



Annual Report 2018 - 2019

TASA – Florida Statutes Chapter 427

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Message from the Executive Director



As you read in the subsequent pages, you'll find both the Equipment Distribution Program (EDP) and Outreach program had a productive fiscal year 2018/2019. Here are a few highlights:

- 19,788 individuals were served with new, modify, exchange, return, or follow-up service throughout the state.
- 9,863 new clients received service.
- 9,925 existing clients received modify, exchange, return, or follow-up service.
- 16,032 pieces of specialized telecommunications equipment were distributed.
- Processed 18,452 customer calls.
- Received 2,917 online inquiries through the FTRI website.
- Verified more than 62,369 EDP forms.
- 1,682 outreach activities were performed by FTRI and the Regional Distribution Centers (RDC) throughout Florida.
- Conducted 1,298 off-site telephone equipment distributions.
- We continued to collaborate with other organizations and/or state agencies for outreach activities.
- We continued to place a high priority on protecting the integrity of client information by making security enhancements to our processing system.
- We operated within budget requirements and reduced one position.
- We received high marks from the external auditors for the financial records and internal controls FTRI has in place.

These highlights are some of our accomplishments in fiscal year 2018/2019 that reflect the broad scope of the FTRI organization to provide quality services to the residents of Florida.


James Forstall, FTRI Executive Director



TASA Requirements

In response to the Telecommunications Access System Act of 1991 (TASA), the Florida Public Service Commission (FPSC) directed the local exchange companies (LECs) to form a not-for-profit corporation to fulfill the requirements of TASA. Florida Telecommunications Relay, Inc. (FTRI) registered with the Florida Department of State as a not-for-profit corporation effective June 13, 1991 and is exempt from Florida sales tax as a 501(c) (3) organization.

Mission Statement

Florida Telecommunications Relay, Inc. (FTRI), as the designated administrator, shall carry out the intent of the Telecommunications Access System Act (TASA) by providing access terminals required for basic telecommunications services to hearing impaired, speech impaired, and dual sensory impaired persons in the most cost-effective manner.

Equipment Distribution Program

FTRI utilizes a regional distribution system for approximately eighty-six percent of the State of Florida, with centralized distribution from the administrative office in Tallahassee accounting for the remaining fourteen percent.

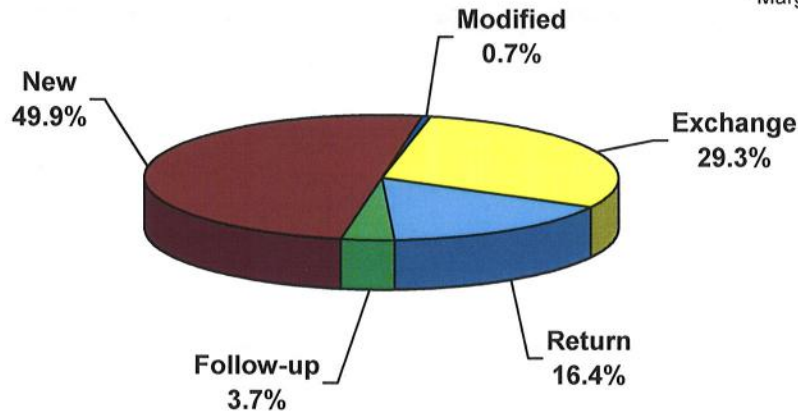
FTRI contracted with twenty-seven non-profit agencies to provide services as Regional Distribution Centers (RDCs). In these areas persons who are deaf, hard of hearing, or speech impaired have applications certified and processed (**New** service), receive equipment and training, and are supplied with any additional services. These may include modifying from one type of equipment to another (**Modified** service), exchanging for the same type of equipment (**Exchange** service), returning any equipment that is no longer necessary (**Return** service), and additional training services as needed (**Follow-up** service).

Additional training on equipment is provided to individuals requesting the training at no charge.

Client Services

The total number of EDP services provided by FTRI for fiscal year 2018/2019 was **19,788***. The average number of EDP services provided monthly was **1,649**.

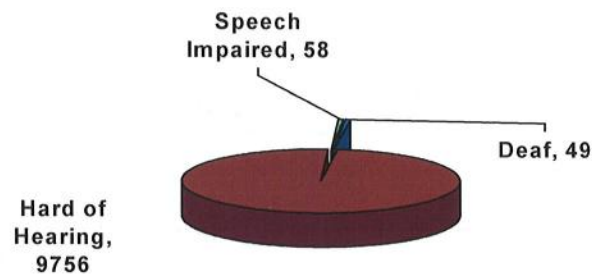
* Margin of error $\pm 1\%$



New Client Eligibility

FTRI served **9,863** new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	49
Hard of Hearing	9,756
Speech Challenged	58
Dual Sensory	0
Total	9,863



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	7,197
Audiologist	669
Hearing Aid Specialist	1,769
Licensed Physician	184
State Certified Teacher	1
State Agency	3
Speech Pathologist	34
Federal Agency	6
Total	9,863

New Client Age Groups

The 2018/2019 breakdown of new recipients by age group is as follows:

Age Group	Recipients
3 – 9	0
10 – 19	23
20 – 29	51
30 – 39	107
40 – 49	210
50 – 59	678
60 – 69	1,823
70 – 79	2,986
80 – 89	2,765
90 – 99	1,179
100 – 109	41
Total	9,863

More people in the 70 to 79 age group received equipment than those of any other specific age group. Approximately seventy-one 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. The following is a breakdown of **new** clients by county of residence:

County	Recipients	County	Recipients
Alachua	57	Lake	237
Baker	3	Lee	173
Bay	26	Leon	49
Bradford	9	Levy	12
Brevard	110	Liberty	1
Broward	1,102	Madison	3
Calhoun	1	Manatee	149
Charlotte	75	Marion	189
Citrus	123	Martin	78
Clay	94	Monroe	0
Collier	71	Nassau	41
Columbia	23	Okaloosa	15
Dade	1,130	Okeechobee	8
DeSoto	4	Orange	224
Dixie	4	Osceola	29
Duval	1,378	Palm Beach	858
Escambia	110	Pasco	283
Flagler	94	Pinellas	491
Franklin	3	Polk	776
Gadsden	5	Putnam	32
Gilchrist	6	Santa Rosa	24
Glades	2	Sarasota	171
Gulf	5	Seminole	62
Hamilton	2	St. Johns	108
Hardee	9	St. Lucie	99
Hendry	4	Sumter	135
Hernando	106	Suwannee	14
Highlands	71	Taylor	4
Hillsborough	592	Union	4
Holmes	9	Volusia	256
Indian River	85	Wakulla	8
Jackson	10	Walton	4
Jefferson	1	Washington	1
Lafayette	1		
		Total	9,863

Counties in **bold** are located close to Regional Distribution Centers. RDC contracts do not assign counties to specific contracted entities to assure that clients receive the best and most convenient service available.

Equipment

FTRI currently distributes the following specialized telecommunications equipment:

1. Text Telephone
2. Amplified Telephone for the Hard of Hearing
3. Amplified Telephone for the Speech Disabled
4. Voice Carry-Over Telephone
5. In-Line Amplifier
6. Voice Carry-Over/Hearing Carry-Over/TTY
7. TeliTalk Telephone
8. Captioned Telephone

FTRI also distributes amplified, flashing, or vibrating ringer devices to alert clients to incoming telephone calls. These devices are:

1. Audible Ring Signaler
2. Visual Ring Signaler
3. Tactile Ring Signaler

Each piece of equipment is supported by the standard manufacturer warranty. Equipment that is determined to be out of warranty and beyond repair is retired. Equipment that meets specific criteria is repaired/refurbished to “like new” and reissued.

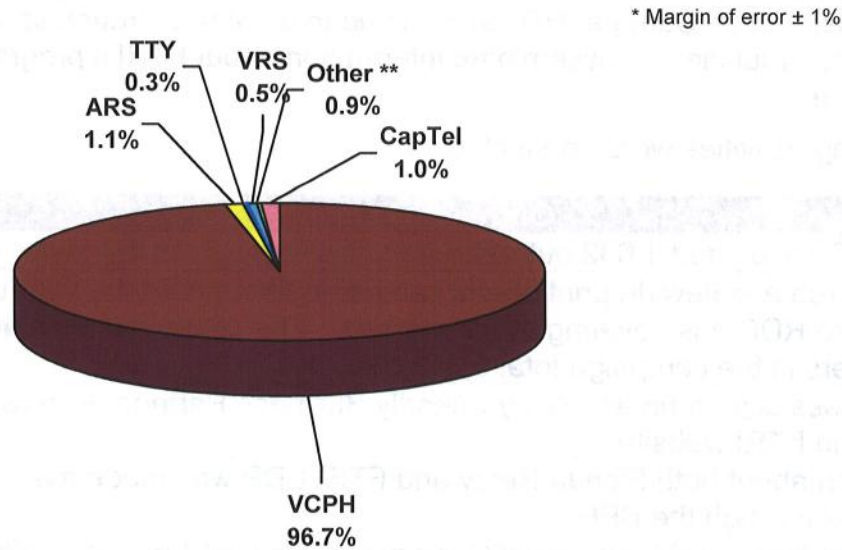
Equipment Vendors

FTRI works with several equipment vendors to supply specialized telecommunications equipment. Some of these include:



Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2018/2019 numbered **16,032*** units. The monthly equipment distribution average was **1,336**.



** Includes In-line amplifier, phones for the speech challenged, hearing carry-over phone, and voice carry-over phone.

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. Three hundred and eighteen questionnaires were mailed during this fiscal year and FTRI received 68 responses for a nearly 21% 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

FTRI's automated email system sent quality assurance surveys to 3,785 new clients the subsequent day after receiving service and received 665 responses for a 17.57% response rate. Clients requesting follow-up were contacted by FTRI Customer Care.

Outreach

During the past fiscal year FTRI's outreach efforts continued 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.

The following activities were conducted.

Outreach Activities
FTRI/RDC conducted 1,682 outreach activities throughout the state.
Administered a statewide print media campaign throughout the year using customized RDC ads covering major markets. The combined circulations of the newspapers in the campaign total 5,312,633.
8 businesses signed up as "Relay Friendly Business Partners Program" (BPP) through the FTRI website.
Information about both Florida Relay and FTRI EDP was made available to 446 employees through the BPP.
Spoke with 500+ TASA Approved Certifiers at five membership conferences
FTRI continued to partner with organizations and/or state agencies (FAD, FLALDA, HLAFL, Sprint, TSC, FDVR, FASC, FLAA, FLASHA, FLA, FCCDHH, FSHHP, FCEC, FCOA, FASP, FDBA, FDVA, CVSOAF, HCAF) for outreach activities.
Launched a multi-tactic digital campaign that used Geofencing, Key Word search paid ads, digital website ads, Social Media posts, Facebook ads, and new FTRI Newsletter (email) to deliver 9,133,746 impressions; experienced a .22% Click Rate. Increased web traffic to FTRI.org by 35%. See details below.
Participated in active management of FTRI Facebook page. Reached 166,231 people; 23,858 of them clicked, liked, forwarded or responded to FTRI posts.
Developed and implemented web-based training programs using Go-To-Meeting program for RDC staff on important topics relative to the FTRI program (RDC Training Sessions).
Provided approximately 606 (EDP) and 99 (Outreach) hours of comprehensive training to RDCs during this fiscal year.
Contributed articles for publication in FCOA/FASP newsletter, FTRI Newsletter.
Emailed quality assurance surveys to 3,785 new clients who provided an email address with their application. FTRI also developed and emailed 30-day follow-up quality assurance survey to 3,667 clients ensure they are satisfied with their equipment.

FTRI – Equipment Distribution Program

FTRI advertised in major daily and other community newspapers using 8½ x 11 insert ads throughout the state. Designs were updated during the year. Spanish ads were not published because some RDCs were not staffed to serve the Spanish speaking population.

A phone worth listening to...



- No more struggling to hear important phone calls
- No more squealing hearing aids
- No more guessing at what the other person is saying
- Enjoy talking on the phone again!

Florida Telecommunications Relay, Inc.
1820 E. Park Ave. • Tallahassee, FL 32301

For more information and to begin the application process, visit our website www.ftri.org/FAQ Or, call 833-793-4321 to register by phone.

For Current FTRI clients: If your phone isn't working properly, your hearing has changed, or should you no longer need your phone or you are moving out of Florida, call FTRI at 888-554-1151 for assistance. Funded by .10/month surcharge on landline phone bills.

Do you qualify?

- Florida Resident
- Age 3 or Older
- Have a certified hearing loss and/or speech disability



Clarity XLC7 BT

- Our number one phone
- Up to 50 decibels of amplification
- Will amplify cellphone calls with Bluetooth technology
- Volume and Tone adjustable

Alto Plus

- Perfect for severe hearing loss
- Up to 60 decibels of amplification
- Volume and Tone adjustable
- Super loud ringer

CapTel 840

- No internet required!
- This caption phone allows you to read what the other person is saying, along with 40 decibels of adjustable amplification

We DO NOT collect income or insurance information!

These phones do not require special phone service, and they will not increase the charge for your existing phone service.

There is NO COST to you, other than your regular phone service.

You may keep your FTRI phone for as long as you need or want to.

FTRI has been Keeping Florida Connected (KeepFloridaConnected) for over 25 years. Offering the latest in hearing aid compatible, amplified phones to make both landline and cellphone calls accessible for people with hearing loss.



LOUD. CLEAR. FREE.



If you are a Florida resident with hearing loss, call **800.222.3448** to get a **free** amplified phone. Visit www.ftri.org for more info or to find an FTRI location near you.

Florida Telecommunications Relay, Inc.
1820 E. Park Ave, Suite 101, Tallahassee, FL 32301
A statewide nonprofit providing free amplified phones to Florida residents.

If you are experiencing technical trouble with your current FTRI phone or have had a change in your hearing loss, or you no longer need the phone, please contact FTRI Customer Care at 888-554-1151.



Get a free amplified phone and stay connected with loved ones.

A statewide nonprofit, FTRI, is helping Florida hear by providing amplified phones to residents for **free** through its statewide network of distribution centers. There's no catch. If you have hearing loss or speech disability, you have access to amplified phones with state-of-the-art features, such as:

- Up to 50 decibels of amplification
- Tone and volume customization
- Hearing aid compatibility
- Crystal clear speakerphone
- Caller ID and loud, bright visual ringer
- Some models can be used with cellphone minutes

More than 3 million Floridians have hearing loss. Let loved ones know about FTRI to #KeepFloridaConnected.

Call **800.222.3448** to get a **free** amplified phone. Visit www.ftri.org for more info or to find an FTRI location near you.

Also available:



Florida Telecommunications Relay, Inc.
1820 E. Park Ave, Suite 101, Tallahassee, FL 32301
A statewide nonprofit providing free amplified phones to Florida residents.

If you are experiencing technical trouble with your current FTRI phone or have had a change in your hearing loss, or you no longer need the phone, please contact FTRI Customer Care at 888-554-1151.

FTRI – Newsletter

The FTRI Newsletter was launched in electronic format. Sent to over 30,000 subscribers registered in FTRI’s database. The newsletter generated positive responses along with requests to unsubscribe. During the latter half of the fiscal year the writing, composing and publishing were brought in-house and performed by the Outreach Manager.

Newsletter sample:



www.ftri.org



April 2019

What Have You Been Hearing?

T-Coil, or Not T-Coil?

With all the buzz around Bluetooth technology inside the latest and greatest hearing aids, it is easy to overlook an older technology that is still very relevant to consumers today, T-coils. Ironically, a lot of folks are not that familiar with T-coil technology, even though it has been built into hearing aids since the 1940's!

According to an article posted on the website Hearingloss.com (<http://hearinglosshelp.com/blog/brief-history-of-t-coils-and-loop-systems/>), the RadioEar Company from Mt. Lebanon, PA is credited with developing the first hearing aid that contained an internal T-coil. The PermMagnetic Multpower (PM) 3-vacuum-tube hearing aid was introduced to the market in 1946, after appearing in larger body-worn devices for the previous decade. For the first few years, t-coils were used exclusively to help people hear on telephones. The "T" stood for telephone, hence the name "T-coil". Over time, people discovered other uses for T-coils, including the Loop system that is still in use today.

Much like T-coil or understand. option, there are coils. However, benefits the other resources out t Dr. Cliff's YouT aids, and other coils in hearing in places such

What's the first thing people say when they learn about FTRI?

"WHY HAVEN'T I EVER HEARD OF YOU BEFORE??"

Please, help us change that!

Share this post, text a screen shot, send an email.



Help us #KeepFloridaConnected

Upcoming Events

Jacksonville · Outreach/Phone Distribution
[Jacksonville Senior Expo](#)
 Wednesday, May 1, 9:00 AM to 3:00 PM both days - Call Jennifer Reilly at 366-944-7806

Kissimmee · Outreach/Phone Distribution
[DeafNation Expo 2019](#)
 Saturday, May 4, 9:00 AM to 5:00 PM · Call Robyn Yarnell at 863-686-3189

View More Events

Comments from our Clients

"It has helped me hear better on the phone. I can also walk around with it. All I had to show was my hearing aid to qualify. How easy is that." - G.M.



"I love this phone and am so grateful it was offered to me. Thank you so, so much!" - E.H.

What Are FTRI Regional Distribution Centers?

If you're wondering how the FTRI staff is able to provide statewide services from their office in Tallahassee, the answer is through a network of Regional Distribution Centers (RDCs). RDCs are nonprofit agencies such as Hearing and Speech Centers, Independent Living Centers, and Deaf Service Centers. Their missions and programs align with those of FTRI, and they provide the highest level of customer care and service. We are pleased to feature a different RDC story in each of our newsletters, and we encourage you to learn more about the other important programs and services they offer.

Deaf and Hard of Hearing Services of the Treasure Coast in Jensen Beach has been offering FTRI phones for the last 20 years. As a member of Florida's Deaf Service Center Association, they provide a suite of core services designed especially for the Florida's Deaf and Hard of Hearing community. Their programming includes offerings such as Sign Language instruction and Interpreter Referrals, Advocacy services, the Dangerous Decibels program aimed at children, and reduced cost hearing aids.

Learn more about the agency by visiting their website: <https://www.dhbc.org/index.html>
 Or, contact them by phone: 772/334-2233 Voice; 772-204-0628 (VP)

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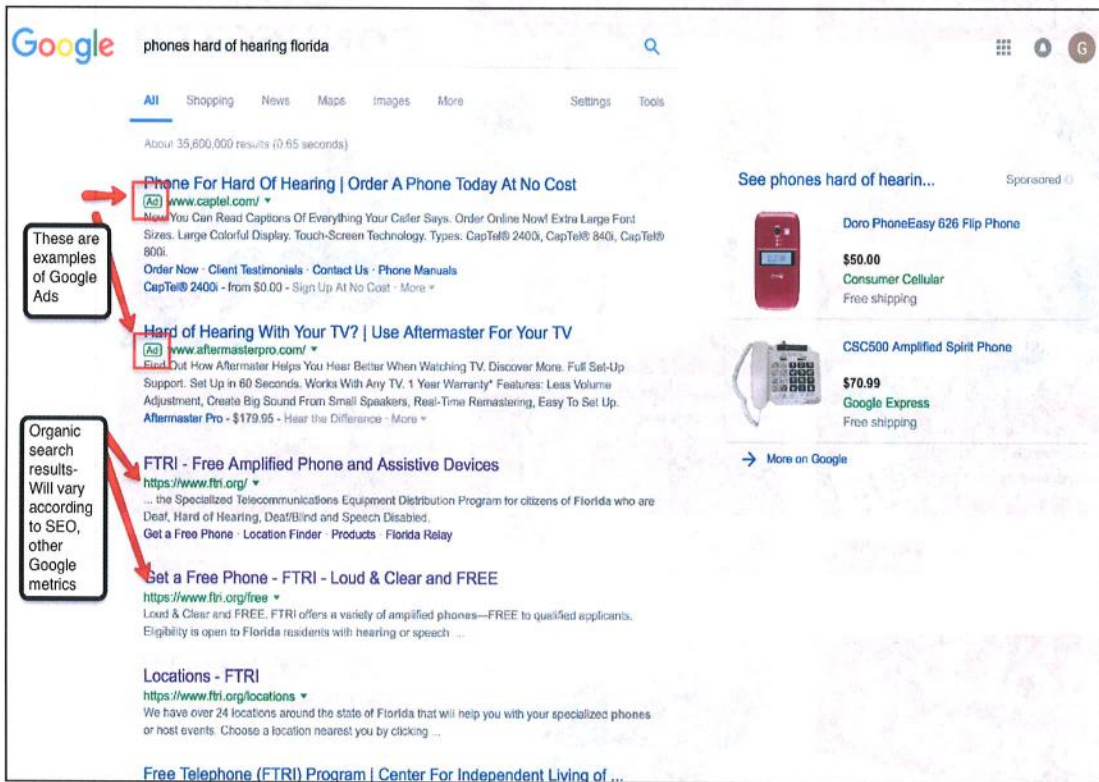
Internet and Social Media Campaigns

FTRI engaged a vendor to handle multiple Digital Marketing tactics. The vendor's expertise allowed FTRI to launch a comprehensive campaign while staff became educated on how these new marketing products worked.

Key Word Search/Google Ads

People who conducted online searches using words/phrases such as "phones for hard of hearing" or "hearing loss" had a good chance of seeing FTRI listed in the search results.

Examples of Google AdWords Ads:



Display Ad samples:



Geofence Campaign

Geofencing allows FTRI to draw an invisible electronic ‘fence’ around a physical location such as a library or senior center so people who enter the area are targeted (via a series of Google algorithms) to be served an FTRI digital ad up to 30 days after.

If the recipient clicks through the ad to visit **www.ftri.org** they will then be ‘retargeted.’ They are likely to see FTRI digital ads on websites they visit during the next 30 days. It is this group of ‘retargeted’ folks who complete an application request through the website.

Examples of digital ads served to mobile devices:

The image displays six digital advertisements arranged in a 2x3 grid. Each advertisement is for Florida Telecommunications FTRI Relay, Inc. and promotes a free amplified phone. The ads are as follows:

- Top Left:** "OPEN UP THE CONVERSATION" - A woman in a blue uniform talking to an elderly man. Text: "HELP HARD-OF-HEARING PATIENTS WITH A FREE, AMPLIFIED PHONE". Button: "LEARN MORE".
- Top Middle:** "COME IN, LOUD AND CLEAR" - A woman and a man looking at a tablet. Text: "HELP PATIENTS EXPERIENCING HEARING LOSS WITH A FREE, AMPLIFIED PHONE". Button: "FIND OUT MORE".
- Top Right:** "STAY CONNECTED" - A family of four sitting on a beach. Text: "HEAR WHAT YOU'VE BEEN MISSING. Apply today to see if you qualify for a free, amplified phone." Button: "LEARN MORE".
- Bottom Left:** "HOLD the PHONE" - An elderly couple embracing. Text: "A FREE PHONE YOU CAN HEAR? Apply today to see if you qualify!". Button: "APPLY NOW".
- Bottom Middle:** "LISTEN UP!" - An elderly man giving a piggyback ride to an elderly woman. Text: "YOU'RE JUST A FREE PHONE AWAY FROM A CONVERSATION YOU CAN HEAR!". Button: "START HEARING MORE NOW".
- Bottom Right:** "A PHONE WORTH LISTENING TO..." - An elderly man and woman talking on amplified phones. Text: "NEVER BE OUT-OF-TOUCH WITH AN AMPLIFIED PHONE. Apply today to see if you qualify". Button: "APPLY NOW".

Social Media Posts

At the start of the fiscal year, FTRI posted on Facebook, Twitter, LinkedIn, and Instagram. During the second half of the fiscal year, LinkedIn postings were dropped to reduce expenses. Facebook has proven to be the most effective in terms of reach and engagement.

Examples of Social Media posts:

Scheduled Message Wed, Aug 22, 2018 12:07 pm

Florida Telecommunications Relay, Inc.

Did you know that musicians are more likely to have hearing loss than any other profession? <http://bit.ly/2L5SNyR>




More Rock Star Musicians Are Facing Hearing Loss
More musicians are suffering from hearing loss, due to years of exposure to loud music. Sound levels at concerts often exceed the recommended levels.

KW by Katherine Waters

Scheduled Message Mon, Aug 20, 2018 12:05 pm

Florida Telecommunications Relay, Inc.

If you know someone is hard of hearing, getting their attention before you start talking will make it easier for them to understand. <http://bit.ly/2dWqclJ>




How to Communicate with Someone Who Has Hearing Loss - AgingCare.com
When someone suffers from hearing loss, it is difficult (and frustrating) for them to communicate effectively with others. Here are some tips for effective communication.

KW by Katherine Waters

Scheduled Message Tue, Aug 21, 2018 12:08 pm

Florida Telecommunications Relay, Inc.

We offers a variety of amplified telephones to meet the need of persons with all levels of hearing loss. To qualify for a phone, you must be a permanent Florida resident, at least 3 years old and certified as having a hearing loss or speech impairment. <http://bit.ly/2uzfzoF>




KW by Katherine Waters

Scheduled Message Mon, Aug 20, 2018 12:50 pm

FTRI, Inc. @FTRI_inc

If you know someone is hard of hearing, getting their attention before you start talking will make it easier for them to understand. <http://bit.ly/2dWqclJ>

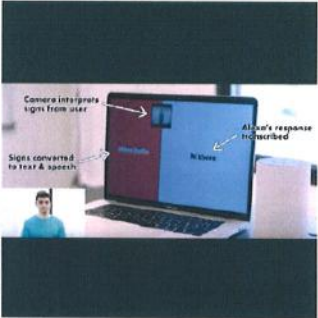


KW by Katherine Waters

Scheduled Message Fri, Aug 24, 2018 4:25 pm

FTRI, Inc. @FTRI_inc

This man figured out a way to make Amazon #Alexa respond to #SignLanguage. <http://bit.ly/2NsMdPx>



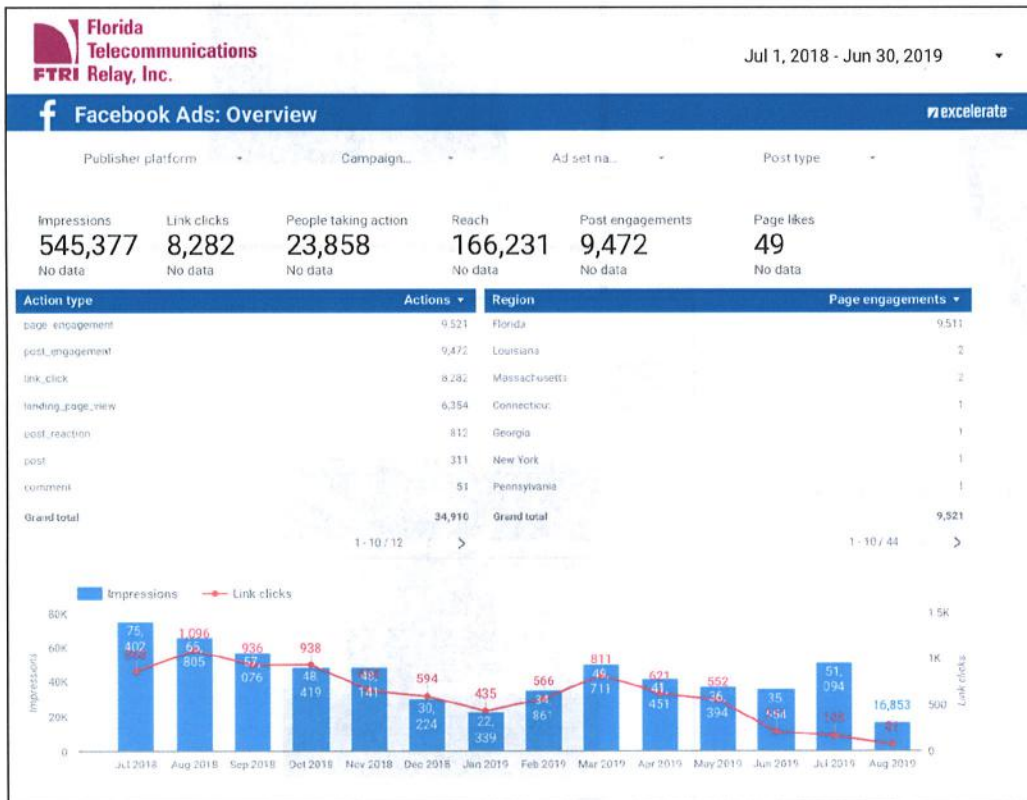
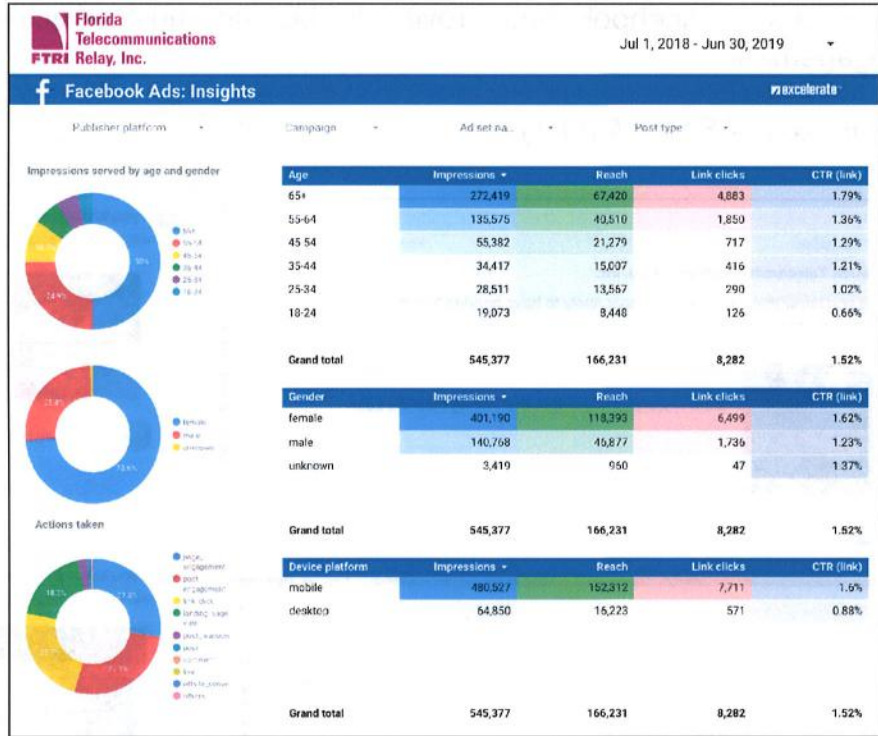
KW by Katherine Waters

Facebook Postings/Ads

FTRI employed both postings (visible to page followers) and paid advertising (pushed out to broader targeted audience) during this year.

Statistical Overview:

Impressions:	545,377
Link Clicks	8,282
People taking action	23,858
Reach	166,231
Post Engagments	9,472



Omni-Channel Marketing Pilot

During the final four months of the fiscal year, FTRI partnered with the Leesburg office to test an advertising campaign that utilized a variety of 'channels' to reach people. Some of those channels were radio, direct mail coupons, direct mail post cards, newspaper ads and front page sticky note 'free hearing aid batteries' coupons.

The campaign produced some surprising results related to direct mail post cards which turned out to be more effective than FTRI experienced in the past. Another surprise was the black & white 'run of paper' ad in the Villages newspaper. Historically, run of paper (ROP) ads have not performed as well as free standing insert ads (FSI).

It is important to note that campaign was made possible only by the direct participation of the Leesburg office staff. They developed a comprehensive campaign researching their local resources and composed a multi-month implementation schedule with expected deliverables. Additionally, they devised a tracking system to identify correct referral sources. FTRI has encouraged other regional distribution centers to explore similar opportunities in their respective areas.

Run of Paper Ad

Samples of print ads:

Sunday paper front page coupon:
Front:

FREE Hearing Aid Batteries!
Deaf & Hearing Services of Lake and Sumter Counties
352-323-0757
Available 2/25-3/25
Supplies limited!
see reverse for details

Reverse:

FREE AMPLIFIED PHONES
to qualified Florida residents with hearing loss
Call 352-323-0757, visit www.ftri.org/free or stop by our office at 220 S. 9th St, Leesburg for more information.
Free Batteries: Limit one per person with this coupon. While Supplies last. Must be redeemed in person.

Direct Mail Post Card:

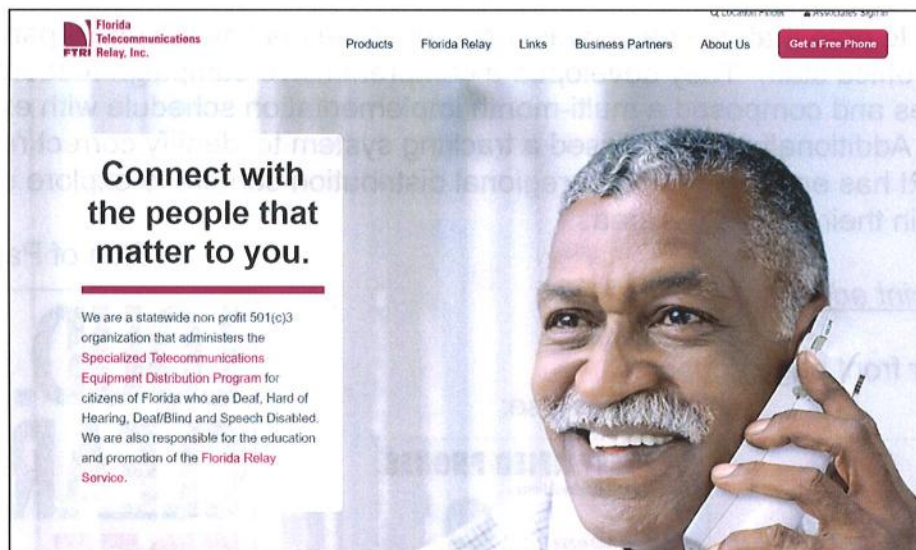
For all calls, big & small
Build a connection that lasts a lifetime.
You're just a free phone away from a conversation you can hear, loud & clear
OVER \$100 VALUE, NOT AVAILABLE IN LOCAL STORES FREE TO FLORIDA RESIDENTS
• Volume and Tone Settings allow you to 'customize' calls
• Up to 50 Decibels of hearing aid compatible amplification, however hearing aids are NOT required
• Boost voices and sounds without distortion
• Solutions for mild, moderate and severe hearing loss
MORE INFO: WWW.FTRI.ORG
Deaf & Hearing Services
352-323-0757

LOUD. CLEAR. FREE.
Get a free amplified phone and stay connected with loved ones.
Do you qualify for a FREE phone?
• Florida Resident
• Over the Age of 3
• Have hearing loss or speech disability
There is NO income requirement!
We do not collect payment, income or insurance information, ever.
"All is well and LOVE my phone. I can hear everything which makes it much easier on my ears. Thank you for your help." - V.C.
"Works great, a big help to me." - J.H.
"It has helped me hear better on the phone. I can also walk around with it. All I had to show was my hearing aid to qualify. How easy is that." - G.M.
"I love this phone and am so grateful it was offered to me. Thank you so, so much!" - E.H.
Deaf & Hearing Services of Lake and Sumter Counties
352-323-0757
220 South 9th Street, Leesburg 34748
For Current FTRI clients: If your phone isn't working properly, your hearing has changed, or should you no longer need your phone, or you are moving out of Florida, call FTRI at 888-554-1151 for assistance. Email: customer@ftri.org
Funded by 10-month surcharge on landline phone bills.

FTRI Website

Refinements to the FTRI website continued including the launch of the online application process. Considered an important component of an effective digital campaign, results did not meet expectations primarily because applicants were unable to navigate smoothly through the application process. FTRI addressed this concern by making enhancements to the online application process to be implemented in fiscal year 2019/2020.

Digital Marketing has increased traffic to the website by 35% compared to the previous fiscal year. Visits were tracked and assisted FTRI in identifying pages that needed improvement. The website is expected to play an increasingly important role in the application process as more people are exposed to FTRI advertising.



Florida Relay

FTRI did not conduct any electronic advertising campaigns for Florida Relay this fiscal year but did participate in community outreach events suggested by the Sprint Relay Account Manager: Florida Association of the Deaf Town Hall Meeting, It's a Deaf Thing, and DeafNation 2019.

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.

Since the inception of the Equipment Distribution Program in 1986, just over 564,000 Florida residents have been provided with telecommunications equipment and support services.

Appendix A

**FLORIDA TELECOMMUNICATIONS RELAY, INC.
FINANCIAL STATEMENTS
FOR THE YEARS ENDED
JUNE 30, 2019 AND 2018**

MOORE, ELLISON & MCDUFFIE, CPA'S, PA

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CERTIFIED PUBLIC ACCOUNTANTS
FLORIDA INSTITUTE OF
CERTIFIED PUBLIC ACCOUNTANTS
PRIVATE COMPANIES
PRACTICE SECTION

INDEPENDENT AUDITORS' REPORT

To the Board of Directors of
Florida Telecommunications Relay, Inc.

We have audited the accompanying financial statements of Florida Telecommunications Relay, Inc. (a nonprofit organization), which comprise the statements of financial position as of June 30, 2019 and 2018, and the related statements of activities, functional expenses, and cash flows for the years then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such

opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Florida Telecommunications Relay, Inc. as of June 30, 2019 and 2018, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Moore Ellison & McDuffie, CPA's PA

MOORE ELLISON & MCDUFFIE, CPA'S, PA

Tallahassee, FL

August 28, 2019

FLORIDA TELECOMMUNICATIONS RELAY, INC.
STATEMENTS OF FINANCIAL POSITION
AS OF JUNE 30, 2019 AND 2018

ASSETS

	2019	2018
CURRENT ASSETS		
Cash and Cash Equivalents	\$ 17,327,172	\$ 17,644,405
Accounts Receivable	446,541	484,228
Prepaid Expenses	32,656	31,644
Total Current Assets	17,806,369	18,160,277
 PROPERTY AND EQUIPMENT		
Office Furniture	46,919	46,919
Office Equipment	73,073	79,826
Dual Sensory Equipment	57,863	80,273
	177,855	207,018
Less: Accumulated Depreciation	(169,367)	(197,046)
Total Property and Equipment	8,488	9,972
 OTHER ASSETS		
Deposits	7,839	7,839
TOTAL ASSETS	\$ 17,822,696	\$ 18,178,088

**SEE INDEPENDENT AUDITORS' REPORT AND
NOTES TO THE FINANCIAL STATEMENTS**

**FLORIDA TELECOMMUNICATIONS RELAY, INC.
STATEMENTS OF FINANCIAL POSITION - CONTINUED
AS OF JUNE 30, 2019 AND 2018**

LIABILITIES AND NET ASSETS

	<u>2019</u>	<u>2018</u>
CURRENT LIABILITIES		
Accounts Payable	\$ 392,948	\$ 553,951
Accrued Leave Payable	<u>53,405</u>	<u>47,591</u>
Total Current Liabilities	<u>446,353</u>	<u>601,542</u>
TOTAL LIABILITIES	<u>446,353</u>	<u>601,542</u>
NET ASSETS		
Without Donor Restrictions	<u>17,376,343</u>	<u>17,576,546</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$ 17,822,696</u>	<u>\$ 18,178,088</u>

**SEE INDEPENDENT AUDITORS' REPORT AND
NOTES TO THE FINANCIAL STATEMENTS**

FLORIDA TELECOMMUNICATIONS RELAY, INC.
STATEMENTS OF ACTIVITIES
FOR THE YEARS ENDED
JUNE 30, 2019 AND 2018

CHANGES IN NET ASSETS WITHOUT DONOR RESTRICTIONS:

	<u>2019</u>	<u>2018</u>
Revenues, Gains and Other Support:		
Surcharge Revenue	\$ 5,400,728	\$ 6,059,824
Investment Earnings	97,382	82,922
TOTAL REVENUES, GAINS AND OTHER SUPPORT WITHOUT DONOR RESTRICTIONS	<u>5,498,110</u>	<u>6,142,746</u>
Expenses:		
Category I-Relay Service	2,647,824	2,700,035
Category II-Equipment and Repair	954,203	1,061,032
Category III-Equipment Distribution	678,117	719,426
Category IV-Outreach	534,243	567,005
Category V-General and Administrative	883,925	941,196
TOTAL EXPENSES	<u>5,698,312</u>	<u>5,988,694</u>
INCREASE (DECREASE) IN NET ASSETS WITHOUT DONOR RESTRICTIONS	<u>(200,202)</u>	<u>154,052</u>
INCREASE (DECREASE) IN NET ASSETS	(200,202)	154,052
NET ASSETS, BEGINNING OF YEAR	<u>17,576,545</u>	<u>17,422,494</u>
NET ASSETS, END OF YEAR	<u>\$ 17,376,343</u>	<u>\$ 17,576,546</u>

**SEE INDEPENDENT AUDITORS' REPORT AND
NOTES TO THE FINANCIAL STATEMENTS**

FLORIDA TELECOMMUNICATIONS RELAY, INC.
STATEMENTS OF FUNCTIONAL EXPENSES
FOR THE YEAR ENDED JUNE 30, 2019,
WITH COMPARATIVE TOTALS FOR 2018

	Program Service	General & Administrative	Totals	
			2019	2018
CATEGORY I - RELAY SERVICE				
Dual Party Relay Provider	\$ 2,647,824	\$ -	\$ 2,647,824	\$ 2,700,035
CATEGORY II - EQUIPMENT & REPAIR				
ARS / VRS Signalling Equipment	3,541	-	3,541	4,668
In-Line Amplifiers	-	-	-	30
Telecommunications Equipment Repair	110,659	-	110,659	76,273
TeliTalk Speech Aid Phone	37,005	-	37,005	18,645
VCP Hearing Impaired	130,288	-	130,288	207,194
VCP Speech Impaired	-	-	-	370
VCPH Cordless VCPH	672,090	-	672,090	710,679
VCO / HCO TDO	-	-	-	4,600
Dual Sensory Equipment	620	-	620	-
VCPH-Accessories	-	-	-	38,573
Total Category II - Equipment & Repair	954,203	-	954,203	1,061,032
CATEGORY III - EQUIPMENT DISTRIBUTION				
Freight / Telecommunications Equipment	36,686	-	36,686	42,995
Regional Distribution Centers	640,963	-	640,963	675,919
Training Expense	468	-	468	512
Total Category III - Equipment Distribution	678,117	-	678,117	719,426
CATEGORY IV - OUTREACH				
Outreach	531,899	2,344	534,243	567,005

**SEE INDEPENDENT AUDITORS' REPORT AND
NOTES TO THE FINANCIAL STATEMENTS**

FLORIDA TELECOMMUNICATIONS RELAY, INC.
STATEMENTS OF FUNCTIONAL EXPENSES - CONTINUED
FOR THE YEAR ENDED JUNE 30, 2019,
WITH COMPARATIVE TOTALS FOR 2018

	Program Service	General & Administrative	Totals	
			2019	2018
CATEGORY V - GENERAL AND ADMINISTRATIVE				
Accounting / Auditing	\$ 4,137	\$ 16,548	\$ 20,685	\$ 20,722
Salary Survey Fees	4,200	1,800	6,000	-
Advertising	3,399	-	3,399	1,096
Computer Consultation	1,043	4,172	5,215	4,975
Computer Software	580	2,322	2,902	2,497
Depreciation	2,139	916	3,055	2,946
Dues and Subscriptions	1,632	699	2,331	2,261
Employee Compensation	291,897	125,099	416,996	422,179
Employee Training	1,383	592	1,975	725
Equipment Maintenance	123	490	613	783
Insurance - Health, Life, Disability and Other	111,063	47,599	158,662	187,180
Legal	12,191	12,191	24,382	53,346
Meeting and Interpreter Expense	-	-	-	1,380
Office Equipment Lease	1,383	592	1,975	1,355
Office Expense	8,083	3,464	11,547	12,166
Payroll Taxes	21,291	9,125	30,416	30,895
Postage	2,419	1,037	3,456	7,785
Printing	-	1,761	1,761	934
Rent	63,645	27,277	90,922	91,442
Retirement	50,948	21,835	72,783	68,823
Telephone and Fax	10,448	4,477	14,925	16,335
Travel and Business Expense	945	3,781	4,726	5,705
Utilities	3,639	1,560	5,199	5,666
Total Category V - General and Administrative	596,588	287,337	883,925	941,196
TOTAL EXPENSES	\$ 5,408,631	\$ 289,681	\$ 5,698,312	\$ 5,988,694

**SEE INDEPENDENT AUDITORS' REPORT AND
NOTES TO THE FINANCIAL STATEMENTS**

FLORIDA TELECOMMUNICATIONS RELAY, INC.
STATEMENTS OF CASH FLOWS
FOR THE YEARS ENDED
JUNE 30, 2019 AND 2018

	2019	2018
Operating Activities		
Change in Net Assets	\$ (200,202)	\$ 154,052
Adjustments to Reconcile Change in Net Assets to Net Cash Provided By (Used In) Operating Activities		
Depreciation	3,055	2,946
Decrease (Increase) in Assets:		
Accounts Receivable	37,687	77,316
Prepaid Expenses	(1,012)	(4,928)
Increase (Decrease) in Liabilities:		
Accounts Payable	(161,003)	114,069
Accrued Expenses	5,814	1,829
Net Cash Provided By (Used In) Operating Activities	(315,661)	345,284
Investing Activities		
Purchase of Property and Equipment	(1,572)	(2,356)
Net Cash Used In Investing Activities	(1,572)	(2,356)
Net Increase (Decrease) in Cash and Cash Equivalents	(317,233)	342,928
Cash and Cash Equivalents at Beginning of Period	17,644,405	17,301,477
Cash and Cash Equivalents at End of Period	\$ 17,327,172	\$ 17,644,405
Supplemental Disclosures		
Income		
Interest Income	\$ 97,382	\$ 82,922

**SEE INDEPENDENT AUDITORS' REPORT AND
NOTES TO THE FINANCIAL STATEMENTS**

FLORIDA TELECOMMUNICATIONS RELAY, INC.
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEARS ENDED JUNE 30, 2019 AND 2018

A. Organization

The Florida Telecommunications Relay, Inc. (the Organization) is a not-for-profit organization that was incorporated in June of 1991 under the laws of the State of Florida, for the purpose of acting as an administrator of the Telecommunications Access Systems Act, pursuant to s.427.704(2). The Organization is responsible for providing relay services and the distribution of specialized telecommunications devices. The devices for the deaf, blind, hard of hearing, and speech impaired persons are distributed free of charge to clients certified by designated specialists in the speech and hearing field. The Florida Public Service Commission regulates the Organization which is funded through a surcharge on access lines of residents of the State of Florida.

B. Significant Accounting Policies

A summary of the Organization's significant accounting policies consistently applied in the preparation of the accompanying financial statements are as follows:

Basis of Accounting

The Organization utilizes the accrual basis of accounting, whereby income is recognized as earned and expenses are recognized as obligations as incurred.

The Organization reports information regarding its financial position and activities according to two classes of net assets that are based upon the existence or absence of restrictions on use that are placed on them by its donors: net assets without donor restrictions and net assets with donor restrictions.

Net Assets Without Donor Restrictions are resources to support operations. The only limits on the use of net assets without donor restrictions are broad limits resulting from the nature of the Organization, the environment in which it operates, the purposes specified in its corporate documents and its application for tax-exempt status, and any limits resulting from contractual agreements with creditors and others that are entered into in the course of operations. Net assets without donor restrictions are not subject to donor-imposed restrictions (donors include other types of contributors, including makers of certain grants).

Net Assets With Donor Restrictions are resources that are restricted by a donor for use for a particular purpose or in a particular future period. The Organization's unspent contributions are reported in this class if the donor limited their use, as are promised contributions that are not yet due. The unspent appreciation of the Organization's donor-restricted endowment funds is also reported as net assets with donor restrictions. Net assets with donor restrictions are net assets subject to donor-imposed restrictions (donors include other types of contributors, including makers of certain grants)

SEE INDEPENDENT AUDITORS' REPORT

FLORIDA TELECOMMUNICATIONS RELAY, INC.
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEARS ENDED JUNE 30, 2019 AND 2018

B. Significant Accounting Policies – Continued

Basis of Accounting - Continued

It is the policy of the Board of Directors of the Organization to review its plans for future property improvements and acquisitions from time to time and to designate appropriate sums of net assets without donor restrictions to assure financing of such improvements and acquisitions.

Cash and Cash Equivalents

Cash and cash equivalents consist of short-term investments with an original maturity of three months or less, cash on deposit, money market funds and certificates of deposit.

Accounts Receivable

Accounts receivable consists of surcharges collected by the various telephone companies for the previous month. All collections are due to the Organization from the telephone companies by the 15th of the following month. The Organization has established an allowance for doubtful accounts and uses the reserve method for recognizing bad debts. For the years ended June 30, 2019 and 2018, management believes all receivables are collectible.

Property and Equipment

Property and Equipment are recorded at cost. Improvements are capitalized, while expenditures for maintenance and repairs are expensed as incurred. Upon disposal of depreciable property, the appropriate property accounts are reduced by the related costs and accumulated depreciation. The resulting gains and losses are reflected in the statements of activities. Property and equipment are depreciated over estimated service lives as follows:

Office Furniture	5 years	straight-line
Office Equipment	5 years	straight-line
Dual-Sensory Equipment	5 years	straight-line

Income Taxes

The Organization, a Florida not-for-profit corporation, is exempt under federal income tax under Section 501(c)(3) of the Internal Revenue Code. However, income from certain activities not directly related to the Organization's tax-exempt purpose is subject to taxation as unrelated business income. In addition, the Organization qualifies for the charitable contribution deduction under Section 170(b)(1)(A) and has been classified as an organization other than a private foundation under Section 509(a)(2). Therefore, no provision for income taxes has been made.

SEE INDEPENDENT AUDITORS' REPORT

**FLORIDA TELECOMMUNICATIONS RELAY, INC.
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED JUNE 30, 2019 AND 2018**

B. Significant Accounting Policies – Continued

Estimates

The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

C. Operating Lease Commitments

The Organization leases office space under a non-cancelable operating lease, dated November 26, 2001. The current lease term began on October 25, 2016 and expires on February 28, 2022. The base rent payable, per month, is \$7,380, for the years ended June 30, 2019 and 2018.

The Organization leases its copier under a non-cancelable operating lease dated June 17, 2017. The lease is for a period of 60 months. Monthly lease payments are \$74, for the years ended June 30, 2019 and 2018, respectively.

Maturities of the leases payable in each of the next five years, as of June 30, 2019 and 2018, are approximated as follows:

<u>Year Ending</u>	<u>2019</u>
June 30, 2020	\$ 89,452
June 30, 2021	89,452
June 30, 2022	59,930
June 30, 2023	0
June 30, 2024	0
Thereafter	0
Total	<u>\$ 238,834</u>

<u>Year Ending</u>	<u>2018</u>
June 30, 2019	\$ 89,452
June 30, 2020	89,452
June 30, 2021	89,452
June 30, 2022	59,930
June 30, 2023	0
Thereafter	0
Total	<u>\$ 328,286</u>

SEE INDEPENDENT AUDITORS' REPORT

FLORIDA TELECOMMUNICATIONS RELAY, INC.
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED JUNE 30, 2019 AND 2018

D. Retirement Plan

The Organization contributes to a multiple employer, qualified, defined benefit pension plan, sponsored by the National Telecommunications Cooperative Association (NTCA). Employees begin participating in the plan quarterly, coinciding with their date of employment. Contributions to the plan are paid quarterly and based on 11.1% of compensation for all full-time employees and part-time employees, who work at least 1,000 hours per calendar year. The NTCA also assesses a surcharge to the Organization. The surcharge is calculated based on a percent of one-twelfth of the total salary for each month. The surcharge rate from July 1, 2017 to December 31, 2017 was 2.78%. The surcharge rate increased to 5.55% as of January 1, 2018.

Benefits will be paid to participants in an amount dependent on years of service, and the final average salary as defined in the plan document. Retirement expense for the fiscal years ended June 30, 2019 and 2018 were \$72,783 and \$68,823, respectively.

E. Current Vulnerability Due to Certain Concentrations

The Organization maintains two bank accounts at Regions Bank. Accounts at this institution are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$250,000. At June 30, 2019 and 2018, the Organization had deposits at Regions Bank in excess of FDIC insured limits.

Regions Bank qualifies as a public depository under Chapter 280, Florida Statutes which defines the Florida Security for Public Deposits Act. The Organization considers itself a qualified public depository under this Act. The Act provides that qualified public depositories must maintain eligible collateral having market value equal to 50% of the average daily balance for each month of all public deposits in excess of any applicable deposit insurance held by the depository during the twelve months immediately preceding the date of any computation of the balance. As such, the depository is not required to hold collateral for the Organization's benefit. The Public Depository Security Trust Fund, as created under the laws of the State of Florida, would be required to pay the Organization for any deposits not covered by depository insurance or collateral pledged by the depository, as previously described. All deposits with financial institutions were 100% insured by federal depository insurance, or by collateral provided by the qualified public sector depositories to the State Treasurer, pursuant to the Public Depository Security Act of the State of Florida. The Act established a Trust Fund, maintained by the State Treasurer, which is a multiple financial institution pool with the ability to assess its member financial institutions for collateral shortfalls if a member fails.

During the years ended June 30, 2019 and 2018, the Organization recognized \$5,400,728 and \$6,059,824, respectively, of surcharge revenue. The amounts represent 99% and 99%, respectively, of total revenue and support.

SEE INDEPENDENT AUDITORS' REPORT

FLORIDA TELECOMMUNICATIONS RELAY, INC.
NOTES TO THE FINANCIAL STATEMENTS – CONTINUED
FOR THE YEAR ENDED JUNE 30, 2019 AND 2018

F. Impact of New Pronouncements

The Financial Accounting Standards Board (FASB) issued new accounting pronouncements which will become effective for years beginning after the year under audit. Of the new accounting pronouncements, there are two which could impact the Organization and its financial reporting methods, as noted below:

Accounting Standards Update (ASU) No. 2016-01, *Financial Instruments-Overall (Subtopic 825-10): Recognition and Measurement of Financial Assets and Financial Liabilities*, affects all entities that hold financial assets (securities or loans and receivables), and includes ASU No. 2018-03, *Technical Corrections and Improvements to Financial Instruments-Overall (Subtopic 825-10): Recognition and Measurement of Financial Assets and Financial Liabilities*. ASU No. 2016-01, *Financial Instruments-Overall (Subtopic 825-10): Recognition and Measurement of Financial Assets and Financial Liabilities*, becomes effective for not-for-profit entities, within scope of Topic 960, for fiscal years beginning after December 15, 2018.

Accounting Standards Update (ASU) No. 2016-02, *Leases*, including ASU No. 2018-10, *Codification Improvements to Topic 842, Leases*, will apply to both types of leases – capital (or finance) leases and operating leases. Previously Generally Accepted Accounting Principles (GAAP) has required only capital leases to be recognized on lessee statements of financial position. ASU No. 2016-02, *Leases*, becomes effective for years beginning after December 15, 2019.

Accounting Standards Update (ASU) No. 2018-13, *Fair Value Measurement (Topic 820): Disclosure Framework-Changes to the Disclosure Requirements for Fair Value Measurement*, will apply to all entities and becomes effective for fiscal years, and interim periods within those fiscal years, beginning after December 15, 2019.

The impact of the above pronouncements has not yet been determined by management, as there is a possibility that neither pronouncement will have an effect on the financial statements. The Organization will determine the need for reporting under these standards in the event that transactions related to the pronouncements becomes a material matter.

G. Related Party Transactions

There were no related party transactions discovered during the course of our audit.

SEE INDEPENDENT AUDITORS' REPORT

FLORIDA TELECOMMUNICATIONS RELAY, INC.
NOTES TO THE FINANCIAL STATEMENTS – CONTINUED
FOR THE YEAR ENDED JUNE 30, 2019 AND 2018

H. Commitments and Contingencies

Currently, the Organization has not accrued any liabilities associated with any legal action or threatened legal action.

J. Subsequent Events

Management has considered subsequent events through August 28, 2019, the date which the financial statements were available to be issued. No items requiring additional adjustment or disclosure have been identified.

I. Uncertain Tax Positions

The Organization is exempt from federal income taxes under Section 501(c)(3) of the Internal Revenue Code, except on net income derived from unrelated business activities.

The Organization may recognize the tax benefit from a tax position only if it is more likely than not that the tax position will be sustained on examination by taxing authorities based on the technical merits of the position. Examples of tax positions include the tax-exempt status of the Organization and various positions related to the potential sources of unrelated business taxable income (UBIT). The Organization has analyzed its tax positions taken for filings with the Internal Revenue Service and the State of Florida. The Organization believes that its income tax filing positions will be sustained upon examination and does not anticipate any adjustments that would result in a material adverse affect on the Organization's financial condition, results of operations, or cash flows.

The IRS has three years to audit your tax returns and assess any additional tax liabilities.

SEE INDEPENDENT AUDITORS' REPORT

