



Deaf and Disabled  
Telecommunications Program  
**Annual Report 2020–2021**



California Public  
Utilities Commission

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# Program Mission and Overview

## Program Mission

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The Deaf and Disabled Telecommunications Program provides access to basic telephone service and equipment for Californians who have difficulty using the telephone.

## Program Overview

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The Deaf and Disabled Telecommunications Program is a state-mandated program of the California Public Utilities Commission that provides Californians who are deaf and disabled with specialized telephone equipment and relay services through the California Telephone Access Program, California Relay Service, and the Speech Generating Device program.

The program serves people who are challenged using a standard telephone because of vision, hearing, speech, mobility, or memory-related disabilities. Access to program equipment, California Relay Service, and Speech Generating Devices also provides individuals with disabilities access to 911 and other emergency services. Without these specialized devices, these individuals may have no other means to make medical and other safety-impacting calls since they are unable to use a standard telephone.

Throughout the fiscal year, the Deaf and Disabled Telecommunications Program contact center provided toll-free numbers and a range of access methods and languages for people to learn more about the program, request certification forms, and determine the appropriate equipment to meet their needs. During the COVID-19 pandemic, the contact center also implemented virtual consumer support using Zoom, as well as direct video calling for those that use American Sign Language. The 13 (seven full-time and six part-time) service centers throughout the state implemented safety precautions to distribute selected equipment to customers. In some instances, field advisors continued visiting customers in their homes to assess equipment suitability and assist with installation using proper safety precautions for both parties.

To assist in its oversight of the program, 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 program information, please visit the program websites at [ddtp.cpuc.ca.gov](http://ddtp.cpuc.ca.gov) and [www.californiaphones.org](http://www.californiaphones.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 fiscal year 2020–2021.

# 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 scope of the program, 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 into 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 also 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

This fiscal year, 2020-2021, the Deaf and Disabled Telecommunications Program has continued its important work of providing Californians the tools they need to connect with the world around them, including loved ones, professionals, and employers. The Deaf and Disabled Telecommunication Program does this through three separate programs that enhance telecommunications for those Californians who have seeing, hearing, speaking, moving, or memory-related disabilities:

- The California Telephone Access Program, which provides specialized equipment to support those with any disabilities that fall within five established categories. Statewide advertising is used to market specialized equipment through digital, print, and broadcast media.
- The California Relay Service, which continues to be a valuable resource for Californians with hearing, deaf/blind, or speech disabilities, has been used for almost 1.3 million calls during this fiscal year.
- The Speech Generating Devices Program, which was added to the program in 2014, has funded more than 800 qualified Californians with customized speech generating devices and required accessories. Of the total applications filed, 89% were approved.

This fiscal year, the California Telephone Access Program’s marketing efforts provided comprehensive advertising campaigns that were implemented throughout the state. There were five full-scale campaigns that ran in Northern and Central California. Six additional full-scale campaigns ran in Southern California. The campaigns ran on broadcast, cable, and satellite TV as well as on the Internet. Culturally targeted ads were also broadcast in Cantonese, Mandarin, and Spanish. Additionally, a total of 354 participants have been trained using the Bring Your Own Device smartphone training this fiscal year.



Field Operations Specialist Elizabeth Wong and Field Advisor Henry Jarquin-Baez stuffing bags for an upcoming event.

In 2019 and 2020, Deaf and Disabled Telecommunications Program staff performed a statewide Needs Assessment to determine the types of telecommunication services, accessories, and devices deaf, hard of hearing, and disabled consumers need. Deaf and Disabled Telecommunications Program staff collected and analyzed data on technological advances and the changing needs of customers. They will use that data to update Deaf and Disabled Telecommunications Program goals and make necessary legislative recommendations. Deaf and Disabled Telecommunications Program staff visited and collected data from over 30 different community-based

organizations in Northern and Southern California and have begun the process of developing a comprehensive assessment report. The report is expected to be completed in fiscal year 21/22.

In March 2020, Governor Gavin Newsom issued a shelter-in-place order at the start of the COVID-19 pandemic. Because the Deaf and Disabled Telecommunications Program is considered an essential services provider, it kept its full-time service center doors open to the public and gradually re-opened the part-time service centers once the Deaf and Disabled Telecommunications Program confirmed they could meet the requirements for all safety protocols. Staff and customers were required to wear Centers for Disease Control and Prevention recommended personal protective equipment and practice social distancing while staff continued to maintain strict cleaning protocols.

The Deaf and Disabled Telecommunications Program continues to use new and innovative ways to reach customers. The staff offered modified service programs outside of the service centers, both virtually and by telephone. The popular Bring Your Own Device smartphone training and outreach presentations were not hampered by the pandemic and continued in a virtual format. Field advisors also made no-contact equipment drop-offs to a limited number of customers and provided training, assessment, and troubleshooting in customers' homes when it seemed to be the best solution.

For fiscal year 2020–2021, the California Telephone Access Program made 1,306 outreach presentations and field visits throughout California. There were 3,821 devices delivered to new customers.



Outreach Specialist Victoria Harling at the Rancho Cordova Senior Drive-Through Info Fair.

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

Figure 1: Consumer Focus Data

i. Due to the pandemic, there was a decrease in outreach and community events, distribution events, walk-ins to the service center, and field support and installation. This resulted in a decrease in new customers added.

ii. Community organizations’ efforts and other outreach methods decreased due to COVID-19 limitations, creating a decrease in awareness, and impacting the number of inbound and outbound calls.

iii. Service centers implemented a two-person limit due to COVID-19 stay-at-home orders. This resulted in a significant decrease in customer visits.

iv. During the pandemic, outreach presentations transitioned from in-person to virtual through Zoom, which decreased outreach numbers. While some organizations returned to in-person events in the spring, the Deaf and Disabled Telecommunications Program did not conduct in-person presentations due to safety concerns, causing outreach numbers to further decline.

v. No contact field advisor drop-offs began in May of 2020 and limited in-home visits for only the most urgent requests resumed in October of 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, creating a decrease in virtual training participation.



# California Telephone Access Program

The California Telephone Access Program provides specialized telephone equipment and services at no cost to those whose disability impacts their ability to use a telephone. A dedicated surcharge collected by telecommunication carriers and interconnected Voice over Internet Protocol service providers funds this equipment, service, and its distribution. The California Telephone Access Program also seeks to regularly update its equipment to meet the needs of consumers.



Outreach Specialist Michelle Gloster at the Janet Goeske Drive-Through Health Fair in Riverside

During the fiscal year, the pandemic temporarily changed the process for consumers to review new equipment to be considered for the program, such as virtual presentations and trainings, outdoor events, limited service center appointments, and a reduction on in-home visits. Despite these changes, the program continued to distribute equipment such as the Panasonic KX-TGM450S amplified cordless phone (513 units average monthly distribution) and Clarity XLC2+ amplified cordless phone (201 average monthly distribution).

Senate Bill 597 (1979) provided for the distribution of Telecommunication Devices for the Deaf to certified deaf or hard of hearing users. Senate Bill 60 (1985) mandated the distribution of specialized telecommunications equipment to other certified individuals with hearing, vision, speech, mobility, and memory disabilities.

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.

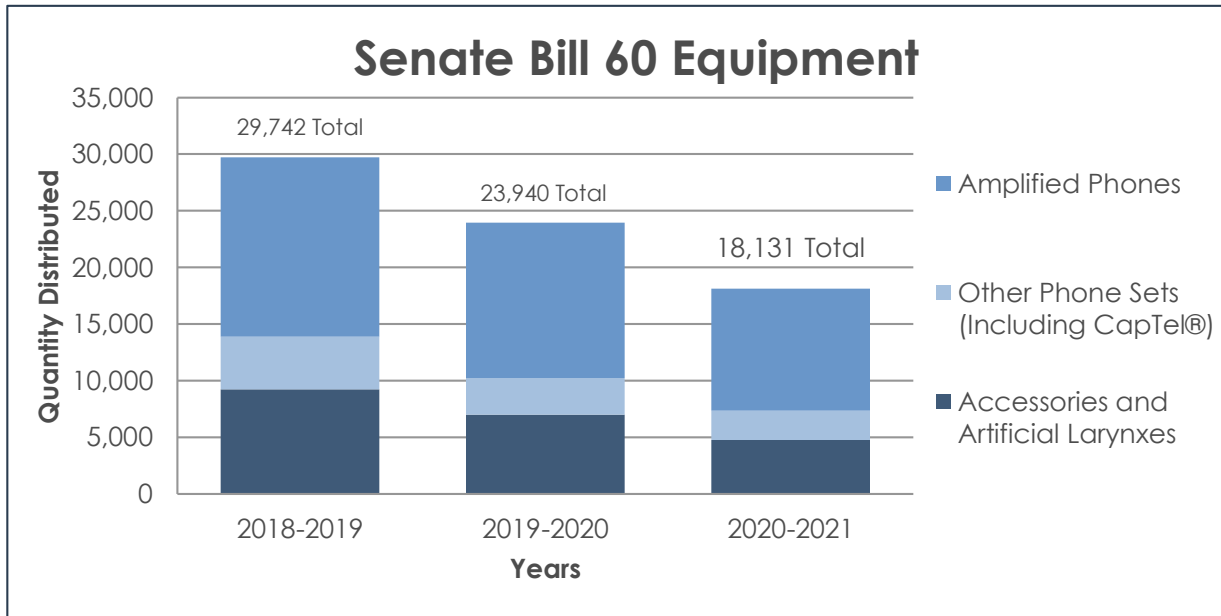


Figure 2: Senate Bill 60 Equipment Distributed Through the Last Three Fiscal Years\*

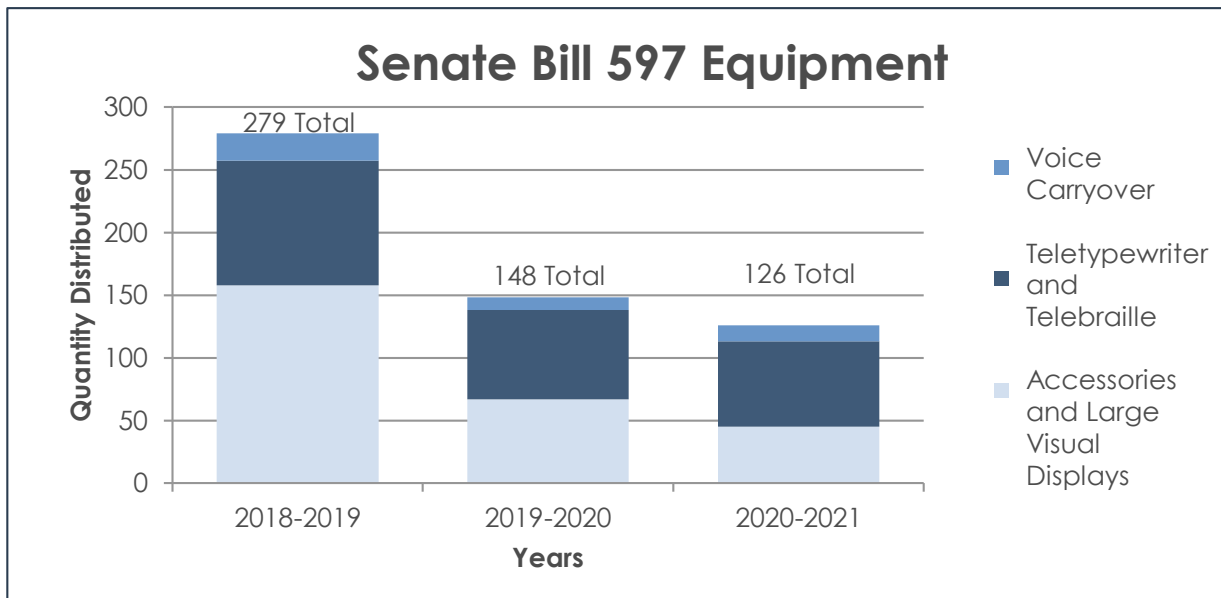


Figure 3: Senate Bill 597 Equipment Distributed Through the Last Three Fiscal Years\*

\* Concerns over COVID-19, consumer difficulty with the certification process, lower numbers of calls into the contact center, lower numbers of certification forms distributed and returned, and a growing number of customers without landline service have caused a decrease in equipment distribution.

Senate Bill # / Public Utility Code	Type	2018–2019	2019–2020	2020–2021
Senate Bill 60 Equipment Public Utilities Code Section 2881 (c) (1985)	Amplified Phones	15,822	13,668	10,772
	Other Phone Sets including cordless, CapTel®, big-button, speaker, and picture phones	4,689	3,249	2,566
	Accessories including switches, cords, headsets, amplifiers, adapters, and Artificial Larynxes	9,231	7,023	4,793
	<b>Senate Bill 60 Equipment Total</b>	<b>29,742</b>	<b>23,940</b>	<b>18,131</b>
Senate Bill 597 Equipment Public Utilities Code Section 2881 (a) (1979)	Voice Carry Over	22	10	13
	Teletypewriter and Telebraille	99	71	68
	Accessories include light flashers, vibrating alerts systems, and large visual displays	158	67	45
	<b>Senate Bill 597 Equipment Total</b>	<b>279</b>	<b>148</b>	<b>126</b>
<b>Grand Total</b>		<b>30,021</b>	<b>24,088</b>	<b>18,257</b>

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



Outreach Specialist Sandra Lambarri-Johnson conducting a virtual presentation.

# California Relay Service

The California Relay Service is a service for those who are deaf, hard of hearing, or speech-disabled provided at no cost to the user. It allows individuals to communicate with other telephone users by dialing 711 or other designated toll-free numbers 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. California Relay Service includes four service areas:

- Traditional Relay Service enables those with hearing, vision, or speaking disabilities using a Teletypewriter to place telephone calls with the assistance of a specially trained communications assistant.
- Captioned Telephone Service enables a person who is deaf or hard of hearing, but can speak for themselves, to read captions on a display screen of what the other person is saying if needed.
- Speech-to-Speech Service enables a person with speech disabilities to have a relay operator re-voice their phone conversations.
- Visually Assisted Speech-to-Speech enables a Speech-to-Speech Service caller to also use a webcam or videophone with Skype to connect with the Communications Assistant at the Relay call center.

California Relay Services offered these service areas for fiscal year 2020-2021. The service has been important to the lives of many:

- Traditional Relay Service served more than 970,000 calls
- Captioned Telephone Service accounted for more than 275,000 calls
- Speech-to-Speech Service processed approximately 45,000 calls.

The Deaf and Disabled Telecommunications Program began operating a pilot program to assess the feasibility of supporting Real Time Text (devices and services) as a comparable replacement for legacy Teletypewriter devices. Real Time Text is a digital, Internet protocol-based communication protocol that transmits text real time and simultaneously as the characters are typed. The evaluation of the Real Time Text phones is planned to provide near functionally equivalent text communication for Teletypewriter and relay users. The pilot is a 15-month test program and is scheduled to finish by the end of fiscal year 2022-2023. The Real Time Text pilot includes conducting tests for NG911 compatibility regarding emergency calls to 911 centers.

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

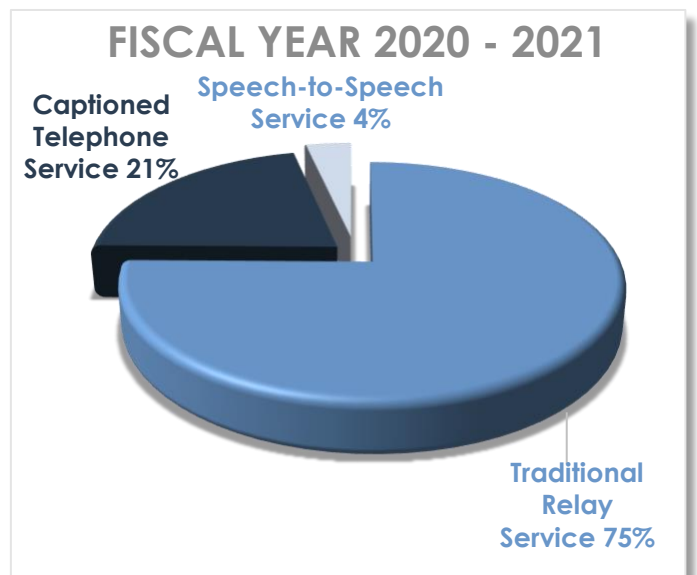


Figure 5: California Relay Service Call Breakdown for Fiscal Year 2020-21



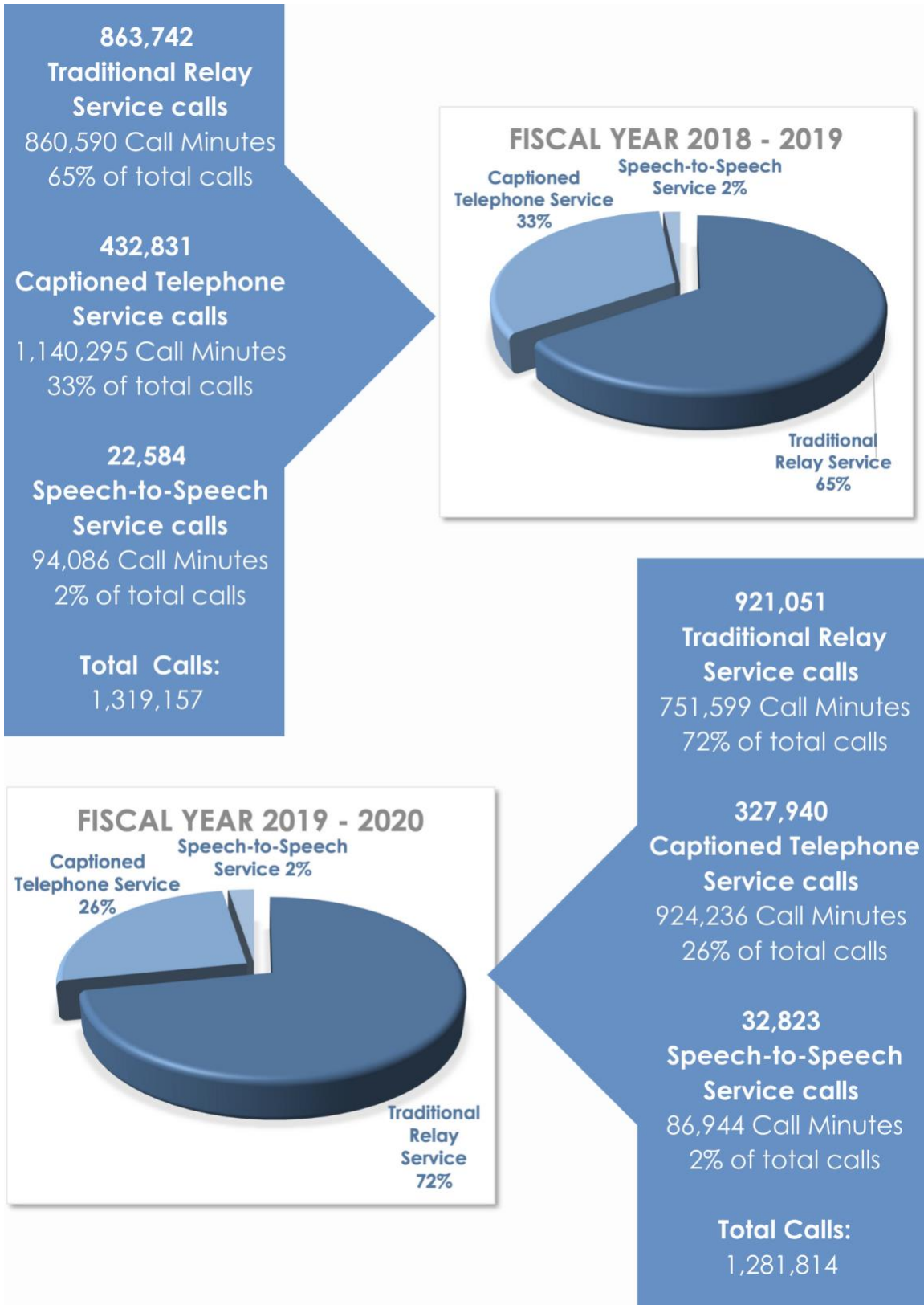


Figure 6: California Relay Service Call Breakdown for the Previous Two Fiscal Years

# Speech Generating Devices

The California Public Utilities Commission, as part of its Deaf and Disabled Telecommunications Program, provides funding for Speech Generating Devices as the provider of last resort pursuant to California Public Utilities Code Section 2881(d) and 2881(e)(1). The Speech Generating Devices covered by this code are identified as durable medical equipment by the U.S. Department of Health and Human Services.

Assembly Bill 136 (Beall, Statutes 2011, Chapter 404, effective January 1, 2012) expanded the Deaf and Disabled Telecommunications Program to include Speech Generating Devices and added Speech Language Pathologists as certifying agents. The California Public Utilities Commission issued Rulemaking 13-03-008 to implement Assembly Bill 136, resulting in Decision 13-12-054, which established Speech Generating Device rules pursuant to legislation by January 1, 2014.

During fiscal year 2020–2021, the Deaf and Disabled Telecommunications Program staff received 158 Speech Generating Device applications with 140 of those applications being approved. The program provided funding to subsidize Speech Generating Devices and any required accessories, either fully or partially.

On January 11, 2017, the Deaf and Disabled Telecommunications Program, in partnership with California Foundation for Independent Living Centers, initiated a pilot program to explore alternatives for persons with speech-disabilities who cannot or will not receive the services of a Speech Language Pathologist and would rather choose an assistive device or technology for themselves. The pilot, Voice Options, offered 200 iPads with five speech applications to individuals with speech disabilities for short-term and long-term loans through 10 demonstration centers throughout the state. The iPads are considered supplemental telecommunications equipment, with an application and certification process needed for approval. The pilot is associated with Assembly Bill 136 (2011) and is funded through the Deaf and Disabled Telecommunications Program.



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

Voice Options Phase I ran from summer 2016 to spring 2018. Phase II began on July 1, 2018 and concluded on June 30, 2019. Subsequently, the California Public Utilities Commission entered into an interagency agreement with the California Department of Rehabilitation to administer the third phase of testing for Voice Options. On June 15, 2020, the Voice Options program was launched under Department of Rehabilitation with the goal to distribute 500 iPads annually to eligible Californians with a speech disability.

The Department of Rehabilitation's efforts to distribute 500 iPads during its first year of the Voice Options contract was hampered by the COVID-19 pandemic, with state and county COVID-19 restrictions impacting the delivery of these services at demonstration centers. To provide the Department of Rehabilitation additional time to administer and analyze the impact of Voice Options, the interagency agreement expiration date was extended from July 1, 2021 to November 30, 2022.

# Testimonials



## Speech Generating Devices

I am a 19-year-old eye gaze user. I received my EyeSpeak device last year at the beginning of the lock down. I was blessed to get my device because I got to access my online school so much easier, and I could stay in touch with people who I couldn't see in person. I had so many different types of devices over the years, but this one works wonders for me. I can use my device to communicate using the Grid program, write emails, compose documents, and access my social media. My favorite part of what I can do on my device is send text messages within the Grid and talk on the phone through my device. The DDTP program was instrumental in providing funding for my device.

- Jaycee Beal

## Big Button Phones

I love my new phone because I'm able to see the large buttons and hear well. It's easy to dial because I can see the numbers and I like the contrast on the keypad so I can dial when it's dark. The representative programed my family on the speed dial buttons.

-Rosie Shaw



## Speech Generating Devices

Being 100% nonverbal, my daughter Emmy's AAC device has empowered her personally and socially. She makes her wants and needs known, and it's truly a mother's delight to see her personality comes through! I honor my daughter's voice by modeling on the AAC and teaching her where to find new words. By doing this, she has come to realize those around her value what she has to say. Her confidence and self-esteem have blossomed, and she now engages socially more than ever before. Thank you so much DDTP!!

- Kathy (Mom) & Emmy



### California Phones Service Center

I am so impressed by the people at California Phones and their equipment. Henry [customer service provider] explained every detail with demonstrations and visuals. My interaction with this program has been very rewarding to me.

-Samuel French

### Cordless Amplified Phones

My voice dialer has served me for years. I don't know what I would do without it. I really don't have anybody to help me call. You just don't know how helpful it's been. A lifesaver to me!

-Dorothy Felson



### Amplified Phone

The program is an important factor for teens and older adults who need special equipment that can help make a part of their daily lives a bit easier. Since I walked in to get an application for my fifteen-year-old son I was greeted with the best welcome and customer service, which also extend into our in-home visit which included training for our son, my husband, and me. It provided him with independence. Javier is an assertive kid and this just pushed him to the top and beyond. I can only wish that these words help others and connect kids or adults with this organization.

-The Felix Family



# Program Costs and Financial Status

For fiscal year 2020–2021, pursuant to Public Utilities Code 914.5(a), the California Public Utilities Commission continues to evaluate options to control program expenses and increase program efficiency.

## Surcharges

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The program continues to be funded through a dedicated surcharge collected by telecommunications carriers. The surcharge appears on customer bills and is collected on 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). Due to declining surcharge revenue, on October 8, 2021, Assembly Bill 14 was passed removing the surcharge collection cap of 0.50%. The surcharge had been at the cap of 0.50% since February 1, 2015. The California Public Utilities Commission approved Resolution T-17741 to set the new surcharge collection rate at 1.11%, effective on February 1, 2022, to collect the amount of funds set in the state legislative budget appropriations.

## Limits or Restrictions

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California Relay Service use is slowly declining, which can be attributed to consumers switching from landline to IP and wireless-based network services. The diagrams presented on pages 12-13 reflect this trend, showing much of the drop coming from declining Captioned Telephone Service calls. California Relay Service itself 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

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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 cost.

## Efficient Distribution of Equipment

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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 Contractor Administrator 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 and receive equipment at the same event. This improves the customer’s experience by reducing the time required between having their disability certified and receiving equipment. The Deaf and Disabled Telecommunications Program tracks the equipment distributed and attempts to minimize returns and exchanges.

Because Captioned Telephone equipment includes use of 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 32,500 units issued since becoming available in July 2017. Additionally, Bring Your Own Device smartphone training has been very successful in keeping 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.<sup>i</sup>

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

i. As a result of the COVID-19 pandemic, many public locations stopped permitting face-to-face events. These cancellations and postponements resulted in a significant decrease in distribution events and Bring Your Own Device trainings during this fiscal year.

## Quality Standards

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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. Additionally, the California Relay Service contract 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 required to make a call. To help consumers better use Speech-to-Speech, the program developed a training line as well as Visually Assisted Speech-to-Speech.

## Tracking Federal Programs

The federal government funds an additional three services used to access the telephone network: Video Relay Service, Internet Protocol Relay, and Internet Protocol Captioned Telephone Service. At this time, 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 statute, the Deaf and Disabled Telecommunications Program is the provider and funder of last resort for Speech Generating Devices that are 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.

From fiscal year 2014/15 through 2020/21, the Deaf and Disabled Telecommunications Program surcharge collections have been declining. However, the Deaf and Disabled Telecommunications Program continued to have a sufficient fund balance to fund the total number of Speech Generating Devices requests during that period. To make up for the decline in surcharge revenue, on October 8<sup>th</sup>, 2021, AB14 was passed removing the surcharge collection cap and the California Public Utilities Commission on December 16, 2021 approved Resolution T-17741 setting the new surcharge rate at 1.11%.

## Technology

The Deaf and Disabled Telecommunications Program continues to assess new technologies that may be appropriate to integrate into the program. Two committees, the Telecommunications Access for the Deaf and Disabled Administrative Committee and the Equipment Program Advisory Committee, evaluate new equipment and submit their recommendations to the California Public Utilities Commission. During fiscal year 2020-2021, the Deaf and Disabled Telecommunications Program continued to explore wireline and wireless options, including supporting the development of Real Time Text. California also continues to be a national leader in offering Visually Assisted Speech-to-Speech.



Outreach Specialist Carmen Garcia providing virtual support to a consumer.

## Statement of Revenues, Expenditures and Fund Balance

(In Thousands)

	FY 2018-19 <sup>i</sup>	FY 2019-20 <sup>i</sup>	FY 2020-21 <sup>ii</sup>
<b>Beginning Balance<sup>iii</sup></b>	43,231	54,611	39,878
<b>Prior Year Adjustments &amp; Fund Assessment Adjustments</b>	12,055	8,310	15,376
<b>Adjusted Beginning Balance</b>	55,286	62,922	55,254
<b>Revenue</b>			
Regulatory Fees (Surcharges)	42,512	33,228	30,157
Investment Income	1,290	1,007	219
Escheat - Unclaimed Checks, Warrant, Bonds & Coupons	0	0	1
Transfers & Other Adjustments	448	17	3
<b>Total Revenues, Transfers &amp; Other Adjustments</b>	<b>44,250</b>	<b>34,252</b>	<b>30,380</b>
<b>Expenditures</b>			
California Public Utilities Commission Admin Charges	2,068	2,472	1,384
Deaf and Disabled Telecommunications Program Administrator	33,220	18,983	22,657
Deaf and Disabled Telecommunications Program Contact Center and Warehouse		5,000	9,584
Deaf and Disabled Telecommunications Program Marketing Service Provider		3,817	4,087
Other Deaf and Disabled Telecommunications Program Contracts including Lease Payments, American Sign Language, Foreign Language and Attendants		1,932	2,147
California Relay Service <sup>iv</sup>	2,639	17,797	2,826
California Telephone Access Program	2,818	2,313	1,239
Speech Generating Devices	1,147	437	1,144
Voice Options		1,603	0
Advisory Committees- Telecommunication Access for the Deaf and Disabled Administrative Committee and Equipment Program Advisory Committee	70	48	38
Local Assistance	125	107	59
California State Library	552	552	552
Pro Rata	2,262	2,213	2,767
Financial Information System for California (Fi\$Cal)	7	-10	0
Supplemental Pension	16	33	33
<b>Total Expenditures</b>	<b>44,924</b>	<b>57,296</b>	<b>48,517</b>
<b>Ending Fund Balance</b>	<b>54,612</b>	<b>39,878</b>	<b>37,117</b>

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

i. Source: DF303 Detailed Fund Balance Report and Fi\$Cal

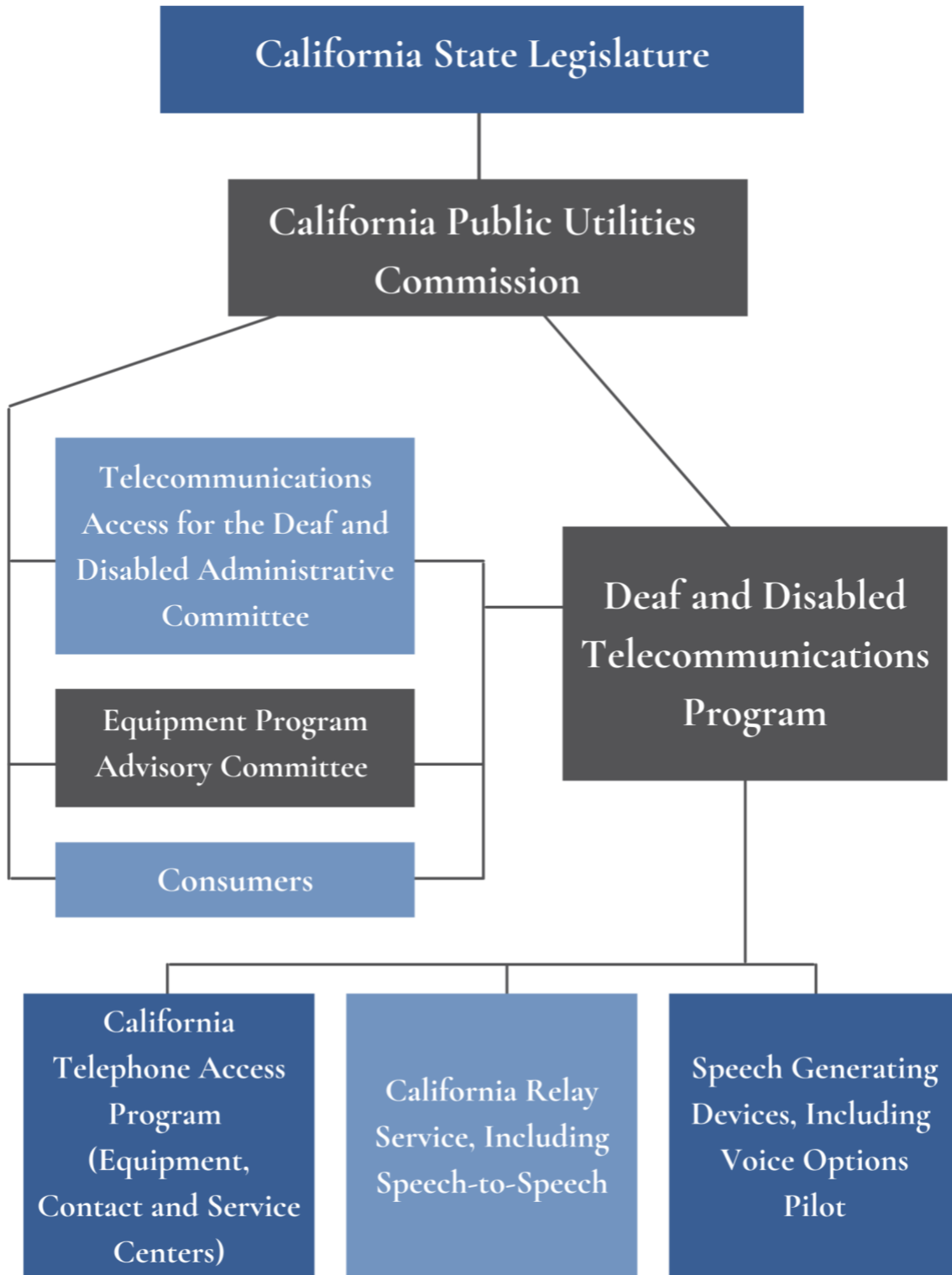
ii. Source: Preliminary DF303 Detailed Fund Balance Report and Fi\$Cal

iii. Due to rounding, Ending Fund Balance for FY 18/19 to Beginning Fund Balance for FY 19/20 is slightly different.

iv. The 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

Jennifer Nelson  
Hard of Hearing

Jesse Acosta  
At Large/Veteran

Patrick Hogleund  
CPUC Public Advocates  
Office

Kevin Siemens  
Speech-to-Speech

Richard Ray  
Deaf

Robert Sidansky  
Deaf

## Equipment Program Advisory Committee

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Keith Bonchek  
Deaf (Vice-Chair)



Tom Mentkowski  
Hard of Hearing  
(Chair)



Mussie Gebre  
DeafBlind



Danyelle Cerillo  
Blind



Monique Harris  
Mobility



Judith Viera  
Deaf



Kenneth Rothschild  
Deaf



Antoinette Warren  
Senior



Sylvia Stadmire  
Senior

# Contact Information

## Mail, Email, Fax

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

English Email: [customercare@ddtpca.org](mailto:customercare@ddtpca.org)

Fax: 1-800-889-3974

## Customer Contact Center

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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

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Call with or email your Deaf and Disabled Telecommunications Program/California Telephone Access 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

Teletypewriter: 1-800-867-4323

Fax: 1-510-268-4758

Email: [ddtp@cpuc.ca.gov](mailto:ddtp@cpuc.ca.gov)

## California Relay Service Dial 711

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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

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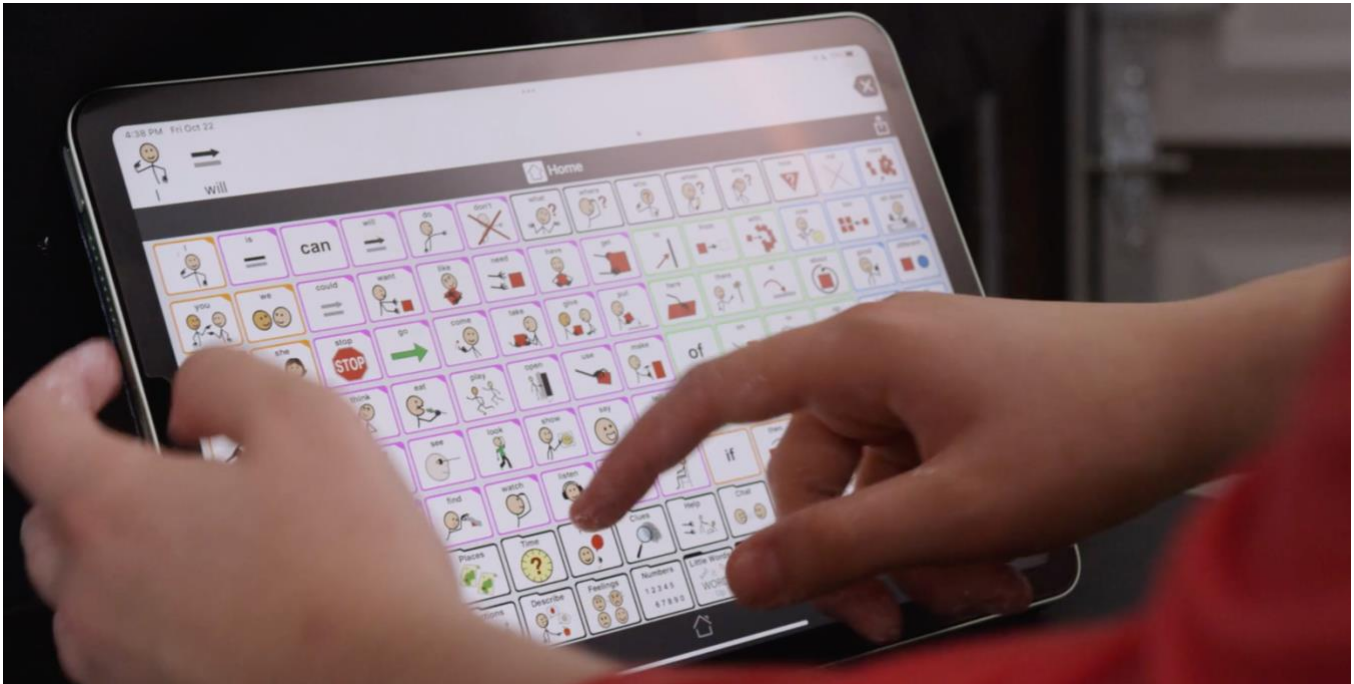
English: 1-866-409-0178

## Speech Generating Services Information

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English: 1-800-900-3985

Email: [ddtp-sgd-application@cpuc.ca.gov](mailto:ddtp-sgd-application@cpuc.ca.gov)



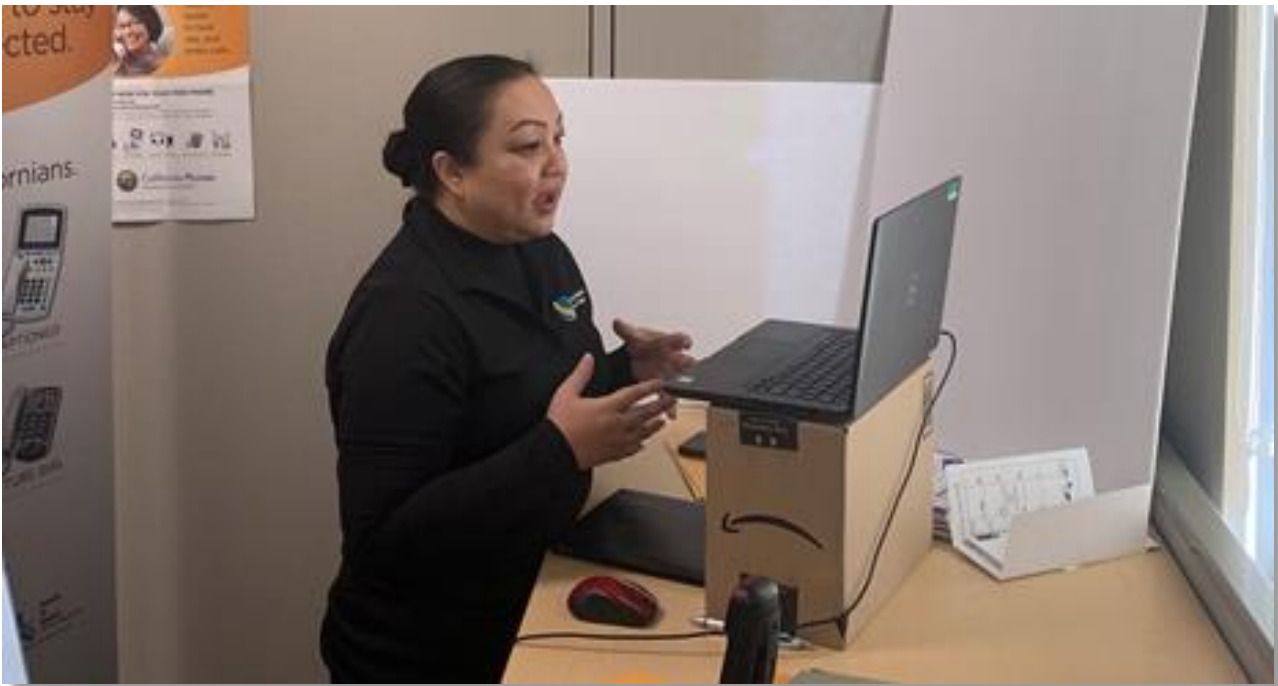
One of the Voice Options iPad apps that assist people with speech-related disabilities.

# Service Centers

Full-time service centers are open. Call for an individual appointment during Covid-19 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](http://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](http://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 14<sup>th</sup> Street Suite 1000 (10<sup>th</sup> 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.CaliforniaPhones.org](http://www.CaliforniaPhones.org) or call 1-800-806-1191 for information.



Outreach Specialist Pa Kou Cha conducting a virtual presentation.



California Public Utilities Commission  
505 Van Ness Ave, San Francisco, CA 94102  
[www.CaliforniaPhones.org](http://www.CaliforniaPhones.org) | [www.ddtp.org](http://www.ddtp.org)



**California Phones**  
Keeping you connected.



**CRS**  
California Relay Service  
The power to connect us all.



California Telephone  
Access Program



**Speech-to-Speech**  
California Relay Service  
The power to connect us all.