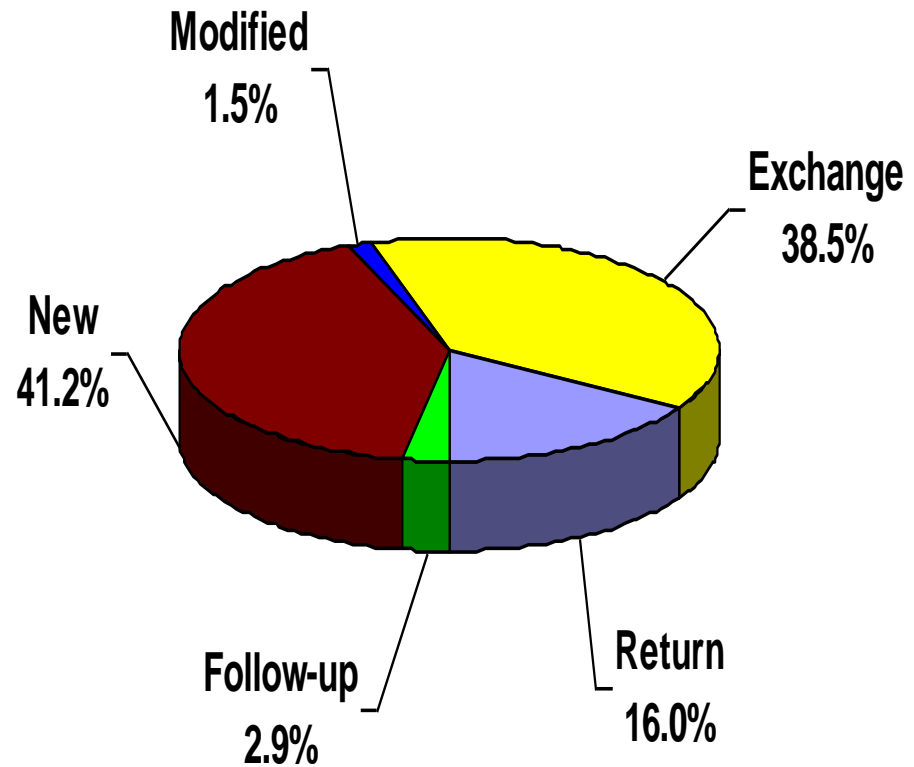




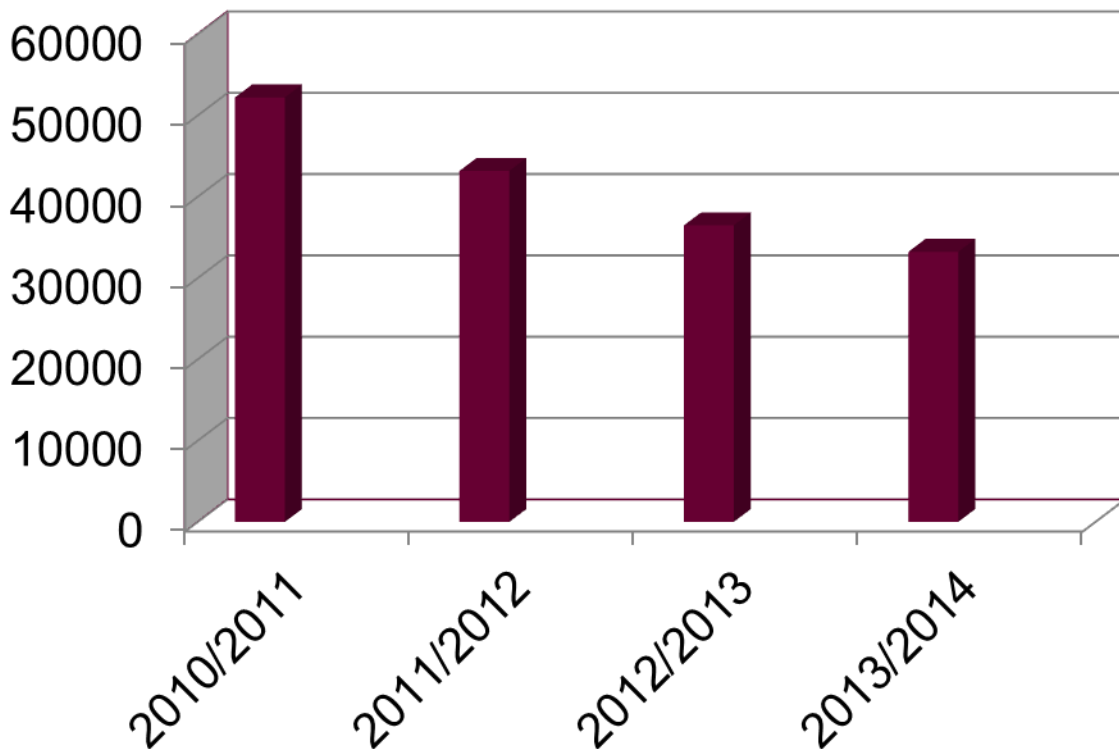
**TASA Meeting  
October 30, 2014**

## ***Client Services***

The total number of EDP services provided by FTRI for fiscal year 2013/2014 was 33,222.



## ***Total Client Services***



**FY 10/11 – 52,217**

**FY 11/12 – 43,179**

**FY 12/13 – 36,480**

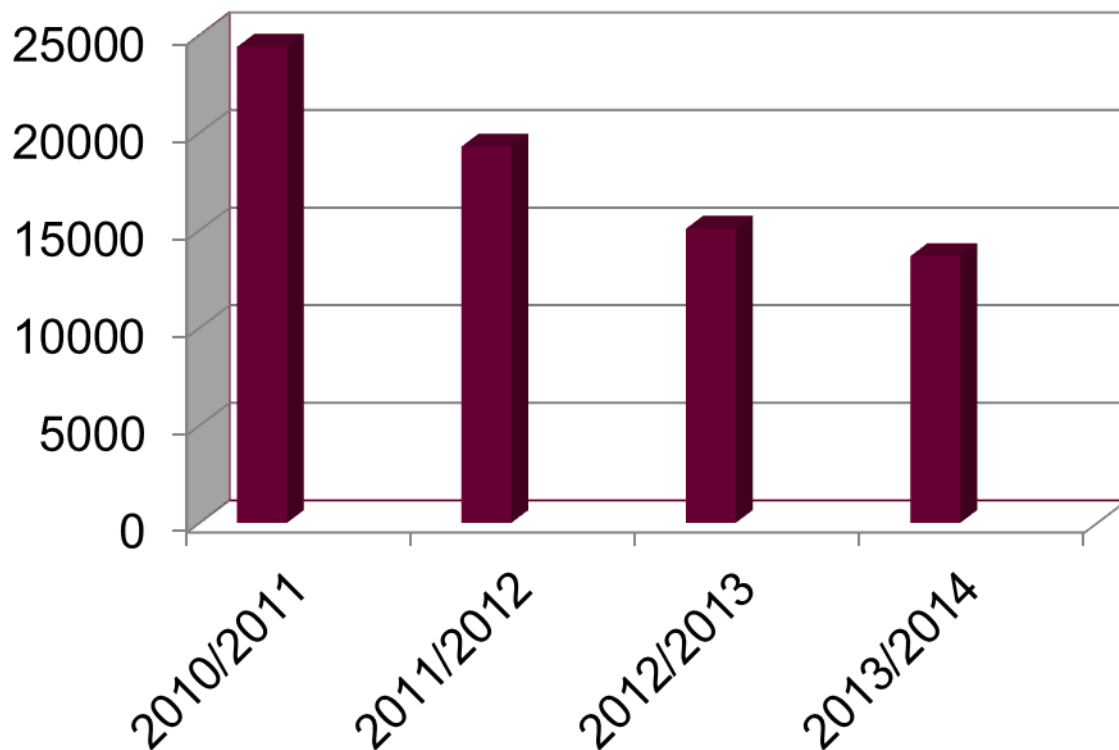
**FY 13/14 – 33,222**

## ***New Client Services***

FTRI served **13,671** new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	61
Hard of Hearing	13,395
Speech Impaired	104
Dual Sensory Impaired	111
<b>Total</b>	<b>13,671</b>

## ***New Client Services***



**FY 10/11 – 24,399**

**FY 11/12 – 19,287**

**FY 12/13 – 15,078**

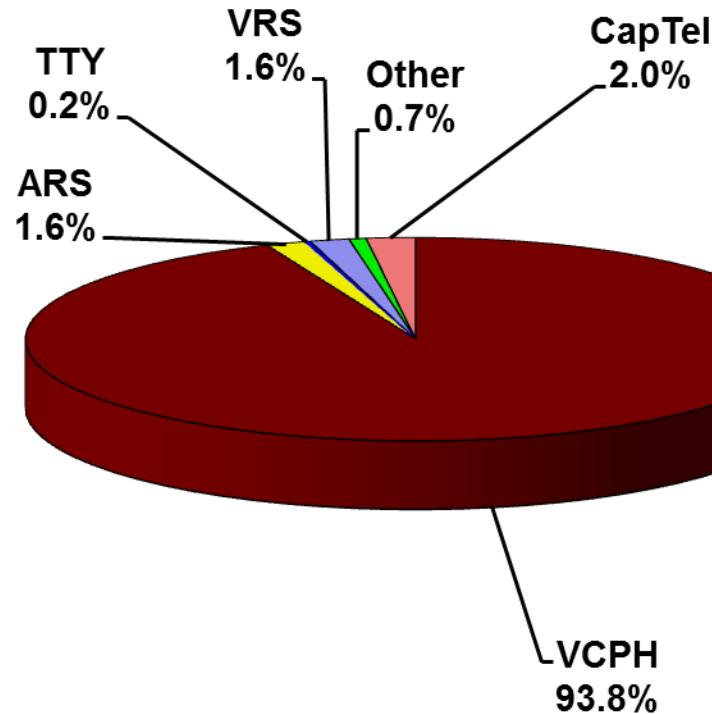
**FY 13/14 – 13,671**

**\*FY 14/15 - 3,307**

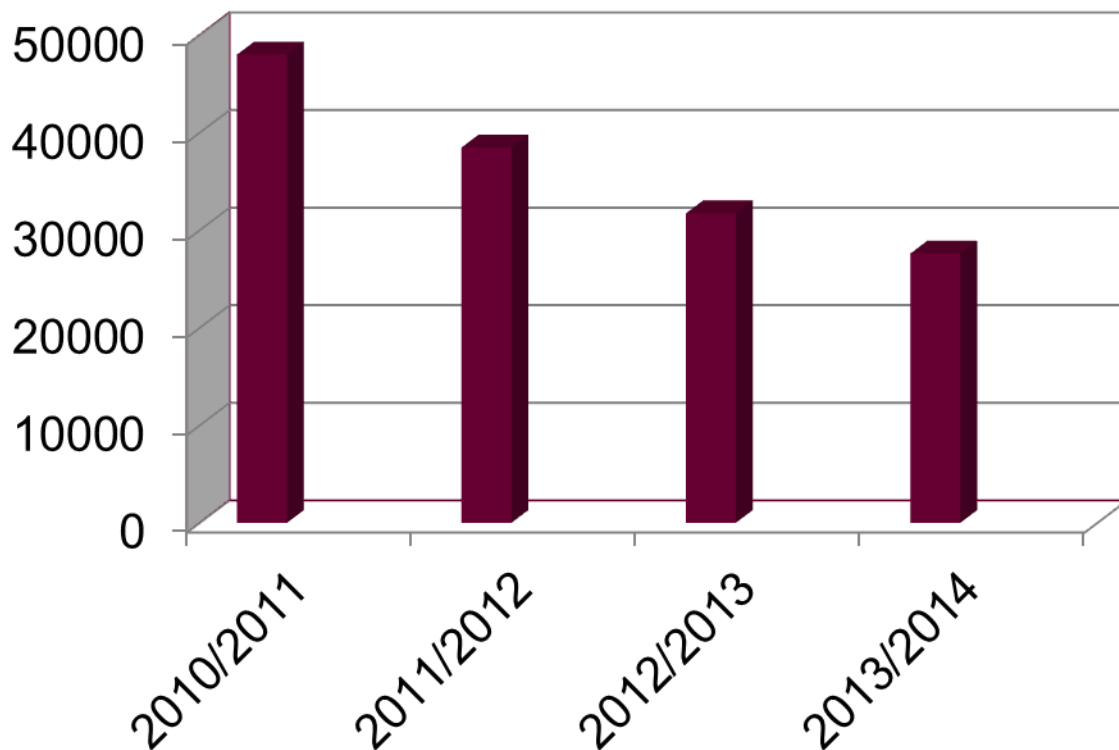
**19.75% increase  
over same period  
prior year (Jul, Aug,  
Sept)**

## ***Distributed Equipment***

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2013/2014 numbered **27,606** units.



## ***Total Equipment Distributed***



**FY 10/11 – 48,005**

**FY 11/12 – 38,477**

**FY 12/13 – 31,726**

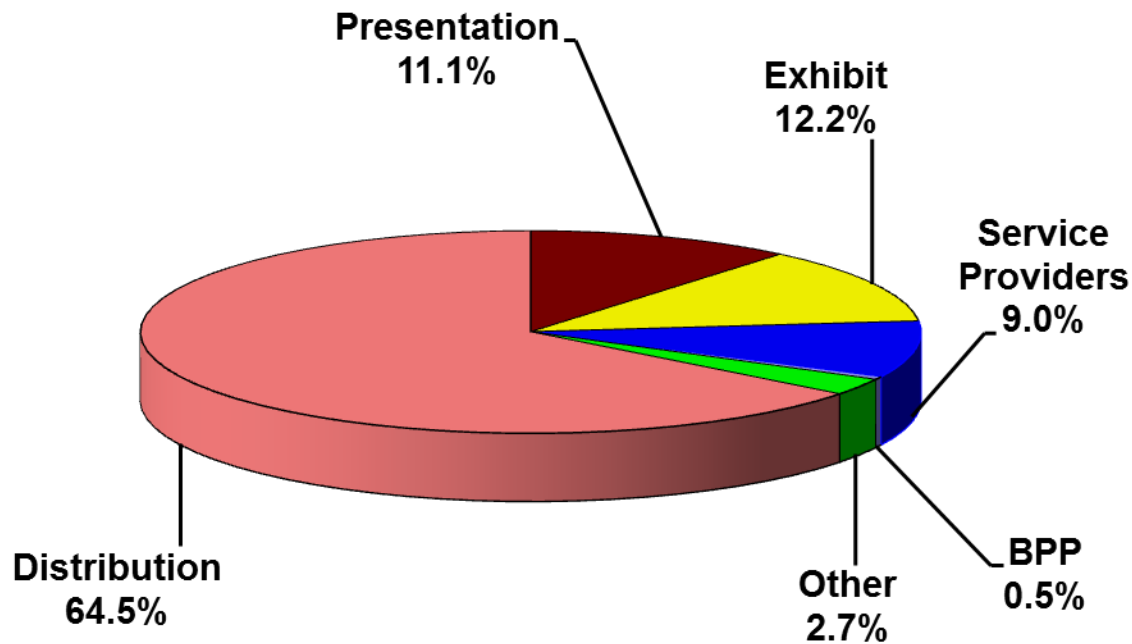
**FY 13/14 – 27,606**

**\*FY 14/15 - 6,460**

**3% increase over  
same period prior  
year (Jul, Aug, Sept)**

## ***Outreach***

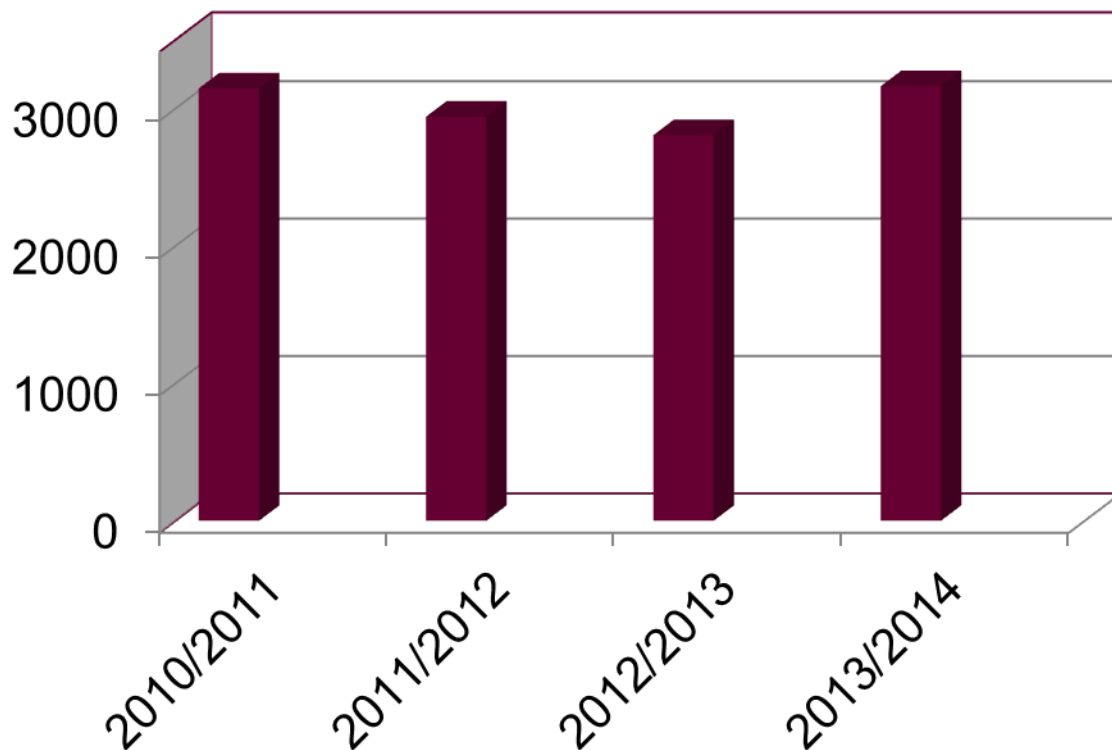
FTRI conducted 1,123 outreach activities and 2,040 off-site distribution during fiscal year 2013/2014.



**Distribution – 2,040**  
**Presentation - 350**  
**Exhibit - 387**  
**SP - 285**  
**BPP - 15**  
**Other - 86**



## ***Total Outreach / Distribution***



**FY 10/11 – 3,147**

**FY 11/12 – 2,941**

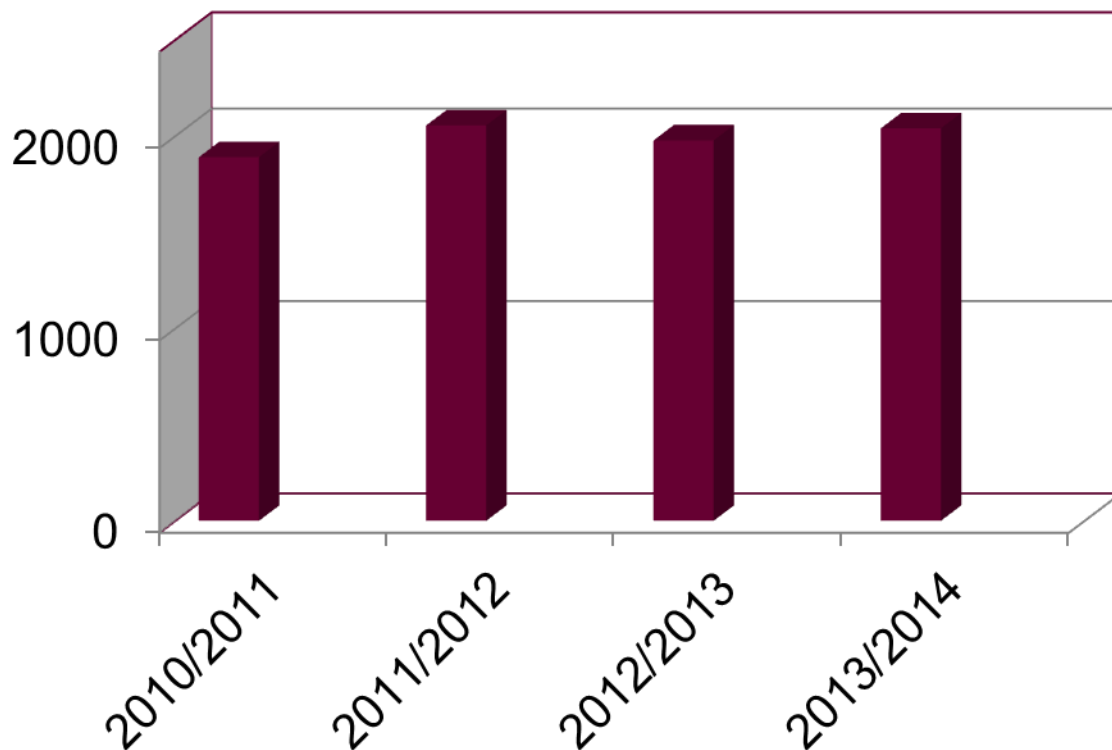
**FY 12/13 – 2,807**

**FY 13/14 – 3,163**

**\*FY 14/15 - 666**

**6.5% increase over  
same period prior  
year (Jul, Aug, Sept)**

## ***Total Off-site Distribution***



**FY 10/11 – 1,890**

**FY 11/12 – 2,055**

**FY 12/13 – 1,977**

**FY 13/14 – 2,040**

**\*FY 14/15 - 373**

**8% increase over  
same period prior  
year (Jul, Aug, Sept)**

## ***Some of the other services provided...***

- Processed 29,467 customer service calls
- Mailed 1,031 applications to individuals
- Processed more than 97,166 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

**Don't miss another "I love you."**

Florida residents with hearing loss are eligible to receive a **FREE AMPLIFIED PHONE** from the non-profit Florida Telecommunications Relay, Inc. Cordless and corded phones for persons with mild to severe hearing loss are available at 23 distribution centers statewide. Limit one per customer.

Please contact your area center for information:

**Space Coast Deaf and Hard of Hearing Services**  
2229 Dunn Ave  
Daytona Beach, FL 32114  
386-944-7806 (V)  
386-257-3600 (TTY)  
www.ftri.org/daytona

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Florida Telecommunications Relay, Inc.

**clarity Professional**

**Real simple. Real clear.**

If you live in Florida and have certified hearing loss, you can receive... at no cost... the Clarity KEEZ™, a new home phone providing 50 decibels of crystal clear amplification. Its features are no longer muted. And you can also connect with friends and family. Easy to get, the KEEZ™ is available through Florida Telecommunications Relay, Inc. (FTRI), the state's largest distributor of specialized telecommunications equipment for people with hearing loss and speech disabilities. Receive the KEEZ™ for FREE by completing an application and accepting the distribution center at the location below.

More than 2 million Floridians have hearing loss. Let loved ones know about FTRI to help. #KeepFloridaConnected

Florida Telecommunications Relay, Inc. of Charlotte County  
1700 Governor Drive, Unit 2  
New Smyrna Beach, FL 32909  
888-785-8287 www.ftri.org

**Hear and see clearly.**

The Clarity KEEZ™ is a loud, simple and easy-to-use amplified cordless phone featuring up to 50 decibels of Digital Clarity Power™ amplification, a loud and clear speakerphone, and large, high-contrast buttons that speak the numbers so they are clear.

See reverse side to find out how you can get this phone absolutely FREE!

**Loud & Clear and FREE**

Florida residents with a hearing loss are eligible to receive a free amplified phone from the non-profit Florida Telecommunications Relay, Inc. Cordless and corded phones for persons with mild to severe hearing loss are available at 23 distribution centers statewide. Limit one per customer.

Contact your area center for details.

**Space Coast Center for Independent Living**  
571 Haverty Court, Suite W • Rockledge, Florida 32955  
321-632-9114 (V) • 321-632-9134 (TTY)  
www.ftri.org/coca

Current FTRI clients: If your phone isn't working properly, or you have any questions, or should you no longer have your phone or are moving out of Florida, call FTRI at 888-556-1151 for assistance.

Florida Telecommunications Relay, Inc.

**Fuerte y Claro y GRATIS**

Los residentes de Florida que tienen deficiencia auditiva son elegibles para recibir un teléfono amplificado gratuito de la organización sin ánimo de lucro Florida Telecommunications Relay, Inc. Los teléfonos inalámbricos y de cable para personas con deficiencia auditiva moderada a severa están disponibles en 23 centros de distribución en todo el estado. Límite de uno por cliente.

CONTACTE AL CENTRO DE SU ÁREA PARA MÁS INFORMACIÓN

**Center for Independent Living in Central Florida**  
720 North Dunning Drive  
Winter Park, FL 32789  
407-623-1070 (V) • 407-623-1195 (TTS)

**Deaf and Hearing Services of Lake and Suwannee Counties**  
220 South 9th Street  
Leesburg, FL 34748  
352-323-0757 (V) • 352-323-9106 (TTS)

Current FTRI clients: If your phone isn't working properly, or you have any questions, or should you no longer have your phone or are moving out of Florida, call FTRI at 888-556-1151 for assistance.

Florida Telecommunications Relay, Inc.

***FTRI Aired Florida Relay PSA  
Throughout the State***



***Open captioned in both English and Spanish***

## ***FTRI Demo Phone Display***



100 displays have been disseminated to the RDCs for installation in offices, such as audiologist and professional hearing healthcare providers.

## ***FTRI Ad on HNN Screens***



Complete your  
application and  
call FTRI at:

**1-800-222-3448**

#KeepFloridaConnected



Ads are placed  
on over 60  
screens  
throughout the  
state in offices,  
such as  
audiologist,  
professional  
hearing  
healthcare  
providers and  
physicians.

The Florida **LINK** The Newsletter of Florida Telecommunications Relay, Inc. Equipment Distribution Program **Winter 2014**



**ABOUT US...**

Florida Telecommunications Relay, Inc. (FTRI) is a statewide nonprofit 501(c)(3) organization that administers the Specialized Telecommunications Equipment Distribution Program for citizens of Florida who are Deaf, Hard of Hearing, Deaf/Blind and Speech Challenged. We're dedicated to administering the specialized equipment program, as well as educating and promoting the Florida Relay Service. The Florida Legislature passed the Telecommunications Access System Act (TASA) in 1991. The purpose: "ASR narrows the line" FTRI equipment distribution program and the Florida Relay Service be funded by a monthly surcharge billed to all telephone customers (land lines) in the State of Florida. The amplified telephone equipment and ring signaling devices provided through this program are loaned to all qualified permanent Florida residents for as long as they need it, at no charge.

**FTRI and the National Deaf-Blind Equipment Distribution Program**

FTRI is the contracted entity to administer the National Deaf-Blind Equipment Distribution Program (NDBEDP) in the state of Florida. Since 21st Century Communications and Video Accessibility Act of 2010 signed by President Obama, the NDBEDP, with an annual budget of \$10 million, is overseen by the Federal Communications Commission (FCC). Should you know of anyone who may qualify for this program, please have them contact the FTRI office 800-222-3448 or email at NDBEDP@ftri.org. To learn more about the NDBEDP you may go to [www.ftri.org/ndbedp](http://www.ftri.org/ndbedp) or [www.icanconnect.org](http://www.icanconnect.org)



**About The Florida Link** | The Florida Link is FTRI's newsletter, your source for news and information on your telephone equipment and the Florida Relay Service. This newsletter is posted to the website, [www.ftri.org](http://www.ftri.org). FTRI Customer Care: 1-888-554-1151 (Voice) or 1-888-447-5620 (TTY)

<http://www.ftri.org>

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**Florida Telecommunications FTRI Relay, Inc.**  
1820 E. Park Ave., Suite 101  
Tallahassee, FL 32301

**CUSTOMER CARE**



*"How Can I Help You?"*

Customer satisfaction is a top priority at FTRI. In 2012, a Customer Care line was launched to better serve clients requiring assistance for any equipment they have received through the program. The results so far are significant: sixty-five percent of all calls are resolved after troubleshooting the problem with the client. FTRI clients with questions are encouraged to call the Customer Care line at 888-554-1151 or email at [customer-care@ftri.org](mailto:customer-care@ftri.org). Solutions to common issues include:

- Make sure the dial switch for Tone and Pulse is set to Tone
- Fully charge a new cordless phone (12 hours)
- Use a filter (provided by FTRI) to reduce static/feedback
- Make sure the AC power adapter is plugged in (for phones with AC power adapters.)

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**Congratulations FTRI!**

We are proud to announce that FTRI was recognized as one of the Florida Public Service Commission's "Helping Hands" for March of 2013. Many state agencies and organizations are "PSC Helping Hands," who assist the Public Service Commission in promoting and educating Floridians about the Lifeline Assistance telephone discount program. According to the PSC, FTRI has been "instrumental in helping Floridians who have hearing loss or speech disabilities learn about the Lifeline Assistance telephone discount program and discover ways to reduce their utility bills." For more information about the Lifeline Assistance Program, please go to their website at: <http://www.psc.state.fl.us/>

**FTRI Welcomes Two New Regional Distribution Centers**

**Self Reliance, Inc. Self Reliance, Inc. Center for Independent Living - Tampa**

One of the more exciting changes in 2014 is the addition of Self Reliance, Inc. a Center for Independent Living in Tampa. The staff at Self Reliance, Inc. pride themselves on promoting independence and empowering people with disabilities. Their core services are advocacy, peer support, mentoring, independent living skill training, information & referral services, and various medical and non-medical equipment distribution programs which, effective February 1st includes FTRI's Equipment Distribution Program. FTRI and Self Reliance look forward to what we can accomplish together. For more information about Self Reliance Inc. go to their website at <http://self-reliance.org/>.

**Ability1st Ability 1st Center for Independent Living of North Florida - Tallahassee**

We are very pleased to announce the addition of Ability1st Center for Independent Living of North Florida as our newest Regional Distribution Center. Ability1st, the Center for Independent Living of North Florida, is a community-based non profit organization that provides services to persons with varying disabilities. Ability1st serves Leon, Jefferson, Madison, Taylor, Gadsden, and Wakulla counties. FTRI and Ability1st look forward to what we can accomplish together. For more information about Ability1st Center for Independent Living of North Florida, please go to their website at: <http://www.ability1st.info>.

<http://www.ftri.org>



**AT&T and the Florida Relay Services**

We are now in the second of a three-year contract to provide relay services in Florida. The Florida Relay Service is the communications link for those who are Deaf, Hard of Hearing, Deaf/Blind, Speech Challenged. Through the Florida Relay Service, people who use specialized telephone equipment can communicate with people who use standard telephone equipment. To call Florida (dial 7-1-1), or use the appropriate toll free numbers below:

- 800-955-8771 (TTY)
  - 800-955-8770 (Voice)
  - 800-955-1239 (ASCII)
  - 877-855-8260 (Voice Carry-Over Direct)
  - 877-855-5324 (Speech-to-Speech)
  - 877-855-8773 (Spanish)
- Service is available 24 hours a day, 365 days a year, with no limit on the number or type of calls. Anyone can make a Florida Relay call simply by dialing the easy-to-remember nationwide access number: 7-1-1. Relay users are encouraged to complete a Relay Customer Profile form to expedite calls. Once a profile is completed, your calls are answered immediately in Florida Relay Service in the language and city specified in your profile. The form is available at <http://www.ftri.org/index.cfm/go/portal/view/page/3>. All information you provide is kept confidential. If you need help completing this e-form, please contact AT&T's National Customer Care Center at 800-682-8786 (TTY) or 800-682-8705 (Voice) or 888-288-2184 (Fax).

<http://www.ftri.org>

**Social Media**



Are you on Facebook? As the largest free, social networking website with over 1 billion users, Facebook is ideal for generating awareness for organizations like FTRI. If you already have a Facebook account you can easily find us by searching for FTRI. If you do not have a Facebook account, you can quickly create one by going to our website [www.ftri.org](http://www.ftri.org) and click on the Facebook link on the bottom of the homepage. This will take you to our Facebook page and you can click on the "Sign-Up" link. The FTRI Facebook page includes a list of our statewide Regional Distribution Centers, pictures of past events, and other valuable information. Facebook allows FTRI to expand its networking horizon by communicating its services and activities with millions of people in a cost effective way. Please visit Facebook and "like" FTRI today.

FTRI has officially gone live on Twitter! Just in case you haven't heard about it, Twitter is an online networking tool that enables its users to send and read text-based messages of up to 140 characters, also known as "tweets." As of 2012, Twitter has 600 million users, generating 340 million tweets daily. To create a Twitter handle go to [www.twitter.com](http://www.twitter.com) and click the "sign-up" link. To follow FTRI click the search field on the top of the page and enter "FTRI\_Inc" and enjoy all of our interesting content. While Facebook is used as a resource to locate regional distribution centers and view upcoming events, Twitter is generally used as a topical resource for our clients as well as a networking tool to connect our clients with other organizations that they may benefit from.

Follow us today at [https://twitter.com/FTRI\\_Inc](https://twitter.com/FTRI_Inc)



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## ***NDBEDP – iCanConnect***

**FY 2013/2014**

Number of people assessed – 44

Number of people trained – 39

Number of equipment distributed – 80

Number of outreach activities conducted – 10

Highest concentration of clients are from the following areas:

**Tampa, Miami, Orlando and Jacksonville**

Number of trainers FTRI contracts with – 4

***Number of people in the program from inception – 95***

## ***NDBEDP – iCanConnect***

iOS

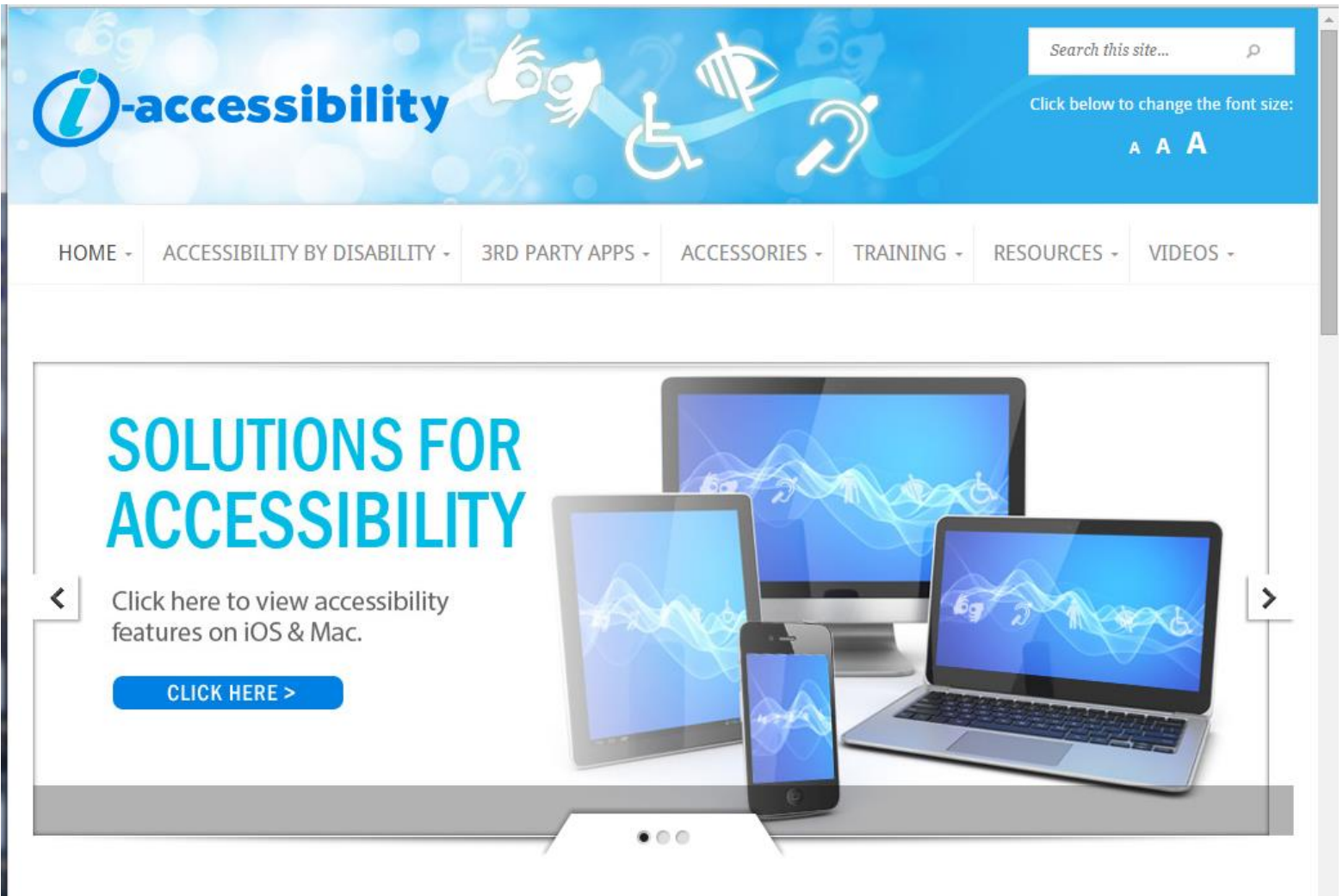


**iPhone**

**Braille Sense U2**

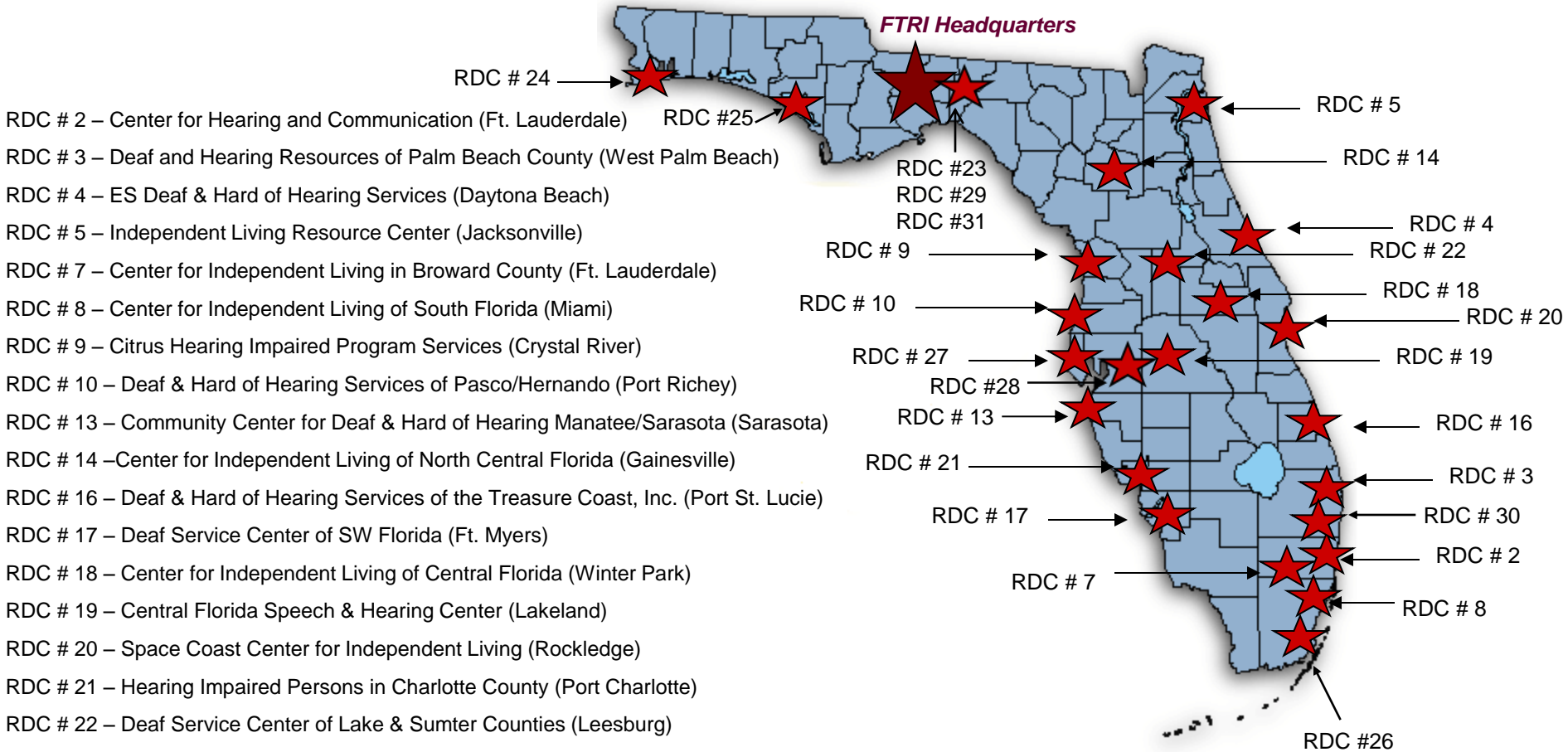


## ***NDBEDP – iCanConnect***



The screenshot shows the i-accessibility website interface. At the top, there is a blue header with the i-accessibility logo on the left, which includes icons for a hand holding an eye, a person in a wheelchair, and a hand holding an ear. To the right of the logo is a search bar with the text "Search this site..." and a magnifying glass icon. Below the search bar, there is a link "Click below to change the font size:" followed by three "A" icons of increasing size. Below the header is a navigation menu with the following items: HOME -, ACCESSIBILITY BY DISABILITY -, 3RD PARTY APPS -, ACCESSORIES -, TRAINING -, RESOURCES -, and VIDEOS -. The main content area features a large banner with the text "SOLUTIONS FOR ACCESSIBILITY" in large blue letters. Below this text is a blue button that says "CLICK HERE >". To the right of the text and button is an image of various electronic devices: a desktop monitor, a laptop, a tablet, and a smartphone, all displaying a blue background with white accessibility icons and a wavy line graphic. Navigation arrows are visible on the left and right sides of the banner area.

# FTRI Regional Distribution Centers



- RDC # 2 – Center for Hearing and Communication (Ft. Lauderdale)
- RDC # 3 – Deaf and Hearing Resources of Palm Beach County (West Palm Beach)
- RDC # 4 – ES Deaf & Hard of Hearing Services (Daytona Beach)
- RDC # 5 – Independent Living Resource Center (Jacksonville)
- RDC # 7 – Center for Independent Living in Broward County (Ft. Lauderdale)
- RDC # 8 – Center for Independent Living of South Florida (Miami)
- RDC # 9 – Citrus Hearing Impaired Program Services (Crystal River)
- RDC # 10 – Deaf & Hard of Hearing Services of Pasco/Hernando (Port Richey)
- RDC # 13 – Community Center for Deaf & Hard of Hearing Manatee/Sarasota (Sarasota)
- RDC # 14 – Center for Independent Living of North Central Florida (Gainesville)
- RDC # 16 – Deaf & Hard of Hearing Services of the Treasure Coast, Inc. (Port St. Lucie)
- RDC # 17 – Deaf Service Center of SW Florida (Ft. Myers)
- RDC # 18 – Center for Independent Living of Central Florida (Winter Park)
- RDC # 19 – Central Florida Speech & Hearing Center (Lakeland)
- RDC # 20 – Space Coast Center for Independent Living (Rockledge)
- RDC # 21 – Hearing Impaired Persons in Charlotte County (Port Charlotte)
- RDC # 22 – Deaf Service Center of Lake & Sumter Counties (Leesburg)
- RDC # 23 – Area Agency on Aging (Tallahassee)
- RDC # 24 – CIL – Disability Resource Center (Pensacola)
- RDC # 25 – Disability Resource Center (Panama City)
- RDC # 26 – Hearing and Speech Center of Florida (Miami/Kendall)
- RDC # 27 – Family Center on Deafness (Largo)
- RDC # 28 – Self Reliance CIL (Tampa)
- RDC # 29 – Ability 1<sup>st</sup> CIL (Tallahassee)
- RDC # 30 - Audiology with a Heart (West Palm Beach)
- RDC # 31 – Big Bend Hospice – (Wakulla)

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

***FTRI added 4 new RDCs for a total of 26 and plans to add 1 more during the next few months.***

## ***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. Four thousand two hundred and twenty-two (4,222) questionnaires were mailed during this fiscal year and FTRI received 1,474 responses for a nearly 35 percent return rate. Ninety-eight 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 3,249 new clients the subsequent day after receiving service and received 951 responses for a 29 percent response rate. Clients requesting follow-up were contacted by FTRI Customer Care.**

# *Questions*