

July 15, 2004

Lisa Meyer, Community Relations Coordinator
Florida Department of Elder Affairs
4040 Esplanade Way, Suite 315
Tallahassee, FL 32399

Lisa,

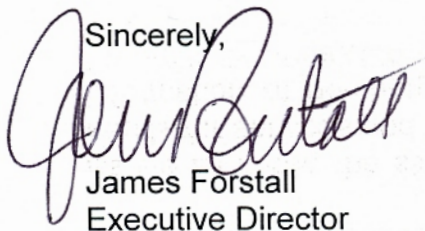
Florida Telecommunications Relay, Inc. (FTRI) would like to take this opportunity to extend an offer to all of the Area Agencies on Aging for staff training, as well as, participation in educational workshops on the telecommunications needs of the hearing and speech-impaired population. We consider Area Agencies on Aging to be important partners with us because 91 percent of FTRI clientele are between the ages of 60 - 109.

As we all know, the state's population of senior citizens is growing daily, as are their needs for services and information. The good news is that FTRI provides services and information at no-charge for Florida residents who are hearing or speech-impaired. Through its statewide outreach efforts, FTRI has found that one of the best ways to address the telecommunications barriers faced by the hearing and speech-impaired communities is to work and partner with local agencies at the local level.

FTRI is willing to collaborate with DOEA and the AAAs to provide workshops, presentations, services, information and printed materials at no-charge. FTRI also currently has a Business Partnership Program already in place which allows for the education and interaction between hearing-impaired individuals statewide and any organization/business that uses a telephone to interact with the public. I invite you to register your organization, at no cost to you, with our Business Partnership Program.

We look forward to working with you in reaching-out to the seniors in Florida.

Sincerely,


James Forstall
Executive Director