEED WORK. SEEMS LIKE PEOPLE IN THE HEARING LOSS COMMUNITY CAN'T FIND WORK.

>> DARLA KIM: THAT'S SO TRUE. I'VE BEEN DOING THIS FOR 35 YEARS. I WAS PART OF SOUTHERN CALIFORNIA GOODWILL INDUSTRIES. GLAD PARTNERED WITH US. GOODWILL A FEW MONTHS AGO HAD A HUGE LAYOFF BECAUSE OF RETAIL. ALL OF THE INDUSTRY OF RETAIL HAS PRETTY MUCH GONE UNDER. MALLS ARE CLOSING, PEOPLE ORDER ON LINE. EVEN WHEN YOU HAVE STORES LIKE GOODWILL HAS, BECAUSE OF THE BUDGET CUTS AND THINGS LIKE THAT, THEY HAD TO LAY OFF A LOT OF PEOPLE. I WAS ONE OF THOSE.

I'VE BEEN DOING THIS FOREVER. I HAVE THIS NON-PROFIT ALREADY, PISGAH VILLAGE. I WILL JUST APPLY TO THE DEPARTMENT OF REHABILITATION TO HAVE THIS RESOURCE FOR THEM.

I CAN'T WAIT TO COME BACK NEXT MONTH TO SEE RICHARD RAY. WE ARE GOOD FRIENDS.

DEAF ABILITY RESOURCE JUST GOT CERTIFIED MARCH 1, WHY YOU HAVEN'T HEARD ABOUT IT. WE'VE BEEN DOING IT UNDER

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GOODWILL OR OTHER NAMES. IT'S THE SAME PEOPLE, BUT NOW CALLED DEAF ABILITY RESOURCE. YOU CAN HEAR THE NAME. WE DON'T USE THE WORD "DISABILITY." FORGET IT. IF I WRITE THE WORD DISABILITY, I USE A SMALL D AND A CAPITAL A, ABILITY. WE FOCUS ON THE ABILITY.

>> WHERE IS THE RESTAURANT LOCATED?

>> DARLA KIM: IT WILL BE IN LOS ANGELES. IT'S NOT OPEN YET. WE ARE IN THE PROCESS.

>> SANDY: TWO THOUGHTS. ONE, I HOPE YOU CONNECT WITH L.A. UNIFIED AND LOS ANGELES COUNTY OFFICE OF EDUCATION BECAUSE THEY BOTH HAVE PROGRAMS, AND I THINK THIS WOULD ALSO – WE HAVE A LARGE D/HH PROGRAM. THAT'S ONE.

#2. MANY HEARING-IMPAIRED TEACHERS HAVE EXPERIENCED DISCRIMINATION IN TEACHING. A POLICE OFFICER WAS FIRED BECAUSE HE GOT HEARING AIDS. MANY OF US WE WOULD LIKE TO SEE A PROFESSIONAL ORGANIZATION FOR PEOPLE WITH DISABILITIES THAT'S – ORIENTED TOWARDS EMPLOYMENT BECAUSE IT'S NOT JUST GETTING INTO THE JOB, IT'S KEEPING UP WHEN YOU -- #1, ARE CONFIDENT YOU KNOW WHAT YOU ARE DOING, AND #2, THEY ARE BREAKING THE LAW.

>> DARLA KIM: I HAVE AN APPOINTMENT ON THE DEAF AND HARD OF HEARING ADVISORY COMMITTEE. I AM ONE OF THE FIRST HEARING PEOPLE TO BE ON THAT COMMITTEE. IT'S BECAUSE I AM KIND OF INSIDE-OUT. YOU KNOW WHAT I MEAN? I AM ABLE TO BE THAT BRIDGE. I AM NOT REALLY ADVOCATING FOR THE DEAF. I AM TRYING TO TEACH THE HEARING THERE IS NOTHING WRONG WITH ANYBODY. DOESN'T MATTER YOUR ETHNICITY, AGE, GENDER. THAT HAS BEEN MY VOICE. IN THAT SAME WAY THEY KNOW IF DARLA IS COMING, THAT'S IT.

I HAVE A BROTHER WHO IS A PASTOR IN VIRGINIA. WHEN I GET READY TO SPEAK AT HIS CHURCH HE SAYS TO ME, "BEFORE YOU START, THEY DON'T KNOW WHAT YOU KNOW. THEY DON'T UNDERSTAND WHAT YOU ARE GOING TO SAY." "IT'S OKAY, I WILL BE NICE."

PEOPLE DON'T KNOW. IT'S ABOUT EDUCATION. YOU KNOW THAT. AND IT'S FOR US TO BE THAT SOLUTION. AND SO I NICELY PUT THAT POSITION. I TAKE THAT POSITION.

AS SOON AS THE DOOR IS OPEN AND SOMEONE WILL SAY TO ME, "I AM NOT AN INTERPRETER, BUT I HAVE MANY STAFF THAT ARE DEAF." THEY SAY "HOW ARE YOU GOING TO COMMUNICATE WITH THEM?" I KNOW I'VE GOT THEM. THERE ARE SO MANY WAYS TO COMMUNICATE. YOU DON'T HAVE TO BE AN INTERPRETER. YOU'VE HEARD ABOUT SOME TODAY, TECHNOLOGY SIDE.

I TAKE THE POSITION OF BEING VERY NICE, WALK IN THE DOOR, AND THEN YOU WILL BE MY PARTNER FOREVER.

>> LISA: IS YOUR EMAIL ON THIS?

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>> DARLA KIM: WE HAVE OUR EMAIL AS WELL ON THE BROCHURE.

>> LISA: THANK YOU SO MUCH FOR COMING TODAY. [APPLAUSE].

>> LISA: I ALSO – BY THE WAY, SOMEONE FROM DOGS FOR THE DEAF CONTACTED ME. THERE IS A BROCHURE BACK THERE AND MAGAZINES UP HERE, PLENTY OF THEM. FEEL FREE TO TAKE THEM.

WHILE I AM UP HERE, I HAVE TO APOLOGIZE. I WANT TO SHOOT MYSELF, ACTUALLY BECAUSE I FORGOT TO PUT GRACE'S BIRTHDAY ON THIS BIRTHDAY LIST. [APPLAUSE]

SHE WILL BE 96 ON APRIL 4? OR APRIL 5?

>> GRACE: APRIL 4.

>> LISA: I REMEMBER PUTTING IT ON THERE. I HAVE AN ACTUAL VISUALIZATION OF TYPING HER NAME, AND I DON'T KNOW WHAT HAPPENED. I THINK I NEED ONE OF THOSE BRAIN-CONDITIONING PROGRAMS.

WE HAVE A LOT OF UPCOMING EVENTS. THE FIRST THING I WANTED TO TALK ABOUT IS THE GARAGE SALE. AND WE WILL HAVE TO KIND OF SPEED THIS UP. I HAVE 15 MINUTES.

THE GARAGE SALE IS APRIL 11. WE ARE LOOKING FOR TWO THINGS. WE NEED STUFF TO SELL, AND ANYTHING GOES. I'VE BEEN SHOCKED BEFORE.

AM I USING TWO MICROPHONES?

>> ALICIA: YES.

>> LISA: I'VE BEEN SHOCKED AT THE THINGS PEOPLE BUY AT THESE GARAGE SALES. THIS IS A TRUE STORY. AT THE SANTA MONICA GARAGE SALE, AT THE END OF THE DAY -- Nanci Linke-Ellis said, "LET'S HAVE A CONTEST. PICK OUT THE UGLIEST THING. IF SOMEONE BUYS IT, THAT PERSON WINS." I PICKED THIS UGLIEST THING. IT WAS BROWN. I THINK AT ONE TIME IT WAS A SQUIRREL – I DON'T KNOW WHAT IT WAS. IT WAS MADE OF A MATERIAL WHERE IT MELTED. PART OF IT WAS SMASHED IN. LIKE A BROWN BLOB, YOU COULD TELL AT SOME POINT IN TIME SOMEONE THOUGHT IT WAS CUTE. IT WAS HIDEOUS. SOMEONE CAME BY AND BOUGHT IT FOR A DOLLAR. EVERY LITTLE CENT COUNTS.

AT THE END OF THE DAY WE GET A TRUCK FOR ANOTHER CHARITY, SO IT WILL BE DONATED TO CHARITY. ANYTHING NOT BOUGHT WILL BE DONATED. WE NEED PEOPLE TO DROP THINGS OFF. SEVERAL PEOPLE BROUGHT THINGS TODAY. THANK YOU FOR THAT. WHAT WE WILL ASK IS, BECAUSE RAM IS HOSTING THE SALE – THANK YOU, RAM -- HE LIVES IN CHATSWORTH. IF ANYONE LIVES NEAR CHATSWORTH AND WILLING TO TAKE SOME THINGS IN THEIR CAR TODAY, WE WOULD REALLY APPRECIATE IT. WE CAN'T FIT MORE IN RAM'S CAR. IF ANYONE WOULD BE ABLE TO TAKE ANYTHING AND DROP IT OFF LATER TODAY OR HANG ON TO IT, WE REALLY APPRECIATE IT.

YOU CAN DROP THINGS OFF AT HIS HOME. WE HAVE FLYERS, AND ON THE NEWSLETTER WE HAVE RAM'S EMAIL ADDRESS AND HIS

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HOME ADDRESS. SO IF YOU WANT TO DROP THINGS OFF, ANYTIME FROM NOW UNTIL THE SALE, OR JUST BRING THEM ON THE DAY OF THE SALE, WE WOULD REALLY APPRECIATE IT. THAT'S WHERE WE MAKE OUR MONEY.

SO THE OTHER THING WE NEED ARE VOLUNTEERS. WE USUALLY START GETTING SET UP ABOUT 6:00 IN THE MORNING. THAT'S WHERE A LOT OF THE WORK IS DONE WITH WHERE WE JUST NEED PEOPLE TO HELP, TAKE THINGS OUT, ORGANIZE THEM. THERE WILL BE COFFEE AND DOUGHNUTS IF THAT MOTIVATES ANYONE. AND NEED HELP DURING THE DAY, KEEPING THINGS ORGANIZED AND HELPING TO SELL PRODUCTS. AND CLEANING UP AT THE END OF THE DAY, MAKING THINGS NICE FOR THE CHARITY TO COME PICK UP THINGS. IT'S A LOT OF WORK AND ALSO A LOT OF FUN. I SAY THAT GENUINELY. ALWAYS HAVE A GREAT TIME AT THE GARAGE SALES. WE WILL BE ORDERING PIZZA FOR LUNCH, SO ANOTHER INCENTIVE TO VOLUNTEER.

THAT'S APRIL 11 –

>> MITZI: ANYTHING GLUTEN-FREE?

>> LISA: WE ARE ALL ABOUT THE FOOD HERE.
ANY QUESTIONS ABOUT THE GARAGE SALE?

>> LIL: I AM SO EXCITED BECAUSE THIS IS IN THE VALLEY WHERE I LIVE. IF YOU HAVE BROCHURES LIKE THIS, I GO TO AN EXERCISE CLASS DURING THE WEEK. I WOULD BE GLAD TO PUT SOME OUT WHERE PEOPLE CAN SEE IT.

>> LISA: THAT WOULD BE GREAT. WE HAVE EXTRAS. SO FEEL FREE TO TAKE AS MANY AS YOU WANT.

I WILL BE POSTING REMINDERS ON THE YAHOO GROUP.

NEXT THING WE WANTED TO DISCUSS IS THE APRIL MEETING. IT'S GOING TO BE A SPECIAL EVENT. WE ARE CELEBRATING THE AMERICANS WITH DISABILITIES ACT 25-YEAR ANNIVERSARY. WE WILL BE CELEBRATING THAT.

STEPHANIE MADE THESE WONDERFUL FLYERS. IF YOU WOULD LIKE TO TAKE FLYERS AND GIVE THEM TO PEOPLE MIGHT BE INTERESTED IN ATTENDING THE MEETING.

RICHARD RAY WILL BE OUR SPEAKER. HE IS THE A.D.A. TECHNOLOGY ACCESS COORDINATOR AT THE CITY OF LA DEPARTMENT ON DISABILITY, DISABILITY ACCESS AND SERVICES. AND HE WAS ALSO JUST APPOINTED IN JANUARY TO SERVE ON THE NEW FCC DISABILITY ADVISORY COMMITTEE. SHOULD BE AN INTERESTING DISCUSSION.

AGAIN, WE WILL HAVE A LOT OF FOOD. WE ARE ASKING PEOPLE TO BRING A DISH IF YOU WANT TO SHARE A DISH. WE WILL HAVE A POT LUCK LUNCH AFTER THE MEETING, AND SOME CAKE.

THAT'S APRIL.

MAY, WE ARE NOT HAVING A MEETING. WE DO HAVE A MEMORIAL DAY PARTY ON MAY 24, AND JOE AND LISA BETH ARE NOT HERE. THEY HOSTED THE PARTY LAST YEAR TOO. I WILL BE POSTING MORE INFORMATION ON LINE AS WELL.

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I DID WANT YOU TO KNOW WE ARE HAVING A MEETING IN JUNE EVEN THOUGH IT COINCIDES WITH THE NATIONAL CONVENTION. SEVERAL OF US ARE GOING. BUT DANNY TUBBS WILL BE LEADING THE MEETING AGAIN. AND WITH DANNY LEADING THE MEETING I AM SURE WILL BE VERY ENTERTAINING. I WILL LET DANNY DECIDE WHAT HE WANTS TO DO.

THE OTHER THING WE WANTED TO TALK ABOUT TODAY IS OUR WEBSITE. WE HAVE BEEN WANTING TO REVAMP OUR WEBSITE FOR YEARS. WE HAVE A COUPLE GOALS IN MIND. WE WANT SOMETHING THAT IS APPEALING TO PEOPLE WHEN THEY ARE BROWSING ON LINE. IT MIGHT BE THE FIRST IMPRESSION THEY HAVE OF OUR CHAPTER. BUT WE ALSO WANT THINGS THAT ARE SIMPLE ENOUGH TO KEEP WITHIN OUR LIMITED BUDGET AND HAVE PEOPLE WITHIN THE CHAPTER, LIKE OUR STEERING COMMITTEE MEMBERS, BE ABLE TO UPDATE THE WEB SITE. CAN'T BE TECHNOLOGICALLY COMPLEX. THOSE ARE OUR GOALS. WE HAVE FORMED A COMMITTEE. THERE ARE SEVERAL OF US ON THE STEERING COMMITTEE. WE ARE LUCKY TO HAVE TIM ON OUR COMMITTEE. [APPLAUSE]

HE PROFESSIONALLY HAS HELPED CLIENTS BUILD EFFECTIVE WEBSITES. IN THE INTERIM, I WANT TO DEFEND DANNY. WHILE WE ARE IN THIS TRANSITION PERIOD, BASICALLY TOOK THE NEWSLETTER AND MADE IT OUR CURRENT WEBSITE. SO YOU CAN GO TO OUR WEBSITE ADDRESS AND GET ALL THE LATEST INFORMATION AND UPCOMING EVENTS.

THANK YOU FOR THAT DANNY.

TIM, YOU WANT TO SAY A FEW WORDS ABOUT THE WEB SITE AND THE PROCESS?

>> TIM: WANT ME TO COME UP? OKAY.

I WILL STAY HERE THEN, I GUESS.

HI, EVERYONE. I'VE BEEN WORKING THE WEB FOR ABOUT 15 YEARS. SO I'VE BEEN DOING IT WELL BEFORE SMARTPHONES WERE NORMS FOR VIEWING CONTENT AND SO FORTH. SO I'M NOT ACTUALLY -- BEEN BUILDING WEBSITES FOR A FEW YEARS BUT STRATEGIZING ON BUILDING NEW SITES.

ONE THING I WANT TO EMPHASIZE, FROM MY EXPERIENCE -- A LOT OF YOU THINK WE NEED COLORS, PHOTOS, ALL SORT OF STUFF. I THINK THE IMPORTANT THING IS TO RECOGNIZE WHAT IS THE GOAL OF THE WEBSITE? WHAT ARE WE TRYING TO COMMUNICATE? WHAT MESSAGE ARE WE TRYING TO TELL FIRST-TIMERS WHEN THEY COME TO US? ARE WE TRYING TO COLLABORATE MORE? WHAT'S THE GOAL?

I'VE OFTEN SEEN MANY WEBSITES START, AND THEY LOOK BEAUTIFUL AND DON'T ACCOMPLISH ANYTHING. I THINK IT'S VERY IMPORTANT THAT WE STRATEGIZE AND DO YOUR LEGWORK FIRST AND THEN WORRY ABOUT THE LOOK AND HOW IT'S GOING TO WORK AND SO FORTH AFTER THAT.

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REMEMBER, WHEN YOU BUILD A WEBSITE AND IT LAUNCHES, THAT'S NOT IT. IT CONTINUALLY EVOLVES. THAT'S WHERE YOUR INPUT IS ALWAYS WELCOME. PLEASE DON'T THINK THAT WE START THE WEB SITE, THAT'S IT.

IF YOU SEE IDEAS, SOMETHING TO CAPTURE AND BRING GREATER AWARENESS OUT TO THE COMMUNITY, PLEASE LET US KNOW BECAUSE THE GOAL OF A WEBSITE IS TO MAKE IT SO WE CAN ADD FEATURES, MORE CONTENT, HELP BRING GREATER AWARENESS OUT THERE. THAT'S ONE OF MY GOALS. I WANT IT TO NOT JUST BE NICE BUT ALSO FINDABLE SO PEOPLE, WHEN THEY ARE SEARCHING FOR INFORMATION, THEY CAN FIND US.

I AM GLAD TO BE PART OF IT. SHOULD BE A LOT OF FUN AND AN INTERESTING PROCESS. I THINK WE WILL ALL BE PROUD OF IT WHEN WE ARE DONE. [APPLAUSE]

>> PAT: I WANT TO ACKNOWLEDGE THAT WHEN WE STARTED THIS CHAPTER 10 YEARS AGO, NONE OF US REALLY KNEW ABOUT BUILDING WEBSITES OR ANYTHING. AND MIKE KAPLAN AND CHLOE PARENT DID SO MUCH. WE DIDN'T KNOW HOW TO UPDATE. NOW WE ARE GOING TO MOVE INTO A NEW TIME WHEN WE CAN MAKE IT SO THAT WE CAN DO IT, LIKE YOU SAID, LISA, MAKE IT MORE ACCESSIBLE FOR US TO KEEP IT.

THANK YOU CHLOE AND MIKE FOR YOUR ORIGINAL CONTRIBUTION TO OUR CHAPTER. [APPLAUSE]

>> LISA: IF ANYONE IS INTERESTED IN JOINING THE WEBSITE COMMITTEE OR HAS IDEAS OR CONTRIBUTIONS LIKE TIM MENTIONED, JUST CONTACT ME OR ON THE YAHOO GROUP.

WE HAVE A FEW MINUTES LEFT.

DID YOU WANT TO TALK ABOUT THE WALK?

ANYONE HERE FOR THE FIRST TIME? YOU HERE FOR THE FIRST TIME, IN THE BACK?

>> ME?, NO, I –

>> LISA: WE DO LIKE TO HAVE –

>> MY NAME IS JOHN. NOT REALLY A NEW MEMBER, BEEN HERE IN AND OUT. MY SITUATION IS I'VE BEEN PRETTY MUCH HARD-OF-HEARING SINCE BIRTH BUT THEN LOST MY ABILITY TO HEAR WITHOUT A HEARING AID AT THE AGE OF THREE. THEN BY THE AGE EIGHT, LOST THE ABILITY TO HEAR IN MY LEFT EAR.

BASICALLY MY MOTHER WAS THE PERSON THAT WAS MY ADVOCATE IN MY LIFE WHO ENCOURAGED ME TO SPEAK. SHE WENT THROUGH THE USC, I THINK IT WAS, AND GOT THE SPENCER TRACY PHILOSOPHY HOW YOUNG CHILDREN SHOULD SPEAK, AND THE POWER OF SPEAKING. I LEARNED TO SPEAK AT SIX. GOT MY FIRST HEARING AID AT FOUR. SINCE THEN I'VE BEEN -- PRIOR TO MAINSTREAMING. I HAVE BEEN A PIONEER IN MY AREA.

SINCE THEN I HAVE CONTINUED MAINSTREAMING THE COLLEGES AND FINDING WAYS TO ADAPT TO MY HEARING LOSS.

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RECENTLY I HAVE HAD THE MOST DEVASTATING EXPERIENCE BECAUSE EVEN THOUGH I GOT A COCHLEAR IMPLANT IN MY LEFT EAR, UNFORTUNATELY I CAN'T HEAR SPEECH OR MUSIC WITH IT. I HAVE BEEN ADJUSTING AGAIN. AND MOST RECENTLY, A COUPLE YEARS BACK, I DIDN'T UNDERSTAND THAT MY HEARING LOSS WAS GETTING WORSE. I WAS KIND OF SURPRISED THAT EVEN THOUGH I HAD HEARING LOSS PROBLEMS TO BEGIN WITH, THAT I WAS GOING TO CONTINUE TO GET WORSE. I THOUGHT I WAS ABLE TO DO IT. I FOUND OUT NOPE, I'VE BECOME (INAUDIBLE) DEAF, NOW HAVING TO MAKE THE TRANSITION.

I LOST MY JOB BECAUSE MY PERFORMANCE – I WASN'T ABLE TO COMMUNICATE IN ORDER TO PERFORM. LET ME TELL YOU, IT'S VERY DIFFICULT TO GET ADVOCACY SUPPORT FOR WRONGFUL TERMINATION. IT IS VERY DIFFICULT TO GET SUPPORT FROM YOUR FAMILY WHO DOESN'T UNDERSTAND HOW DEVASTATING – HOW IT IMPACTS YOU. I FINALLY WENT THROUGH ALL THIS TO FIND OUT IT'S NOT GOING TO GET BETTER FOR ME. I AM LEARNING HOW TO COMMUNICATE WITH INEFFECTIVE COMMUNICATION.

I CAME BACK, AND I AM READY. IT'S BEEN A LONG HAUL.

>> LISA: WE ARE VERY HAPPY TO HAVE YOU HERE, AND I CAN TELL YOU [APPLAUSE] – MY OWN STORY. DID MAKE THINGS A LOT BETTER FOR ME.

>> I AM HERE TO MAKE THAT TRANSITION, SO I CAN TRANSFER BACK BEING TO THE HEARING LOSS AND BE PART OF THE WORLD AGAIN. THANK YOU.

>> LISA: THANK YOU SO MUCH, EVERYONE. I'M SORRY IT WAS A LITTLE RUSHED AT THE END. HOPE TO SEE YOU APRIL 11 AT THE GARAGE SALE AND AT OUR APRIL 25 MEETING.

(FIN)