

Appendix G

Promotional Items



Iowa Outreach Activities 2005

Date:	Activity	# of people
9-Jan	One-on-One - Des Moines, IA	1
18-Jan	Deaf Services Unlimited event - Des Moines, IA	20
21-Jan	Dept of Blind - Des Moines, IA	2
21-Jan	One-on-One - Urbandale, IA	4
26-Jan	Iowa Assoc. of the Deaf - Des Moines, IA	1
27-Jan	Deaf Women Iowa Against Abuse - Des Moines, IA	1
28-Jan	Deaf Services Commission of Iowa - Des Moines, IA	3
28-Jan	One-on-One - Elk Horn, IA	1
2-Feb	Iowa School for the Deaf - Council Bluffs, IA	100
6-Feb	Hands & Voices training session - Ames, IA	25
7-Feb	Parent & Educator Conference - Ames, IA	100
9-Feb	Iowa Finance Authority - Des Moines, IA	15
11-Feb	Deaf Services Unlimited - Des Moines, IA	4
14-Feb	Iowa Workforce Development - Mason City, IA	20
16-Feb	University of Iowa - Iowa City, IA	50
19-Feb	Iowa Assoc. of the Deaf Board meeting- Des Moines, IA	50
19-Feb	One-on-One - Cedar Rapids, IA	2
19-Feb	Cedar Rapids Assoc. of the Deaf - Cedar Rapids, IA	75
25-Feb	Siouxland Aging - Sioux City, IA	10
25-Feb	Siouxland Senior Center - Sioux City, IA	1
25-Feb	Chamber of Commerce - Sioux City, IA	1
1-Mar	One-on-One - Des Moines, IA	2
2-Mar	One-on-One - Des Moines, IA	2
3-Mar	Iowa Civil Rights Commission - Des Moines, IA	10
3-Mar	Dept of Blind - Des Moines, IA	50
4-Mar	One-on-One - Des Moines, IA	1
7-Mar	One-on-One - Des Moines, IA	2
9-Mar	Calvary Lutheran Church - Des Moines, IA	30
15-Mar	Dept of Administrative Service - Des Moines, IA	10
17-Mar	Ramsey Community House - Des Moines, IA	20
19-Mar	Transition Conference - Omaha, NE	40
26-Mar	Central Iowa Club of the Deaf - Story City, IA	25
30-Mar	Town Hall meeting - Mason City, IA	30-35
2-Apr	Silent Club - Council Bluffs, IA	50-60
5-Apr	Dept of Elder Affairs - Des Moines, IA	10
6-Apr	One-on-One - Des Moines, IA	1
4/8 and 4/9	Northwest Aging Conference - Spencer, IA	500-750
18-Apr	WHO Radio - Des Moines, IA	4
20-Apr	Deaf Services Commission of Iowa - Des Moines, IA	2
22-Apr	One-on-One - Des Moines, IA	2
23-Apr	SpringFestival - Jesup, IA	150
27-Apr	One-on-One - Des Moines, IA	2
28-Apr	Greater Des Moines Partnership - Des Moines, IA	150
29-Apr	WHO Radio - Des Moines, IA	4
29-Apr	One-on-One - Des Moines, IA	2
3-May	One-on-One - Des Moines, IA	1
5-May	One-on-One - Des Moines, IA	1
9-May	Masica Club - Mason City, IA	20-25
11-May	WHO Radio - Des Moines, IA	4

12-May	Town Hall meeting - Dubuque, IA	5
16-May	Tech Fair - Council Bluffs, IA	20-30
16-May	Town Hall meeting - Council Bluffs, IA	10
18-May	One-on-One - Des Moines, IA	1
19-May	Dept of Vocational Rehabilitation - Des Moines, IA	5
23-May	Town Hall meeting - Cedar Rapids, IA	30-50
25-May	Senior Citizen Picnic - Des Moines, IA	500-750
25-May	WHO Radio - Des Moines, IA	4
31-May	One-on-One - Des Moines, IA	1
1-Jun	One-on-One - Des Moines, IA	1
1-Apr	WHO Radio - Des Moines, IA	4
3-Jun	Area Education Agency - Cedar Falls, IA	40
5-Jun	The Lost Chord of Central Iowa - Urbandale, IA	20
6-Jun	Meeting w/ Kathryn Baumann-Reese	3
6-Jun	Meeting w/ Suzy Manella	2
6-Jun	WHO Radio - Des Moines, IA	4
9-Jun	One-on-One - West Des Moines, IA	3
10-Jun	One-on-One - Des Moines, IA	1
14-Jun	One-on-One - West Des Moines, IA	2
15-Jun	Junior Commission Program - Dolliver State Park, IA	20-25
17-Jun	Stonecrest Health Fair - Des Moines, IA	50-75
21-Jun	One-on-One - West Des Moines, IA	2
21-Jun	One-on-One - Des Moines, IA	1
23-Jun	CARE Walk by Hospice of Central Iowa - Des Moines, IA	200
18-Jul	One-on-One - West Des Moines, IA	1
18-Jul	One-on-One - Des Moines, IA	1
21-Jul	One-on-One - West Des Moines, IA	1
21-Jul	One-on-One - Newton, IA	1
26-Jul	Meeting w/ Jack Purcell	1
26-Jul	Meeting w/ Don Miksell	1
2-Aug	One-on-One - Des Moines, IA	1
8/4 to 8/6	Iowa Assoc. of the Deaf Conference - Waterloo, IA	125
8/11 to 8/21	Iowa State Fair - Des Moines, IA	10000+
17-Aug	Meeting w/ David Jones from Mercy Hospital	1
22-Aug	One-on-One - Des Moines, IA	1
26-Aug	Easter's Seal	2
30-Aug	WHO Radio - Des Moines, IA	3
31-Aug	Meeting w/ DSCI and IAD - Des Moines, IA	2
1-Sep	Meeting w/ Nancy Brady - Des Moines, IA	1
1-Sep	One-on-One - Des Moines, IA	1
6-Sep	Meeting w/ Donna Tiffin	1
6-Sep	One-on-One - Des Moines, IA	1
13-Sep	Community Steering Project Committee - Des Moines	20-25
16-Sep	Iowa Falls Police Dept	7
17-Sep	Deaf Awareness Walk-a-thon - Des Moines, IA	75
26-Sep	Iowa Law Enforcement Academy - Des Moines, IA	25-30
28-Sep	One-on-One - Des Moines, IA	1
30-Sep	IA Hearing Health Professional Conference - Des Moines	25-30
6-Oct	Meeting on 9-1-1	4
7-Oct	SENECA - Ottumwa, IA	100
15-Oct	Iowa School for the Deaf Homecoming - Council Bluffs, IA	1000+
19-Oct	Town Hall meeting - Davenport, IA	30

20-Oct	Senior Health Fair - Burlington, IA	200
21-Oct	Iowa Speech-Hearing Assoc. - Des Moines, IA	200
25-Oct	One-on-One - Des Moines, IA	2
27-Oct	One-on-One - Des Moines, IA	1
28-Oct	MAPP Disability Awareness - Council Bluffs, IA	100
8-Nov	Elder Rights Conference - Des Moines, IA	200
15-Nov	One-on-One - Des Moines, IA	1
17-Nov	One-on-One - Des Moines, IA	1
18-Nov	One-on-One - Des Moines, IA	1
18-Nov	Pass It On Service - Des Moines, IA	30-40
19-Nov	Town Hall Meeting - Ankeny, IA	50
21-Nov	One-on-One - Des Moines, IA	1
21-Nov	One-on-One - Des Moines, IA	2
23-Nov	One-on-One - Des Moines, IA	1
23-Nov	Meeting w/ Nancy Brady & Don Miksell	3
29-Nov	Self Help for Hard of Hearing - Des Moines, IA	10
5-Dec	Iowa Law Enforcement Academy - Des Moines, IA	20-25
8-Dec	One-on-One - Des Moines, IA	1
8-Dec	One-on-One - Des Moines, IA	1
13-Dec	Kiwanis Club - Des Moines, IA	15-20
13-Dec	One-on-One - Des Moines, IA	1
14-Dec	Easter's Seal	10
14-Dec	One-on-One - Des Moines, IA	1
15-Dec	Easter's Seal	7
17-Dec	Dept of Blind (DeafBlind) - Des Moines, IA	20

Relay Iowa Outreach Activities 2006

Date:	Activity	# of people
10-Jan	Community Steering Project - Des Moines	25
25-Jan	One-on-One - Des Moines	1
25-Jan	One-on-One - Des Moines	2
26-Jan	Meeting with Angela Weber - Mercy Hospital - Des Moines	1
30-Jan	One-on-One - Des Moines	1
30-Jan	One-on-One - Des Moines	1
1-Feb	One-on-One - Des Moines	1
1-Feb	One-on-One - Des Moines	1
3-Feb	911 training - Monroe County	2
7-Feb	Mercy Hospital - Des Moines	10
Feb 9-11	Iowa School for the Deaf Basketball Tournament	400
13-Feb	One-on-One - Des Moines	1
14-Feb	One-on-One - Altoona	1
15-Feb	One-on-One - Des Moines	1
16-Feb	One-on-One - Des Moines	1
17-Feb	One-on-One - Des Moines	1
20-Feb	One-on-One - Des Moines	1
21-Feb	One-on-One - Des Moines	1
21-Feb	One-on-One - Des Moines	1
27-Feb	Parent and Educator Conference - Ames	100-200
6-Mar	One-on-One - Des Moines	1
13-Mar	One-on-One - Des Moines	1
14-Mar	Capitol Day, Deaf Awareness - Des Moines	100

14-Mar	Law Enforcement Academy - Des Moines	10
15-Mar	Multicultural Reception, Drake University - Des Moines	200
16-Mar	One-on-One - Des Moines	1
18-Mar	Deaf Awareness Pancake Day - Des Moines	63
18-Mar	Town Hall Meeting - Sioux City	25
20-Mar	One-on-One - Des Moines	3
21-Mar	One-on-One - Des Moines	1
22-Mar	Presentation at Northwest Senior Center - Des Moines	70
23-Mar	One-on-One - Des Moines	1
24-Mar	10th Anniversary, Deaf Services Unlimited - Des Moines	1
27-Mar	Town Hall Meeting - Shenandoah	25
28-Mar	2006 Transition Resource Fair	100 plus
30-Mar	One-on-One - Ankeny	1
3-Apr	Meeting w/ Joni Nicoll & Vince Hanrahan	4
5-Apr	Norwoodville Senior Community – Des Moines, IA	60
10-Apr	One-on-One – Des Moines, IA	1
11-Apr	University of Iowa Speech Center – Iowa City, IA	16
11-Apr	One-on-One – Iowa City, IA	1
12-Apr	One-on-One – Ankeny, IA	3
13-Apr	Iowa Law Enforcement Academy – Des Moines, IA	12
15-Apr	Deaf Awareness Event – Des Moines, IA	50
April 19-20	Mini Summit – Atlanta, GA	5
21-Apr	Community Steering Project (Mercy Hospital) – Des Moines, IA	25
22-Apr	IAD Board Meeting & Spring Festival – Jesup, IA	136
24-Apr	One-on-One – Des Moines, IA	2
26-Apr	Presentation at Northside Senior Center – Des Moines, IA	75
26-Apr	One-on-One – Des Moines, IA	1
29-Apr	Iowa Hands & Voices Spring Camp – Boone, IA	25
2-May	Meeting with Stephanie Lyons, DSCI - Des Moines	2
3-May	Meeting with Don Miskell, Iowa Association of the Deaf	1
3-May	Meeting with Angela Bigley, Social Security Administration	2
3-May	Deaf Seniors at Calvary Lutheran Church for the Deaf - Des Moines	25
May 4-5	Hamilton Relay Corporate Offices	
6-May	MASCIA 75th Anniversary - Mason City	105
9-May	Meeting with Rosanny Brugger, Planner and Bilingual Resources	3
9-May	Meeting with Suzy Manella, DSCI - Des Moines	2
9-May	One-on-One - Des Moines	3
16-May	Iowa Dual Relay Council - Des Moines	19
17-May	Polk County Senior Health Fair and Picnic -Des Moines	600
19-May	One-on-One	4
19-May	Department of Elderly Affairs of Iowa	2
2-Jun	Meeting with Stephanie Lyons, DSCI - Des Moines	2
5-Jun	Meeting with Todd Behanna of Wisconsin - reaching Latino Communit	2
6-Jun	Iowa Law Enforcement Academy -Des Moines	24
8-Jun	Seniors @ River Trace Apts., in community center - Des Moines	5
8-Jun	Care Walk by Hospices of Central Iowa - Des Moines	200
10-Jun	Marshalltown Deaf Picnic - Marshalltown	132
15-Jun	Social Security Administration - Des Moines	30
15-Jun	Community Steering Project (Mercy Hospital) - Des Moines	25
16-Jun	Deaf Awareness Meeting - Des Moines	4
17-Jun	Deaf Awareness Picnic - Des Moines	40
19-Jun	One-on-One	1

19-Jun	Meeting with Philippe Gallante of Mercy Hospital	2
20-Jun	Logan Apts - Des Moines	3
22-Jun	Hills and Dales - Dubuque	24
23-Jun	One-on-One - Des Moines	1
23-Jun	Meeting with Diana Kautzky, Deaf Services Unlimited	2
June 26-28	Summit with outreach coordinators and account managers from different states - California	25
6-Jul	One-on-One	2
7-Jul	One-on-One	2
12-Jul	Iowa Law Enforcement Academy – Des Moines, IA	20
17-Jul	Integrity Home Mortgages Inc	3
19-Jul	Social Security Administration – Spencer, IA	12
19-Jul	Meeting with Mary M. Brandt, President of Iowa State Registry for Interpreters for the Deaf (ISRID)—Spencer, Iowa	2
19-Jul	Northwest Iowa Ear, Nose & Throat of Spencer, Iowa	2
19-Jul	Clay County Public Administration – Spencer, Iowa	3
19-Jul	Kristy Conner, Social Worker for Abben Cancer Center – Spencer, Iowa	2
19-Jul	Vocational Rehabilitation Services – Spencer, IA	3
19-Jul	Iowa Workforce Development – Spencer, IA	3
21-Jul	Met 2 customers for troubleshooting at their places – Des Moines, IA	5
24-Jul	One on One	2
24-Jul	Meeting w/ Don Miksell, President of Iowa Association of the Deaf	2
26-Jul	Deaf Services Unlimited – Des Moines, IA	10
26-Jul	Relay Iowa Friendly Business Program	
27-Jul	Diana Kautzky, President of Deaf Services Unlimited	2
28-Jul	One on One	2
4-Aug	Meeting with August Cordero, VR Counselor	2
7-Aug	Meeting with Ms. Kammeyer, Executive Director, United Way Mason City	3
7-Aug	Mercy Family Clinic - Lake Mills	3
7-Aug	Meeting with Don Wegener, the manager of Winnebago Cooperative Telephone Association, Lake Mills, IA	3
7-Aug	Albert Lea Medical Center – Lake Mills, IA	3
7-Aug	Sheryl Bell, City Hall of Lake Mills	3
7-Aug	Marilyn Hoffman, executive director of Lake Mills Development Ctr	4
8-Aug	Integrity Home Mortgage	3
9-Aug	Social Security Administration - Waterloo, IA	15
9-Aug	Jessica Olsen-Dunbar, ASL instructor of U. of Northern Iowa	2
9-Aug	Darci Krouse, disability navigator of Waterloo Development Work cent	3
9-Aug	Lee Ann Russo, rehabilitation counselor of Waterloo	3
9-Aug	Cheryl Everman, Administrative Support of AEA 267, Waterloo for special education	3
14-Aug	Susan Hope, the director of deaf and hard of hearing program of Des Moines Public Schools	3
15-Aug	Social Security Administration - Carroll	3
15-Aug	Anne Witowski, disability navigator of Carroll Workforce Development Ctr	3
15-Aug	Joleen Schulz and Susan Irwin, rehabilitation counselors of Carroll, IA	4
15-Aug	Carroll Chamber of Commerce - Carroll	3
15-Aug	United Way of Carroll, Inc. - Carroll	3
15-Aug	Department of Human Services - Carroll	3

17-Aug	One-on-One - Des Moines		1
18-Aug	Iowa State Fair - Des Moines Days - Building Bridges Days	500+	
22-Aug	Discovery Living, Inc. - Cedar Rapids		8
22-Aug	Met Michael Creech, rehabilitation counselor of Cedar Rapids		4
22-Aug	Met Pamela Pochobradsky, Director of First Impression of Cedar Rapids Chamber of Commerce		2
22-Aug	Met Cindy Donaldson, associate director of special services of Cedar Rapids Community Schools, Cedar Rapids		2
23-Aug	Meeting Iowa Telecom Officers - Newton		7
23-Aug	Dave Zellinger, the Workforce advisor, Newton		3
23-Aug	Greater Newton Chamber of Commerce		3
23-Aug	Jasper County Courthouse - Newton		3
23-Aug	Dual Relay Council Party List		20
25-Aug	Employee & Family Resources, Des Moines, IA		4
25-Aug	Amy Reimer, Intervention Case Manager (Deaf)		2
26-Aug	IAD's 125th Anniversary Event		200
26-Aug	One-on-One (Spanish)		2
29-Aug	Eileen Maple and her associate, Darath, the speech therapists of Skiff Medical Center, Newton		4
29-Aug	Emilie Hansen and Sue Bartel-Kelso, Skiff Medical Audiologists		4
29-Aug	Jasper County Records and Registration		3
29-Aug	Jasper County Auditor		3
31-Aug	On With Life speech therapists		10
6-Sep	Meeting with Suzy Manella, DSCI Consultant		2
7-Sep	Social Security Administration - Marshalltown, IA		15
7-Sep	Marshalltown Workforce Center - Marshalltown, IA		3
7-Sep	Meeting with Alison Lemke, the speech therapist of Marshalltown Medical & Surgery Clinic - Marshalltown		3
7-Sep	Wolf's Eye Clinic - Marshalltown, IA		4
7-Sep	Meeting with Lisa Gabriel, director of special services of Marshalltown Schools		3
7-Sep	Marshalltown Chamber of Commerce - Marshalltown		4
7-Sep	Meeting w/ Nancy Stevenson, executive director of United Way - Marshalltown		2
8-Sep	Friendly Business Training w/ Employee & Family Resource - Des Moines		20
8-Sep	Amy Reimer Deaf specialist of Employment & Family Resource Ctr - Des Moines		2
11-Sep	Care Givers Convention - West Des Moines, IA		300
12-Sep	Meeting with Kim Neal, the executive of special services of Ankeny Public Schools		3
13-Sep	Iowa Law Enforcement Academy at Camp Dodge, Johnston		20
15-Sep	Iowa Symposium on Hearing Loss conference - Ames		200
19-Sep	One on One - Des Moines		2
20-Sep	Social Security Administration - Creston		15
20-Sep	Creston Workforce Center - Creston		3
20-Sep	Family Resources of Iowa Southern, Inc - Creston		3
20-Sep	Specialized Support Services - Creston		3
20-Sep	Greater Medical Center of Creston - Creston		3
20-Sep	Cass County Hospital - Atlantic		16
20-Sep	Social Security Administration - Fort Dodge		10
20-Sep	Fort Dodge Workforce Development Ctr - Fort Dodge		3

21-Sep	Trinity Regional Health Center – Fort Dodge	3
21-Sep	Iowa Law Enforcement Academy, Jefferson	9
21-Sep	Capitol View Elementary School, Des Moines	100
22-Sep	Kathryn Baumann-Reese of DSCI, Des Moines	3
23-Sep	Deaf Awareness Walkathon – Ankeny	70
27-Sep	ALS Association – Iowa Chapter – Johnston	4
28-Sep	Heartland AEA – Johnston	3
2-Oct	Meeting with Linda Kelly, Workforce Center - Des Moines	2
4-Oct	Meeting with director of Deaf services Seeds of Hope(viously DWIAA) - Waterloo	2
4-Oct	Discovered Resources Job Fair-Cedar Fall	500
9-Oct	Helping U Hear (H.U.H.) –Des Moines	2
13-Oct	DSU-Des Moines	5
16-Oct	Diversity Conference – Ames, IA	150
17-Oct	Workforce Center –Waterloo	
Oct 19-20	ISHA Convention – Des Moines	
23-Oct	Employment & Family Resource Center –Martin Luther King	15
23-Oct	Mainstream Living Center-Des Moines	2
2-Nov	Presentation at Eastside Senior Center-Des Moines	30
13-Nov	Town Hall Meeting – Ottumwa	3
15-Nov	Dual Party Relay Council Meeting	20
28-Nov	One-on-One	1
30-Nov	Specialized Support Services-Council Bluffs	5
30-Nov	Iowa Western Community College-Council Bluffs	2
5-Dec	Presentation at Kiwanis Club - Urbandale	21
6-Dec	Presentation for 911 Dispatchers – Johnston	25
7-Dec	Presentation at Community Support Advocates - Des Moines	17
7-Dec	Presentation at Mainstream Living-Des Moines	17
12-Dec	Presentation at Polk City Senior Center- Polk City	
13-Dec	Meeting with Gary Johnson, University of Iowa- Des Moines	1
15-Dec	Presentation at Social Security Administration- Ames	
19-Dec	Presentation at Woodward Hearing Aide Center- Grinnel	5
21-Dec	Meeting with Lana Garside of Des Moines Emergency Management- Des Moines	1
22-Dec	Signing Santa – Iowa School for the Deaf- Council Bluffs	60

Relay Iowa Outreach Activities 2007

Date:	Activity	# of people
7-Feb	CapTel/TRS presentation at Great River Rehabilitation Center	30
8-Feb	CapTel demonstration to Susan Pickford	1
14-Feb	CapTel demonstration to TAI distributors	2
15-Feb	HCO customer service call to Dr. Hess	2
15-Feb	Relay Friendly Business certification for A&R Marketing	2
19-Feb	CapTel/TRS presentation at Iowa Workforce Development	90
19-Feb	CapTel/TRS presentation at Iowa Workforce Development	20
21-Feb	Board meeting with the Dual Party Relay Council	20
26-Feb	Exhibited a booth at the Parent-Educator Conference	30

3-Mar	Exhibited a booth at the Diverse Learner's Fair	50
7-Mar	911 dispatch training at the Iowa Law Enforcement Academy	16
17-Mar	Exhibited a booth at the Midwest Athletic Association of the Deaf	400
20-Mar	CapTel/TRS presentation at Lake Mills Civic Center	10
20-Mar	911 dispatch training at the Northwood Fire Department	7
21-Mar	911 dispatch training at the Forest City Sheriff's Department	8
22-Mar	CapTel/TRS presentation at Hancher Auditorium	3
26-Mar	CapTel/TRS presentation at Mainstream Living	14
27-Mar	CapTel/TRS/VRS/IRS presentation at Hiatt Middle School	11
27-Mar	CapTel/TRS presentation at Scottish Rite Park	7
28-Mar	CapTel/TRS presentation at Memorial Union	4
28-Mar	CapTel/TRS presentation at Cy Stevens Stadium	3
30-Mar	Exhibited a booth at the Iowa Hearing Association Conference	100
10-Apr	911 dispatch training at the Red Oak Sheriff's Department	20
11-Apr	911 dispatch training at the Clarinda Sheriff's Department	20
12-Apr	Exhibited a booth at Deaf Capitol Day	200
19-Apr	Exhibited a booth at Deaf Family Night	100
20-Apr	CapTel/TRS presentation at Iowa Workforce Development	15
21-Apr	Board meeting with the Iowa Association of the Deaf	20
23-Apr	CapTel/TRS presentation at Iowa Hospice	17
28-Apr	Exhibited a booth at the Iowa Hands and Voices Camp	45
2-May	911 dispatch training at the Glenwood Sheriff's Department	15
2-May	CapTel/TRS presentation at the Center for the Siouxland	4
3-May	Relay Friendly Business certification for the Rape Victim Advocacy Program	7
9-May	911 dispatch training at the Iowa Law Enforcement Academy	15
16-May	Exhibited a booth at the Polk County Senior Citizen's Picnic	1000
17-May	Exhibited a booth at the Central Iowa Society for Human Resource Management Diveristy Fair	100
18-May	Exhibited a booth at the Senior Health Fair	200
21-May	Board meeting with the Iowa Board of Interpreters for the Hearing Impaired	15
22-May	CapTel/TRS presentation at American Red Cross	7
23-May	Board meeting with the Dual Party Relay Council	15
24-May	CapTel/TRS presentation at Goodwill Industries	5
30-May	911 dispatch training at the Osage Fire	

	Department	16
31-May	CapTel/TRS presentation at Iowa Vocational Rehabilitation Center	15
6-Jun	911 dispatch training at the Iowa Law Enforcement Academy	15
8-Jun	CapTel demonstration to Therese Molloy	4
8-Jun	CapTel demonstration to Evelyn Stodola	3
8-Jun	CapTel demonstration to Carolyn Campbell	4
13-Jun	CapTel/TRS presentation at City Hall	10
14-Jun	911 dispatch training at Carroll Fire Department	6
16-Jun	CapTel/TRS presentation to Self Advocacy and Leadership for Youth with Disabilities	10
18-Jun	CapTel/TRS presentation to 211 United Way morning staff	3
18-Jun	CapTel/TRS presentation to 211 United Way evening staff	3
26-Jun	CapTel/TRS presentation to Project Concern	5
26-Jun	CapTel/TRS presentation to Iowa Workforce Development	4
30-Jun	CapTel/TRS presentation to the Central Iowa Club of the Deaf	25

November 30, 2006

Important Information Regarding Relay Iowa (A Program of the Iowa Utilities Board)

Did you know that many Iowans who are deaf, hard of hearing, or speech impaired can enjoy the convenience of communicating with family, friends or business contacts by telephone? They can, thanks to Relay Iowa.

Here's how Relay Iowa works:

A person who is deaf, hard of hearing, or may have a speech loss types his/her conversation using a text telephone (TDD/TTY). A specially trained Communications Assistant (CA) relays the message by reading the text message to the hearing person at the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Hearing callers who wish to reach people who are deaf, hard of hearing or speech disabled may simply dial 7-1-1 or dial 1-800-735-2943. Text telephone users may also dial 7-1-1 or dial 1-800-735-2942. There is no charge for dialing 7-1-1 (although long distance charges apply to long distance calls), and all options available to Iowa Relay users through existing 800 numbers are available to 7-1-1 users. If you are experiencing trouble dialing 7-1-1 to reach the Iowa Relay, please call the local telephone company or Relay Iowa Customer Service.

Specialized Relay services are available for people with speech impairments. Speech-to-Speech service lets people with speech impairments communicate on the telephone by using their own voice, or voice-assisted device, through the help of a specially trained CA by dialing either 7-1-1 or 1-877-735-1007.

Spanish Relay Service is available to Spanish speaking residents of Iowa. To place a Spanish relay call, dial 1-800-264-7190.

As of January 2007, Captioned Telephone Service, or CapTelSM, will be available in the State of Iowa. CapTelSM is ideal for people with some degree of hearing loss and who can speak clearly. CapTel works like any other telephone with one important addition: it displays every word the caller says throughout the conversation. CapTel users can listen to the caller and read the captions on the display window, built into the CapTel phone.

All services are available 24 hours a day, seven days a week and enable people to place relay calls between Iowa and other locations anywhere in the United States and internationally to English and Spanish speaking persons. By law, each conversation is handled with the strictest confidentiality. There is no charge to access Relay Iowa.

The Iowa Equipment Distribution Program, called Telecommunication Access Iowa (TAI) helps pay for specialized equipment for Iowa residents who are deaf, hard of hearing or speech impaired. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment. To apply online, go to www.relayiowa.com/tai/ or call 1-800-606-5099 V/TTY.

Relay Iowa and Telecommunications Access Iowa (TAI) are both programs of the Iowa Utilities Board.

Find out how your business can become a "Relay Friendly Business" by calling Relay Iowa Customer Service at 1-888-516-4692 V/TTY.



To place a call dial 711
Or use one of the numbers below

TTY:
1-800-735-2942

Voice:
1-800-735-2943

Spanish:
1-800-264-7190

Speech-to-Speech:
1-877-735-1007

VCO:
1-800-735-4313

Customer Service:
1-888-516-4692 V/TTY
1006 12th Street
Aurora, NE 68818

Email: larelay@hamiltonrelay.com
Web: www.hamiltonrelay.com

• Emergency Calls

Please note that 7-1-1 is only to be used to reach Relay Iowa

For EMERGENCIES you should continue to use 9-1-1

In an emergency, call 9-1-1 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have TTYs and be prepared to handle emergency calls placed in this manner. Relay Iowa will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.





A Program of the Iowa Utilities Board

**Relay Iowa/For Communication between hearing, deaf,
hard-of-hearing and speech impaired persons**

HOW DO I CONNECT TO THE RELAY?

Use any of these toll free numbers to connect to Relay Iowa.

To connect to Relay Iowa:

Dial 7-1-1 Voice/TTY/ASCII

1-800-735-2942 TTY

1-800-735-2943 Voice

1-800-264-7190 Spanish

1-877-735-1007 Speech to Speech

1-800-735-4313 Voice Carry Over Direct

1-888-516-4692 Relay Iowa Customer Service

(Voice/TTY/ASCII/Spanish)

What is Relay Service?

Hearing people and businesses who wish to talk with people who are deaf, hard of hearing, or have a speech impairment may use the telecommunications relay service to call them. Relay service also provides full telephone accessibility to people who are deaf, hard of hearing, or speech impaired. Specially trained operators confidentially complete relay calls and stay on the line to relay conversations electronically over a text telephone (TTY) or verbally between the callers. If you place a call and hear a series of high pitched sounds, it may be a TTY. You can call Relay Iowa and give the operator the phone number to complete your call. There is no additional charge to users for using relay service (although long distance charges apply for long distance calls.)

The Iowa Utilities Board contracted with Hamilton Relay to provide telephone relay service in Iowa. This service, known as Relay Iowa, is available 24 hours a day, 365 days a year, with no restrictions on the number of calls placed or on their length. This valuable communication tool gives all individuals who are deaf, hard of hearing, or speech impaired the opportunity to make personal and business calls just like any other telephone user. It also gives hearing persons the ability to telephone persons who are deaf, hard of hearing, or speech impaired. Both TTY and voice users may initiate calls through Relay Iowa.

Confidentiality

Calls handled by Relay Iowa are strictly confidential. All calls will be kept private, and no records of any conversation will be kept. Operators will not share information regarding the contents of any relay call.

Equipment Distribution Program

The equipment distribution program is a program that assists deaf, hard of hearing, and speech impaired person who meet the qualifications of the program to purchase specialized telecommunications equipment they need to use the telephone. Telecommunications Access Iowa (TAI) administers the program on behalf of the Iowa Utilities Board. Call TAI toll free at 1-800-606-5099 (Voice/TTY), or at 1-515-282-5099 (Voice), or 1-515-282-5130 (TTY) for more information.

Helpful Tips for Using Relay Iowa

Standard Telephone (Voice) Users:

If you want to make a call, dial 711 or 1-800-735-2943. Relay Iowa will answer with the operator's individual ID number, and ask, "Area code and number to call please?" (If you dial 711 and hear tones, stay on the line and an operator will answer shortly.) Give the operator the area code and telephone number you wish to call and any further instructions. The operator will relay exactly what the TTY user is typing. The operator will relay what you say back to the TTY user. (Be sure to talk directly to the person you called, avoid saying "tell him" or "tell her", and say "Go Ahead" at the end of each response.) Whenever you receive a call from Relay Iowa, you will be asked by the operator if you are familiar with the service. If not, a brief explanation of the relay service will be given. The call will then proceed as a direct conversation between you and the other party. Speak directly to the party you are calling as if the operator were absent.

TTY users:

Dial 711 or 1-800-735-2942. Relay Iowa will answer with the operator's individual ID number, "F" or "M" (for operator gender) and "NBR PLS GA". ("GA" means "go ahead.") Type in the area code and telephone number you wish to call and then type "GA". The operator will dial the number and relay the conversation to and from your TTY. Type in "GA" at the end of each message.

Voice Carry Over (VCO) Users:

VCO allows deaf or hard of hearing relay users who prefer to use their voice to speak directly to the party they are calling. The operator will type the voiced response so the caller does not miss anything. To reach an operator who specializes in handling VCO calls, dial 1-800-735-4313. If you call 711 or the regular Relay Iowa 800 numbers, inform the operator you want to use VCO by typing "VCO PLS GA."

NEW—Captioned Telephone ServiceSM

As of January, 2007, CapTelSM is available in Iowa. CapTelTM is ideal for people with some degree of hearing loss and who can speak clearly. CapTel works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. CapTel users can listen to the caller and read the captions on the display window built into the CapTel phone.

Emergency/Directory Assistance

In case of emergency, TTY users should call 911. All 911 centers in Iowa are required to be TTY-equipped. Relay Iowa will relay directory assistance calls between TTY users and a directory assistance operator. Once the caller makes the request, the relay operator will connect to the directory assistance operator. After obtaining the number, the caller may choose to place the call through Relay Iowa or dial it directly TTY to TTY.

Other Services Available Through Relay Iowa

Relay Iowa Customer Service is available to answer questions about relay calls, other services available through Relay Iowa, or to receive customer suggestions, comments and complaints. Customer Service can also provide Relay Iowa brochures or any other additional relay information to customers. Call 1-888-516-4692.

Find out how your business can become a "Relay Friendly Business" by calling Relay Iowa Customer Service at 1-888-516-4692



Relay Iowa Customer Service:

1-888-516-4692 TTY/Voice

Email: iarelay@hamiltonrelay.com

www.relayiowa.com



What is Relay Iowa?

The State of Iowa offers an important public service called Relay Iowa. Relay Iowa is for everyone, including the thousands of people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Impaired. Relay Iowa is a program of the Iowa Utilities Board and ensures all citizens have access to convenient, reliable services that enable them to communicate by telephone.

How does relay work?

Dial 7-1-1 from any phone in Iowa or the appropriate toll-free number below to connect to Relay Iowa. Give the Communication Assistant (CA) the area code and number you want to call. During a relay call, the CA will voice everything typed by the TTY user and type everything said by the telephone user. Calls handled by Relay Iowa are held strictly confidential.

CapTel™ - Available January 2007

CapTel™ is ideal for people with some degree of hearing loss and who can speak clearly. CapTel works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. CapTel users can listen to the caller and read the captions on the display window built into the CapTel phone.

How do I apply for specialized equipment?

The Iowa Equipment Distribution Program called Telecommunication Access Iowa (TAI) helps pay for specialized equipment for Iowa residents who are deaf, hard of hearing or speech impaired. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment. To apply online, go to www.relayiowa.com/tai/ or call 1-800-606-5099 V/TTY.

Dial 7-1-1 OR
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Voice: 1-800-735-2943
VCO: 1-800-735-4313
Speech to Speech: 1-877-735-1007
Spanish: 1-800-264-7190

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A program of the Iowa Utilities Board

How to connect with Relay Iowa

To place a call through Relay Iowa, simply dial 7-1-1. Or call one of the toll free numbers below:

- **TTY/ASCII:** 1.800.735.2942
- **Voice:** 1.800.735.2943
- **Voice Carry Over (VCO):** 1.800.735.4313
- **Speech-to-Speech:** 1.877.735.1007
- **Spanish-to-Spanish:** 1.888.264.7190 (includes Spanish-to-Spanish and translation from English to Spanish)

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com. Or call Relay Iowa Customer Service at 1.888.516.4692 and a customer service representative will be happy to help you.

If you have suggestions, questions or concerns, contact Relay Iowa Customer Service at:

Hamilton Relay

P.O. Box 285

Aurora, NE 68818

Voice/TTY: 1.888.516.4692

Fax: 402.694.5110

E-mail: iarelay@hamiltonrelay.com

Relay Iowa is powered by Hamilton Relay of Aurora, Nebraska—a national leader in providing high quality relay services for people who are Deaf, Hard of Hearing or Speech Impaired. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants.

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RELAY
HAMILTON

That's what I'm talking about.



A program of the Iowa Utilities Board

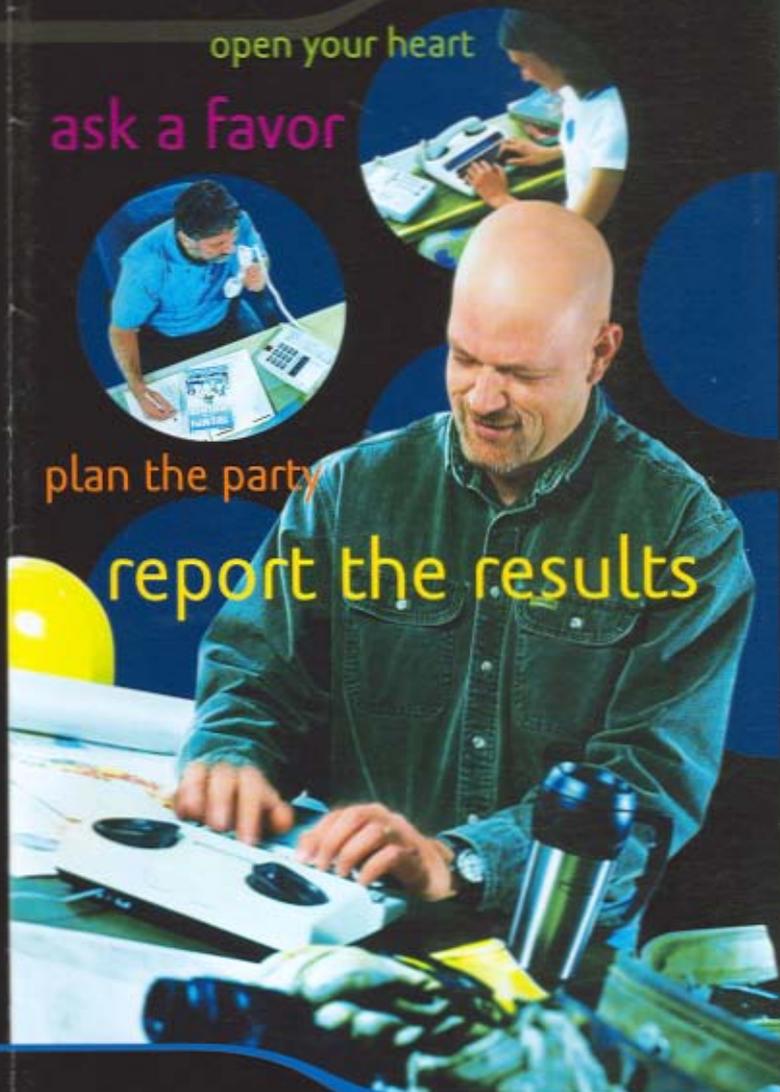
Get the details

open your heart

ask a favor

plan the party

report the results





A program of the Iowa Utilities Board

Connecting you with important people in your life

Relay Iowa is a 24-hour service that allows people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Impaired to communicate via the telephone. Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

When a call is placed through Relay Iowa, a Communication Assistant (CA) facilitates the call. By using a TTY (also called a TDD or text telephone), people who do not hear and/or speak type their conversation and the CA "voices" what is typed. When the standard telephone user responds, the CA types everything that is heard. CAs act as an invisible link between the parties.

All calls are kept strictly confidential. CAs do not comment on the conversation, answer questions or become involved in any other manner. As required by law, CAs cannot disclose information from a relay conversation nor are any records of relay conversations saved.

Deaf, Hard of Hearing or Speech Impaired Person uses specialized equipment to conduct telephone conversations.

Communication Assistant facilitates the conversation by alternating between voicing and typing.

Family, Friends and Businesses use a standard telephone to communicate freely.



Access and Charges Access relay by dialing 7-1-1 or a toll-free number (listed on back panel). Relay Iowa is available 24 hours a day, seven days a week—with no restrictions on the length or number of calls made. Long distance charges apply on all long distance calls.

www.relayiowa.com

Options designed to connect you in the

Relay Iowa offers a variety of connection options:

TTY (Text Telephone) Traditional relay is a great service for people who use a TTY—typing their side of the conversation and reading the other party's responses.

Voice Carry Over (VCO) An effective service for people who have a hearing loss and use their voice on the phone. Users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

Hearing Carry Over (HCO) A reliable service for people who have a speech disability. Users listen directly to the person called and, through specialized equipment, type their responses to the other party.

Speech-to-Speech A service that is especially beneficial for people who hear and have a speech impairment. The Speech-to-Speech user determines the level of service from the CA, which may include revoicing and clarification.

Spanish A useful service for people who use a TTY and the Spanish language. Spanish-to-Spanish relay facilitates calls conducted in spoken and written Spanish. English-to-Spanish relay facilitates calls in which one caller is using Spanish and the other is using English.

tell your story

close the deal

share your news

reschedule the meeting

get the details





A program of the Iowa Utilities Board

the best way possible

Other Relay Iowa information:

Customer Profiles Customer service can set up automatic preferences for call type, speed dial numbers, long distance carrier and other information that allows the CA to connect your call quickly and accurately.

Additional Connection Options Including Turbo Code, ASCII and Voice.

Equipment Distribution The Iowa Equipment Distribution Program called Telecommunications Access Iowa (TAI) helps pay for specialized equipment for qualified Iowa residents who are deaf, hard of hearing or speech impaired. For information or to apply for equipment, contact:

Telecommunications Access Iowa

400 Locust St., Suite 170
Des Moines, IA 50309
TTY: 515.282.5130
Voice: 515.282.5099
Voice/TTY: 1.800.606.5099 toll free
Fax: 515.237.3917
E-mail: teleiowa@aol.com
Web Site: www.relayiowa.com/tai

Pay Phones The Federal Communications Commission has ordered that all local relay calls made from a pay phone are free. Simply dial 7-1-1 or the toll-free number for relay. When placing a long distance relay call from a pay phone, the CA must be provided with a way to bill the call (a calling card, for example). Coins cannot be used to pay for a long distance relay call from a pay phone.

Emergency Calls In the event of an emergency, call 911 or your local emergency services TTY number directly. Relay Iowa will make every effort to assist you in an emergency.

Compliments, Concerns or Complaints Contact Relay Iowa customer service or the Iowa Utilities Board at 877.565.4450 (or write 350 Maple Street, Des Moines, IA 50319.)

In addition, the Federal Communications Commission is available to serve you regarding relay issues.

Visit: www.fcc.gov/cgb/complaints.html

Don't Hang Up! When you pick up the phone and hear "This is Relay Iowa...", don't hang up! It's not a telemarketer. It's a customer, business associate or acquaintance who wants to talk with you.