



Deaf and Disabled
Telecommunication Program
ANNUAL REPORT 2021-2022



California Public
Utilities Commission

Contents

PROGRAM MISSION AND OVERVIEW	3
Program Mission	3
Program Overview	3
LEGISLATIVE BACKGROUND	4
PROGRAM HIGHLIGHTS	5
CALIFORNIA TELEPHONE ACCESS PROGRAM	8
CALIFORNIA RELAY SERVICE	11
SPEECH GENERATING DEVICES	13
TESTIMONIALS	14
PROGRAM COSTS AND FINANCIAL STATUS	15
Surcharges.....	15
Limits or Restrictions	15
Means Test.....	15
Efficient Distribution of Equipment	15
Quality Standards	16
Tracking Federal Programs	17
Speech Generating Devices	17
Technology.....	17
Statement of Revenues, Expenditures, and Fund Balance.....	19
PROGRAM STRUCTURE	21
ADVISORY COMMITTEE ROSTERS	22
Telecommunications Access for the Deaf and Disabled Administrative Committee	22
Equipment Program Advisory Committee	21
CONTACT INFORMATION	22
Mail, Email, Fax.....	22
Customer Contact Center	22
Consumer Affairs	22
California Relay Service Dial 711	22
California Relay Service, Caption Telephone, and Speech-to-Speech General Inquiries	23
Speech Generating Services Information	23
SERVICE CENTERS	24

Tables & Figures

Figure 1: Consumer Focus Data	7
Figure 2: Senate Bill 60 Equipment Distributed Through the Last Three Fiscal Years	9
Figure 3: Senate Bill 597 Equipment Distributed Through the Last Three Fiscal Years	9
Figure 4: Total Equipment Distributed by the Program Distribution Center to Program Customers Through Contact Center Orders, Service Centers, Field Advisors, and Outreach	10
Figure 5: California Relay Service Call Breakdown for Fiscal Year 2021-2022	12
Figure 6: California Relay Service Call Breakdown for the Previous Two Fiscal Years	12
Figure 7: Statement of Revenues, Expenditures, and Fund Balance	19

Program Mission and Overview

Program Mission

The Deaf and Disabled Telecommunications Program is a public telecommunications program that empowers Californians who are deaf or have disabilities to connect with the world using subsidized equipment and services to communicate on their own terms. The program's mission is to support its community members' needs so they can live full and fulfilling lives without compromise.

Program Overview

The Deaf and Disabled Telecommunications Program is a state-mandated program of the California Public Utilities Commission that provides Californians who have disabilities with subsidized, enhanced equipment, relay services, and speech assistance programs that improve quality of life and create pathways for independent communication and engaging consumers via community-based partnerships.

California residents who have hearing, speech, physical, cognitive, visual, and memory disabilities benefit from the program's equipment and services because they are empowered to communicate more confidently and live more independently.

The Deaf and Disabled Telecommunications Program purpose is rooted in achieving equity by giving people the tools they need to connect with their loved ones, get them unfettered communication access to critical services such as healthcare or law enforcement, and accomplish daily tasks on their own, like interviewing for a job or hiring a maintenance worker to repair things at their homes. The program's equipment and services, including California Relay Service and Speech Generating Devices, also provide access to potentially life-saving services such as 911 and 988. Without specialized devices, individuals who have disabilities or challenges communicating via telephone may have no other means to make critical or medical calls.

This fiscal year (FY 21-22), the Deaf and Disabled Telecommunications Program was rebranded under the name "California Connect," to better represent what the program does for its consumers. This rebranding will be explained in detail later in this report.

To assist in its program oversight, the California Public Utilities Commission is advised by two customer advisory committees: Telecommunications Access for the Deaf and Disabled Administrative Committee and Equipment Program Advisory Committee. For more information, please visit the program websites at ddtp.cpuc.ca.gov and www.CAConnect.org.

This annual report is submitted pursuant to California Public Utilities Code Section 914.5 (a) by the California Public Utilities Commission to summarize accomplishments of the Deaf and Disabled Telecommunications Program during FY 21-22.

Legislative Background

In 1979, the California Legislature enacted Public Utilities Code Section 2881, codifying the California Public Utilities Commission's existing program for the deaf and disabled. Section 2881 required the California Public Utilities Commission to design and implement a program to provide telecommunication devices to deaf and hard-of-hearing customers. Subsequently, the Legislature expanded the program's scope, creating additional requirements for the California Public Utilities Commission. This program, now called the Deaf and Disabled Telecommunications Program, performs several functions mandated by Section 2881 et seq.

- Provides telecommunication devices to certified deaf and hard-of-hearing users (Public Utilities Code Section 2881 (a)).
- Provides a dual-party relay system, now called the California Relay Service, to connect Teletypewriter users with any other telephone user (Public Utilities Code Section 2881 (b), added in 1983).
- Provides specialized telecommunications equipment to individuals certified with hearing, vision, speech, cognitive, and mobility disabilities (Public Utilities Code Section 2881 (c), added in 1985).
- Provides authority for the California Public Utilities Commission to transfer advisory oversight of the Teletypewriter Placement Program to the Deaf and Disabled Telecommunications Program and its advisory committees (Public Utilities Code Sections 279(a) and 2881.2, added in 2003 and 2001, respectively).
- Directs that wireless equipment become a permanent part of the Deaf and Disabled Telecommunications Program (Decision 10-11-033).
- Provides Speech Generating Devices as a provider of last resort and adds Speech Language Pathologists as Deaf and Disabled Telecommunications Program certifying agents (Public Utilities Code Sections 2881(d) and 2881(e)(1), added in 2011 through Assembly Bill 136 (Ch. 404, Beall)).

In 1989, by Decision 89-05-060, the California Public Utilities Commission established a formal structure for the Deaf and Disabled Telecommunication Program to ensure operational oversight of the mandated programs, encompassing both the California Telephone Access Program, which distributes equipment, and California Relay Service, which enables telephonic communication between hearing individuals and those who are deaf, hard of hearing, or speech-disabled through operator-assisted relay telephone conversations.

The California Public Utilities Commission administers the Deaf and Disabled Telecommunications Program through contracts with multiple vendors who provide services mandated by the Public Utilities Code. Almost all contracts are entered after a competitive bidding process, and all comply with California's contracting and procurement requirements. The non-profit California Communications Access Foundation manages Deaf and Disabled Telecommunications Program operations and contracts for the California Public Utilities Commission as a Primary Program and Contractor Administrator. They implement California Public Utilities Commission policy and directives while performing administrative, management, and operational tasks. All policy and discretionary task decisions pertaining to the Deaf and Disabled Telecommunication Program remain solely with the California Public Utilities Commission.

Program Highlights

In FY 21-22, the Deaf and Disabled Telecommunications Program continued to provide Californians who have vision, hearing, speaking, mobility, or cognitive disabilities with effective and affordable tools that allow them to connect authentically with the world around them. This government-mandated program is led by people who understand that access to communication is not a privilege, but a right. In an increasingly digital world, especially with the major shift to virtual healthcare and communications post COVID-19, cutting-edge technologies have made it easier than ever to connect with people. However, these technologies are generally not designed to include specialized accommodations for people with disabilities, leaving millions of people out of conversations.

The Deaf and Disabled Telecommunications Program provides a variety of adaptations specific to individual communication needs such as video relay services, amplified phones, speech assistance, captioned telephones, and other modified communication devices including three distinct programs:

- The California Telephone Access Program: a service where specialized communications equipment is distributed to support specific needs for people with disabilities that fall within five disability categories – vision, hearing, speaking, mobility, or cognitive. In FY 21-22, the program provided equipment for 3,931 new customers.
- The California Relay Service: a service that connects specially-trained operators with people who are deaf, hard of hearing, or speech-disabled, where the operators relay conversations back and forth over the telephone. In FY 21-22, the relay service was used for more than 1.3 million calls.
- The Speech Generating Devices Program: a service that provides customized speech-generating devices and accessories to people with speech disabilities. In FY 21-22 the program received 157 applications and 98% of applications filed by consumers were approved.

**Real People,
Real Experiences.**

Meet Natalie, Theo,
Zion, Mia, Jahmai,
and others.

Watch and listen to their stories and learn how individuals with different types of disabilities use assistive equipment and services throughout their daily lives.

Watch Us youtube.com/CaliforniaConnectProgram
Call Us 1-800-806-1191

**CALIFORNIA
CONNECT**
COMMUNICATE YOUR WAY

This fiscal year, the program’s marketing effort provided comprehensive digital advertising campaigns implemented throughout the state. To modernize and reach new consumers, the program rebranded to “California Connect,” with a new logo, new colors, and updated imagery that matches the diverse community the program serves. The program also expanded its reach through new social media channels on [Facebook](#), [Instagram](#), and [YouTube](#). This included a new series of 11 videos that featured actors from various disability communities and were written and filmed with social media usage in mind. The new videos were viewed on YouTube and social media over 2.4 million times, with more than 40,000 hours of watch time. The videos can be viewed on the caconnect.org website by clicking on the [YouTube](#) icon.

Expanded advertising also included Search Engine Optimization (SEO) marketing and Google ads to increase the visibility of the program to people who search for words, equipment, and medical conditions related to the program. In an effort to support more diverse communities, the program developed targeted and holistic marketing strategies to connect with underrepresented populations through authentic channels. The program ran newly branded print ads in newspapers serving Native, Black, Latinx, and Asian American and Pacific Islander communities. These ads were written in English, Spanish, Chinese, Vietnamese, and Korean. The program also ran radio ads that serve the Native, Black, Latinx, and Asian American and Pacific Islander communities in English, Spanish, Chinese, Vietnamese, Korean, and Tagalog. By distributing ads in locations where communities are already seeking out trusted information relevant to them, and by respecting those communities by speaking to them in their preferred languages, the program made meaningful connections with new audiences that could benefit from its services and resources. Continued outreach also trained 590 participants through the Bring Your Own Device smartphone training. For FY 21-22, the California Telephone Access Program made 2,202 outreach presentations and field visits throughout California.



Outreach staff Henry Jarquin Baez and Elizabeth Wong present during an event at the San Francisco Senior Center.

Figure 1: Consumer Focus Data

	2018–19	2019–20	2020–21	2021–22
New Customers added to the California Telephone Access Program	6,017	3,821	2,012 ⁱ	3,931
Contact Center Calls Handled (inbound and outbound)	151,312	142,644	108,977 ⁱⁱ	120,095
Contact Center Emails Handled (inbound and outbound)	8,099	6,545	8,026	6,545
Certification Forms Received at the Contact Center	9,610	8,092	7,182	3,978
Customer Visits to the Service Centers	12,102	8,545 ⁱⁱⁱ	6,166 ⁱⁱⁱ	5,025 ⁱ
Outreach Presentations	4,893	3,596 ^{iv}	1,306 ^{iv}	2,202 ⁱⁱ
Field Advisor Visits to Customers' Homes	6,555	3,801 ^v	1,246 ^v	3,075 ⁱⁱⁱ
Contact Center Web Chats Handled	441	303	314	3,978
Marketing Campaigns	12	11	12	12
Relay Calls, includes Traditional Relay Services, Speech-to-Speech, and Captioned Telephone Services	1,319,157	1,281,814	1,293,716	1,335,624
Bring Your Own Device Trainings Presentations	696	638	266 ^{vi}	298
Bring Your Own Device People Trained	3,735	3,402	354 ^{vi}	590 ^{iv}

i. Due to COVID surges, Service Center visits fluctuated dramatically. Many consumers elected to wait for services.

ii. Outreach activities increased as organizations requested more in-person events.

iii. Field Advisor in-home visits more than doubled from the prior fiscal year due to decreased COVID restrictions.

iv. Covid fluctuations continued to impact the efforts to conduct in-person BYOD training. However, there was an increase in webinar training, and attendance increased significantly from the prior fiscal year.

v. No contact field advisor drop-offs began in May 2020 and limited in-home visits to only the most urgent requests resumed in October 2020. This resulted in a significant decrease in field advisor numbers.

vi. COVID-19 orders decreased the efforts of community organizations, the primary source of Bring Your Own Device program awareness, which created a decrease in virtual training participation.

California Telephone Access Program

The California Telephone Access Program is designed to support people whose disabilities affect their day-to-day communications and prevent them from comfortably using a standard telephone. Thanks to a dedicated surcharge collected by telecommunication carriers and voice over internet protocol service providers, the program provides specialized telephone equipment and services at no cost to its community members. To keep up with peoples' ever-changing needs and the evolving telecommunications technologies available, the California Telephone Access Program regularly updates its equipment, services, and distribution strategies to effectively meet consumers' needs.



The ongoing global coronavirus pandemic continued to affect typical program operations, but thanks to improved strategies first developed during FY 20-21, the program was able to successfully connect with consumers including through virtual presentations and training, outdoor events, limited-service center appointments, and fewer in-home visits.

Excitingly, the program added a new device to its service offerings during FY 21-22. The program started distributing the XLink BT2 in December 2021, with an average of 22 devices distributed monthly by the end of the fiscal year. The XLink BT2 is a Bluetooth accessory that connects to a cellular and landline phone, allowing users to make and receive calls via cellular service. The program also continued distributing equipment from previous years,

such as the Panasonic KX-TGM450S amplified cordless phone (312 units average monthly distribution) and the Clarity XLC2+ amplified cordless phone (129 average monthly distribution).

The charts on the next page illustrate the total equipment distributed by the program distribution center to program customers through contact center orders, service centers, field advisors, and outreach.

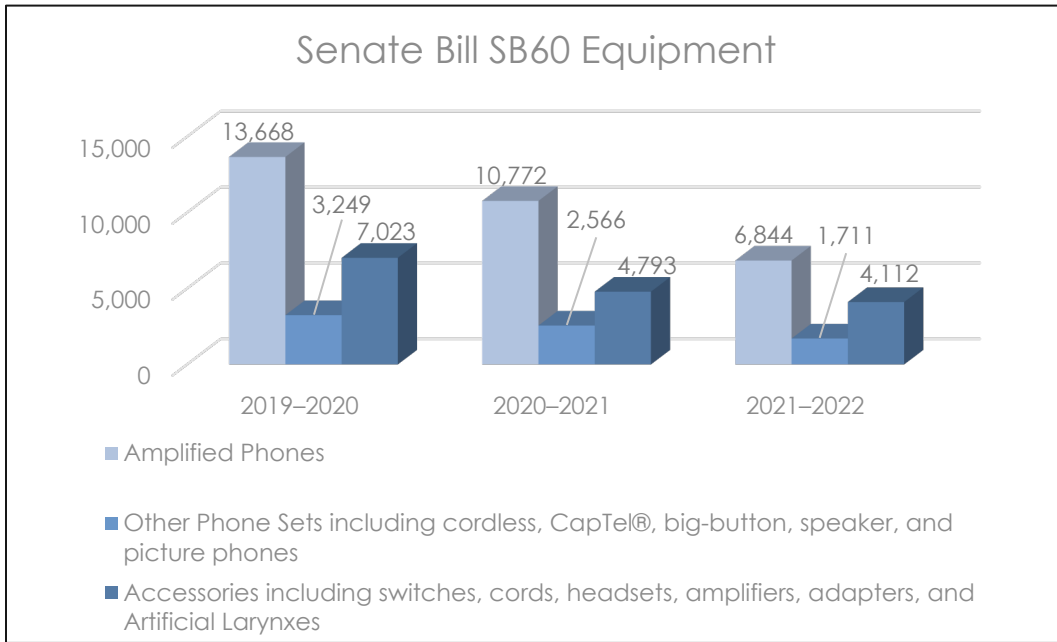


Figure 2: Senate Bill 60 Equipment Distributed Through the Last Three Fiscal Years*

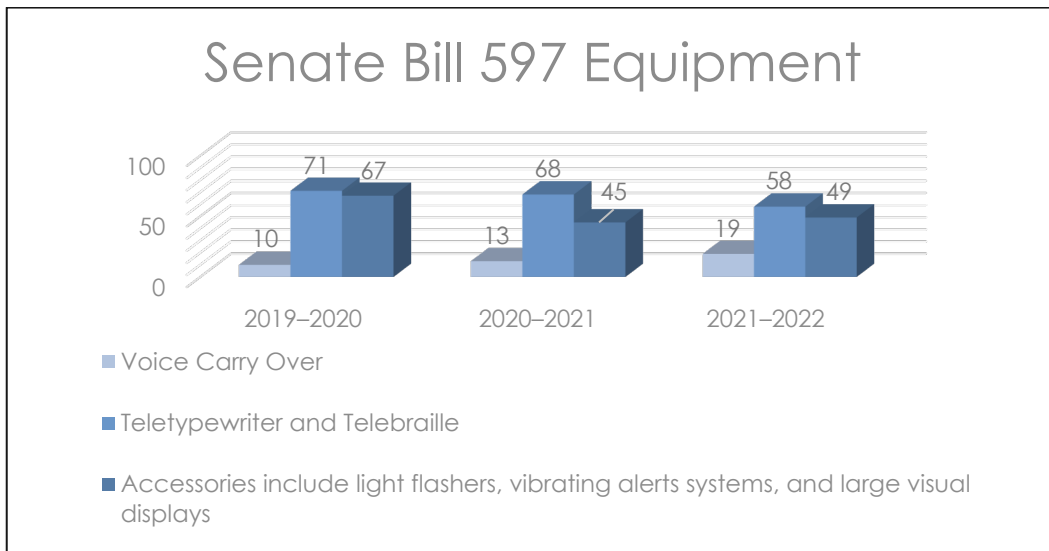


Figure 3: Senate Bill 597 Equipment Distributed Through the Last Three Fiscal Years*

* Continued concerns over COVID-19, challenges for consumers to go through certification process, fewer calls to the contact center, fewer certification forms distributed and returned, and a decrease in landline services caused a decrease in equipment distribution.

Senate Bill # / Public Utility Code	Type	2019–2020	2020–2021	2021-2022
Senate Bill 60 Equipment Public Utilities Code Section 2881 (c) (1985)	Amplified Phones	13,668	10,772	6,844
	Other Phone Sets including cordless, Cap'Tel®, big-button, speaker, and picture phones	3,249	2,566	1,711
	Accessories including switches, cords, headsets, amplifiers, adapters, and Artificial Larynxes	7,023	4,793	4,112
	Senate Bill 60 Equipment Total	23,940	18,131	12,667
Senate Bill 597 Equipment Public Utilities Code Section 2881 (a) (1979)	Voice Carry Over	10	13	19
	Teletypewriter and Telebraille	71	68	58
	Accessories include light flashers, vibrating alerts systems, and large visual displays	67	45	49
	Senate Bill 597 Equipment Total	148	126	126
Grand Total		24,088	18,257	12,793

Figure 4: Total Equipment Distributed by the Program Distribution Center to Program Customers Through Contact Center Orders, Service Centers, Field Advisors, and Outreach



California Relay Service

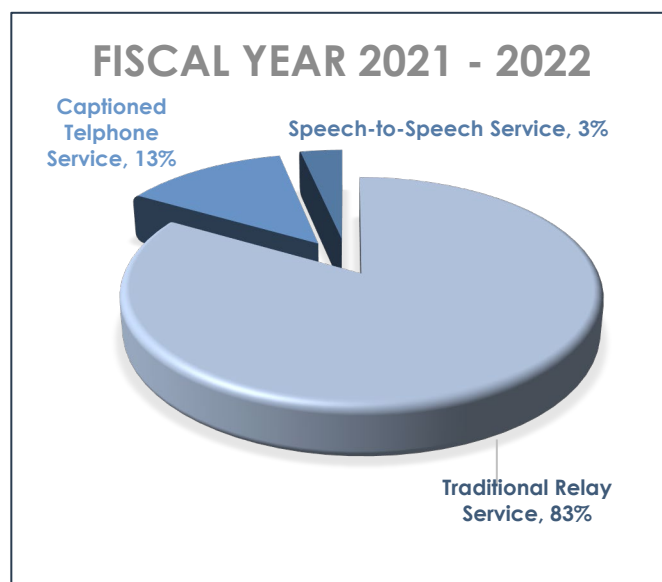
The California Relay Service is a no-cost telephone relay service for people who have vision, hearing, or speaking disabilities. Callers connect with specially trained operators who relay telephone conversations back and forth between those who are deaf, hard of hearing, or speech-disabled and anyone with whom they wish to communicate by telephone. To connect to the California Relay Service, a person simply dials 711 or uses a designated toll-free number from their landline phones. This intra-state relay service is funded by a surcharge collected by telecommunication carriers and interconnected voice over internet protocol service providers. California Relay Service includes four service areas:

- Traditional Relay Service: a service in which a Teletypewriter (TTY) is used to make telephone calls with the assistance of a specially trained communications assistant. A person with hearing, vision, or speech disabilities may want to use this service.
- Captioned Telephone Service: a service in which captions showing what a person is saying are displayed on a screen for someone to read. A person who is deaf or hard of hearing but can speak for themselves may want to use this service.
- Speech-to-Speech Service: a service in which a relay operator revoices what a person wants to say in their phone conversations. A person who has speech disabilities may want to use this service.
- Visually Assisted Speech-to-Speech: a service in which a person uses a webcam or videophone with Skype to connect with a Communications Assistant at the Relay call center, who then repeats the caller's voiced communications to ensure clarity. A person who has difficulty speaking or being understood on the telephone may want to use this service.
- Remote Conference Captioning Pilot: a service in which real-time captions are provided over a screen during a conference call so a person can read the text of what all participants are saying. A person who has difficulty hearing or understanding what is being said over the phone during conference calls may want to use this service.

In FY 21-22, these California Relay Services have continued to be essential to the lives of many:

- Traditional Relay Service served more than 1,113,173 calls.
- Captioned Telephone Service accounted for more than 176,000 calls.
- Speech-to-Speech Service processed approximately 45,475 calls.

The Deaf and Disabled Telecommunications Program initiated a pilot program in October 2020 to assess the feasibility of supporting Real Time Text (RTT) as a comparable replacement of legacy Teletypewriter devices. The pilot program concluded in June 2022, with results demonstrating successful RTT to RTT calls and highlighting the RTT-to-relay



calls' limitations. Future testing considerations include additional testing of Next Generation 911 (NG911) compatibility for emergency calls to 911 centers and a Braille interface for deaf-blind consumers.

The Deaf and Disabled Telecommunications Program started another pilot program in May 2022 to assess the usability of Remote Conference Captioning (RCC). RCC offers real-time captioning using Communication Access Realtime Translation (CART) service to individuals who have difficulty hearing what is being said during conference calls.

The charts on the following page show a comparison of the California Relay Service call breakdown for the previous two fiscal years.

Figure 5: California Relay Service Call Breakdown for Fiscal Year 2021-2022

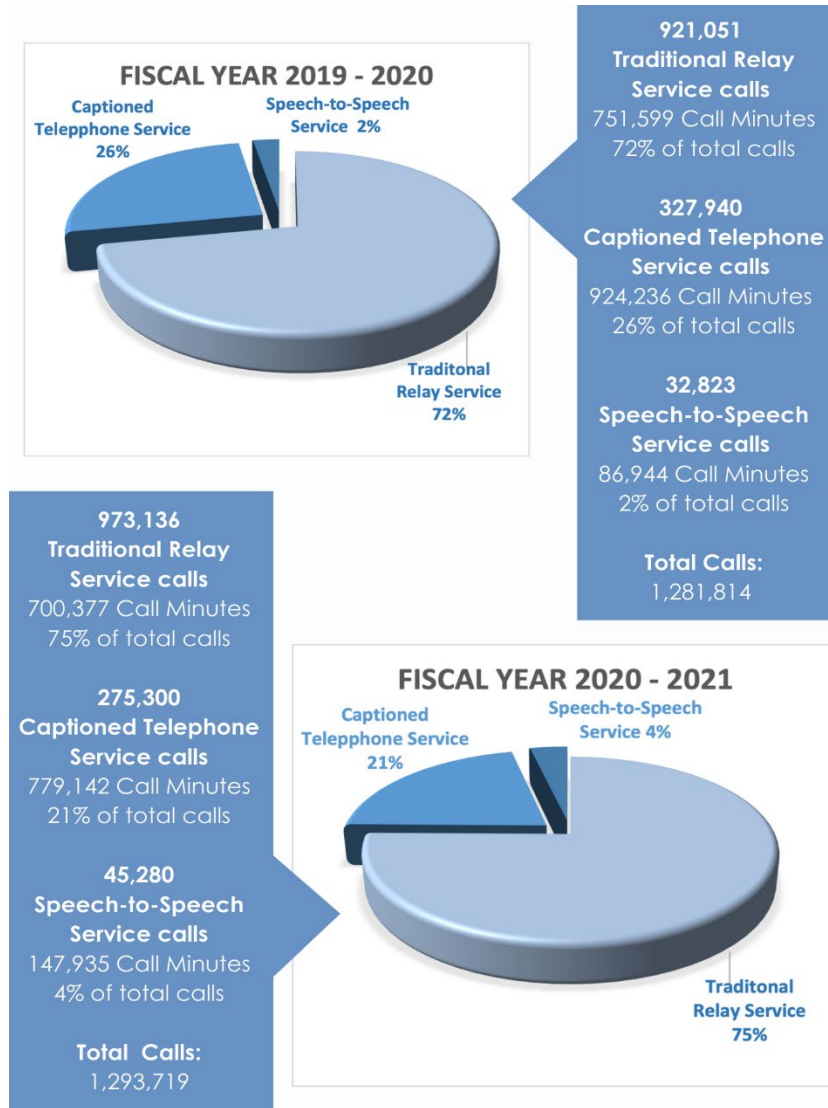


Figure 6: California Relay Service Call Breakdown for the Previous Two Fiscal Years

Speech Generating Devices

On October 2, 2011, Governor Edmund G. Brown, Jr. signed into law Assembly Bill 136, which amended Public Utilities Code 2881 as it relates to telecommunications equipment. Per AB 136, the Commission must adopt rules to implement the Speech Generating Devices (SGD) program by January 1, 2014. As amended, Public Utilities Code 2881 modifies the Deaf and Disabled Telecommunications Program as follows:

- Adds Speech Language Pathologists (SLP) to the list of agents that can certify individuals as being eligible to receive equipment from the program;
- Expands the program to individuals with speech disabilities for the provision of SGD, accessories, mounting systems, and specialized telecommunications equipment; and
- Expands the list of equipment provided by the program to include SGDs which, due to their medical nature, were previously outside the scope of telecommunications equipment the program has provided to eligible individuals.

Since the SGD program's inception in 2014, the program has served over 1,000 persons with speech disabilities. For FY 21-22, 154 applications were received, processed, and approved. Applications included requests for partial funding, where an applicant's medical insurance pays a portion of SGD, accessories, mounting systems, and specialized telecommunications equipment, and full funding, where an applicant's insurer has denied coverage or for individuals who do not have healthcare insurance.

Applicants for SGD funding must be evaluated by an SLP and the SLP must recommend equipment as part of the SGD application process. However, for persons with speech disabilities who cannot or will not receive the services of a SLP and would instead choose an assistive device or technology for themselves, the California Public Utilities Commission initiated a pilot program in partnership with California Foundation for Independent Living Centers called Voice Options. The multiphase pilot started on January 11, 2017, and concluded on June 30, 2019, during which time approximately 600 iPads were distributed for short-term and long-term loans through 10 demonstration centers.

Given that Voice Options program was well-received, the California Public Utilities Commission, via an interagency agreement the California Department of Rehabilitation, launched a third phase of Voice Options. The third phase was launched on June 15, 2020, with the goal of distributing 500 iPads per year to persons who have difficulty speaking.

The Department of Rehabilitation's administration of Voice Options was hampered by the COVID-19 pandemic. During the Fiscal Year 2020-21, Department of Rehabilitation distributed 200 long-term loan iPads to Voice Options participants. Participations in Voice Options has increased, as over 700 long-term loans have been processed, resulting in a threefold increase of participation for FY21-22. Voice Options has been largely successful thus far, as nearly 1,000 persons with speech disabilities have benefited from the pilot program.



The Voice Options Pilot Program assists customers with speech-related disabilities

Testimonials



Amplified Phones

“We are so pleased with our new amplified phone. My mom was able to hear a conversation without any hearing aids. And the clarity of the voices was excellent. We are very happy with this service!”

Janis Laquinta

Voice Options Program

“We are beyond grateful for this opportunity! My daughter had to return her school loaner soon, and we all had a lot of anxiety about what she would do afterward. The speech therapist was able to transfer her previous library over, and she is now good to go! So, on behalf of this family, THANK YOU.”

Evelyn and Family



Artificial Larynx

“I had surgery that left me not able to speak by myself. This program gave me a device that lets me speak, and I've been using it for 15 years now. Before this device, I didn't want to leave my house because I couldn't socialize with anyone, but after using my device, I felt like my life was back on track and could continue. I thank you for giving us this type of help!”

Miguel Cortez

Program Costs and Financial Status

In FY 21–22, pursuant to Public Utilities Code 914.5(a), the California Public Utilities Commission continued to evaluate options to manage program expenses and increase program efficiency.

Surcharges

The program continues to be funded through a dedicated surcharge collected by telecommunications carriers. The surcharge appears on customer bills and is collected via intrastate charges on customer bills of all telecommunication service providers. California Public Utilities Commission staff continues to monitor the Deaf and Disabled Telecommunication Program fund balance, revenues, and expenses to ensure the surcharge is adequate to provide the required funds for the Deaf and Disabled Telecommunication Program budget (as established by the Enacted State Budget). Since February 1, 2015, the maximum surcharge has been 0.50%. In response to declining surcharge revenues, on October 8, 2021, Assembly Bill 14 was approved, removing the 0.50% surcharge collection cap. The California Public Utilities Commission authorized Resolution T-17741 to set the new surcharge collection rate at 1.11%, starting February 1, 2022, in order to collect the monies provided for in the state legislature's budget appropriations.

Limits or Restrictions

The decline of California Relay Services (CRS) call activity is attributed to intrastate California Relay Services CRS users transitioning to Inter-State, Telecommunication Relay Services (TRS) funded under the Federal Communication Commission, which provides Internet, wireless services and additional consumer services choices. The diagrams presented on pages 11-12 reflect this trend, showing much of the drop from declining Captioned Telephone Service calls. California Relay Service is fully subsidized and of no cost to the user, who generally pays the same equal access charges for standard telephone service as other customers.

Means Test

The Deaf and Disabled Telecommunications Program can financially meet the demand of the number of consumers applying for services and equipment. Accordingly, the California Public Utilities Commission does not consider a means test necessary to control program costs.

Efficient Distribution of Equipment

All Deaf and Disabled Telecommunications Program equipment is purchased in compliance with state contracting and procurement policies, including competitive bidding processes where applicable. These efforts are intended to ensure that the State pays reasonable prices. Additionally, the Deaf and Disabled

Telecommunications Program has taken several actions, outlined below, to distribute equipment as efficiently as possible.

The California Public Utilities Commission's Primary Program and Contract Administrator (California Communications Access Foundation) holds public events to sign up participants and distribute equipment. These distribution events are held in cooperation with medical and other professionals who can certify a disability on an application, allowing customers to apply for and receive equipment at the same event. This improves the customers' experience by reducing the time required between having their disability certified and receiving the equipment. The Deaf and Disabled Telecommunications Program tracks distributed equipment and attempts to minimize returns and exchanges.

Because Captioned Telephone equipment includes the use of a service, the Deaf and Disabled Telecommunications Program requires prospective users to be evaluated before they can receive Captioned Telephone equipment. Potential users are evaluated for alternative equipment to ensure that customers are matched with the best equipment to meet their needs. The evaluation helps to prevent the Captioned Telephone service from being used by people who are better and more efficiently served by amplified phones.

The Deaf and Disabled Telecommunications Program continues to look for new and innovative equipment to bring into the program, such as recently added amplified cordless phones. The phones are Bluetooth-enabled and can sync with the owners' cell phones. The popular Panasonic Amplifier Cordless Phone has become the most distributed device, with more than 36,500 units issued since becoming available in July 2017. Additionally, Bring Your Own Device smartphone training has successfully kept consumers and others informed about accessibility features on popular smartphones such as the iPhone and Android devices. Bring Your Own Device events are designed to test and evaluate several specific applications to be used on an individual's smartphone. A total of 354 participants have been trained during the Bring Your Own Device pilot this fiscal year. These pilots and other small-scale distribution events allow the program to understand the best way of targeting and supporting customers and identifying the most efficient means of distribution.ⁱ

The Deaf and Disabled Telecommunications Program has 13 service centers, six of which are part-time. Service centers are an efficient distribution method that allows customers to ask questions and select their equipment in person. The program partners with community-based organizations throughout the state and its part-time service centers are housed in those organizations' locations. This geographic reach promotes the program without incurring the significant cost of opening an independent full-time service center.

i. Due to the COVID-19 pandemic, many public locations stopped permitting face-to-face events. These cancellations and postponements significantly decreased distribution events and Bring Your Own Device trainings during this fiscal year.

Quality Standards

The California Relay Service contract is competitively bid with service quality standards included as mandatory requirements. The provider is required to meet or exceed all federal standards. The Request for Proposal that established the current California Relay Service contract requires additional efforts beyond what is required by federal standards to ensure high-quality relay and more efficient calls. The California Relay Service contract also requires the provider to increase awareness of Speech-to-Speech. Speech-to-Speech allows speech-disabled users to use the relay service more effectively and potentially reduces the

time needed to make a call. To help consumers better use Speech-to-Speech, the program developed a training line and Visually Assisted Speech-to-Speech.

Tracking Federal Programs

The federal government funds three additional relay services to access the telephone network: Video Relay Service, Internet Protocol Relay, and Internet Protocol Captioned Telephone Service. Currently, the state and federal programs are complementary and funded through separate revenue sources. The Deaf and Disabled Telecommunications Program continues to leverage federal programs by promoting public awareness and accessibility of federal programs.

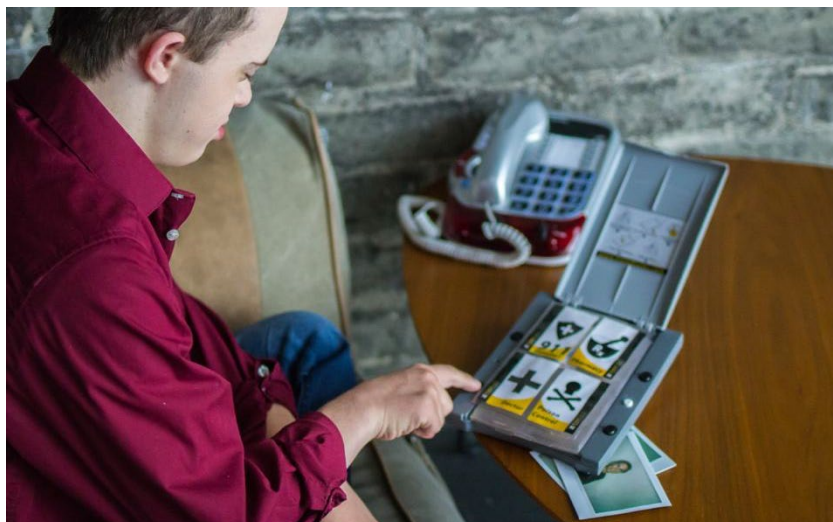
Speech Generating Devices

Pursuant to Assembly Bill 136, the Deaf and Disabled Telecommunications Program is the provider and funder of last resort for Speech Generating Devices considered Durable Medical Equipment. Current access to Deaf and Disabled Telecommunications Program funding for Speech Generating Devices is limited to those applicants assessed by a speech-language pathologist for a Speech Generating Device classified as Durable Medical Equipment.

Technology

To keep up with the ever-evolving digital communications landscape, the Deaf and Disabled Telecommunications Program regularly assesses new technologies that may be appropriate to integrate into the program to better serve its consumers. Two committees led by members of the target consumer base evaluate new equipment and submit their recommendations to the California Public Utilities Commission: the Telecommunications Access for the Deaf and Disabled Administrative Committee and the Equipment Program Advisory Committee. During the FY 2021-2022, the Deaf and Disabled Telecommunications Program specifically focused on exploring wireline and wireless options, including supporting the

development of Real Time Text and Remote Conference Captioning. California remains a national leader in offering Visually Assisted Speech-to-Speech.



Statement of Revenues, Expenditures, and Fund Balance

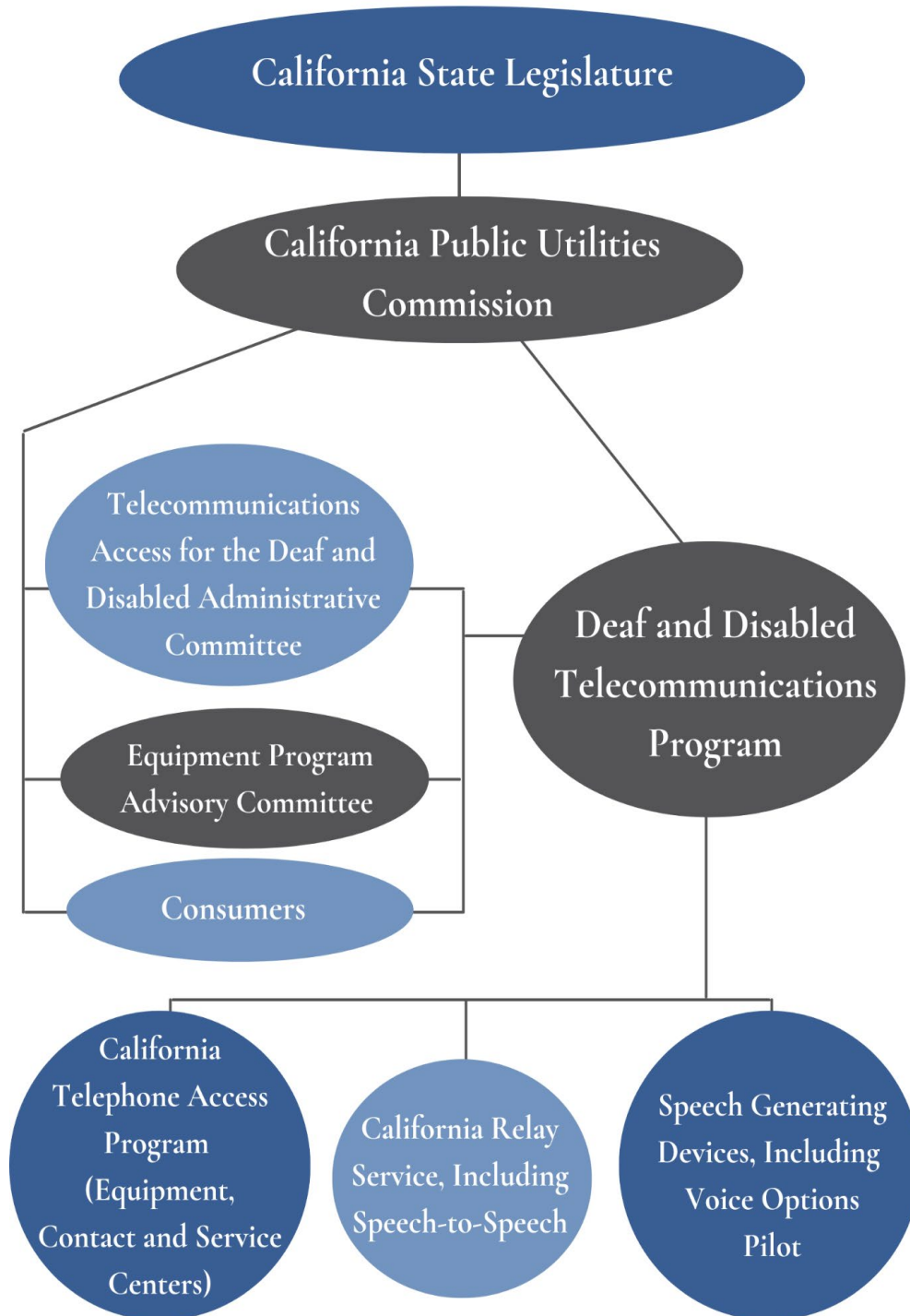
(In Thousands)

	FY 2018-19 ⁱ	FY 2019-20 ⁱ	FY 2020-21 ⁱⁱ	FY 2021-22
Beginning Balance ⁱⁱⁱ	43,231	54,611	39,878	37,087
Prior Year Adjustments & Fund Assessment Adjustments	12,055	8,310	15,376	7,989
Adjusted Beginning Balance	55,286	62,922	55,254	45,076
Revenue				
Regulatory Fees (Surcharges)	42,512	33,228	30,157	42,497
Investment Income - Surplus Money Investments	1,290	1,007	219	228
Escheat - Unclaimed Checks, Warrant, Bonds & Coupons	0	0	1	24
Transfers & Other Adjustments	448	17	3	0
Revenue Transfer from Coronavirus Relief Fund				-66
Loan from CHCF-B to DDTP ^{iv}				25,000
Operating Transfer to General Fund				12
Total Revenues, Transfers & Other Adjustments	44,250	34,252	30,380	67,695
Expenditures				
California Public Utilities Commission Admin Charges	2,068	2,472	1,384	2,508
Deaf and Disabled Telecommunications Program Administrator		18,983	22,657	22,380
Deaf and Disabled Telecommunications Program Contact Center and Warehouse		5,000	9,584	6,000
Deaf and Disabled Telecommunications Program Marketing Service Provider	33,220	3,817	4,087	2,275
Other Deaf and Disabled Telecommunications Program Contracts including Lease Payments, American Sign Language, Foreign Language and Attendants		1,932	2,147	2,096
California Relay Service ^v	2,639	17,797	2,826	7,887
California Telephone Access Program	2,818	2,313	1,239	1,073
Speech Generating Devices	1,147	437	1,144	787
Voice Options		1,603	0	963
Advisory Committees- Telecommunication Access for the Deaf and Disabled Administrative Committee and Equipment Program Advisory Committee	70	48	38	23
Local Assistance	125	107	59	91
California State Library	552	552	552	552
Pro Rata	2,262	2,213	2,767	1,902
Financial Information System for California (Fi\$Cal)	7	-10	0	0
Supplemental Pension	16	33	33	33
Total Expenditures	44,924	57,296	48,517	48,569
Ending Fund Balance	54,612	39,878	37,117	64,202

Figure 7: Statement of Revenues, Expenditures, and Fund Balance

- i. Source: DF303 Detailed Fund Balance Report and Fi\$Cal
- ii. Source: Preliminary DF303 Detailed Fund Balance Report and Fi\$Cal
- iii. Due to rounding, Ending Fund Balance for FY 18/19 to Beginning Fund Balance for FY 19/20 is slightly different.
- iv. The DDTP experienced a fund balance deficit for the 2021-22 Governor’s Budget due to the declining intrastate revenue base with the surcharge rate set at .5%. Department of Finance approved a one-time loan from the California High-Cost Fund-B (CHCF-B) to DDTP. The surcharge rate was adjusted to 1.1% to address the declining revenue base to maintain a positive fund balance in 2022-23. DDTP will pay back the \$25M loan to CHCF-B in the coming fiscal year with approval from DOF.
- v. The California Relay Service amount for FY 19/20 includes total contractual obligations while FY 18/19 and FY 20/21 did not include those costs.

Program Structure



Advisory Committee Rosters

Telecommunications Access for the Deaf and Disabled Administrative Committee



Katie Wright
Late Deafened (Chair)



Louie Herrera
Blind (Vice-Chair)



Devva Kasnitz
Mobility



Frances Reyes Acosta
At Large/Spanish Speaker



Jesse Acosta
At Large/Veteran



Patrick Hoglund
CPUC Public Advocates
Office



Kevin Siemens
Speech-to-Speech



Richard Ray
Deaf



Robert Sidansky
Deaf

Equipment Program Advisory Committee



Kenneth Rothschild
Deaf (Chair)



Antoinette Warren
Senior (Vice-Chair)



Monique Harris
Mobility



Judith Viera
Deaf



Janice Armingo
Brown
Hard of Hearing



Danyelle Cerillo
Blind



Sylvia Stadmire
Senior

Contact Information

Mail, Email, Fax

Mail: P.O. Box 30310; Stockton, CA 95213

English Email: caconnect@cpuc.ca.gov

Fax: 1-800-889-3974

Customer Contact Center

Phone lines open Monday – Friday: 8 AM to 6 PM, except holidays

English: 1-800-806-1191

Hmong: 1-866-880-3394

Fax: 1-800-889-3974

Mandarin: 1-866-324-8747

English Teletypewriter: 1-800-806-4474

Russian: 1-855-546-7500

Spanish Teletypewriter: 1-844-867-1135

Cantonese: 1-866-324-8754

American Sign Language: 1-800-806-1191

Vietnamese: 1-855-247-0106

Spanish: 1-800-949-5650

Consumer Affairs

Call with or email your Deaf and Disabled Telecommunications Program related feed-back or suggestions about program equipment, policies, and customer service:

Monday – Friday 8:30 AM to 5:30 PM

Voice: 1-877-546-7414

TTY: 1-800-867-4323

Fax: 1-510-268-4758

Email: ddtp@cpuc.ca.gov

California Relay Service Dial 711

English/Spanish for all modalities, or call one of the following numbers:

Teletypewriter / Voice Carry Over / Hearing Carry Over:

English: 1-800-735-2929

Spanish: 1-800-855-3000

Speech-to-Speech: English/Spanish: 1-800-854-7784

Voice: English: 1-800-735-2922 Spanish: 1-800-855-3000

Visually Assisted Speech-to-Speech: 1-800-855-7400

Customer Service - Captioned Telephone: English: 1-888-402-4018

Customer Service - Captioned Telephone Spanish: 1-877-330-0156

California Relay Service, Caption Telephone, and Speech-to-Speech General Inquiries

English: 1-866-409-0178

Speech Generating Services Information

English: 1-800-900-3985

Email: ddtp-sgd-application@cpuc.ca.gov



Service Centers

Full-time service centers are open. Call for an individual appointment Monday-Friday from 8:00 a.m.- 5:00 p.m. (excluding holidays).

1. Berkeley: 3075 Adeline Street, Suite 260, CA 94703 (inside the Ed Roberts Campus, above the Ashby BART station)
2. Fresno: 7525 North Cedar Avenue, Suite 115, CA 93720 (cross street, Alluvial)
3. Glendale: 425 West Broadway, Suite 105, CA 91204
4. Marina: Please confirm location online at www.CaliforniaPhones.org or call 1-800-806-1191 *
5. Orange: 681 South Parker, Suite 210, CA 92868
6. Redding: Please confirm location online at www.CaliforniaPhones.org or call 1-800-806-1191 *
7. Riverside: 2002 Iowa Avenue, Suite 106, CA 92507
8. Sacramento: 1300 Ethan Way, Suite 105, CA 95825 (enter on Hurley Way)
9. San Diego: 1455 Frazee Road, Suite 406, CA 92108
10. San Francisco: 1234 Divisadero Street, CA 94115 *
11. San Jose: 25 North 14th Street Suite 1000 (10th Floor), CA 95112 *
12. Santa Barbara: 423 West Victoria Street, CA 93101 *
13. West Covina: 1203 West Puente Avenue, CA 91790 *

* Part-time service center hours are limited. Visit www.CAconnect.org or call 1-800-806-1191 for information.

