



STATE RELAY CUSTOMER CARE

California

877-632-9095 English

877-419-8440 Spanish

District of Columbia

866-560-1452 TTY/V

Georgia

866-694-5824 TTY/V

Idaho

800-368-6185 TTY/V

Iowa

888-516-4692 TTY/V

Kentucky

888-662-2406 TTY/V

Louisiana

888-699-6869 TTY/V

Maryland

866-269-9006 TTY/V

Massachusetts

800-720-3479 V

800-720-3480 TTY

Michigan

844-578-6563 TTY/V

Montana

800-833-8503 TTY/V

New Mexico

877-463-0994 TTY/V

Pennsylvania

800-974-1253 TTY/V

Virginia

866-894-4116 V

866-246-9300 TTY

Washington

800-974-1548 TTY/V

The Year in Review

It has been a pleasure to serve you throughout 2019. Much has been accomplished, and we are excited about what the future holds. Here are some highlights from the past year.

Outreach in Your Community

We continue to work toward serving all of our customers and those who rely on relay and captioned telephone service. We have started offering webinars to provide online learning opportunities. In the last few months, we redesigned the Hamilton Relay and Heroes With Hearing Loss® websites that allow for easier navigation, greater visibility and improved access to information. Be sure to check them out at HamiltonRelay.com and HeroesWithHearingLoss.org!

Service-Enhancing Technology

Hamilton Relay is currently leading the industry with innovative services including Real-Time Text (RTT). RTT allows text and voice communications to co-exist on the same call and makes it possible for texts to be transmitted and received at the same time. This enables relay users to communicate via text to businesses that don't currently have the ability to accept text messages. In addition to RTT, Hamilton NG911, a sister company to Hamilton Relay, allows digital information including voice telephone calls, text messaging, photos, videos and other multi-media messages to be delivered from the public to Public Safety Answering Points (PSAPs) through the 9-1-1 network.

Service Standards

In addition, performance and delivery of the critical services we provide continue to be of the utmost importance to all of us at Hamilton Relay. I am proud to announce that for the past five years in a row, Hamilton Relay has scored Best in Category in four TRS categories measured by a third party who evaluates Relay provider performance.

As we move into 2020 and a new decade beyond, Hamilton Relay is committed to remaining at the forefront of outreach, technology, and service. It is not only our mission, but also a great pleasure, to provide top-quality services within our communities and nationwide.

From all of us at Hamilton, we wish you and your family happiness, prosperity and peace of mind in the year to come.

All the best!

Dixie Ziegler,
Vice President, Hamilton Relay



CUSTOMER CARE CORNER: SPEECH-TO-SPEECH SAVVY

As 2020 begins, we have set our sights on making Speech-to-Speech (STS) relay service calls better than ever. Here are some tips to make your STS call experience the best one:

1. The role of the Communication Assistant (CA) is to re-voice what you say. The CA cannot voice on your behalf or take control of the conversation. This helps prevent miscommunication or incorrect information being conveyed.

2. Remember that CAs appreciate your patience. All CAs understand that talking can be taxing and are specially trained to use multiple techniques when facilitating calls. Be patient, as it may take time to find the technique that works best for you. There is no time limit, and you may make as many consecutive calls as you want.

3. If you use STS often, create a customer profile to set your call preferences so your calls will automatically be made the way you like. Customer Care can help set up as well as review your profile and remove details that are outdated or no longer needed. To contact Customer Care, call 800-618-4781 (toll-free) or visit [HamiltonRelay.com](https://www.hamiltonrelay.com) and click on the Live Chat button at the top right of the page.



Applauding Community Leaders

Hamilton Relay is pleased to highlight winners of the 2019 Deaf Community Leader Award. Each year, in honor of Deaf Awareness Week, Hamilton Relay recognizes individuals who are deaf or deaf-blind and who have worked to improve the lives of those around them. Please join us in celebrating these exceptional community leaders and their contributions:

Erika McGrath (California)

Erika is studying audiology at California State University at Northridge (CSUN) and is an active member of the Deaf CSUNians Club. She spends time sharing her experiences in order to help others and form connections.

Jimmy Peterson (Georgia)

In addition to his work with the Georgia Center of the Deaf and Hard of Hearing, Jimmy is director at Camp Julienna, a camp for students who are deaf or hard of hearing.

Cathy Hardy (Iowa)

Cathy served as Secretary of the Iowa Association of the Deaf, as a 19-year member (now retired) of the Iowa Utilities Board and as a member of the Iowa Association of the Deaf Home Office Committee.

Cheryl Zuckerman (Tennessee)

Cheryl's activity within the Deaf community includes her role as a Vocational Rehabilitation Counselor for the Tennessee Department of Health and Human Services. She has also served as an advisor on Chattanooga's Mayor's Council on Disabilities for the Chattanooga Emergency Preparedness project.

Dr. Jill Young, Au. D (Virginia)

Dr. Jill Young assists the Virginia Early Hearing Detection and Intervention Advisory Committee, advocating for children who develop hearing difficulties. She also maintains an active role in the Northern Virginia Learning Community.

Libby Stanley (Washington)

Libby is the Executive Director of Abused Deaf Women Advocacy Service and volunteers much of her free time serving on boards for other organizations that benefit the Deaf and Hard of Hearing communities.

"Taking the time to step back and learn about the accomplishments of individuals in the communities we serve is a rewarding experience. These individuals advocate for the well-being of those around them in so many ways. It's truly a privilege for us to recognize these outstanding leaders."

– Dixie Ziegler, Vice President of Hamilton Relay



Jimmy Peterson and Brendan Underwood



Cathy Hardy and Lori Sporrer

New Year, New Look

Have you seen our website lately? If not, have a look! We are thrilled to announce the Hamilton Relay website has been updated and can be viewed by visiting HamiltonRelay.com. Check out the new features we have added:



- New contemporary, user-friendly design
- “Live Chat” with Customer Care representatives
- Easy-to-use forms available online for outreach requests
- “Our Team” page now includes Hamilton team members’ contact information
- New format makes the website more accessible through search engines
- Mobile-friendly formatting

Hamilton Relay is proud to offer online support to our customers and the states we serve, and we look forward to delivering continued enhancements.

CELEBRATING A CAREER OF SERVICE

After decades of public service and over five years working as an account manager for Hamilton Relay, Connie Phelps has announced her retirement.

Throughout the years, Connie has served in a variety of ways including working with children and families in education, building relationships within the Deaf community, volunteering in schools, sharing disability awareness and signing to Deaf children. Connie is an expert in the relay industry, serving on the leadership teams of the National Association for State Relay Administration (NASRA) and the Telecommunications Equipment Distribution Program Association (TEDPA) for many years.

“Working for Hamilton has been an honor and the best way to end my career,” Connie said.

We thank Connie for the dedication and contributions she has made to the industry. Her tireless efforts are appreciated by colleagues, friends, customers and the communities throughout the states we serve. She will be dearly missed, and we wish her the very best.

Connie is looking forward to traveling and celebrating her 50th wedding anniversary with her husband Bill this January. After that, she plans to spend her free time volunteering at a medical center in her community and attending the activities of her grandchildren and great-grandchildren.

Please join us in congratulating Connie!



WANT MORE TIPS, UPDATES AND EVENT DETAILS? JOIN US ON SOCIAL MEDIA!

Facebook: [Facebook.com/HamiltonRelay](https://www.facebook.com/HamiltonRelay) **LinkedIn:** [LinkedIn.com/company/Hamilton-Relay](https://www.linkedin.com/company/Hamilton-Relay) **Twitter:** [@HamiltonRelay](https://twitter.com/HamiltonRelay) **Instagram:** [@HamiltonRelay](https://www.instagram.com/HamiltonRelay)

STAY AHEAD OF THE CURVE: APPLY TODAY!

Apply for a Hamilton Relay Scholarship! Each year, Hamilton Relay awards a \$500 scholarship to one eligible applicant in each state where Hamilton Relay is the contracted telecommunications relay and/or captioned telephone service provider.

This includes California, the District of Columbia, Georgia, Idaho, Iowa, Kentucky, Louisiana, Maryland, Massachusetts, Michigan, Montana, New Mexico, Pennsylvania,



Tennessee, Virginia and Washington. To qualify, applicants must be a graduating senior who is deaf, deaf-blind, hard of hearing or has difficulty speaking. The required application materials must be submitted prior to the **January 31, 2020** deadline.

Download the [Hamilton Relay Scholarship Guidelines and Application](#) at hamiltonrelay.com/scholarship. For additional information, call Customer Care at 800-618-4781 (toll-free) or email scholarship@hamiltonrelay.com.

If you no longer wish to receive the Relay Connector newsletter from Hamilton Relay, please call 800-618-4781 V/TTY or email info@hamiltonrelay.com.



Hamilton Relay Service
1006 12th Street
Aurora, NE 68818

Address Service Requested

From Our Kitchen to Yours

Chase the chilly weather away with a batch of sweet, gooey monkey bread. It's perfect for an after-school snack or special snow day treat. Enjoy this recipe courtesy of National CapTel Field Marketing Programs Manager, Marta Cagle.



Marta Cagle
National CapTel Field Marketing
Programs Manager

MONKEY BREAD

INGREDIENTS

3 cans buttermilk biscuits (quartered)
¾ cup of granulated sugar
4 tsp cinnamon
1 stick melted butter
1 cup of brown sugar



DIRECTIONS

1. Preheat oven to 375 degrees.
2. Mix cinnamon and granulated sugar in a plastic bag.
3. Add biscuit quarters to bag and shake until coated. (Do one can at a time.)
4. Layer in a bundt pan sprayed with cooking spray.
5. Melt butter and stir in brown sugar. Pour over biscuits.
6. Bake for 35-40 minutes. (Check often as ovens may vary.)
7. Carefully flip pan onto a cake stand or tray.
8. Serve warm.