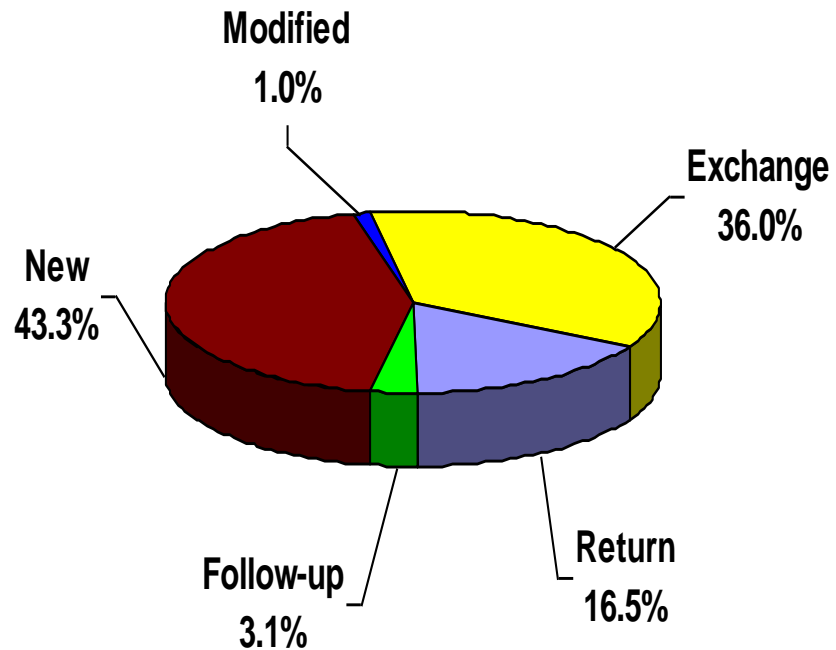




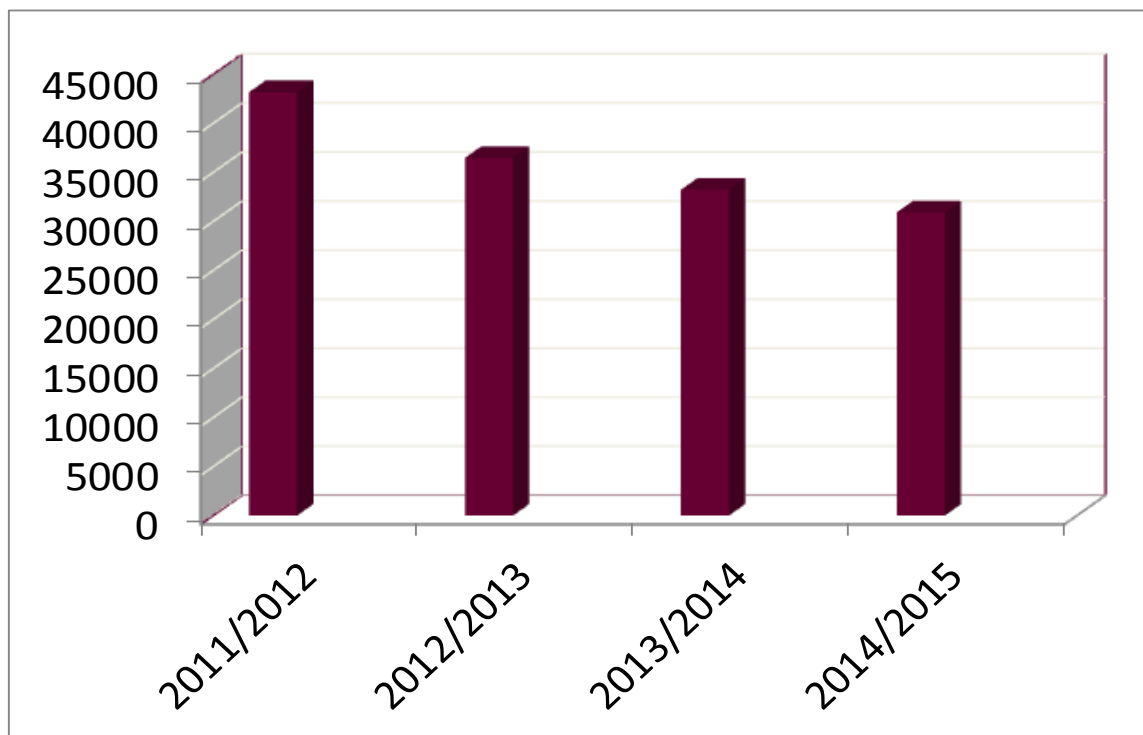
**TASA Meeting
October 29, 2015**

Client Services

The total number of EDP services provided by FTRI for fiscal year 2014/2015 was 30,925.



Total Client Services



FY 11/12 – 43,179

FY 12/13 – 36,480

FY 13/14 – 33,222

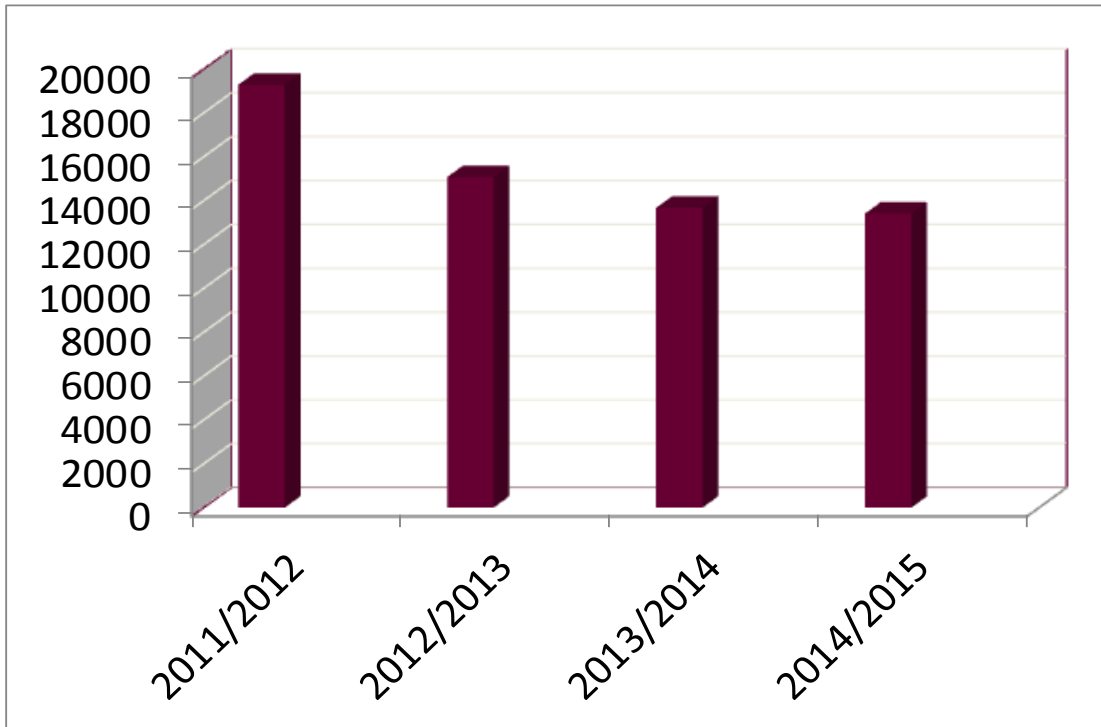
FY 14/15 – 30,925

New Client Services

FTRI served **13,408** new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	57
Hard of Hearing	13,148
Speech Impaired	85
Dual Sensory Impaired	118
Total	13,408

New Client Services



FY 11/12 – 19,287

FY 12/13 – 15,078

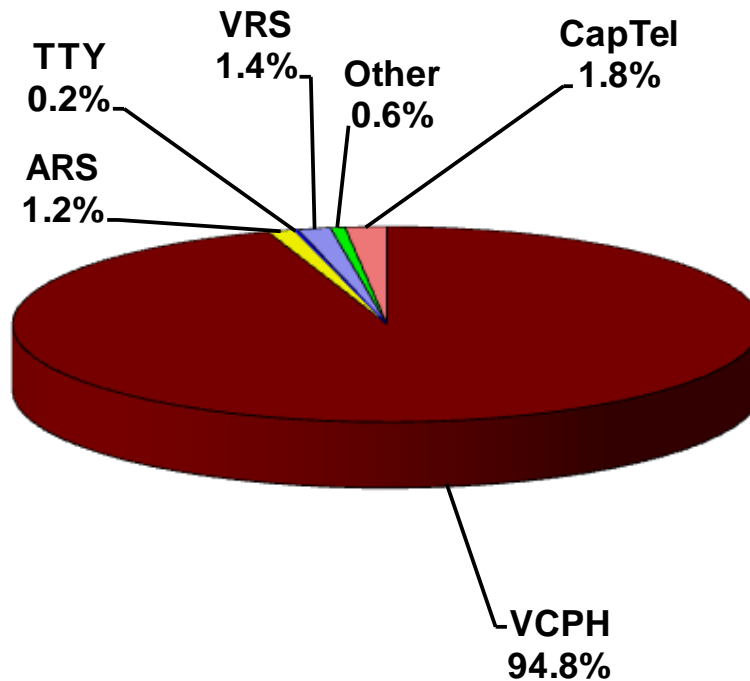
FY 13/14 – 13,671

FY 14/15 – 13,408

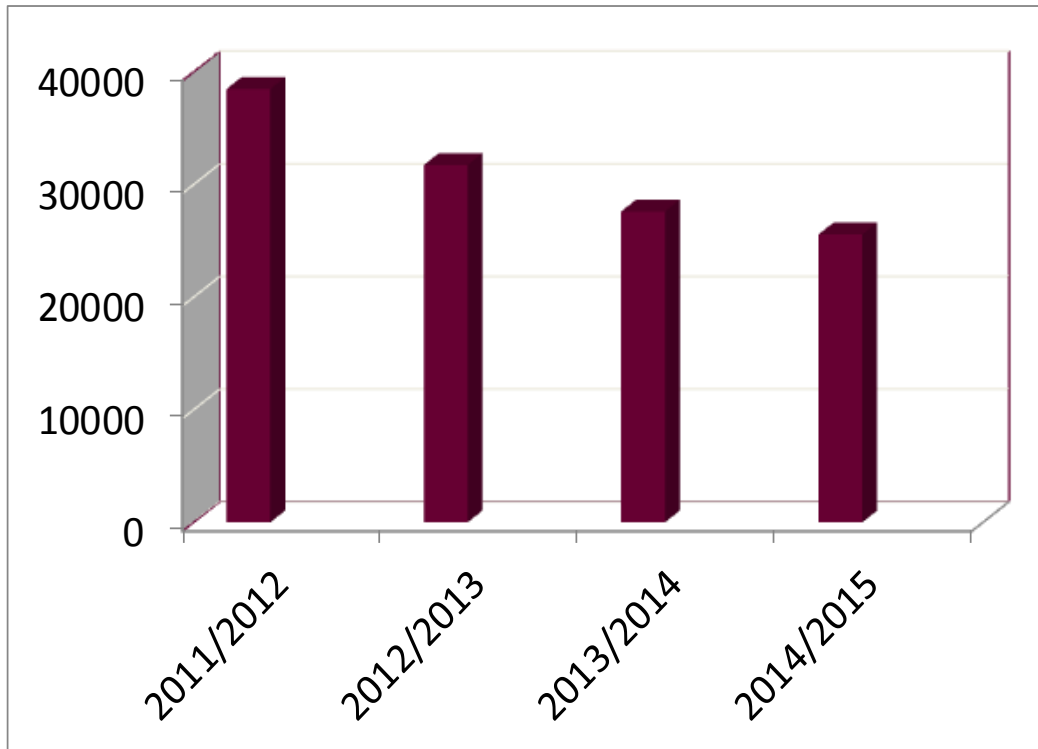
1.9% decrease over prior year

Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2014/2015 numbered **25,564** units.



Total Equipment Distributed



FY 11/12 – 38,477

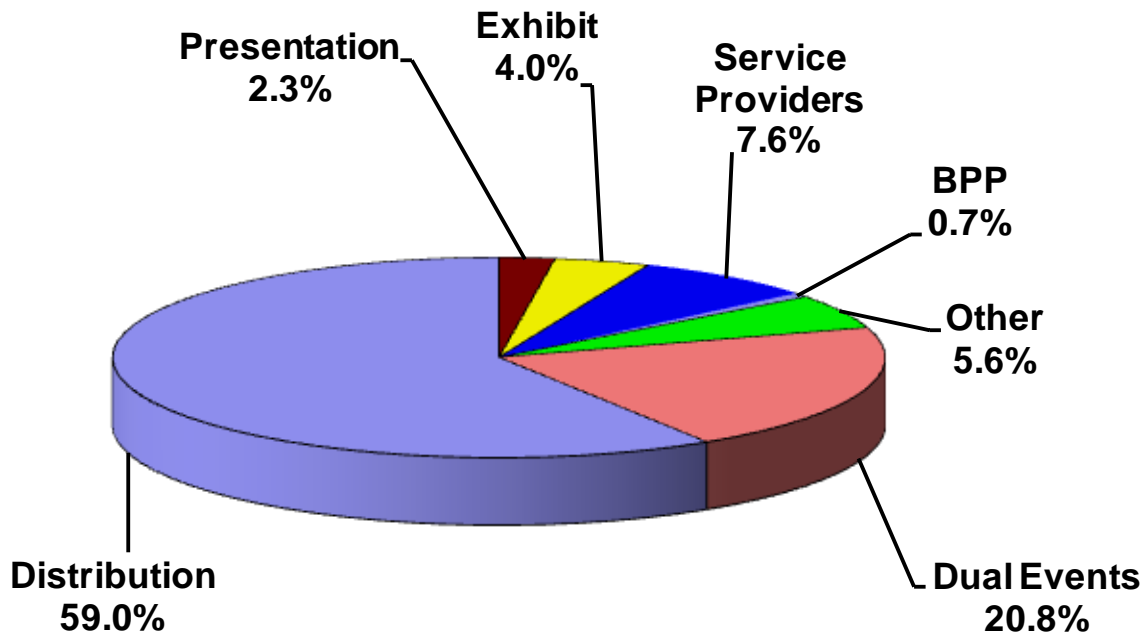
FY 12/13 – 31,726

FY 13/14 – 27,606

FY 14/15 – 25,564

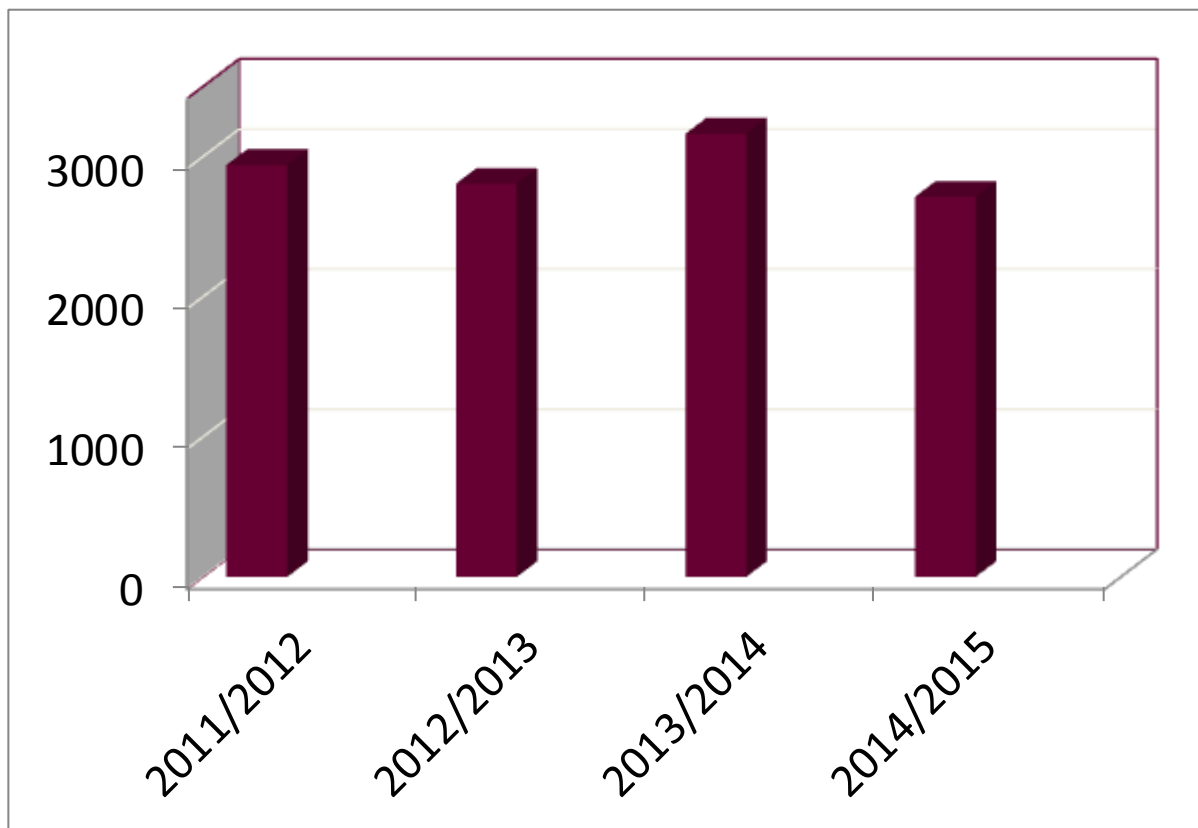
Outreach

FTRI conducted 1,112 outreach activities and 1,601 off-site distribution during fiscal year 2014/2015.



Distribution – 1,601
Presentation - 63
Exhibit - 108
Dual Events - 564
SP - 206
BPP - 20
Other - 151

Total Outreach / Distribution



FY 11/12 – 2,941

FY 12/13 – 2,807

FY 13/14 – 3,163

FY 14/15 – 2,713

Some of the other services provided...

- Processed 28,347 customer service calls
- Mailed 831 applications to individuals
- Processed more than 94,296 EDP forms

Other important facts...

- Continued extensive education, training and support for RDCs
- Continued to place a high priority on protecting the integrity of client information by making security enhancements to the system
- Operated within budget requirements
- Received high marks from the external auditors for financial records and internal controls

Newspaper Ads

IF YOU HAVE
HEARING LOSS
AND LIVE IN
FLORIDA

YOU CAN GET AN
AMPLIFIED PHONE
FOR
free!

In Port Richey, call Deaf and Hard of Hearing Services of Florida, Inc. at 727.853.1010 or visit www.ftrl.org/portrichey.



FLORIDA Telecommunications FTRI Relay, Inc. www.ftrl.org

The state's nonprofit distributor of amplified telephones for people with hearing loss. #KeepFloridaConnected

If you are experiencing trouble with your current FTRI phone or have had a change in hearing, or no longer need it, please contact FTRI's Customer Care Service at 888-534-6133.



DIFFICULTY HEARING? YOU'RE NOT ALONE.

Stay connected with a **FREE** amplified phone.



Three million Floridians have hearing loss. And they depend on FTRI, the state's nonprofit distributor of amplified phones to residents with hearing loss.

Call the Center for Independent Living of Broward at 954.722.6400 or visit www.ftrl.org/711 for more information. Get the phone you need—at no cost—to stay connected.

Center for Independent Living of Broward
4800 North State Road 7 • Stop A, Suite 102 • Ft. Lauderdale, FL 33309

FLORIDA Telecommunications FTRI Relay, Inc. www.ftrl.org

#KeepFloridaConnected

Loud, Clear & Free

The ClearSounds® A400 Amplified Cordless Phone and CSC500 Amplified Corded Phone are easy-to-use, powerful home phones that provide amplification and tone control so you can hear every conversation clearly.

See reverse side to learn how to get this phone absolutely **FREE** as a Florida resident!



Amplifies up to 40 dB

FLORIDA Telecommunications FTRI Relay, Inc. ClearSounds

FLORIDA Telecommunications FTRI Relay, Inc. #KeepFloridaConnected

We all know someone with hearing loss.

"Hi, Grandpa! Mommy said you got a new ClearSounds® amplified phone from FTRI. I'm so glad you can hear me tell you all about my soccer game! Now I scored a goal today!"

When you or someone you love struggles to hear on the phone, calls become stressful. This leads to isolation and frustration.

There are solutions!

If you live in Florida and have a certified hearing loss, you can receive—at no cost—the ClearSounds® A400 Amplified Cordless Phone or CSC500 Amplified Corded Phone, two powerful yet easy-to-use solutions that offer amplification and tone control so every call sounds crystal clear. Both high-quality phones are available at no cost through Florida Telecommunications Relay, Inc. (FTRI, a statewide nonprofit 501(c)(3)).

Enjoy effortless conversations again—contact FTRI today.



ClearSounds
Hearing Solutions for Everyone

Hearing Impaired Persons, Inc. of Charlotte County
21480 Ulbrake Drive, Unit 8
Port Charlotte, FL 33952
841.749.8947 www.ftrl.org/govinda

Full color 2-sided Insert Ad

Banner Ads

FREE PHONE!

for those with hearing loss



Alto™



XLC2™



NEW PRODUCT XLC3.4™

- 50dB of amplification
- Caller ID screen
- Loud and clear speakerphone
- ClarityLogic™ customer support



Florida Telecommunications
FTRI Relay, Inc.

Facebook Ads



Jacksonville residents with hearing loss... get the amplified phone you need to stay connected.



#KeepFloridaConnected



Florida Telecommunications Relay, Inc.
Sponsored ad

Apply and receive your phone at Deaf & Hearing Resources of Palm Beach County.

Palm Beach County residents with hearing loss...
get the amplified phone you need to stay connected.



#KeepFloridaConnected

FTRI - West Palm Beach

www.ftri.org

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Twitter/FB Memes



Quality Assurance

FTRI maintains a quality assurance system to monitor the services, training, and equipment provided by contracted agencies.

Postcard questionnaires are mailed to a random selection of clients served by each Regional Distribution Center or the FTRI office. Five thousand five hundred and forty-nine (5,549) questionnaires were mailed during this fiscal year and FTRI received 1,752 responses for a nearly 31 percent return rate. Ninety-seven percent of the responses were positive. Negative responses are resolved by either contacting the client directly or referring to the RDC for follow-up.

Also, FTRI's automated email system sent quality assurance surveys to 4,036 new clients the subsequent day after receiving service and received 1,194 responses for a 29.58 percent response rate. Clients requesting follow-up were contacted by FTRI Customer Care.

NDBEDP – iCanConnect

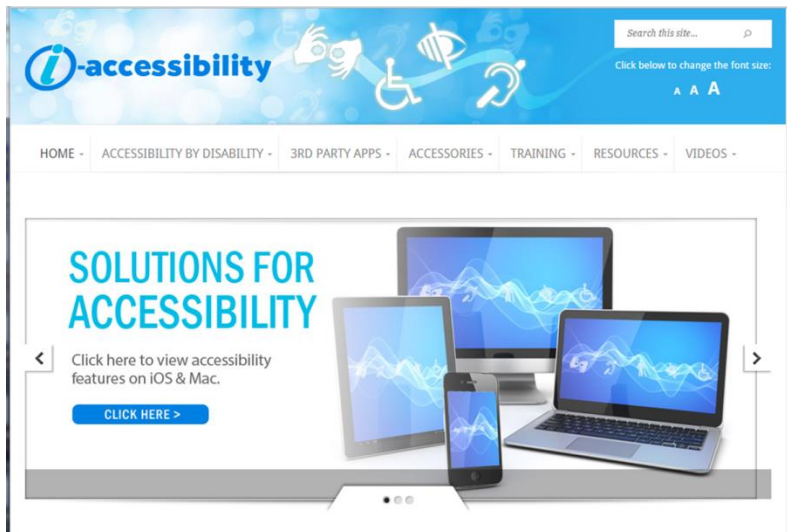
FY 2014/2015

Number of people assessed – 27

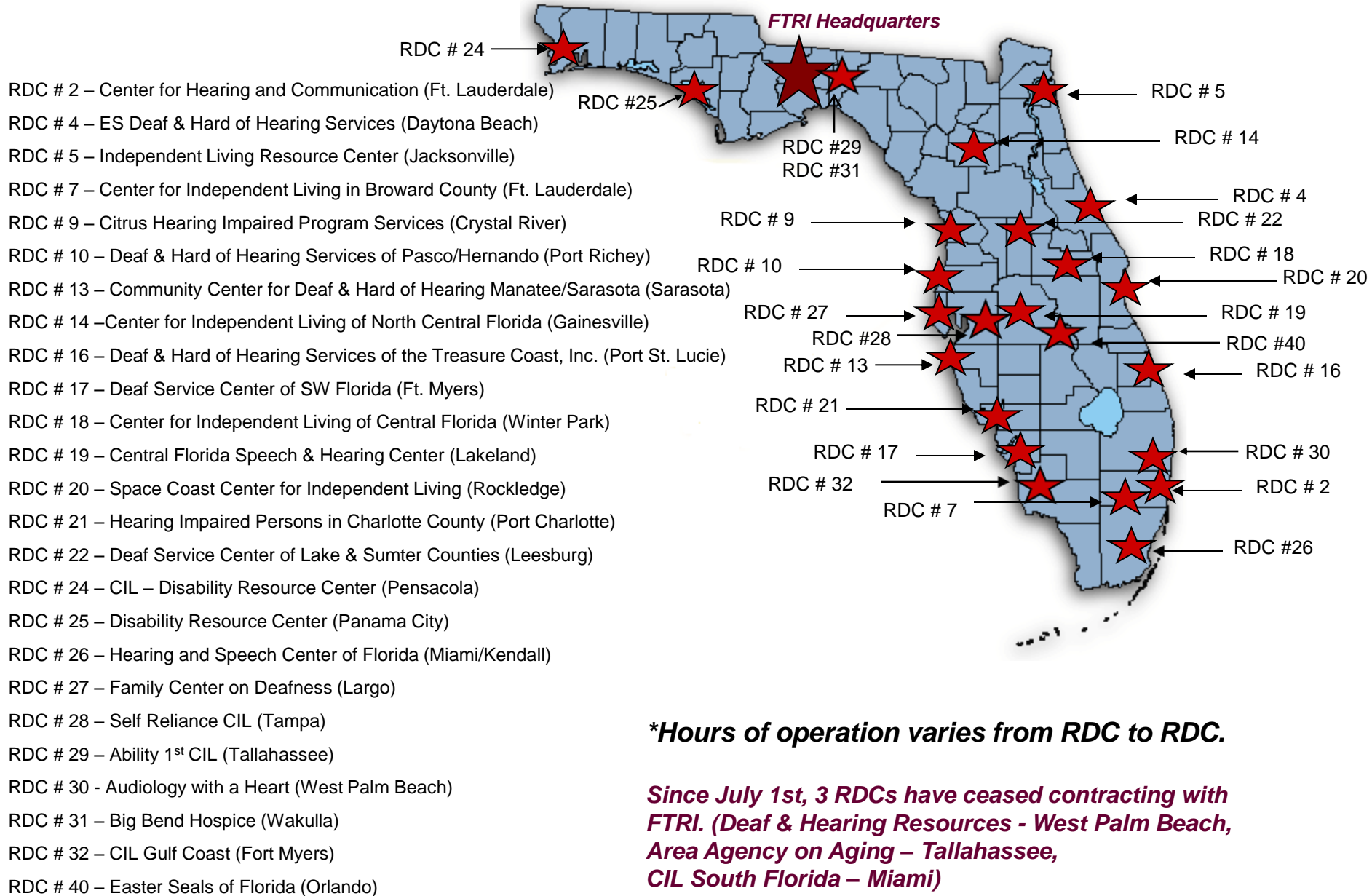
Number of people trained – 34

Number of equipment distributed – 64

Number of trainers FTRI contracts with – 5



FTRI Regional Distribution Centers



****Hours of operation varies from RDC to RDC.***

Since July 1st, 3 RDCs have ceased contracting with FTRI. (Deaf & Hearing Resources - West Palm Beach, Area Agency on Aging – Tallahassee, CIL South Florida – Miami)

Total of 25 RDCs

Questions