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HAMILTON RELAY CUSTOMER CARE

800-618-4781
info@hamiltonrelay.com

CAPTEL CUSTOMER SERVICE

888-269-7477

A New Way to Honor Community Leaders

For over 10 years, Hamilton Relay has taken great pleasure in recognizing outstanding leaders in our communities through our current award programs. As these programs have evolved, we're now making changes to expand our nominations and are seeking your help!

Hamilton Relay Community Leader Award

We are excited to announce that we have combined our Deaf Community Leader Award and Better Hearing and Speech Month Recognition Award into one — the Hamilton Relay Community Leader Award.

This award is open to individuals who are deaf, DeafBlind, late-deafened, hard of hearing or have difficulty speaking and reside in one of our Hamilton-contracted states — and now has been extended to include organizations who serve these communities! To be considered, individuals and/or organizations should possess a commitment to volunteerism, leadership, advocacy and enhancing the lives of those around them.



Scan to Nominate

Award Nominations Now Being Accepted

Is there someone you wish to nominate for the 2023 Hamilton Relay Community Leader Award? To submit your nomination, visit HamiltonRelay.com/CommunityLeader or scan the QR code. Nominations are due July 14, 2023.

We look forward to celebrating community leaders each year, and we are thankful for the individuals and organizations working so hard to make our communities a great place!

Recipients of Our 2022 Deaf Community Leader Award

Sheri Ferinha (California)

Sheri has been actively involved with a multitude of causes benefiting the Deaf community, including telecommunications rights, civil rights and language rights for Deaf children. She also pioneered E911 access for Video Relay Service.

Christopher Johnson (District of Columbia)

Christopher has served as President of the District of Columbia Area Black Deaf Advocates since 2021. Through this organization, he focuses on addressing and improving areas that build and strengthen wealth, political influence and education opportunities within the Black Deaf community.

Dylan Heuer (Iowa)

Most Iowans who are Deaf know Dylan through his work with the Iowa Deaf Baseball Camp. He worked to start this camp several years ago and currently manages the camp for Deaf youth each summer. Always dedicated and enthusiastic, he supports Iowans who are Deaf with a friendly and approachable attitude.

Walker Estes (Louisiana)

Walker has been an active participant in many organizations for several years, including the Baton Rouge Association of the Deaf, Louisiana Registry of Interpreters for the Deaf, Greater New Orleans Association of the Deaf, Louisiana Association of the Deaf, National Association of the Deaf, and Louisiana School for the Deaf Foundation.

Linda Stoltz (Maryland)

After she retired, Linda's primary focus was to make the Maryland Deaf Community Center (MDCC) dream of the Frederick Deaf



Outreach Coordinator, Lori Sporrer, and California winner, Sheri Ferinha



Louisiana winner, Walker Estes, and Outreach Coordinator, Bobby Davis

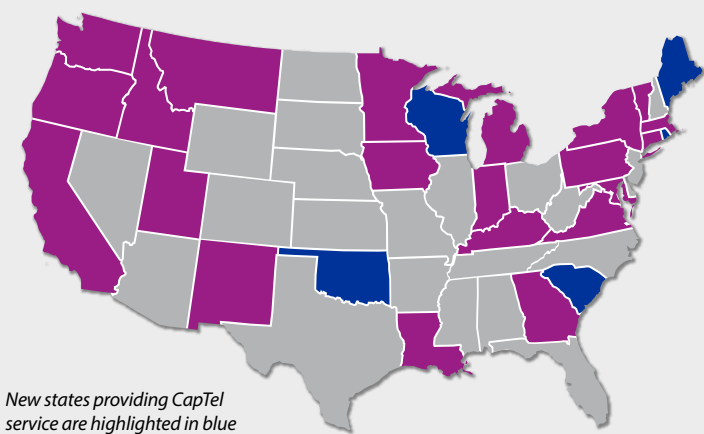
Community a reality. The goal of MDCC is to become a place where the members of the Deaf Community of Maryland will be able to access resources, socialize and get advice.

Ramona Rice (Utah)

Ramona is a strong advocate for several nonprofit organizations which serve people with disabilities. As a person who has Usher Syndrome, Ramona draws from her own experiences to advocate for and educate the DeafBlind community.

Jim House and Karen Philo-House (Washington)

Jim and Karen, a husband-and-wife team, are well known in Washington for their tireless and devoted commitment and involvement in the Deaf and DeafBlind communities. They are both very active in legislative advocacy for the community.



New states providing CapTel service are highlighted in blue

WELCOMING SEVERAL STATES TO HAMILTON RELAY SERVICE

Over the last few months, we started providing service to several new states. We are now providing Captioned Telephone Service to Maine, South Carolina and Wisconsin and Traditional Relay Service to Rhode Island. In addition, we are the full-service provider to Oklahoma, offering both TRS and Captioned Telephone Service.

We are proud to continue offering high-quality, reliable Relay services to individuals who are deaf, hard of hearing, DeafBlind or have difficulty speaking, and we will continue to do so for years to come!

CUSTOMER CARE CORNER:

What is the Analog-to-Digital Transition and How Does It Affect Me?

As the nation pushes toward digital equity, it is helpful to understand how Relay users may be impacted by the transition from analog to digital. As telephone companies update their infrastructure, many are transitioning from copper telephone lines (analog) to fiber (digital). When a telephone line becomes digital, it can affect how analog equipment — such as a TTY, VCO (Voice Carry Over) phone or CapTel® 840 — behaves and connects to Relay.



In some cases, you may not be aware that a change in your telephone network has occurred. If you are experiencing garbling or loss of text on your assistive equipment that results in gaps in your communication, contact your local phone provider to confirm if there has been a network change to your service. A network change may require you to update your Relay equipment to a device that is compatible with a digital line or internet capable. Financial assistance for phone and internet costs are available for eligible households:

- **Affordable Care Program (ACP)** provides a monthly discount for internet service and equipment for eligible households. Learn more by visiting fcc.gov/acp or calling the ACP Support Center at 877-384-2575.
- **Lifeline** is a federal program that provides a monthly discount for internet or phone service. Learn more by visiting lifelinesupport.org or calling the Lifeline Support Center at 800-234-9473 (press 1 for English; press 2 for Spanish).

If you need assistance navigating this change, contact Customer Care by calling 800-618-4781 or emailing info@hamiltonrelay.com.

CONNECTING YOUR WORLD SINCE 1901: GET TO KNOW HAMILTON TELECOMMUNICATIONS

As a leader in the telecommunications industry for over 120 years, Hamilton Telecommunications is proud of our heritage and our long history of connecting and serving individuals across the country. We are a diversified telecommunications and technology service provider, and we operate on a local, regional and national basis to serve both residential and business customers as well as Relay and NG911 communities.

Beginning as a local telephone cooperative in Aurora, NE, Hamilton Telecommunications has grown to serve a wide range of customers across the United States. We provide local fiber, telephone and cable TV services to our ever-growing customer base along with state-of-the-art business IT services and management. As one of nine primary divisions within Hamilton Telecommunications corporate structure, Hamilton Relay is a leader in the deaf, hard of hearing and DeafBlind communities, and we are honored to provide services and innovative technologies to all individuals.



As we look to the future and another 120 years, Hamilton Telecommunications will continue to bring new and innovative products to the market while serving our customers with our core telecommunications products. We look forward to "Connecting Your World" for years to come.

Third-party charges may apply: the Hamilton CapTel phone requires telephone service and high-speed internet access. Wi-Fi capable. FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. Advanced speech recognition software is used to process calls, and, in certain circumstances, a live communications assistant may be included on the call. There is a cost for each minute of captions generated, paid from a federally administered fund. To learn more, visit fcc.gov.

SPRING WORD SEARCH

Give your brain some exercise with a word search that highlights some of this season's newsletter topics and stories.

Y H Q P B R T O D R Y B C P A
N T V H V X K Z O T C I B N R
D R E H I L D K I O W T I W H
X M Q B A I Z N N I O L U R O
H Y O H G S U N S E O B K H D
L D O I B M E C N R R E W R E
A M T G M C O I A O A F O P I
A A U O T N A C A Q V F J H S
L I C I S M H D R G H U K A L
L U N I U T B Z N E B C N J A
F G N Y U A S W L J D A C M N
Z R I O N E N C H I L A D A D
H B S D W Y Z O K O M X E Y O
Z H W N W C Y S G T K H H L A
W N X P W B S N O T L I M A H

Maine
Oklahoma
Analog
Leader
Rhode Island

Community
Enchilada
Broadband
Digital
Wisconsin

Hamilton
South Carolina
Connecting



Hamilton Relay Service
1006 12th Street
Aurora, NE 68818

Address Service Requested

From Our Kitchen to Yours

Enjoy an easy supper courtesy of State Programs Contract Specialist, Gary Lewien.



ENCHILADA PIE

Servings: 8

Total Time: 1 hour

Allergens: Dairy

Prep Time: 30 minutes

Bake Time: 30 minutes

INGREDIENTS

1 lb. ground beef
¼ onion, chopped
1 can chili
2-3 oz. tomato sauce
1 Tbsp. chili powder
1 tsp. onion powder

3 large flour tortillas
1 cup shredded cheddar or taco cheese, divided
1 cup Velveeta cheese, diced and divided

DIRECTIONS

1. Brown ground beef along with onion.
2. Stir in can of chili and the tomato sauce and add seasoning.
3. In a round pie plate, layer a tortilla, then 1/3 of the ground beef mix, shredded cheese and Velveeta. Repeat for a total of three layers.
4. Bake at 400 degrees for 30 minutes or until cheese is golden and bubbly.

