

VIMS Meeting July 22, 2011

Council 2011-2013:

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Noted: Passed motion K was passed at the RID Business Meeting-Requested that RID, through GAP, develop a written document or proposal to the FCC which seeks reimbursement for CDIs in VRS

Panelists:

Summer Chapell-VI

Janet Bailey-GAP RID

Greg Hlbock-FCC

- Greg expressed the FCC's interest in meeting consumer's needs to equal access.
- Janet spoke about the GAP program and "function equivalence", quality, interpreter's role and the importance of setting standards. In the past, providers only hired certified interpreters. However, standards have declined in the eyes of consumers. GAP wants input from Vis and to gather a census on the number of certified interpreters working in the industry.

Burnout occurs with how much we see and how many situations we see (emotions).

Greg explained that the FCC, consumers and the industry have not yet found the right formula to determine reimbursement rates. Thinking about basing it on the number of consumers rather than the minutes.

Member expressed concern for the FCC's decision to not allow Vis to work from home anymore. There were benefits in allowing Vis to work from home:

- Work product better when controlling work environment
- With smaller companies, consumers can transfer to specific companies.
- Some smaller businesses can offer more of a variety of services such as 180 spoken languages.

FCC was unaware interpreters were working from home until two years ago. Consumers emphasize the need for confidentiality. Greg explained companies must be certified in order to provide services. The idea of Vis working from home will be revisited at a later date.

Vis, 911 calls, vicarious trauma and GAP: more support and education wanted for the professional development and encouragement to provide a more positive approach to services

Greg asked how the FCC can limit burnout and the number of seconds between calls.

Janet- I don't know if it is possible but you are saying speed of answer is the problem? If there is a good queuing system, how does the company route the calls? 10 sec rule, that is 10 seconds the consumer doesn't have to wait. Stress is caused because we are told to answer one call after another.

Member asked where NAD stands on the issue of burnout? How can we educate the deaf community on the topic of burnout? Judith explained that NAD and GAP are working together with alliance groups.

Greg: Larger companies can meet rules such as routing, transferring calls to specific people. Smaller companies cannot. Need to educate the consumers about using regional signs, names signs, signing slower, etc. When providers install equipment, they should be educating consumers at that time. However, noting that it costs providers money.

Member asked why hearing people who know sign language can't get their own Videophones to help reduce burnout for Vis and why they cannot have their own 10-digit numbers? Greg explained that the FCC limited VPs to Deaf callers in 2008 but is revisiting that issue and discussing the idea of giving out 10-digit numbers to people outside of the Deaf community. They are also encouraging the government to set up their own call centers.

Greg expressed concern in how companies spend their profits. "We need more transparency and to see how companies spend their money. We found last year a company 180 million dollar profit rewarded to their investors. The money was cut and then the next day they closed their centers."

Meeting called to a close at 12:01pm

Minutes Submitted August 9, 2011
By Elizabeth LaFlamme-Baker
VIMS Secretary