



Florida Society of Hearing Healthcare Professionals Members,

FTRI, a 501 c (3) not for profit organization, has partnered with Florida Society of hearing Healthcare Professionals to develop and implement a marketing strategy to generate awareness for the FTRI Equipment Distribution Program to consumers of FSHHP members.

The enclosed fact sheet explains more about who we are and what we do. In an effort to inform and educate persons with hearing loss about the free loan amplified telephones to qualified Florida residents, we've created an interactive amplified telephone display for individuals to demonstrate while in a physician's waiting room.

FTRI personnel will install the display and provide ongoing maintenance service to ensure the phone is always in working order in your waiting rooms. We'll also supply applications with the display and replenish the applications regularly.



We truly believe this is an excellent opportunity to provide a value added service to FSHHP members and its consumers at *no cost*.

Regards,

James Forstall
Executive Director
jforstall@ftri.org

Florida Telecommunications Relay, Inc. (FTRI) is a private, 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 Impaired. FTRI is also responsible for the education and promotion of the Florida Relay Service (7-1-1).

The Florida Legislature passed the [Telecommunications Access System Act](#) (TASA F.S. 427) in 1991. The intent of TASA is to provide access to basic telecommunications services for Hard of Hearing, Deaf, Deaf/Blind, and Speech Challenged individuals, in the most cost effective way possible. The amplified telephones and ring signaling devices are loaned to all qualified permanent Florida residents for as long as they need it, **at no charge**.

- **Funding:** FTRI is funded through a TASA mandated 11 cent surcharge on all landline telephone customers in the State of Florida.
- **Distribution:** FTRI contracts with 29 non-profit organizations statewide to serve as regional distribution centers (RDC). The RDCs conduct presentations, distribute equipment and train clients on equipment use as well as other related services.
- **Eligibility Requirements:**
 - Florida resident
 - Over the age of three years old
 - Certified as being Hard of Hearing, Deaf, Deaf/Blind, or Speech Challenged
 - Have landline
- **Client Certification:** The following professionals can certify a client as being Deaf, Hard of Hearing, Deaf/Blind or Speech Impaired:
 - Deaf Service Center Director
 - Hearing Healthcare Professional
 - Audiologist
 - Licensed Physician
 - Speech Pathologist
 - Appropriate State/Federal Agency Representative
 - State Certified Teacher for the Hearing Impaired or Visually Impaired



FTRI Frequently Asked Questions

Q: How many people in Florida are Deaf or Hard of Hearing?

A: An estimated 3 million people in Florida are Deaf or Hard of Hearing - approximately 16% of the population. (Source: *2011 Report to the Governor, Legislature and the Supreme Court of Florida*, Florida Coordinating Council for the Deaf and Hard of Hearing.)

Q: How many clients has FTRI served since its inception in 1991?

A: More than 527,435 clients.

Q: How many amplified telephones or ring signaling devices have been distributed since FTRI's inception in 1991?

A: 1,028,814 pieces of equipment.

Q: What are FTRI's client age demographics?

A: During fiscal year 2013/2014 FTRI served 13,671 new qualified clients.

	Age 4-19	Age 20-39	Age 40-59	Age 60-79	Age 80+
New Clients 2013/2014	25	90	722	5,741	7,093

Q: What is the Florida Relay Service?

A: A confidential communications assistant service that connects specialized phone users (Deaf, Hard of Hearing, Deaf/Blind, or Speech Challenged) to standard telephone users and vice versa. 7-1-1 is the national relay number.

The following is an example of how the specialized telephone equipment and relay service works.

