

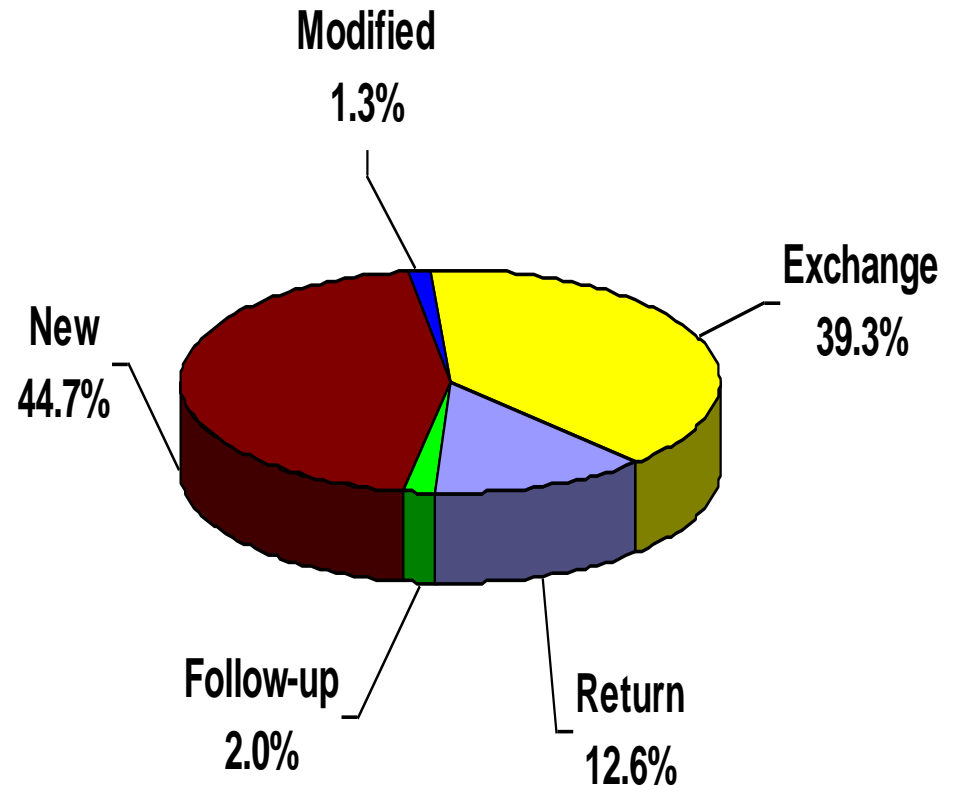
TASA Meeting



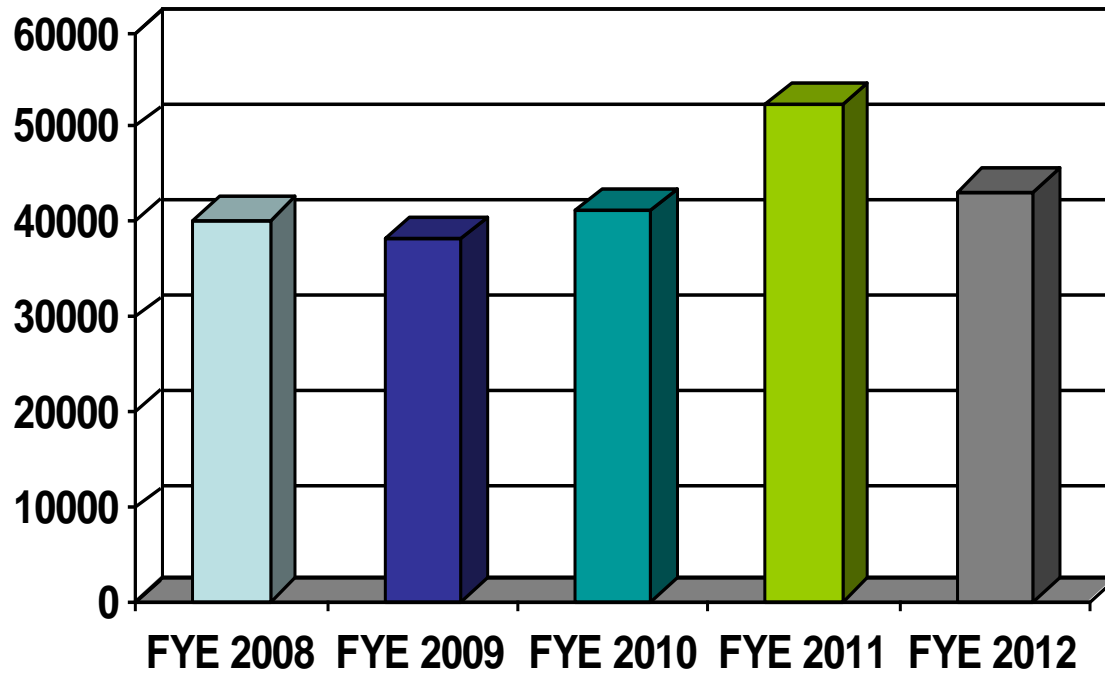
November 2, 2012

Client Services

The total number of EDP services provided by FTRI for fiscal year 2011/2012 was 43,179. The average number of EDP services provided monthly was 3,598.



Client Services

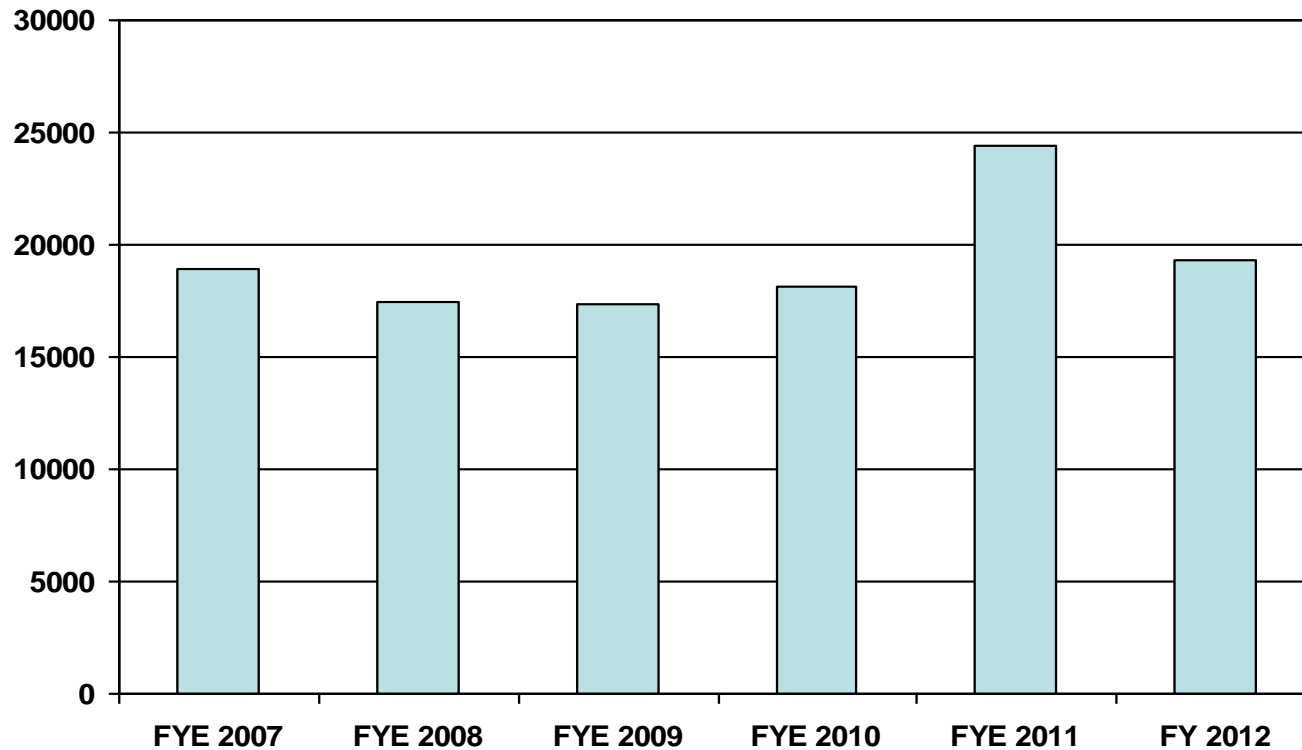


New Client Eligibility

FTRI served **19,287** new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	36
Hard of Hearing	19,082
Speech Impaired	118
Dual Sensory Impaired	51
Total	19,287

New Clients Served Chart



New Client Certification

Professionals involved with the certification of client applications for the equipment distribution program were as follows:

Category of Certifier	Quantity of Approved Applications
Deaf Service Center Director	8,718
Audiologist	6,830
Hearing Aid Specialist	2,797
Licensed Physician	651
State Certified Teacher	7
State Agency	4
Speech Pathologist	261
Federal Agency	19
Total	19,287

New Client Age Groups

The 2011 / 2012 breakdown of new recipients by age group is as follows:

Age Group	Recipients
4 – 9	13
10 – 19	29
20 – 29	38
30 – 39	84
40 – 49	243
50 – 59	737
60 – 69	2,549
70 – 79	5,510
80 – 89	7,507
90 – 99	2,479
100 – 109	93
DOB not provided	5
Total	19,287

More people in the 80 to 89 age group received equipment than those of any other specific age group. Over seventy percent of all recipients served in this fiscal year were seventy years of age or older.

New Client County of Residence

FTRI is a statewide program serving all 67 counties. RDC contracts do not assign counties to specific contracted entities in order to assure that clients receive the best and most convenient service available. Below are some of the counties where **new** clients were served:

Broward - 2,551 (2)

Palm Beach – 2,584

Pinellas – 1,159

Dade – 1,639 (2)

Pasco - 644

Orange – 397

Citrus – 304

Lee – 691

Sarasota - 618

Polk - 700

Hillsborough - 563

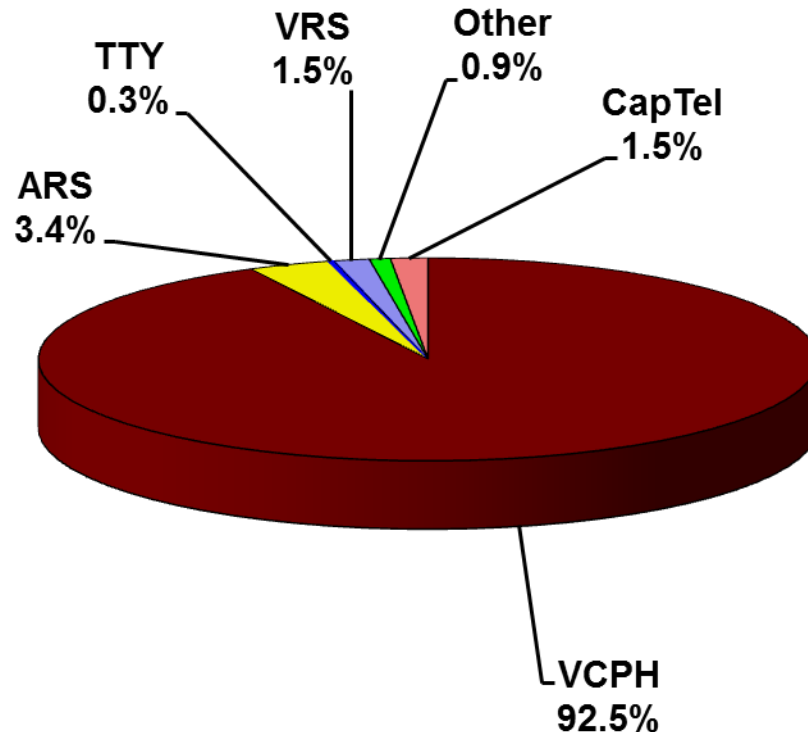
Marion – 591

Duval – 582

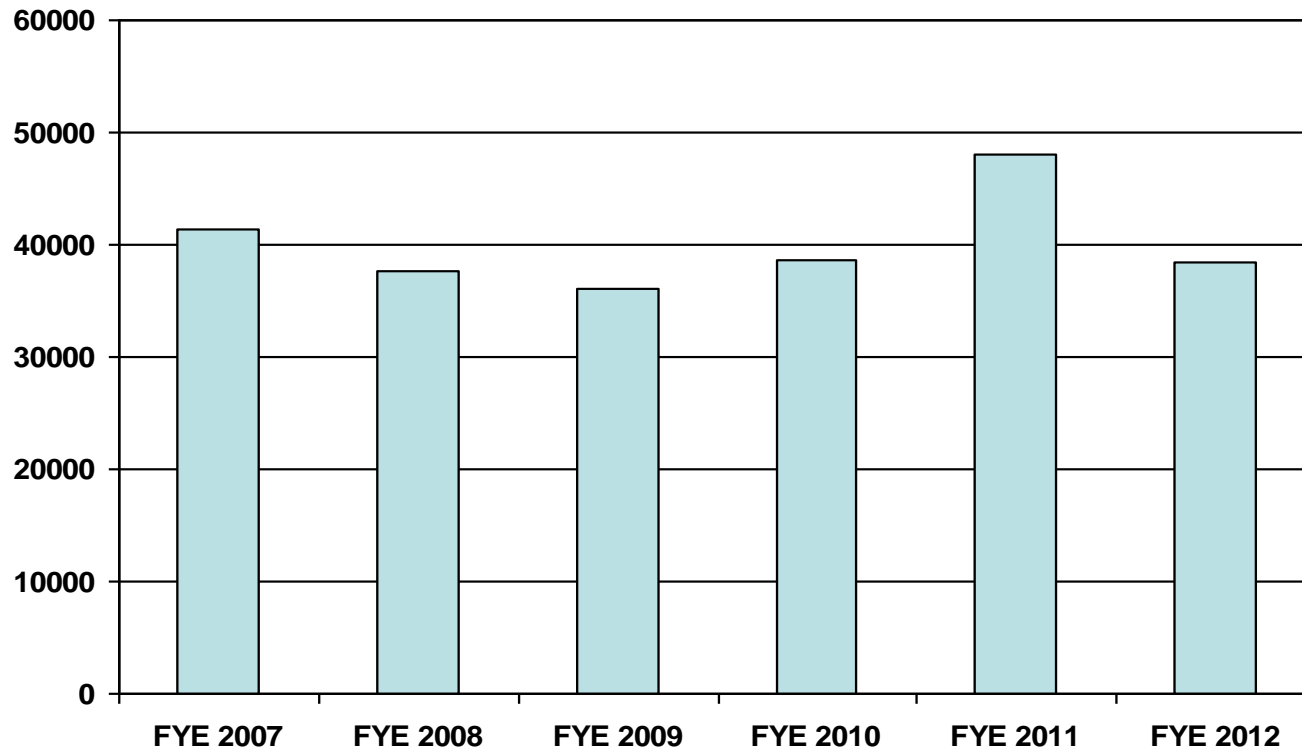
Volusia – 627 (2)

Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2011/2012 numbered **38,477** units. The monthly equipment distribution average was **3,206**.



Distributed Equipment Chart



Some of the other services provided...

- Processed 19,464 customer service calls
- Mailed 1,001 applications to individuals requesting them
- Processed more than 147,790 EDP forms
- Conducted 2,055 distributions off-site

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
- FTRI launched its real-time data entry program for RDCs June 1, 2012

Quality Assurance

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

Questionnaires are sent to a random selection of clients served by each Regional Distribution Center or the FTRI office. FTRI also contacts clients by telephone for quality assurance.

Approximately twenty-three percent of new clients served were mailed quality assurance surveys. Of the approximately 4,345 questionnaires sent during this fiscal year, FTRI received 1,674 responses for a nearly thirty-nine percent return rate. Ninety-one percent of the responses were positive. All negative responses were addressed directly by FTRI and forwarded to the appropriate RDC for follow-up.

FTRI implemented an electronic (email) version of the QA survey in May 2012.

How do you like your new phone from **FTRI**?

FTRI offers a variety of specialized telephones to qualified applicants.



FTRI provides specialized telephone equipment to qualified Florida residents who are deaf, hard of hearing, deaf/blind, or speech impaired at **no charge**. FTRI records show that you received equipment from one of our Regional Distribution Centers (RDC). FTRI wants to make sure the customer service you received is up to our high standards.

Please take a few minutes to answer the questions below about your experience with the RDC in your area and mail the prepaid postcard to FTRI. If you have any questions or comments, please call:

FTRI Customer Service
1-800-222-3448 (V)
or 1-888-447-5620 (TTY)
Monday - Friday, 8:30 a.m. - 5:00 p.m.
We will be happy to assist you. Thank you.



Florida
Telecommunications
FTRI Relay, Inc.
 Equipment Distribution Program
Detach along perforation and mail.

FTRI Equipment Distribution Program

1. Did you have the opportunity to try different types of phones? Yes No
2. Did you receive training on your new phone? Yes No
3. If you received training, was it 1-on-1 Classroom Style
4. Approximately how long did your training last? 10 minutes 30 minutes 1 hour 2 hours
5. Was the amount of time you had for training on your phone enough? Yes No
6. Was the trainer professional and courteous to you? Yes No
7. Are you happy with your new phone? Yes No
8. If No, please explain: _____

Additional comments: _____

10/10

Outreach

Throughout the past fiscal year FTRI’s outreach efforts have stabilized throughout the state. The regional distribution centers (RDCs) continue to provide outreach services to their respective communities to disseminate information about FTRI’s programs and Florida Relay service. Below are some of the activities that were conducted.

Outreach Activities
FTRI / RDC conducted 886 outreach activities throughout the state
FTRI published and mailed 9,000 “New Location” postcards in the Lakeland area and 30,000 “New Location” for the Tampa Bay area
Administered a statewide print media campaign using customized RDC ads covering 15 major markets - combined circulation total 28,431,739
Continued distribution of monthly E-newsletter for RDC staff
Developed FTRI Facebook

FTRI Postcards

FTRI mailed “New Location” postcards to thousands of active clients that reside in areas where Regional Distribution Centers (RDCs) have relocated their offices.



New Location:
Deaf & Hearing Connection of Tampa Bay
12445 62nd Street North, #302
Largo, Florida 33773

We hope that you are enjoying FTRI's special telephone. If you have any questions or problems, please visit us at this new location.

Esperamos que estén disfrutando con el uso del teléfono especial de FTRI. Si tienen alguna pregunta o algún problema, por favor vengan a nuestro local nuevo.

www.ftri.org/largo | 727-399-9983 (Pinellas) | 813-952-4625 (Hillsborough)



New Location:
Central Florida Speech and Hearing Center
3020 Lakeland Highlands Road
Lakeland, Florida 33803-4338

We hope that you are enjoying FTRI's special telephone. If you have any questions or problems, please visit us at this new location.

Esperamos que estén disfrutando con el uso del teléfono especial de FTRI. Si tienen alguna pregunta o algún problema, por favor vengan a nuestro local nuevo.

www.ftri.org/lakeland | 863-686-3189 (V/TTY)

FTRI Aired 711 PSAs in Major Media Markets Throughout the State



Open captioned in both English and Spanish

FTRI / RDC Newspaper Ads

FTRI continued to advertise print ads for each RDC with their own contact information.

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.



For information and distribution events in your area:

Center for Hearing and Communication
2900 W. Cypress Creek Road, Ft. Lauderdale, FL 33309
954-601-1930 Parking & entrance located in back of building
Walk-ins Tues. & Thurs., 9am - 12pm or 1pm - 4pm
or call for an appointment | www.ftri.org/broward

Center for Independent Living of Broward
4800 North State Rd 7, Bldg F, Site 10, Ft. Lauderdale, FL 33319
954-722-6400 | 9am - 4pm, Mon - Fri. | By Appointment Only
www.ftri.org/broward

Deaf Service Center of Palm Beach County
Appointments available at many convenient locations throughout the county.
561-802-3353 | www.ftri.org/wpbc
By Appointment Only



Florida Telecommunications FTRI Relay, Inc.

FTRI clients: Phones are exchanged if your hearing has changed or your FTRI phone is not working properly. Please bring your FTRI phone with you for an exchange.

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.



Center for Independent Living of North Central Florida
3443 NE 24th Street | Ocala, FL 34470
352-368-3788

Citrus Hearing Impaired Program Services
8960 SW Hwy 200, Suite 2
Ocala, FL 34481
352-368-4070 (V/TTY)

Deaf and Hearing Services of Lake and Sumter Counties
220 South 9th Street
Leesburg, FL 34748
352-325-0757
www.ftri.org/marion



FTRI clients: Phones are exchanged if your hearing has changed or your FTRI phone is not working properly. Please bring your FTRI phone with you for an exchange.

Florida Telecommunications Relay, Inc.

ALTO Y CLARO, Y ADEMÁS, GRATIS

Los residentes de Florida con pérdida auditiva son elegibles para recibir un teléfono amplificado gratuito de la compañía sin fines de lucro Florida Telecommunications Relay, Inc. Hay disponibles teléfonos con cable e inalámbricos para personas con pérdida auditiva de leve a grave, en 23 centros de distribución localizados en todo el estado. Sólo se entregará un equipo por cliente.



Para más información y eventos de distribución en su área:

Hearing and Speech Center of Florida
9425 SW 72 Street, Suite 261 | Miami, Florida 33173
786-406-7426

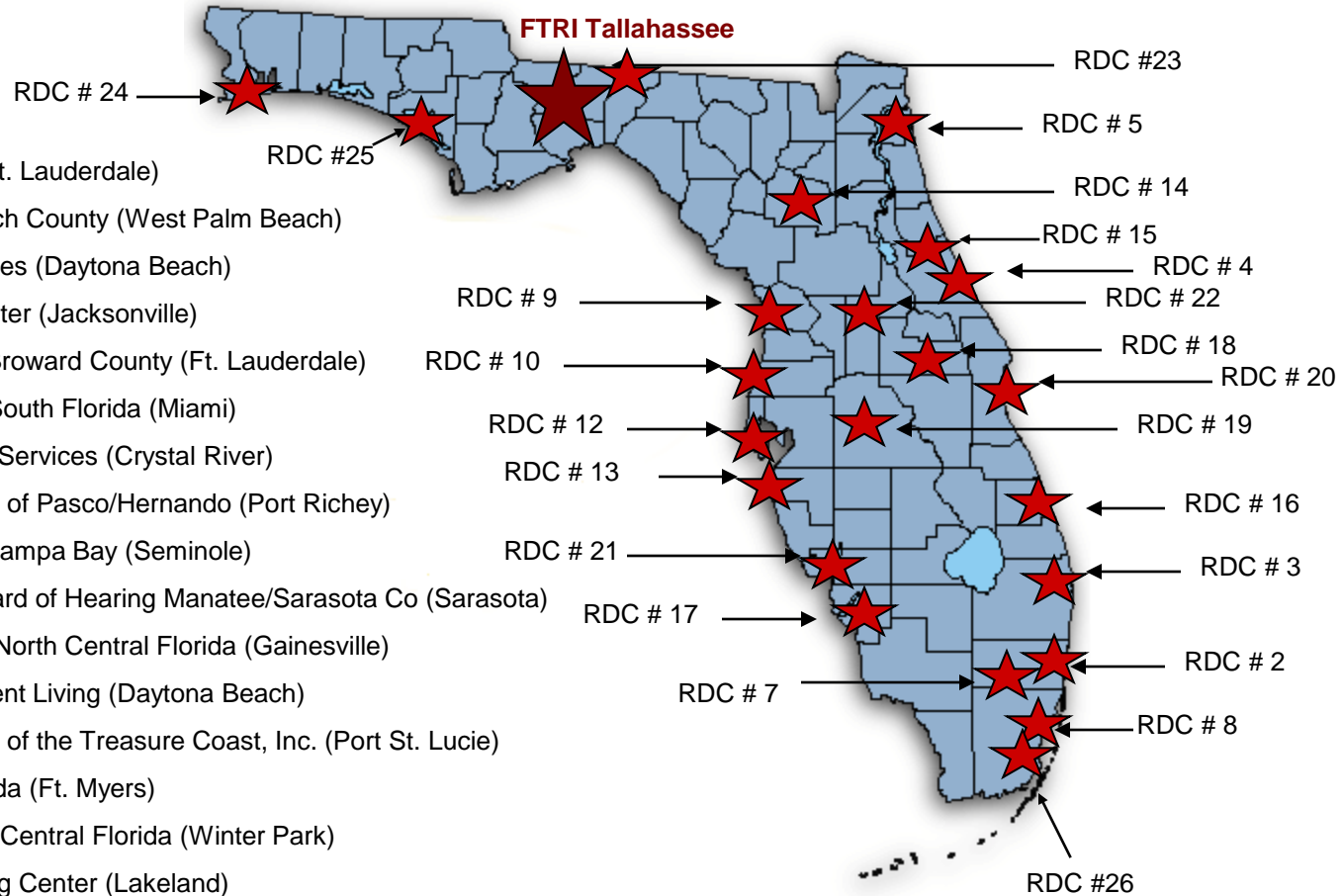
Center for Independent Living of South Florida
6660 Biscayne Boulevard | Miami, Florida 33138
305-751-8025
www.ftri.org/dade



Florida Telecommunications FTRI Relay, Inc.

Clientes del FTRI: Los teléfonos se cambian si su audición ha cambiado o si su teléfono FTRI no funciona bien. Traiga a mano su teléfono FTRI para el cambio.

FTRI Regional Distribution Centers



- RDC # 2 – League for the Hard of Hearing (Ft. Lauderdale)
- RDC # 3 – Deaf Service Center 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 # 12 – Deaf & Hearing Connection for Tampa Bay (Seminole)
- RDC # 13 – Community Center for Deaf & Hard of Hearing Manatee/Sarasota Co (Sarasota)
- RDC # 14 – Center for Independent Living of North Central Florida (Gainesville)
- RDC # 15 – disability Solutions for Independent Living (Daytona Beach)
- 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 (Cocoa)
- RDC # 21 – Hearing Impaired Persons in Charlotte County (Punta Gorda)
- 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)

****Hours of operation may vary from RDC to RDC.***

Closing Statement

FTRI continues to maintain its status as an administrative center, concentrating on oversight of the Regional Distribution Center (RDC) contractors, and equipment vendors. The FTRI administrative office directly serves approximately twenty percent of Florida's residents statewide. Since the inception of the Equipment Distribution Program in 1986, over 474,000 residents have been provided with telecommunications equipment and support services of which 395,830 are active.

Questions