



# Heard in Fort Worth

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Hearing Loss Association of America – Fort Worth Chapter  
October 2025

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## October 11 Program

### MED-EL: Leading Edge Cochlear Implant Technology

Presented by Janet Lane

Engagement Manager for the Southwest Region for MED-EL Corporation

Janet Lane will speak about MED-EL cochlear implants' delivering leading-edge technology to restore hearing and empower connection. She will highlight FDA approvals, MED-EL's innovative individualized approach, and its latest releases.



Janet is a former teacher of the deaf and a speech-language pathologist in Fort Worth. She received her Bachelor of Science degree from the University of Texas in Austin and her Master of Science degree from the University of Texas at Dallas. Janet worked as a speech-language pathologist serving patients throughout their lifespan with a focus on cochlear implant recipients. As a researcher at the university, she was involved in cochlear implant outcomes research, taught university classes, and contributed to more than 30 peer-reviewed research publications.

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## HLAA - Fort Worth meets on the second Saturday of each month

in the fellowship hall of Central Christian Church, 3205 Hamilton Avenue, Fort Worth, TX 76107.

Snacks and mingle at 9:30 a.m. and meeting at 10:00. Please join us and bring a friend!

*We offer real time captioning and assistive listening systems for communication accessibility.*

*Captioning is provided courtesy of Cauthen & Associates Court Reporting and CART Services.*

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## November Program

### Hearing Loss and Veterans Services presented by David Schible, HLAA Veterans Chapter

David Schible proudly served for 20 years as an Infantryman in the United States Army, participating in combat operations in both Afghanistan and Iraq. During his military service, David noticed a change in his hearing. He continued to serve with determination, eventually becoming a Drill Sergeant and earning the title of Drill Sergeant of the Year, demonstrating his resilience and dedication. David now serves as HLAA's Vice President of Veterans Across America. Hear his inspiring story and learn about resources for veterans.

**December: Holiday Brunch with entertainment by the Gold Tones.**

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**Photo Credit:** The photograph of The Fort Worth Herd on our Heard In Fort Worth banner is used by permission of The Fort Worth Herd and its sponsor, the City of Fort Worth Parks and Community Services Department.

# Joyce's Jargon

Greetings,

The chapter has had a successful month. Thank you to Patricia Hindman and Dan White for helping with the Senior Expo on Oct. 2<sup>nd</sup>. We talked to many people about their hearing loss and the support the chapter can provide. One of our newsletter supporters was doing hearing screenings in a quieter environment across the concourse. There were also audiology practices at the event as well. Hearing loss and support were well represented.

The chapter has scheduled a fundraiser after the November 8<sup>th</sup> chapter meeting. We were able to work with the Panera at 1700 S. University to have a lunch fundraiser. (Usually they are for dinner.) Please plan to support this event and when you order use code: FUND4U. Flyers will be available on Oct 11<sup>th</sup> at the HLAA meeting. Invite family and friends to join us!

Looking forward to seeing you on Saturday,

Joyfully,

Joyce Parlin  
Chapter President

## 2025 Chapter Board of Directors

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## *Heard In Fort Worth*

This newsletter is published by the  
**Fort Worth Chapter of the  
Hearing Loss Association of America**  
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**The Hearing Loss Association of America (HLAA)** is the leading voice of the growing number of people with—and at risk of—hearing loss in the U.S. We advocate to increase access to care and treatment, break down stigmas through education and awareness, and empower people with hearing loss through a nationwide community of support. Our work impacts millions, improving the lives of people with hearing loss, and elevating the importance of hearing health and accessible communication through national legislation and public policy and a network of chapters, state organizations, and grassroots efforts.

# Fort Worth Chapter News



## Chapter Officer Election in November

Chapter bylaws call for an annual election in November. All of our current officers are willing to continue serving for another year if re-elected. See the list of officers on page 2. Other nominations are welcome if the person agrees to serve. If you would like to serve as a chapter officer, you may submit your own nomination. Nominations can be offered at this month's meeting. Many of you have talents and interests that would contribute to the usefulness of our meetings and other functions.

## We've Been Spoofed!

Some of our members and attendees have reported that they have received billing statements that appear to be from our chapter. DO NOT RESPOND to those email messages. THEY ARE NOT FROM US! Our chapter does not send invoices for dues. Someone has gotten a few of our readers' email addresses and is pretending to be us by changing our email address just slightly to deceive you. Please let us know if you have received any of these messages.

We rely on voluntary contributions, our newsletter sponsors, and fund-raising events. We appreciate the generous support we have received from our donors. THANK YOU!

## Panera Bread Fund Raiser

As Joyce reported in her column, *Joyce's Jargon*, on page 2, we are partnering with the Panera Bread location at 1700 S University Drive to "raise dough" for our chapter on Saturday, November 8. Following our regular monthly meeting on that date, we plan to take our guest Veteran speaker, David Schible, to lunch at Panera, where 25% of net sales will be donated to the chapter.

We will distribute fliers with the FUND4U code at our meetings on October 11 and November 8. Online orders placed on the day of the event will count toward our total sales. The location on S University Drive is the only one honoring this promotional event. The timeframe is from 10:00 a.m. to 3:00 p.m. Please join us and help support our chapter.

## Program Suggestions

Are you getting what you come for at our chapter meetings? What program topics or activities would be beneficial to you? Let us know what your needs and interests are so we can make plans to serve you better.

Melissa Forsythe is our Program Chair, and she has good ideas and plans for 2026, but she would also like to hear from you. Some suggestions we have already received include "Q & A: Everything You Ever Wanted to Know about Hearing Loss but Were Afraid to Ask" and assistive dogs for people with hearing loss. What interests you? What would you like to learn more about? Let us hear from you!

## September Meeting Photos



## September 13 Program Summary

### Take the Next Step in Addressing Your Hearing Loss

Presented by Ali Castillo, Cochlear Corporation

*Summarized by Darlene Liesner from the meeting transcript provided by  
Carrie Gibson of Cauthen & Associates Court Reporting and CART Services*

Cochlear Corporation is the pioneer and leading cochlear implant company in the world. At our September 13, 2025, HLAA meeting, Ali Castillo, Cochlear Engagement Manager for Oklahoma and Texas, briefly summarized the company's history and its mission statement. She described what she and her colleague Kayse Urbina do. Ali talked about some of Cochlear's latest technologies and some of its many services. Its mission is to innovate and bring to market a large range of implantable solutions to transform how people understand and treat hearing loss, and through that, to empower and connect others and live a full life.

As Engagement Manager, Ali works with candidates - those looking for cochlear implants. She explains what cochlear implants are and how they work, and she gives candidates resources to help them get their cochlear implants.

When choosing a brand, a candidate talks to a company's engagement manager who can guide them through the process up through the surgery. At Cochlear events across the country, Cochlear representatives let people know what Cochlear is doing and ways Cochlear can help them. Cochlear Corp. pairs a candidate with a Cochlear recipient volunteer. The volunteer shares with the candidate what it was like from their personal experience. Volunteers also accompany Cochlear reps to events to talk to prospective recipients.

**Kayse Urbina** is the Cochlear Recipient Solutions Manager for Oklahoma and North Texas. She assists cochlear implant recipients in getting help with their accessories, the Cochlear app, and rehabilitation resources. Kayse handles everything after surgery. If you are already with Cochlear, Kayse can help you with an upgrade. She conducts one-on-one and group classes.

After surgery and before activation, sign up for a group class. Learn about the app, the accessories, and the activation process. That way, you know what to expect. If you do not want a group class, call Customer Service or contact Kayse and other recipient solutions managers for one-on-one sessions to give you tools to prepare and work your brain with your new cochlear implant.

*Some great hearing rehab resources* are Ted Talks, Spotify, and others. "Libby" is free through the public library. Cochlear CoPilot is a mobile app designed to help you improve your listening and communication skills with your new cochlear implant. There's also the *Hearing Rehabilitation Manual*. The "Telephone with Confidence" program lets you practice listening over the phone with daily exercises and downloadable PDFs. The "Bring Back the Beat" page has tips, tools, and resources for listening to music.

You can also work your brain by reading aloud, reading while listening to a book, and having someone read to you. Kayse and other recipient solution managers can show you how to use your Cochlear app to connect to Cochlear's wireless accessories: mini mic, TV streamer, and phone clip. Resound hearing aid wearers can also connect to Cochlear's wireless accessories.

**The Baha System** uses bone conduction. The external processor turns sound into vibrations and sends them to the skull bone. The vibrations are carried by the skull bone to the inner ear. A cochlear implant stimulates the hearing organ differently. **The new Nucleus NEXA System** has the newest computer chip in the hearing industry. With rewritable firmware, the information for programming your processor can be uploaded to the chip in the implant and erased. The chip also extends battery life. **The new Nucleus 8** is the smallest and lightest sound processor on the market. With Smart Sync and Smart Sound, it can dampen very loud sounds immediately. The new Nucleus 8 has direct streaming for Auracast. The N8 and new Nucleus 8 processors are waterproof, in case you forget and get in the shower or get pushed into the pool. Personalized covers for decorating your processors are available in the Cochlear Store.

Cochlear has many services to help current recipients, including Cochlear Family, the Cochlear Store, My Cochlear Personal Online account, and others. Customer Service answers calls twelve hours per day Monday through Friday and four hours on Saturday in both English and Spanish.

If you need a replacement sound processor, *the Hear Always program* lets Cochlear quickly add your unique map to a replacement sound processor and send it to you. Ask your audiologist if they have Cochlear Link. "Find My Processor" in the Cochlear app locates your missing sound processor.

Ali listened to audience stories and answered questions.

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# New Volume Control Standards for Hearing Aid Compatible Cellphones are Coming

HLAA Communications/September 9, 2025

By HLAA Director of Public Policy Neil Snyder

The Federal Communications Commission (FCC) has just announced a new deadline for **Hearing Aid Compatibility (HAC) volume control standards for mobile phones to come within two years**. This is a long-awaited, but important, technical standard for cellphone manufacturers and hearing aid users. The **Hearing Loss Association of America (HLAA)**—the leading voice for millions with, and at risk of, hearing loss—spearheaded a group of accessibility organizations to push for the new standards. Here's what this means for consumers.

## The 50-Year Campaign for HAC and Why it's Important

For people who use hearing aids or cochlear implants, finding a phone that connects easily has historically been a challenge. That's why HLAA fought for decades to ensure that all phones meet basic HAC standards, so they work for all people with hearing loss.

## Why Volume Control Matters

Volume control is not just a convenience but a lifeline for millions of Americans with hearing loss. Whether someone uses a hearing aid or just needs louder, clearer audio, accessible volume control can be a key component to communicating effectively and independently.

The FCC's rules require all wireless phones to be HAC, but the current technical standard for volume control has proven difficult to implement, and manufacturers needed more time to catch up. Developing the new rules has been a sticking point as technology continues to advance. HLAA stepped in to ensure consumers were protected and delays didn't continue indefinitely.

## Recent FCC Action

To prevent disruption, the FCC extended the temporary volume control standard for two more years. This allows mobile phone makers to keep certifying devices using the current method while everyone works toward fully implementing the new system.

## HLAA's Important Advocacy

HLAA played a key role in urging the FCC to extend the temporary standard because people with hearing loss shouldn't lose access to phones they rely on every day. By granting the extension, regulators recognized the importance of keeping communication accessible while the industry transitions to stronger rules.

HLAA and the other accessibility organizations also urged the FCC to require regular progress reports for transparency, and to limit the extension to two years.

## What's Next?

The new standard is expected by 2027, paving the way for stronger, more consistent volume control requirements. HLAA will stay involved to ensure that the updated rules meet the needs of people with hearing loss. This is a win for accessibility, but continued advocacy is needed to make sure consumers are protected and further delays are avoided.

## Why It Matters

Cellphones are more than just devices—they're how we stay in touch with family, connect to work and participate in everyday life. HLAA is committed to ensuring that technology keeps people with hearing loss connected, not left behind.



### HEARING LOSS AT WORK WEBINAR SERIES Tech Tips for Smart, Inclusive Employment



Wednesday, October 29 2-3 p.m. ET

Register at: [hearingloss.org/work](https://hearingloss.org/work)

# Support your Fort Worth chapter

*We will acknowledge your donations in each issue of the newsletter.*

*The list is updated monthly.*

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**Bronze** = \$50 to \$99; **Friend** = Up to \$49

**Platinum:** Sharon Huber

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## **GIFTS IN MEMORY OF KEVIN MEDLIN**

Lanny and Jill DeMoss, Patricia Hindman, Darlene Liesner, Elois Medlin, Dan White

## **IN-KIND GIFT**

Captioning by Cauthen & Associates Court Reporting and CART Services

**The Fort Worth Chapter is a 501 (c) (3) nonprofit organization.**

**All contributions are tax-deductible.**

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Hearing Loss Association of America - Fort Worth Chapter

## **2024 CHAPTER DONATION FORM**

Make checks payable to: **HLAA - Fort Worth Chapter**

Bring donations to the monthly meeting or mail to:

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