

ROUGHLY-EDITED REALTIME TEXT FILE
HEARING LOSS ASSOCIATION OF AMERICA (HLAA)

Los Angeles chapter meeting

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Welcome to the HLAA-LA Chapter Meeting!

>> TERI BREIER: We're live from the HEAR Center. Welcome, everybody. We're going to start with your President Emeritus, Wendi Washington, to get things picked up here.

>> WENDI WASHINGTON: Thank you.

>> TERI BREIER: Let me Just share. So this is Wendi, and she has been in our chapter for the last three years and-is that accurate on the Steering Committee and we wouldn't be where we are today throughout the pandemic if she weren't here. We appreciate all of the work she's done. There will be more on that later how she has helped the chapter. For now, I want to thank you for your years of service and for being available to support the chapter.

>> WENDI WASHINGTON: Thank you so much.

[Applause]

Thank you so much, and welcome! And thank you for being here this morning. We are just ecstatic about being back at the HEAR Center. Our chapter is the Los Angeles Chapter of the Hearing Loss Association of America is in its 22nd year. I came to my very first meeting here in -- it will be 2007 or so? I feel warmth and appreciation to be back. This is where a lot of magic happens for those who are new and unfamiliar with where we met and how we met.

It has been over 6 years since our chapter has had a home. And we met online, and we continue to get together. Our amazing chapter members stepped up to host HOPE meetings, but having a permanent place really a game-changer and we're so happy and so grateful to be here this morning in the HEAR Center. This happened quickly. We hoped for something like that, and earlier this year, after I was done being President, an opportunity to pursue the HEAR Center came about, and it was just a pleasure to connect with and arrange this set up for our chapter with the new Executive Director, Marisol Perez.

Throughout our conversations she has been nothing before warm and enthusiastic. We're so happy to be in partnership with HEAR and the HEAR Center. This is a wonderful opportunity. I don't know where she went to. Oh. Sitting down. I would like to thank her so very much for this new chapter -- for our chapter. If you would come up so we can see you and say a few words, and again, this is Executive Director of the HEAR, Marisol Perez.

>> MARISOL PEREZ: Thank you. As she said my name is Marisol Perez, the new Director at the HEAR Center. I am excited to be here. I started on Martin Luther King, Jr. day. I have a background in behavioral health care and marketing and doing that for about 25 years, and I have been doing donor communication and fundraising, so when the opportunity came to be and considered the Executive Director position, HEAR had been in my mind for a project, so I was really excited to take it on.

So with that, I am looking also to expand the opportunities with strategic partnerships, and was so grateful when Gail, I saw her in one of our outreach events. You know what? They asked me, would you consider hosting the HLAA-LA events? I was so excited. We have a conference space that hadn't been used before the pandemic.

I am so grateful and privileged to be here with you, and so excited for the partnership I will continue to have with HLAA-LA and Teri as the new incoming

President. If there are any questions, I will do my very best, given this is all so new to me.

We have information there, and we will share it so refer your family and friends. We're here to be a support, and not just for those with hearing impairments, but also with speech therapy services to children. I want to also remind people about our speech therapy treatment we have here.

Housekeeping. Restrooms. If you go down this way. [Pointing] to the left exit, make a left, and there are two restrooms there. And you can also find the restrooms if you go out the exit in the back, make a right down the hallway, and this way. All right. Thank you.

>> TERI BREIER: Thank you.

[Applause]

>> WENDI WASHINGTON: As I said, I was President for three years, and on the Steering Committee for seven. Those people who kind of make this chapter work, they have a job that they do for free. They step up and our chapter has been very fortunate to have people who do that. They step up. We have people who donate, have information, and we are just a great chapter.

As I step down, I felt a little hesitant about things because, you know, we need to do things on time. I am happy to tell you, you are in excellent hands.

[Applause]

Our new President, Teri Breier, is exceptional and one of our standing members. Also, we have a wonderful Steering Committee Board, so I would like to introduce those people who help the wheels turn. So the first person is Anna Rubenstein. Please, step up. She's Vice President.

[Applause]

And Rizwana Jmari.

[Applause]

And Tim Browning, Elaine Rohr is here.

[Applause]

>> TIM BROWNING: I don't want to block the screen.

>> WENDI WASHINGTON: Very two people not present, Tori Carapelho and Paulette Benson, and part --

>> Tori.

>> WENDI WASHINGTON: What did I say? Elaine Rohr. This is our Steering Committee, so please, give them a round of applause.

[Applause]

And so at this time, I know we want to get on with the meeting, and I would like you to meet our brand new President, and I am just so happy she has accepted this challenge. That was not her first intention. We're so grateful she has taken this on, and congratulations! Thank you, Teri Breier. [Singing].

[Applause]

>> TERI BREIER: Thank you for the lovely introduction. Yeah, it wasn't my first choice because I live in San Diego, and I have a little bit of a drive. The first thing, it takes me an hour and a half. There's nowhere else I would rather been than here in this beautiful location and with all of you beautiful people.

So next, we're going to introduce our guest speaker today. I hope I get your name right, Matt Concalves.

I have been using InnoCaption for a few years. It is been a lifesaver for me. I don't do phone calls without him. I am not bimodal. I have had a Cochlear Implant in for one year, and that's my first year anniversary.

I would not have been able to do it without InnoCaption, so this is not to be an endorsement of any kind by the Hearing Loss Association, but a personal one for me. Matt is coming for his presentation, and will talk about InnoCaption, mobile phones and other features you are introducing, and he will tell you all about that.

>> MATT CONCALVES: Thank you so much, Teri. One second. I will unplug this laptop and plug mine in. Everything good? Okay. Before we get started, I want to that thank you all for having me in person. Especially since it is the first in-person meeting in the last six years.

I started InnoCaption ten years ago, like Teri mentioned. We didn't travel a lot, but we attended a lot of HLAA-LA meetings and that was ten years ago, which got us here today. Thank you so much for having me here in person.

I know Teri already asked, how many of you have heard about InnoCaption before?

>> [Show of hands].

>> MATT CONCALVES: Awesome. If you heard the presentation, I am excited like Teri said, a couple of things we are introducing two years ago.

I will also stay after the presentation if you have questions, and I will be outside and nowhere to go today.

Me, today, I am the Senior Marketing Director and have partnerships in InnoCaption. I have been with the team since the app launched. I was born and raised in Brazil, so if you hear a little bit of an accent, that's where it is coming from.

These are the people that brought me to InnoCaption. A couple of you guys know some of them. On the left is Joe, today, our Co-CEO, his wife, Mag, my mother-in-law, and Cristina, Director of Regulatory Affairs.

When we started InnoCaption ten years ago there were about five of us. Before I met Cristina, I didn't know anything about the hard of hearing, and I was with Joe when he got his second CI and this was before InnoCaption. Before InnoCaption, I had to switch from Android to iPhone because Joe relied on lipreading and I had to FaceTime him.

He said, literally, when InnoCaption came out, "I don't care." Ten years we got married and it is not a coincidence we launched InnoCaption. So it is really easy to remember how long we are married. Same as InnoCaption.

[Laughter]

We launched 2016 at an HLAA conference. And today, we're a little bit bigger, and I will cover the team, too.

This is the presentation and we will go over InnoCaption, cover the key features, and show the white paper. The results we did a couple of years ago, going over the improvements in the life of an InnoCaption user. Then we'll open up for Q&A if you have questions.

Now, for those of you that have not heard about InnoCaption before, we have an app providing real time captions for incoming and outgoing calls on your cell phone. The app doesn't cost you. It is funded by the government, by the FCC and that's what makes us able to provide this service at no cost to eligible users.

Criteria is simple. Someone struggling to answer phone calls. And those in the United States are able to download and use it at no cost. Actually, let me move this quick before I turn this whole thing off.

Okay. I put the slides together, not that long ago, and on the bottom it says, over 5,000 5-star reviews and we're over 10,000 today. We're seeing a lot of growth and a lot of people discovering and trying out InnoCaption.

So this is what I meant by free. Because we're funded by the FCC and available at no cost to users. The app is very private and secure, and if you ever talk to a health care provider, you can let them know, the app is HIPAA compliant. No issues calling doctors.

That is us a picture of our office monthly management meeting, my wife is here, and following Cristina is our current COO. And today, we're close to 50 full-time employees at InnoCaption. We have received a couple of cool awards as well. All is on our website.

Now, let's get into some of the features. Some of the things that make us special.

1. Like I mentioned before, InnoCaption makes real-time captions on cell phone. InnoCaption is the only company providing captions through live stenography. We have one sitting here right with us.

We have a live human being providing the captions, and ten years ago, when we launched that's all we offered and we got feedback from users requesting AI, and they had the option to choose the mode of captions on the call. A few years after launching, we implement AI in the app, and today they decide how they want the captions.

Joe, my father-in-law, the ability to switch between AI and stenography in the middle of the call. Today, we're able to do that. When Joe first brought that up, we asked him, why would you want something like that? Joe gave us a real-life example.

He would call an airline or bank and at the beginning of the call was that automated message. Then he was transferred overseas and they had an accent and AI stopped working. Joe had to call back and talk to a person to talk clear enough in AI to capture the conversation.

I need the ability to switch in case it changes during the call. Now you see we have two modes of captioning. And users in the middle of a call can push mode going from AI back to stenographer.

Today, providing captioning, this is one of our stenographers and had her. The advantage on the call is providing the user context to the conversation. By that I mean if you are on the call and on the other end, a doorbell rings or child laughs, stenographers will give you more context of that conversation.

I think it is four years to go to school, and you can correct me if I am wrong. They provide nonverbal cues like I said, and they are all confidential, secure and private. We'll go into privacy in a little bit.

We have ASR, automatic --

>> I can't see the captions.

>> MATT CONCALVES: Thank you so much. They always spit out verbatim what's said. We're hearing from users more and more, especially our AI, it is not something we're borrowing from someone else. It's almost as good as stenographers today, but doesn't give context, both because we're funded by the FCC and they are highly secure and private.

This is what I mean by privacy. Our stenographers, besides being high professionals, they go through background checks and confidentiality agreements. My wife and her team every year do an extensive training with our stenographers.

One of the things I get when mentioning stenographers, "Are they going to hear both sides?" The answer is no. That person is only listening to one half of the conversation and what the other person is saying and typing it back to me. If they go to InnoCaption and decide to use a stenographer, they will each have their own for that call.

The automatic speech recognition. We don't do any log of any call audio and we don't have any machine learning. InnoCaption users can go back and review the coverings. At InnoCaption, we don't have the access to the transcript. It is only for the user's phone, privacy and security, and that's what I mean by that.

Nothing is saved on the InnoCaption server. I like to say that the only time we're not able to help InnoCaption user is that they email us for lost transcript because we don't have access to them. There are several ways to save the transcript. I will cover that in a little bit.

The number one question we used to get from a real InnoCaption user used to be, "Can I still use my regular cell phone number?" The answer is yes, but it is user choice. I think one thing you will notice, most of the things that we do, we try and make them the user choice.

When you first download the InnoCaption, that's I different number, and it will use your real number and you don't have to use that number if you don't want to.

If you open up InnoCaption and go to settings, you see you have the option to select which cell phone number shows up when you make an outgoing call. A majority

of users today elect the number so when they call someone from the InnoCaption app, if they have the number saved, all they have is the call is coming in, but nothing about InnoCaption making that call.

There are a couple of ways to receive calls from InnoCaption. If you have one who struggles with the call, you set up call forwarding. And all of this is explained for the onboarding of InnoCaption. We will ask you if you want to set up forward.

If you do, someone calls and that call is automatically routed to the in InnoCaption app. They don't know if that's the person making the call.

Going back to Joe. He received five years ago, received his second CI and speaking discrimination was 55 percent. He needed that and had call forwarding set up.

Fast forward today, Joe says it is between 80% to 90% on the phone. Except for a couple of calls. When someone calls him, he goes to the native dialer. Joe says, let me call you right back, and he makes it from the InnoCaption app. So he calls them back again, and that person is not seeing an InnoCaption call. Just a call coming in.

There are a couple of ways to make calls from the app. That's how it looks for an incoming call. I mentioned this, but I will go into it deeper, one of our favorite features based on user feedback. The ability to view the transcript after the conversation after you hang up. If you miss a detail, an address, phone number, set up a doctor appointment. You can go back to your recent calls, click any of the recent calls there, and the transcript of the conversation will be there for you to review.

Again, we at InnoCaption don't have access to this, but from the screenshot, you see a couple of different ways to say it. You can hit lock and it will be saved indefinitely in the app, or you can text or email in the app to your email. This is the app and we're showing both sides of the conversation and that's also user's choice. There are users who don't want you to see what was said during the call, only getting them from the other side. You can toggle it off on and on to hide your speech.

Voicemail. Teri has been with us for a very long time and has seen the progress we made with our voicemail system. In the early days, if someone left a voicemail in the app, you were forced to listen to the voicemail as the transcript came up. Today, it is not that way anymore.

If you have an iPhone, it is similar to the way AI voicemail works. You the transcript is already there, if you have the call forwarding going to InnoCaption app, and someone leaves you a voicemail, it will already be there waiting for it could come in.

[Phone ringing]

That's a perfect timing for break. It is a cell phone; right? It is gone. Thank you. I hear that back to voicemail. I said we take it a step further. If someone opens the voice mail, they can hit retranscribe by a stenographer.

We also over several different languages, as a reminder, we are not able to do that, but both parties have to be speaking in the same language.

If you are using a secondary language, the only caveat is it will be transcribed by automatic speech recognition and stenographers who only speak English.

If you are looking for a language not in the app, let us know. I was at a conference two weeks ago and spoke to an audiologist in Virginia and Maryland, saying a lot of the population, I didn't know at the time speak Aramaic. And I passed it on to our engineers and today, we already have Aramaic in the app. It is not just language, but if you are a an InnoCaption user and looking for something not in the app, do not hesitate to get in touch. I will leave you my information. Always let us know what we can do to make it better for you. We're always looking for ways to make it better.

Now, I know we have only been talking about InnoCaption for the cell phone. It is worth reminding you that it is also available on iPads and Android tablets, and you can also use it on your computer.

We have InnoCaption Web. A browser version. Go to our website, click log in at the top and use the same InnoCaption credentials you created during the process.

>> Does it work on Zoom?

>> MATT CONCALVES: Yes. The great thing about InnoCaption Web, you can dial into any call that has a dial-in number. Zoom calls, Google Meet, Teams. All of them have a dial in number. If you need information, I will give you articles that I am happy to share with you after the meeting.

Okay. That was it for the main features of InnoCaption. The next slide is something that just came out about a week ago. We don't have marketing materials on this yet. We're starting our marketing campaign mid-April. I am really excited to share this with you.

One thing we always get when talking to a new InnoCaption user is, "Can I use it for FaceTime? The answer was always be no. Unfortunately, FaceTime is a propriety of Apple.

We just came out with InnoCaption video calls, available today, and is already in the App Store and the Play Store. It is a separate app, but our users with hearing loss, they will be able to download and use InnoCaption at no cost.

This is what it looks like. I have been testing this for the last week since it came out and it works so well. The cool thing about InnoCaption video is we allow users with an iPhone to call someone with an Android and vice versa. You send a text message and send a link, and that person clicks the link and joins in the video app.

Both parties don't have to have the app. The person initiating the call will send a link to the person who they are calling, and they click the link and call.

If you need more information on this, contact me. And if you download it today, it is also worth saying it's the early days and we're doing a soft launch right now. Pretty much everyone downloading and using this is helping us beta test this.

There was something we're working on two days ago and engineers are still working on it. If you download it and encounter issues, send an email. Tell us exactly what you are looking for to make it better.

Go to the Play Store, App Store, and the InnoCaption video, and that should come up.

>> What if it is a scam call? Does it tell you before you pick up the line who is calling?

>> MATT CONCALVES: Scam calls for InnoCaption or video? For this one?

>> No.

>> MATT CONCALVES: For video caption. The same way we receive a call that says scam. To be fair, today, there are a lot of random calls coming in. We do have a block feature in the InnoCaption app. If you keep seeing that number coming in, you can block the number from making calls to your app. Does that answer your question?

>> Yes.

>> MATT CONCALVES: Another feature in a came out a few months ago. Communication to provide captioning and also people who prefer texting over voicing for themselves. We added text-to-speech to the app, and we have seen what was done up to this point. We notice whatever in a conversation and have to wait, and the other person is waiting to type. We released AI Refine. If you are an AI it prefers text-to-speech. With AI Refine, you don't have to type out a full message. Type out one to two words, hit the AI Refine button and it will spit out a full sentence. We're trying to make it little bit slicker and smoother, and that's number 2 we came out with not that long ago.

Number 3. It is not a feature, but a service we launched about a month ago called SnapCap. A lot of times when people have meetings and have a hard time booking stenographer. You can go to SnapCap.com and making meetings accessible.

It allows you to book a stenographer from 30-minute increments. We have noticed if you have to do two hours, and there are more options when looking to make something accessible. Teri, I will get that to you after.

>> If you book a stenographer for a period of time, would they bring everything? Projector, screen?

>> MATT CONCALVES: The question was, if you book a stenographer through a SnapCap, right now, is it only available virtually? If you book someone, they will not be present in the meeting, but remote just like the captioners in the app do. It is a great question, and I will pass that up to the team, and maybe booking someone during the year, giving them the options of being present. Teri?

>> TERI BREIER: You answered it.

>> Meaning is it available nationwide?

>> MATT CONCALVES: Yes, it is. Okay. Before we go. One more question in the middle.

>> I am confused. So if I am going to a seminar, would I use this?

>> MATT CONCALVES: No. The question was, if you go to a seminar, would I use this? No. This is for someone organizing a meeting or conference, and they want to have captions available for that meeting. That would be the person --

>> Then does it work like this?

>> MATT CONCALVES: It would work just like that, but remotely.

>> So it doesn't go to the InnoCaption user's phone?

>> MATT CONCALVES: No. It is very separate. A separate service we're offering today.

>> Why?

>> MATT CONCALVES: I have been going to conferences and meetings and see they are not captioned and why. The pain point is trying to book something -- and I will last minute. People scramble and give up. PowerPoints have AI and most people use that, but again, depending on the speaker, it is not one hundred percent accurate and we're giving people another option to make meetings more accessible.

>> Did you say only 30 minutes?

>> MATT CONCALVES: The question, can you only book for 30 minutes? No. You select the stenographer and the time you need for the stenographer.

>> Can it be used in a classroom setting?

>> MATT CONCALVES: Mary, I can send you more information and connect you with a SnapCap team and give you more information.

>> Can you give an estimate on what the cost is?

>> MATT CONCALVES: I don't know the answer, but I believe it is on the website. If anyone needs more information for SnapCap, Josh Garrett, a wonderful person. I already put him in touch with Tim, and I will get together with Josh and he can answer all of your questions properly.

Okay. The last new thing that just came out. For the last ten years, I have been telling people we don't offer a landline service. If you guys are familiar with the CaptionCall, CapTel, landline phones, that's something we never did. We launched ten years ago and came with a mobile focus, but today, we have Bridge. It is this little device over here.

As you see, it is not a caption landline phone. It is a device that you attach to your work phone. If you have a Link phone, Cisco phone, VoIP phone. You connect to it and download the bridge app, any call coming through your work phone is transcribed will you the app.

It is worth mentioning, both are not offered by the FCC. With Bridge, there will be a device and membership, but we're working with IT teams and HR departments, and they are usually the ones setting this one for the workplaces where there's a staff member with hearing loss.

Everything I am mentioning right now is available now, and again, if you need more information, please, let me know.

All right. I have to give a shout out to our Social Media team. If you are wondering where can you go to get InnoCaption updates, there are a couple of places. We do send a monthly newsletter with latest news, and if you become an InnoCaption user, you will receive that either at the very beginning of the month or beginning of next month.

We're very effective on Instagram and Tik Tok. A month ago, we were 17,000 followers, and today, we're approaching 20,000, so things are moving pretty quickly there.

Thank you. Now, for Tik Tok. A year ago, we brought Rob, 22 years old. We gave him one goal. Rob, we need you to a gather Tik Tok channel with 50,000 membership. Nobody was thought to do that. We're a telecommunication company and an app that provides captioning. We're kind of boring, let's be honest, but Rob, by the end of the time, we have over 100,000 followers at Tik Tok, and Rob is cranking at the option every day almost new video going up there.

We use it for series updates, and if you want to find out who is the team for InnoCaption, Rob is doing everything with the engineers. If you want to see the cool things and things developing, go on Tik Tok and meet the team there.

Last thing I want to mention. About 2 1/2, 3 years ago, we did a white paper. And at that point, I worked at InnoCaption for seven years and got to see firsthand the positive things for users.

I was telling that to audiologists and providers. They all asked, do you have numbers, data to back that up? So we did a white paper with two very well-known audiologist, wonderful Barbara Weinstein and Dan Salvucci, and we asked about use after three months of InnoCaption user.

At the beginning we asked, how hard is it to make a call without having captioning on the phone? The average was 7.1. We introduced them to InnoCaption and they became InnoCaption users, and only a few months later, the average dropped to 2.6. Basically saying, it is a lot easier now that they have InnoCaption app and captioning. InnoCaption noticed a 49% decrease in listening effort and 55% for listening fatigue.

The QR there takes you to the full white paper. If you need it as a PDF, let me know, and I am happy to share with anyone who wants to know more about this. A question, Marisol?

>> MARISOL PEREZ: I was trying to scan it.

>> MATT CONCALVES: You want to try again? Yeah. Got it? Okay.

Now, in the beginning, I said what makes this truly special is that we are the only company providing captioning through a live stenographer, but one more thing that makes us truly special in my opinion, and that's the way we treat our users.

Everybody that started at InnoCaption did it for a very specific reason, and it was really to help people. Today, we have close to 50 other people working at InnoCaption and every other person we brought in, it is with the same mentality we brought an amazing support team, Justine, who has been working with us almost as long as many

we have at InnoCaption. My brother-n-law has been with the company over five years now.

If you ever have a problem with the InnoCaption app, there's several ways to contact. Email Matt@innocaption.com. If there is ever anything we can do to help, lets us know.

The other way, if you don't want to email me, that's okay. You can go in the InnoCaption app, click settings and click on "Get help." There will be an option to send us a message. Type anything that's going on, any issues you are having. Initially, that will be aided by an AI bot. We notice that 50% messages we get are easily done by AI.

If there is anything else, our support team. If you go in and click "Get help," and send a message, you will see support from our team. It is a good chance if I go in there now, I will see Isaac's face helping people out.

You have my email. You can go in the app and click get help, or email our support team any time you need help with anything. That's just support@innocaption.com.

That pretty much brings me to the end of the presentation. I know I got questions throughout. I will leave it open and if anybody needs help setting up InnoCaption, let me know. I will be here.

If you are an InnoCaption user and having issues, come and see me. If I am not able to help you while I am here, I will send support the information and see what's causing the issue and get back to you. Anything you need for help, let me know. Any other questions? Mary. I will pass you the microphone.

>> MARY: I downloaded the app and there's an option to sign in. Can you explain that?

>> MATT CONCALVES: Is this for the InnoCaption app?

>> Yes.

>> MATT CONCALVES: So if there is no sign-in to the InnoCaption app, let me know what's going on. If you are a new InnoCaption user, the first time you open the InnoCaption app, we're going to go through the process.

One thing I didn't cover is how do you get InnoCaption? For our users they go into the App Store, Play Store, and they can download and use InnoCaption at that point.

You don't have to send us any information. Your health care provider doesn't have to send us any information. It is the InnoCaption user during the registration process saying they have hearing loss.

During that process, we have to ask for the name, birth, address, last four digits of your Social Security number. A lot of people stop right there. They don't trust companies asking for sensitive information. We get it.

If you go in the Play Store and look at the reviews, most of the ones mentioning the fact that, why do you ask for all of this? It is because we are funded by the FCC and need to make sure you are an eligible user, and we don't want this app to be abused and used by people who don't need it because we receive government funding at the end of the day.

Mary, if you are getting hit with a sign-in, let me look at the app. It should not be happening. Once you register, you can open up the app and make the call.

>> I meant log in.

>> MATT CONCALVES: I will stay and look at your app to see what's going on. Any other questions?

>> Me.

>> [Show of hands].

>> Her first.

>> MATT CONCALVES: Who had their hand up?

>> I have a question, and hopefully, other people who are more timid than I will appreciate the question. [Indiscernible].

>> MATT CONCALVES: The question is, how many stenographers do we have? Today, we're over 100 and we're seeing that number tick up. There are more and more people using stenographers. The number we have today is not the number we started off with just this year alone. We're seeing more and more adoption of stenographers, over 100 today.

>> Is this a 24/7 service?

>> MATT CONCALVES: Great question. Yes, it is. It is part of our certification that we have to make this available 24/7, and the reason why is that if an InnoCaption user has an emergency at any time of the day, the app has to be there. And for that reason alone, we also have a stenographer, 24/7, 365 days a year.

>> Is there a delay until the stenographer shows up?

>> MATT CONCALVES: If you are making a call and you opt to use a stenographer, no. They will start captioning as soon as the person on the other end picks up.

Now, full transparency. There may be times you try and make a call using a stenographer and they all might be busy. What will happen during the call, the call will still be initiated, but it will be done by AI and as soon as the stenographer takes over the call, the user doesn't notice. And also, the person they are talking to doesn't notice. The AI keeps typing and stenographer joins the call, starts typing, and the AI drops and stenographer keeps typing.

>> Let's say I am calling an airline. I have to deal with a robot -- a lot -- and sometimes, not yours, but other companies, it is very, very hard to get to a human, and it is dumb for a human on my end sitting and waiting around. But once I do get a human, I will absolutely need that. Can you talk us through how it works?

>> MATT CONCALVES: Let me find a screenshot of the app. Do you have to go all of the way to the beginning? Yes.

When you first initiate a call, you see the keypad and that's why you select which mode you want to make a call.

>> I start my calls in the app.

>> MATT CONCALVES: In the app. If you need captioning, yes, you need to make that outgoing call bringing up the InnoCaption app and dialing the person you are calling.

You have the option to start the call with either AI or stenographer. As you mentioned, if you know you are calling an automated line with an automated message in the beginning, it is your choice. If you click the mode, you switch from AI to stenographer back and forth as many times as you need to.

>> Okay. I currently have a setting on my iPhone and so the spam calls come in and I get a message on my window that says, iPhone is asking the person to identify themselves and say why they are calling. How does that integrate?

>> MATT CONCALVES: We don't have that currently, but like we mentioned before, if you set up call forwarding and you are noticing calls are coming in that are scam calls, you don't have to answer, but when you go to recent calls, you can go into that number that calls you and block it from calling you again.

Yes, anna.

>> ANNA RUBENSTEIN: I have a question on that. Hi, I am Anna. I do notice quite a bit somehow people find your number and call, and the database, again, my number is in 805, and thinking it must be my pest control. And I see the message and screen the call, and it is connecting. It is pest control, and they will be out. Other times you know, it is a scam call and even if you block it, they call again through the loop.

I wonder how is that allowed from the captioning app and shouldn't I block the number? They called again.

>> MATT CONCALVES: If you have blocked the number and in the InnoCaption app, and that number is able to push through, let me know. This is the facts that I love to pass through to the engineers because if it is happening to you, it is probably happening to other people.

I have not heard that feedback before, but as soon as I am done here, I will let the engineer.

>> My question is, do you have to block the number twice in the InnoCaption app and when using your regular contact?

>> MATT CONCALVES: No. Again, let's go back to the different ways of answering calls. If you don't set up call forwarding, that call is going to come in your phone like it normally would. In that scenario, you have to do the blocking from your native phone.

If you have call forwarding, that call is going to be sent automatically to the InnoCaption app. From there, you have the ability to block that number. If you have no questions, or if it is not clear enough let me know.

One thing available is the help center on our website with everything I mentioned here and more. We also have a playlist tutorial on YouTube, videos every 45 seconds covering every feature of the app. I don't have time to get to some of the questions, but I will be outside if you need help. Thank you again, so much.

Teri, I love helping you, and let me know what else I can do for help.

[Applause]

>> TERI BREIER: Amazing and so informative. I loved hearing about your new features and we're going to be going on the break. I want to acknowledge Edris Lambert, our captioner today, who is doing a great job. Donuts, coffee, and water in the back. And now, there's a sign-in sheet that was not there when you walked in. If you go back to where you got the name pad, please sign in, and email and way to get to you. We'll have more about our meetings after the break.

>> Do you have WiFi I can go into?

>> TERI BREIER: There's a WiFi. Back in about 15 minutes.

WIFI: 2016

Password: HClisten2320

[Break]

[Please stand by for realtime captions]

>> TERI BREIER: Hello, everyone.

>> TIM BROWNING: Come on back, everybody.

>> TERI BREIER: Everyone have a seat, please. Hello.

>> TIM BROWNING: Come on back, everybody.

>> TERI BREIER: Everyone, please, take your seats. I am on your Telecoil, so you can hear. Do you have yours?

>> I was going to flash the lights.

[Laughing]

>> TERI BREIER: While they are finishing up, it is so nice we can all be in person again, and we had our HOPE meetings at home; smaller and more intimate, but like Wendi was saying, having a regular meeting place and come every month and know it is going to be here on the fourth Saturday of every month, it is really fabulous and haven't had them since 2016. I know everyone is happy to be socializing. Thank you, Matt, for everyone.

>> MATT CONCALVES: Thank you. I will be outside if anybody have any other questions. Please, email me anytime.

>> TERI BREIER: Okay. Can everyone hear? Do you have your Telecoils on, all right. So once again, I am Teri Breier, the newly elected President of the chapter!

[Applause]

The first thing to do, we have new people in the room, and if any of you would like to share a little bit about. Your name, where you live and give a little bit of background and totally optional. But if you would like to share. Teddy, Courtney. Michael, we know who you are.

>> MICHAEL: I have a story for you. I will come over there. I have a good story I want to share with you. I was just in Atlanta, Georgia for a wedding, my niece's daughter was getting married. I hate going to weddings, bar mitzvahs because I can't understand anything. Like this. Oh, we're just looking in, but never a part of it.

Okay. It is my niece, I am going to go. I went to the wedding, get there, walk around and my niece comes up and says, I have a surprise for you. ASL interpreter just for me, and for the entire service, wedding reception, everything. This guy was great.

I just want you to know, first of all, I was so happy I learned ASL so I was able to be part of things. And just have my nieces, sweet. No one was done there that before. I wanted to share that with you.

[Applause]

>> TERI BREIER: Not all of us know ASL. Some of us know a little bit, some of us don't know any. Many of us rely on technology, hearing aids, Cochlear Implants, captioning. There's no one right way, but it is really about what we choose and what works best for you. At HLAA, we're welcoming to anybody of any method for the real time communication act. Anyone new. Courtney?

>> COURTNEY: Great. I'm Courtney Sanders, born with mild hearing loss, and []. We didn't know about the HLAA, until we -- last week, and I met with Ira, the Chairman of the national HLAA-LA thing, and I am former producer turned assistive tech hardware founder. I felt we were under served last year, and our lives were in danger. And I spoke to Ira and glad to be here and to be here with the HLAA committee, our people.

>> TERI BREIER: Our people --

[Applause]

>> -- I think I talked enough.

>> TERI BREIER: Thanks. Anybody else who is new? Oh. Would you?

>> GAIL: I am Gail Miller, and I am HLAA-LA, and I am really glad happy we're back. I have bye neutral disease, and my right ear, severe. That's about it, anyway. I am glad to see all of you and excited we're coming back. And oh.

[Laughing]

I know before we would do partisan things in the house or something. I would be willing to host sometime.

>> I will talk.

>> MIKE: I should come with my wife. She's not talking, but she has a problem, not only hard-of-hearing, but had several different hearing aids, and she has trouble in her brain that's causing the problem.

>> Auditory processing disorder.

>> TERI BREIER: Are you comfortable with him sharing this? If not, we can move on.

>> MIKE: I can talk to her and she doesn't hear me at all without a hearing aid. She doesn't hear me at all and why she's here so the meeting can help her out. Thank you.

[Applause]

>> TERI BREIER: I am sure that's a similar experience many of us share. So you are with people who understand what that is about. And we have two spouses in the room and thank you for showing up and supporting your loved one. It is really important.

All right. So we will start with upcoming meetings. You mentioned sometimes we're at people's homes. We'll go over that. This is not final, and subject to change, but for now, what we have on tap.

So next month, meetings are always on the 4th Saturday of the month from 10 to noon, start at 9:30 hang out. And next month, Wendi refer today as a HOPE meeting. HOPE stands for hearing other people's experiences.

This is more of an interactive discussion and sharing where we can offer each other support and we can talk and share something what Michael shared about his niece's wedding or a challenge you are having, and it is more interactive than meeting like this, where we have a presenter to come in.

So that's scheduled at this point to be here at the HEAR Center, and we can kind of see how that works and if people -- you know, we can discuss that in the future and what we need here. Maybe every once in a while we might go to someone's home or something, but probably we'll be here.

The main meeting, Saturday, May 23rd, we have Jeff Grama out of West Hollywood. And big respect for him over the years and a lot of members go to him. We don't endorse one audiologist over another, but he has been doing this for a lot of time and have the knowledge of the specific technology. And one week later, what do we have? Walk4Hearing.

>> Walk4Hearing!

>> TERI BREIER: For people who are new, the Walk4Hearing it is going all over the country. Hearing Loss Association of America.

[Coughing]. Do you need some water, Anna?

Actually, the National Organization, actually Tim and I work for them remotely. You have to have a Board Member in the room. I don't know if I should call him out. Frank Ryan, one of our Board members. And talking about Igerstein, I believe, is the Chairman of the Board. HLAA National and the support for Walk4Hearing and nearly 20 cities around the country. We have one in Long Beach. For I don't know, May 15? A lot of time.

And it is an amazing day, when we go to Shoreline Park in Long Beach. People like InnoCaption will have tables there, hearing manufacturers, Cochlear Implant manufacturers, schools for hearing loss.

It is a community event. We can start our own team or start your own team. And Jackie, also has been. It is called the L.A. Star and is consistently the top fundraiser and awareness event.

I will talk more about that. I was kind of jumping ahead here. We have another slide to that. I will continue when we get there. That's May 31st.

June 10-12, HLAA 2026 Convention, an annual event, and it takes place in different cities around the country. Last year, Minneapolis and then New Orleans, and this year Louisville.

Our next meeting will be June 27th, the HOPE Meeting Interactive Support Group.

July we already have a July speaker up, and thanks to Leslie and Tim, who was talking with Noah? You?

>> WENDI WASHINGTON: It was me. Wendi and Leslie, thank you. We'll talk more about that in our future meeting. He runs a research team on hearing health issues and promises to be very educational. All of the way up through July.

Here's our Walk4Hearing event. We have colorful balloons, great family event, we have kids with hearing loss, and some of the teams are schools that teach children with hearing loss.

There are all kinds of different groups and it is really fun. We probably get about, I don't know. 500-600 people, and a beautiful day by the water, and so....

We're in need of a Team Captain for this year's walk. Who wants to be our cheerleader and Team Captain? Does that call out to any one of you, maybe emails and doing [Coughing] and repping up our team. Is that?

All right. Well, think about it. Right now, I am the defacto Team Captain by doesn't because I got on to test the pace. And I have my handful being President, so I would really love if someone can step forward and be Team Captain. Think about that, sleep on that. And you with email info@HLAA-LA.org.

[Walk4Hearing.org/Long Beach](http://Walk4Hearing.org/LongBeach) and we will rep that up and get going between. We have a committee meeting once a month. So if you want to be involved with that, that would be great, too. It is really great.

[Coughing].

Any age. Enthusiastic. Again, here is the convention information in June. This is going to be a really exciting convention. I mean, it is -- the regular thing to make it -- just the fact it is a gathering for hundreds of people around the country, hearing loss, people around all the countries, incredible workshops and presentations, we have our research symposium every year, this year will be about artificial intelligence, you just heard about that from Matt and how it is helping technology. So many amazing things and nothing like walking into the hotel and being with so many people who have hearing loss, and focusing on hearing health and really the greatest thing.

So really consider coming. What make this is year so special, our chapter is getting an aware. Yay!

[Applause]

That's thanks in large part to our outgoing President, Wendi Washington.

[Applause]

They will be here to cheer us on. And our Young Adult Ambassador, our recipient for the last two years, Fabiola Ramirez. And she is one of the Emerging Leader Award recipients. She'll be with her mom to get her award.

[Applause]

Yay! You can find out more about that, hearingloss.org/convention. We are also in the process of starting up scholarship application process, and again for this upcoming here and I believe the deadline is June. Leslie is volunteering to help with that.

>> LESLIE: I would rather not. The document is done. I don't know how it works.

>> WENDI WASHINGTON: Very quickly, the eligibility is if you are hard-of-hearing, hearing aid Cochlear Implant, high school senior, college or pursuing any type of advanced education and need to be in the Los Angeles area. And there are factors and you can learn from this year, et cetera.

If you know anyone at school or anybody else, please, put the word out and I think we'll have the application on our website.

Know this media is under our belts and focus on the online and other things. We have done amazing outreach already, and having contacts and if you have a connection at school like at Cal State Northridge, something like that. We can get information to them. Thank you for your attention to that matter.

>> Teri?

>> TERI BREIER: One question. What happens when you get the applications, do you set up a committee that decides?

>> WENDI WASHINGTON: The Steering Committee can decide.

>> TERI BREIER: We'll have a committee set up for that and get our ducks in a row.

So that pretty much brings us to -- I don't know if anything less? Tim, Anna, you would like to bring up on the Steering Committee?

>> TIM BROWNING: I am good. What is that noise? Oh, the -- I can hear it! It is amazing with the Cochlear Implant!

[Laughing]

All right. So this brings us to our thank you, then. I would like it acknowledge -- I would definitely like to acknowledge Marisol Perez in HEAR Center. Such a welcoming space. You have been amazing this morning. Thank you.

[Applause]

I would like to thank Tim Browning, setting up our loop, the captioner and getting all of that up and running.

[Applause]

This chapter would not survive without Tim, and of course, thank you to Edris for her being here on Saturday morning and sharing her stenography.

[Applause]

And that's it. Thank you all of you for coming out this morning. We have the room for a little bit if you want to hang out and converse. If you haven't filled out the sign-up sheet, please do put your information in. Anybody who is willing to stay and help us clean up, we appreciate it. Thank you, everyone.

[Applause]

[Concludes at 11:49 a.m.]

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