

Highlights of Services & Activities of FTRI (July 1, 2023 – March 28, 2024)

- FTRI works with 14 Regional Distribution Centers (RDCs) statewide in providing services to our customers with hearing loss as well as those with speech disabilities. Most RDCs stay active in Outreach.
- As you can see from the data on the next page, FTRI continues to provide a good number of services and activities this fiscal year with fewer RDCs than last year (18) and two years ago (21). FTRI also continues to explore new services for the future. For instance, we will start a new service called **Referral Partner** as we recruit and pay both audiologists and hearing instrument specialists to refer potential clients to us. We have added several new telecommunications equipment, including Serene UA-50 In-Line Amplifier, and Squareglow flasher. We will be adding three more devices on July 1st to benefit those who rely on speech, live captions, or have limited eyesight.
- FTRI continues to manage online **Chat** with a new link on its public website (www.ftri.org). Since July 1st, we have had 658 chats with an average of 73 per month (51 per month through public website and 22 per month from RDCs). We still have approved Chat/DPC position, but we will not fill it until we experience high chat demand.
- FTRI has submitted its proposed budget for SFY 2024-2025, and PSC is scheduled to approve the proposed budget on June 18th.
- The FTRI Executive Director is working with a legislative staff of one key state legislator on the need to modernize TASA to allow FTRI to offer wireless devices, hopefully in 2025. PSC legislative staff is also working with us. We hope to see a draft bill written up by this Fall.
- There is a total of seven staff working at FTRI, including the Executive Director. FTRI is fortunate to have dedicated and excellent staff who supports this statewide telecommunications access program.

Comparison BTW SFY 2023 & 2024 (First 9 Months) - FTRI Data

	2023	2024	Note:
Active Clients	330,291	331,078	(Since 1991)
New Clients (Total)	2,004	1,230	
Age: 04 - 39	33	18	
40- 69	449	283	
70 & up	1,808	929	
New Clients			
Deaf	0	64	
Speech Impaired	23	25	
Hard of Hearing	1,982	1,140	
Dual Sensory	0	0	
Services			
New	2,005	1,370	
Exchanged	1,261	1,067	
Returned	823	635	
Modified	176	151	
Follow-Up Assist.	134	98	
Adjustment	445	50	
Total:	4,844	3,702	
RDC Outreach Activities			
Number of RDCs	18	14	
Number of Events	233	265	
Expenditure	\$50,089	\$67,024	
Most Popular Equipment			
XLC8	2,016 (53%)	1,358 (53%)	
XLC Go	662 (17%)	415 (16%)	
Alto Plus	329 (9%)	231 (9%)	
XLC7BT Cordless	224 (6%)	88 (3%)	
BT914 Cordless	126 (3%)		
Squareglow		160 (6%)	