

Submitted to and received by the FCC Disability Rights Office on August 19, 2014, for filing in the FCC's Electronic Comment Filing System (ECFS).

Subject: NDBEDP Comments

FROM:

Marcus Simmons
28179 Brentwood St.
Southfield, MI 48076-3069
HOME: (248) 552-8928
CELL: (248) 595-9134

The following is the steps I took to receive my NDBEDP equipment.

Monday, July 22, 2013

Mailed completed application for services from I Can Connect to
Cindy Caldwell
Department of Services for Blind Persons
Deaf Blind Unit
201 North Washington Square 2nd floor
P. o. Box 30652
Lansing, MI 48909
(517) 335-7124
caldwellc@michigan.gov

Monday, August 05, 2013

Called Cindy Caldwell and left a message, asking where I was on her priority list.

Wednesday, August 07, 2013

Called Cindy Caldwell and left a message, asking where I was on her priority list.

Thursday, August 08, 2013

Received a return call from Cindy Caldwell explaining she is in receipt of my application for I Can Connect.

Thursday, August 15, 2013

Gave Cindy a call in the morning. She called back that afternoon and said my interview will be scheduled next week.

Wednesday, September 04, 2013

Called Cindy and left a message enquiring the date of my interview.
She called back to say I should hear from the interviewer in the next week or so.

Thursday, September 12, 2013

Called Cindy and left message enquiring the time of my interview.

Friday, September 13, 2013

Got a return call from Cindy indicating a failure in the system that is impeding my case. Was told to Call

Leamon Jones

Department of Services for Blind Persons

Director of Consumer Services

201 North Washington Square

Lansing, MI 48909

(517) 373-0579

jonesl2@michigan.gov

And expressed my discuss with the lack of progress. I got a return call from him indicating he will take it to “the powers that be”.

Wednesday, September 18, 2013

Called Lemam Jones and left a message as to the progress on my application in “I Can Connect”.

Monday, September 23, 2013

Called Lemam Jones and left a message as to the progress on my application in “I Can Connect”.

Wednesday, September 25, 2013,

Called Leamon Jones, left a message telling him that I signed up for “I Can Connect” in July, Cindy had a medical leave, then the interview had a medical leave and now the program is “broken”. Now what?

Friday, September 27, 2013

Called Lemam Jones and left a message as to the progress on my application in “I Can Connect”.

Wednesday, October 02, 2013

Called Lemam Jones and left a message as to the progress on my application in “I Can Connect”.

Monday, October 07, 2013,

Called Leamon Jones and left a message as to where I am on the “I Can Connect” program.

Friday, October 11, 2013,

Called Leamon Jones and left a message as to where I am on the “I Can Connect” program.

Sent a letter to Senator Vincent Gregory asking him to request a speedup of my application in the “I Can Connect program.

Monday, October 14, 2013,

Senator Gregory has assigned your email and recent correspondence to Karen Adams-Powell regarding the difficulties you are having with the Department of Services to the Blind.

Tuesday, October 15, 2013 10:19 AM

Received a reply from the Senator’s office, indicating that the problem is with Perkins.

Saturday, October 19, 2013

Asked Mr. Ed Rodgers about what was the holdup on the “I Can Connect” program.

Monday, October 21, 2013

Sent an email to Ed Rodgers requesting a copy of the signed contract between Michigan DSBP and Perkins.

I received a reply from Perkins School for the blind explaining that they have no contract with DSBP. The agent for Michigan DSBP is [RLSA of Pennsylvania](#).

I sent an email to [RLSA of Pennsylvania](#) requesting information if they have any connections with Michigan DSBP.

Wednesday, October 23, 2013

Sent another email to Ed Rodgers request a copy of contract between Perkins School for the Blind and DSBP (Freedom of Information Act) ada 504

Friday, October 25, 2013,

Sent an email to Jackie Ellington, Attorney Advisor, Federal Communications Administration, Washington, D. C. containing a copy of all my research on the subject to date.

Monday, October 28, 2013,

Received a reply from DSBP, they acknowledged my three request for a copy of the contract and explained they are treating this as a FOIA and *I will be asked to pay the labor to search for the contract.*

Therefore, I sent a similar request to my Senator, Senator Vincent Gregory, asking him to make the same request for a copy of the contract.

Tuesday, October 29, 2013

Sent an email to DSBP asking:

“Please explain to me why I have to wait 2-weeks to find out if I have the privilege to pay for the search of a document when that document was supposed to be used as supporting evidence when, according to Mr. Rodgers the attorneys general needs to write a demand to Perkins School for the Blind, requesting financial compensation on the "I Can Connect" program.

If the copy of the document was searched out for the AG, why does another search have to be performed in my case? I did submit my request in time for the AG's operation.”

Wednesday, October 30, 2013,

I called Rolka Loube Saltzer Associates and they said they do have a relationship with Michigan and the equipment and distribution program.

I also received an email from the FCC attorney (Jackie Ellington) requesting permission to talk to DSBP on this matter.

Tuesday, November 05, 2013

Sent an email to Mr. Edward F. Rodgers, giving him all of the figures on the disbursements in the I Can Connect program indicating where the money is going to DSBP from Rolka Loube Saltzer Associates. I also asked where the hold-up was in the program.

Wednesday, November 06, 2013 2:21 PM

Sent an e-nail to Cindy Caldwell, asking for the number of applications she has received and how many persons has gone thru the “I Can Connect” program.

Thursday, November 07, 2013

Received an email from DSBP containing the contract I requested between Perkins and DSBP

Friday, November 08, 2013

I sent a copy of the contract between Perkins and DSBP to Perkins for clarification of the contents. Received a reply indicating they have no contract with DSBP.

Tuesday, November 12, 2013

I placed a call To Cindy Caldwell

And left a message asking for the number of applications to “I Can connect” and how many persons have completed the process.

Wednesday, November 13, 2013

I sent an email to Jackie Ellington, requesting a status report on our situation.

She replied she has had a conversation with BSBP and is following up.

Sent an e-nail to Cindy Caldwell, asking for the number of applications she has received and how many persons has gone thru the “I Can Connect” program.

Thursday, November 14, 2013

I received a return call from Cindy Caldwell; apparently she has not been informed on the details on the blockage of the program. She, however, was not inclined to disclose how many applications she has processed. She did, however, say that some has completed the program and received equipment and training.

Monday, November 18, 2013

I sent a request for a status report from Mr. Edward F. Rodgers on the National Deaf Blind Equipment Distribution Program.

Monday, December 2, 2

I sent an email to Jackie Ellington, requesting a status report on our situation.

Tuesday, December 3, 2013

I sent Mr. Edward F. Rodgers a request for a copy of the rejection of payment for services from Perkins

Thursday, December 05, 2013

I talked to Mr. Edward F. Rodgers on what was the holdup on the National Deaf Blind Equipment Distribution Program. He indicated that he was still waiting for a reply from Perkins. I then told him that the funds come from Rolka Loube Saltzer Associates of PA and not Perkins. I then resent that information to hen so he can get this whole mess straightened out.

I sent an email to Jackie Ellington, updating her on the activity of today’s meeting.

Friday, December 06, 2013

Jackie Ellington replied to my email, she is still working on it

Monday, December 09, 2013

I sent a Freedom of Information Act request for the contract from Perkins and details from Rolka Loube Saltzer Associates concerning the \$31,261.74 paid to BSBP.

Rolka Loube Saltzer Associates replied with a copy of the receipt that was sent to BSBP.

I then sent a copy of that to Mr. Edward F. Rodgers

Wednesday, December 11, 2013

I received a receipt of the FOIA from Carla Haynes, (LARA), on Perkins School denial letter for services to BSBP on "I Can Connect"

Monday, December 16, 2013

I sent an email to Jackie Ellington, requesting details on the progress in this case.

Tuesday, December 17, 2013

I received a phone call and an email from Cindy saying that the program is back on track.

She said, "you will be first to receive services. Our trainer/assessor, Isabel Florence (810) 547-5000), will be contacting you shortly to schedule the on-site assessment of your needs/skills in regards to telecommunications equipment."

Wednesday, January 08, 2014

Received a call from trainer/assessor, Isabel Florence, and scheduled an interview for Saturday January 11, 2014.

Friday, February 10, 2014

The appointment for the 11th has been rescheduled for the 19th

Saturday, January 18, 2014

Isabel Florence came and did an interview, and determined that I needed a new laptop, I phone 5S, and I pad and an alert system.

Thursday, February 06, 2014

Called Isabel Florence and asked for an ETA for my equipment. Was told she is waiting on approval from Cindy.

Sunday, February 09, 2014

Sent an email requesting a status report from Cindy

Wednesday, February 12, 2014

Received a call from Isabel Florence, requesting more information on the equipment she is about to order.

Thursday, February 27, 2014

Called Isabel Florence and asked for an ETA for my equipment. She had no definite answer.

Friday, February 28, 2014

Isabel replied back to my email today, explaining “I place the order then Perkins gathers the equipment and sends it. They will give you that information. It's usually UPS or FedEx.

Monday, March 03, 2014

I sent an email to Jackie, explaining the subcontractor to the program is **Isabel** and requested information on how to change the Michigan certified program coordinator to Simmons BOSS CREATIONS L.L.C. if that indeed is possible.

Tuesday, March 04, 2014

I received a reply from Jackie, saying, “I don't think Isabel was saying that the order went to Perkins. I think she was saying that she ordered the equipment from Perkins, but if she placed the order, the vendor should provide her with a tracking number when the order is shipped. Maybe it hasn't been shipped yet. Have you asked her if it has been shipped?”

Monday, March 10, 2014

I sent an email to Isabel asking if the equipment was ordered and sent. Also I asked for information so that I could follow-up on the order. She replied, “You should have gotten a letter with a tracking number. I can try to contact www.icanconnect.org and see. I'm on the road till Friday.”

Wednesday, March 12, 2014

Received an email from Isabel saying, she got an email from FedEx that your equipment was shipped so keep an eye out for it.

Friday, March 14, 2014

Screen-reading software arrived today.

Monday, March 17, 2014

I received two packages from Apple today.

Thursday, April 03, 2014

I received an email from **Isabel**, asking if I got my laptop. The answer was no.
I sent an email to Cindy, inquiring on the possibility of getting a set of Bluetooth hearing aids.

Friday, April 04, 2014 1:41 PM

I received a reply from Cindy, indicating that the hearing aids may be included on the IPE.

Thursday, April 10, 2014

Received a call from **Isabel**, she indicated that the computer is on backorder, with no arrival time.

Friday, April 18, 2014

The computer arrived today.

Thursday May 8, 2014

Had a 3½ hour training session with the computer and apple products.

Thursday, June 12, 2014

Received a reply from **Isabel**, indicating that she will contact Perkins to determine if they will authorize a switch to JAWS and a resolution to the Blue Tooth issue.

Monday, June 23, 2014

I sent a follow-up email to Isabel.

Tuesday, June 24, 2014

Received a reply from **Isabel**, requesting I contact the laptop manufacturer and Windows Eyes for a solution to my challenges.

I then contacted Lenovo customer service (John Wilkey) and requested assistance in resolving the Bluetooth challenge.

Friday, July 18, 2014

I received an email from **Isabel**, letting me know that there has been no progress on my challenges.

Monday, July 21, 2014

Sent an email to John Wilkey" jwilkey@us.ibm.com, asking him for a solution to my "Bluetooth" challenges.

Tuesday, July 22, 2014

I received a **Return Receipt from** John Wilkey today, however no comment was for coming.

Sunday, August 03, 2014

I received an email from Isabel Florence indicating that Perkins will exchange the Window Eyes software for JAWS. No word on when that will happen.

At this point in time, I have had 3 and one half hours training on all of the devices. In my humble opinion, a minimum of 10 hours may be required. Here, the remainder of training has been shifted to the software supplier, whom in turn, is requesting compensation for one-on-one help.

DA 14-1128

Released: Au

CG Docket No. 10-210

With this in mind, these are my suggestions on how to make the program more accessible and transparent.

II. Program Structure

Designate at least one person in the 50 states and 3 territories to be the designated entities to accept applications and coordinate program activities independent of the state current organization. It appears that in Michigan, the contact person has a full-time job as the states deaf/blind person and was given the added responsibilities of the NDBEDP program. If this person is working 40-hours a week for DSBP and has been given the added responsibility of "I Can Connect", they are using the same email address and telephone number as DSBP, This sound like a case of conflict of interest considering the fact we can't get any information on how many persons have applied and completed the program, let alone, what is going on within the program. This is why an independent person in charge of the distribution, accountability can then be being restored.

The NFB stands ready to train persons from the 50 states and 3 territories to administer the NDBEDP program

VII. Installation and Training

18. The Michigan training is in need of more comprehensive activity. I received 3 and one half hours of training on the laptop with Windows 7 and Windows Eyes software (I normally use JAWS). This was inadequate; I am in need of a change to JAWS and about another 7 hours of instruction on the Iphone and computer.

This will speed up the process of training on the equipment and providing better results.