

Hi-Line
A Joint Program of
Monroe County Association of the Hearing Impaired
and the
Rochester Independent Living Center

YEAR END
Progress Report
October 1, 1980 - September 29, 1981

*from Matthew Starr
Collection @ SM ECC
www.smecce.org*

Health Association of
Rochester and Monroe County, Inc.
973 East Avenue
Rochester, NY 14607
716-271-3540

To provide a third party relay service for Teletype Communication Devices
for the Deaf/Teletype (TDD/TTY) users enabling improved employment.

Start-up Steps

1. Hired Coordinator of Program. (Oct. 13, 1980)
2. Relocated service to become accessible to the physically handicapped. (Oct. 28, 1980)
3. Purchased an additional TDD device totalling 3 C-Phones. (Nov. 12, 1980)
4. Hired physically handicapped telephone operator. (Nov. 17, 1980)
5. Developed confidentiality pledge for Hi-Line operators. (November, 1980)
6. Program Coordinator developed a handbook for the purpose of orientating staff. (Handbook included at the end of this report.)

PROCESS OBJECTIVE #1

To provide equal pre and post employment communication opportunities to more than 200 profoundly deaf persons who are active OVR clients. The service will enable telephone communication to and from the clients and employers, health care personnel, vocational counselors, trainers, etc. for fiscal year October 1, 1980 to September 30, 1981.

1. Documented 11,000 calls (17%) for one year grant period dealing with employment.
2. Developed, with the aid of "ad hoc" committee, a survey that was mailed to 600 consumers of our program to determine if they were satisfied with our service. (Results of survey included in 1st quarter report.)
3. Appeared on local T.V. News Show to alert the general public to the relay service. (Nov. 27, 1980)
4. Appeared on half-hour local cable T.V. show to increase awareness of the Hi-Line Program (January, 1981). This show was aired every day for one week.
5. Program Coordinator made a 20 second PSA for channel 8 about Hi-Line (December, 1980).
6. NTID T.V. Department students made a 30 second captioned PSA of Hi-Line. This was done as a class project. The students put this together from beginning to end. This PSA is now being shown by channels 8, 10, 13, and 31. This PSA advertizes Hi-Line as a joint program of the Rochester Independent Living Center funded by the United Way and OVR.
7. Developed a new brochure to distribute to TDD/TTY OVR eligible students, active OVR community based clients, and homemakers to inform them of the Hi-Line service and how to use it. (February, 1981)
8. Printed a "How to use Hi-Line" sheet, which is continuously being distributed.
9. Mailed to 48 OVR catchment area counselors new MCAHI brochure to bring them up-to-date on Hi-Line.
10. Researched 5 similar programs to Hi-Line to compare cost, hours of operating, etc. (April, 1981) (Research attached to 2nd quarter report.)
11. A complimentary TTY is available, by appointment, for use by counselors, agencies, and hearing-impaired individuals to provide independent telephone communication.
12. Initiated preliminary meeting with the Department of Social Services (DSS) to alert them to ways that the Hi-Line Relay Service can assist them in better serving their clients.

PROCESS OBJECTIVE #2

To identify the five employers employing the largest concentrations of the profoundly deaf in Monroe County by 3/31/80 and to engage them in a voluntary plan to: (a) install not less than 5 TDD/TTY's at their respective work sites for not less than 50 of their hearing impaired/profoundly deaf employees; and (b) to make the TDD/TTY's available with support training services to their employees for job modification opportunities.

1. Surveyed 200 of the highest users of Hi-Line to determine if they had a TDD/TTY at work. (Results attached to 2nd quarter report.)
2. Program Director met with 15 employers of hearing-impaired individuals to alert them to the Hi-Line Program. Information disseminated.
3. OVR Counselor met with 27 employers of hearing-impaired individuals to alert them to the Hi-Line Program. Information disseminated.
4. Met with Career Development Director at NTID to determine highest employers of hearing-impaired workers.
5. Identified 5 companies who have a high concentration of hearing-impaired employees. Four out of five of these employers have TDD/TTY's for their employees.
6. Program Director spoke with vice-president of fifth company and the purchasing of a TDD/TTY is under consideration.
7. Received support from a local foundation and two employers of hearing-impaired individuals to assist us in the purchasing of conversion equipment to make Tel-Med's health related tapes available to the hearing-impaired.
8. Information on how to use Hi-Line and a phone sticker has been mailed to 75 motels and hotels in the area to aid the hearing-impaired traveling business representative with his/her telephone communication.

PROCESS OBJECTIVE #3

To assist NTID and MCC by providing a third party telephone relay service to more than 750 profoundly deaf TDD/TTY using enrolled students who are receiving OVR benefits for the fiscal year October 1, 1980 - September 30, 1981.

5/19/81

1. Distributed 300 resource directories to NTID to use in orientation of new students.
2. Developed a new brochure to distribute to TDD/TTY users who are students at NTID/MCC to inform them of the Hi-Line service and how to use it. (February, 1981)
3. Surveyed 10% of the students at NTID and MCC quarterly to insure that our service is meeting their needs. (Responses all positive.)
4. We assist at least 20 TDD/TTY users a day who are students at NTID/MCC by providing a third party telephone relay service.
5. Disseminated information and new MCAHI brochure at a two day Health Fair held at NTID/RIT to inform students of our service. (January, 1981)
6. Assist at least 6-8 deaf faculty members from NTID/RIT with their daily telephone communication needs.
7. NTID student initiated meeting with Program Coordinator to determine how they could work together to improve Hi-Line. (Demonstrates open communication.)
8. With our assistance, Dr. Diane Castle from NTID, has begun to research the educational advantages to the deaf person who frequently communicates over the TTY. (There is some evidence that English skills of the deaf are increasing because of more frequent communication with the hearing population.)

PROCESS OBJECTIVE #4

To provide a third party telephone relay service from October 1, 1980 - September 30, 1981 for all previous, present and potential OVR clients who are homemakers. The relay service will give the TDD/TTY homemaker access to all those who use the regular telephone system: TTY/V 244-1690.

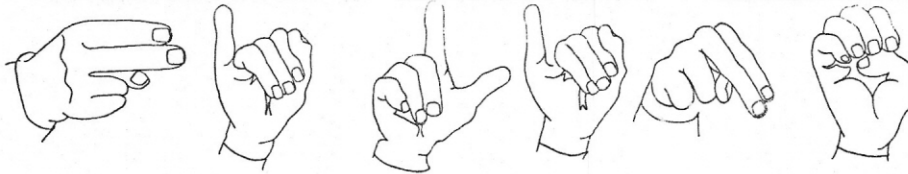
1. Documented 64,725 calls relayed during the one year grant period.
2. Front page article appeared in the Greece Post (December 18, 1980) detailing the Hi-Line Program. (Copy of article included with this report.)
3. Extended Hi-Line hours to include Sunday to better serve the TDD/TTY user.
4. Randomly surveyed 10% of the homemakers quarterly to insure Hi-Line is meeting their daily needs. (Responses positive)
5. Met with two frequent users of Hi-Line to discuss methods of making Hi-Line more accessible to the consumer. The outcome of this meeting was that a new policy was initiated after mailing a survey to Hi-Line users to vote on this policy. (Passed by majority.)
6. Program Director on a committee to work with the Telephone Company to research lower long distance rates for TDD/TTY user. Petition has been filed with FCC requesting this change. Currently awaiting their decision.
7. Petition also filed with FCC to request lease/purchase of TDD/TTY's for deaf consumers.
8. Hi-Line's phone number was listed in the Rochester Newspaper to assist the hearing-impaired community in making reservations for the University of Rochester Summer Theatre plays, which were interpreted for the deaf.
9. Hi-Line staff provided telephone back-up for pre-school children to have their vision and hearing checked during the months of April-June. (1,000 children tested)
10. Program Director spent two days in Albany with staff of the Rochester Independent Living Center to educate lawmakers of the importance of the Independent Living Bill. (June 16-17, 1981)
11. Extensive letter writing campaign was organized to alert hearing-impaired people of the importance of writing to their Congressional Representatives. (100-125 letters were mailed.)
12. Program Coordinator participated in a workshop at the Landmark Society to alert Museum personnel to ways of using Hi-Line Relay Service. (June 16, 1981)
13. Annual MCAHI meeting was held on May 4, 1981 with guest speaker Fred Frances from the Albany OVR office.
14. After a meeting with the Executive Director of Rochester Independent Living Center, a new staffing pattern was approved for Hi-Line. (Staffing pattern explained in previous progress reports.) Pattern was established to reduce the cost of the program.
15. Coordinator served on the committee for the International Year of the Disabled Persons.
16. Coordinator served on the committee for the 1979 Camp Fire Handicap Awareness Workshops.

Proposed 1982 Objectives

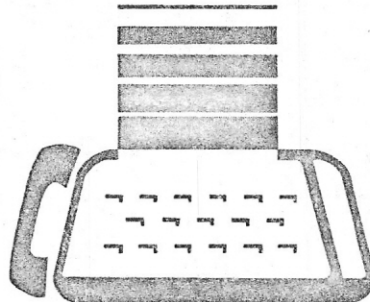
1. To develop a stable funding base for the Hi-Line Program.
2. To increase the hours of operation of Hi-Line to encompass early morning hours of operation to aid consumers with employee related problems, e.g. illness, lateness. To also aid families with school children, e.g. sickness, school closing (due to weather).
3. To continue to implement staffing pattern that was established during the grant period. (Proposed 1981-1982 budget that is included in this packet will be modified to reflect changes should additional funding be received from OVR.)
4. To apply to a local foundation for funding for the development of a formal educational training program. This program will be used to alert employers, counselors, educational institutions, and agencies to our service.
5. To continue to research the premise that educational levels of TDD/TTY users are increasing due to a more frequent contact with the hearing population.
6. To continue to increase our service to the hearing-impaired TDD/TTY users by providing Tel-Med information on many health related problems.
7. To increase our calls to 72,000 in fiscal year 1981-1982.
8. To purchase more TDD/TTY's and increase staff as service expands.

SM
ECC

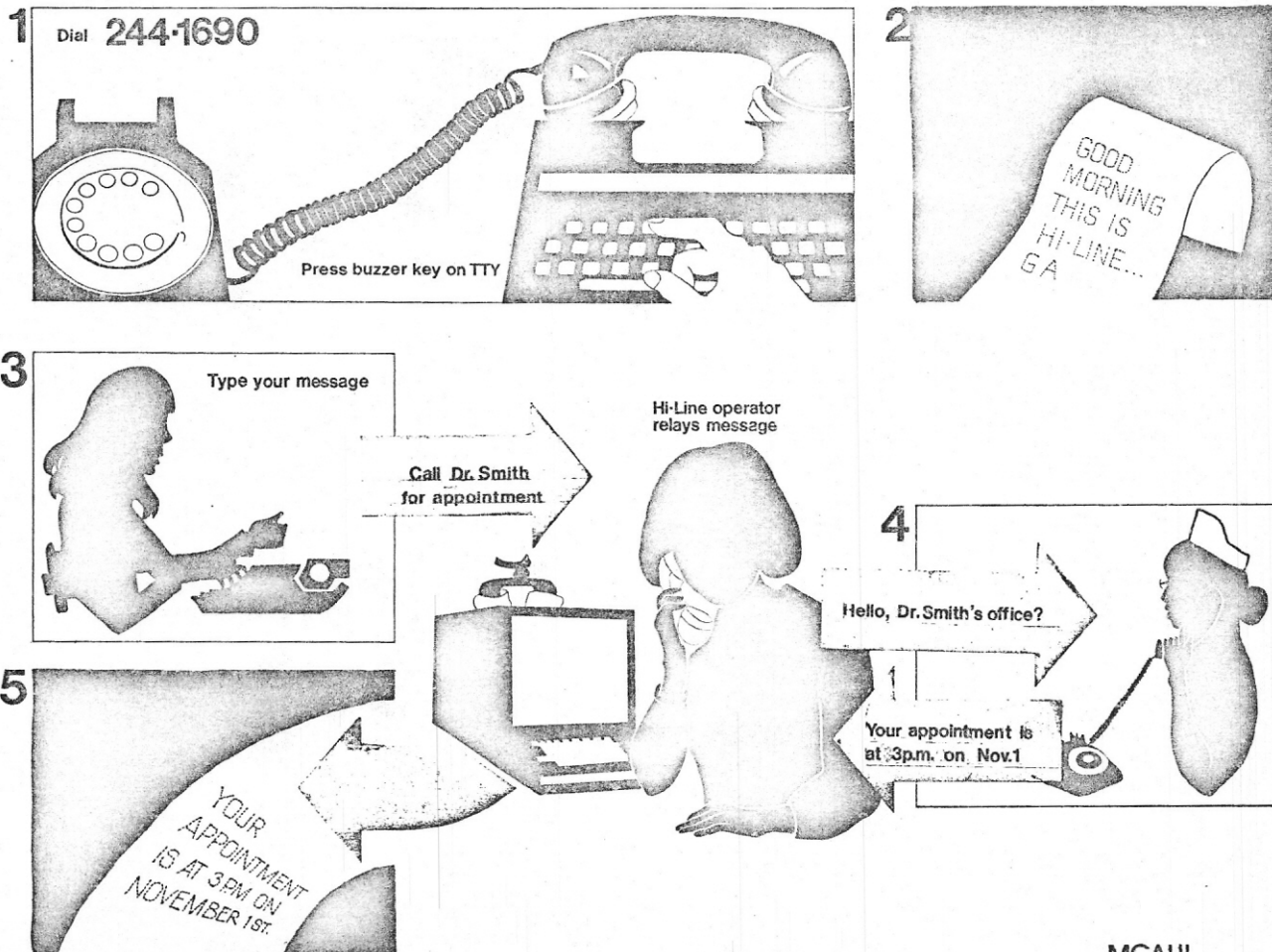
HI-LINE



COMMUNICATION RELAY SERVICE



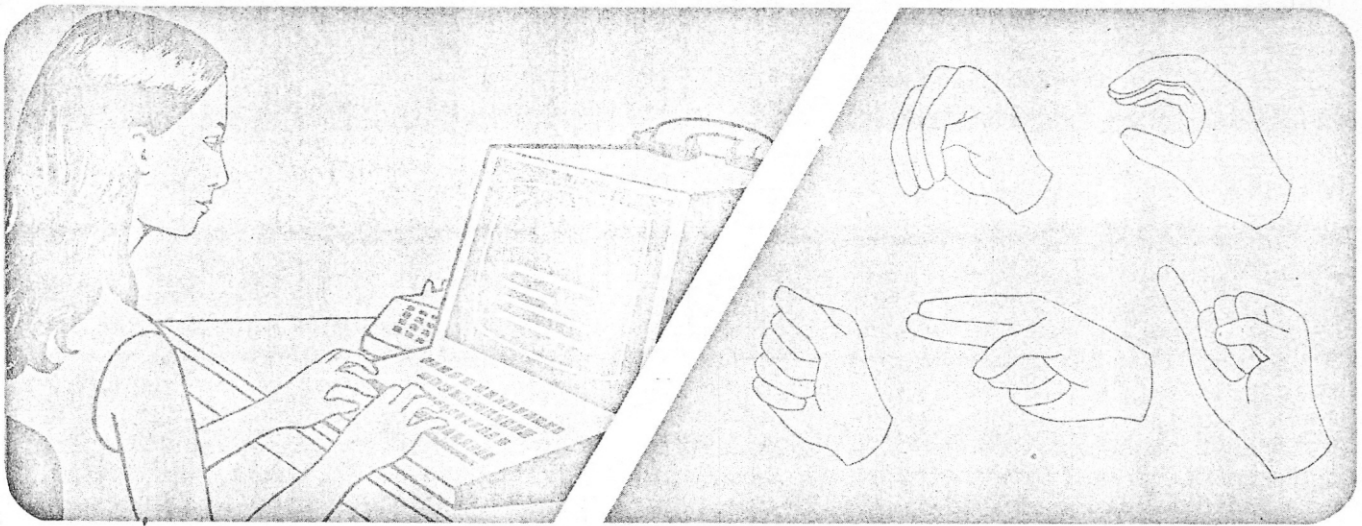
To place a call:



HI - LINE BUDGET

9/30/81 - 9/29/82

	1	2	3	4
	Personnel Expenses	F T E	Total \$	
1	Program Director	.15	\$ 2885	1
2	Coordinator	1.00	11340	2
3	Operators - Full Time	4.00	38845	3
4	Operators - Part Time	1.50	9400	4
5				5
6	Total Salaries and Wages		62470	6
7				7
8	Payroll Taxes - 11.5% of Total Wages	71.80		8
9	Fringe Benefits - 5.0% of Regular Staff Salaries	26.50		9
10				10
11	Total Fringes & Payroll Taxes		9830	11
12				12
13	Total Personnel Expenses		72300	13
14				14
15				15
16	Other Than Personnel Expenses			16
17				17
18	Supplies.		500	18
19	Telephone.		1800	19
20				20
21	Total Direct Expenses		77600	21
22				22
23	Overhead - 8% of Direct Expenses		6200	23
24				24
25	Total Expenses		83800	25
26				26
27	Less: Anticipated Revenue - Blue Cross/Blue Shield			27
28	Contract		16000	28
29				29
30	Net Deficit		\$ 67800	30
31				31
32				32
33	Handicapped Independence H.E.R.E., Inc.- 90%		\$ 61020	33
34	Local Match - 10%		\$ 6780	34
35	Total Funding		\$ 67800	35
36				36
37				37
38				38
39				39
40				40



MONROE COUNTY HEALTH ASSOCIATION

The population of Monroe County has one of the highest percentages of hearing-impaired people in the nation. Nearly 50,000 moderately to severely hearing-impaired residents live in the Greater Rochester area. **MCAHI** reaches a large percentage of this hearing-impaired population through one or more of its fine services.

Mrs. Jane Kitchen
 Mr. Richard Nordquist
 Mr. Harry Scofield
 Mr. Peter Seiler
 Mrs. F. Ritter Shumway, Honorary
 Miss Cynthia Smith
 Margaret D. Sovie, PhD RN
 Mr. Paul Taylor
 Mr. Paul Vick

Mrs. James Cameron, Honorary
 Ms. Harriette Royer, Adviser

OFFICERS

Ms. Betty Toney, President
 Mr. John Ratcliffe, Vice-President
 Miss Ann Salter, Secretary
 Mr. William Brown
 Ms. Judy Carlin
 Mr. James Davis, Special Consultant
 Ms. Joan Dickson
 Father Thomas Erdle
 Mrs. Doris Lee Grann
 Mrs. Eleanor Holtzman

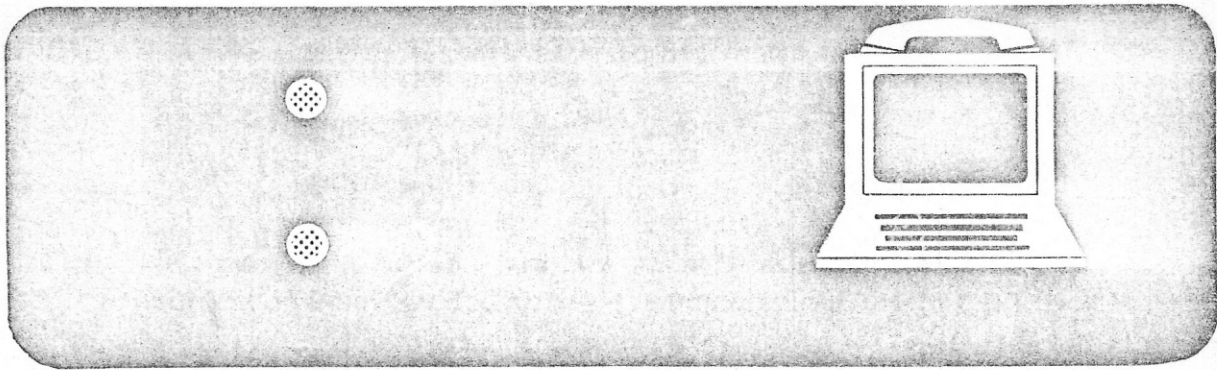


The Health Association

973 East Avenue
 Rochester, N.Y. 14607
 Phone: (716) 271-3540

MCAHI

The Monroe County Association of the Hearing-Impaired, through their services, strives to break down the communication barrier confronting the hearing-impaired, to eliminate their isolation, and to alert the hearing community to their special needs.



HOW HI LINE WORKS

When a hearing-impaired person needs to call a hearing person, he or she dials **HI LINE** on a telephone-teletype TDD/TTY communication device situated in the home, office, or school. The **HI LINE** operator on duty reads the teletyped message and relays the information to the hearing person on another telephone. The operator then relays the message from the hearing person back to the hearing-impaired caller by teletype (TDD/TTY).

WHY HI LINE

- A hearing-impaired employee needs to call his boss to say he will be late because of car trouble.
- A businessman calls his hearing-impaired employee to ask him to work overtime.
- A hearing-impaired mother needs to call the doctor because her child is sick.
- A hearing-impaired teenager calls his hearing-impaired girlfriend to make a date.

HI LINE is the vital communication link between the hearing-impaired person and the community.

HI LINE creates an independence previously unavailable to the hearing-impaired.

HI LINE minimizes the sense of isolation felt by the hearing-impaired.

HI LINE HOURS

Monday-Friday	9:00 a.m.-9:00 p.m.
Saturday	9:00 a.m.-5:00 p.m.
Sunday	10:00 a.m.-2:00 p.m.

Free use of complimentary TDD/TTY available by appointment to the community at large.

FOR FURTHER INFORMATION, CALL RUTH SIEGEL, COORDINATOR, **HI LINE**, 244-1690 (TTY/VOICE) OR 271-3540.

HI LINE is a joint program of **MCAHI** and Handicapped Independence, funded by Office of Vocational Rehabilitation and United Way of Greater Rochester.

ADVOCATING—MCAHI works with health, social, and educational agencies to alert them to the special needs of the hearing-impaired in order to provide their equal access to agency services.

INFORMING—MCAHI is a resource to the community providing all types of information relating to the hearing-impaired.

REPORTING—MCAHI publishes a monthly newsletter that brings to subscribers reports on program activities, news from other agencies, schedules of coming events, and many other items of particular interest to the hearing-impaired community. Also MCAHI co-sponsors with Rochester Tel Com a weekly news service available over the TDD/TTY.

RESEARCHING & PLANNING—MCAHI is continuously researching the ongoing needs of the hearing-impaired community and planning services to meet these needs.

SCREENING—MCAHI co-sponsors each year a free hearing and vision screening program for preschool aged children in Monroe County. Upon request special screening and referral services are available throughout the year to the public.

SIGNING—MCAHI offers sign language classes for all levels including beginning, advanced, and conversational signing. These are offered to the public throughout the year.

VOLUNTEERING—MCAHI provides opportunities for volunteers interested in working with the hearing impaired.

FOR FURTHER INFORMATION, CONTACT SUE SHURTLEFF, PROGRAM DIRECTOR, **MCAHI**, AT 271-3540(TTY/VOICE).

SM ECE

MCAHI

HI-LINE

WILL BE OPEN
SUNDAY'S STARTING
FEB. 1ST FROM 10-2

*HI-LINE IS A JOINT PROGRAM
OF MCAHI AND HANDICAPPED
INDEPENDENCE H.E.R.E., INC.*

SEPTEMBER, 1981

CALLS TO DATE (AS OF 8/31/81): 102,859
 CALLS THIS MONTH: 5,928
 TOTAL CALLS TO DATE: 108,787

* * * * *

TOTAL CALLS FROM 10/1/80 TO 8/31/81 : 58,835
 CALLS THIS MONTH: 5,928
 TOTAL CALLS TO DATE FROM 10/1/80 TO 9/30/81 : 64,763

	ACTUAL NUMBER	PERCENTAGE
IN COMING CALLS:	2947	50%
OUTGOING CALLS:	2981	50%
FEMALE:	1689	60%
MALE:	1152	40%

CATEGORY:	ACTUAL NUMBER	PERCENTAGE
1. Professional	331	11%
2. Social	1236	42%
*3. Job Related	134	5%
*4. Business	1258	42%
5. Interpreter services	21	.7%
6. Emergency	1	
7. Miscellaneous	—	
8. Hearing to hearing impaired	578	19%

DISTRIBUTION OF CALLS PER HOUR:

HOUR	ACTUAL NUMBER	PERCENTAGE
9 - 10 a.m.	271	9%
10 - 11 a.m.	286	10%
11 - 12 noon	289	10%
12 - 1 p.m.	214	7%
1 - 2 p.m.	261	9%
2 - 3 p.m.	256	9%
3 - 4 p.m.	270	9%
4 - 5 p.m.	285	10%
5 - 6 p.m.	241	8%
6 - 7 p.m.	201	7%
7 - 8 p.m.	192	6%
8 - 9 p.m.	181	6%

*3. Refers to obtaining employment and maintaining good working relationships; i.e. reporting sickness, lateness, etc.

*4. Refers to everyday business transactions; i.e. persons using TDD/TTY's to conduct business in their work, educational, or home environments.

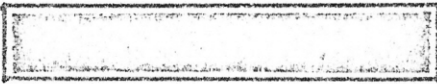
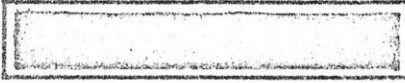
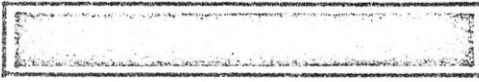
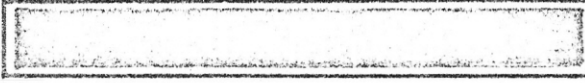
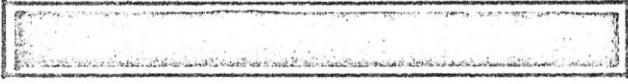
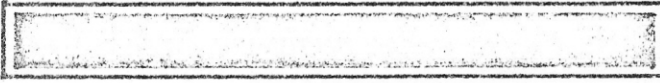
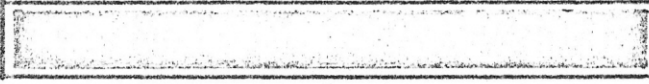
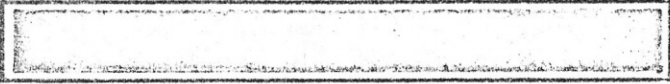
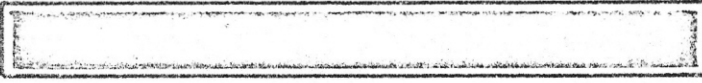

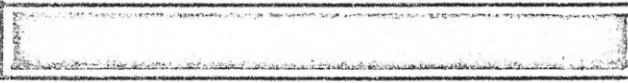
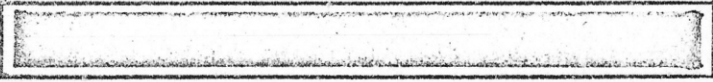
Ruth Siegel

SM 86

10/6/81

703-MS
HI-LINE

STATISTICS

OCTOBER	1980		3,832
NOVEMBER	1980		3,606
DECEMBER	1980		4,479
JANUARY	1981		5,344
FEBRUARY	1981		5,549
MARCH	1981		5,962
APRIL	1981		5,960
MAY	1981		5,967
JUNE	1981		6,398
JULY	1981		5,898
AUGUST	1981		5,802
SEPTEMBER	1981		6,000*

*QUESTIMATE

PLEASE RETURN BY NOVEMBER 24TH 1980

PLEASE CHECK ONE

YES

NO

1. Do you like our increased hours?

2. Do you like the operators to use their first names?

3. Do you like the fact that all calls must be kept private?

4. Would you be interested in taped health information through the TTY?

5. When you call us, do you think there should be a limit to the number of calls we make for you?

If YES, how many?

1 2 3 4 5

6. Do you think MCAHI should continue the HiLine Program?

7. Suggestions for improvement:

Please return to:

Ruth Siegel, Coordinator
Hi Line
Health Association
973 East Avenue
Rochester, New York 14607

1. Do you think MCAHI should continue the Hi Line service?

100% responded yes. (Total of responses was 109)

2. How often do you use the Hi Line service?

1 to 10+ calls a week

3. a. What is your opinion of the Hi Line Service? b. Why?

105 said "excellent" to "good"

96%

3 said "fair" because a busy signal was received so often

1 said "poor" due to confidentiality being violated (this entire

response was angry)

4. a. Are you satisfied with the Hi Line service hours which are 9:00 am to 9:00 pm on Monday through Friday, and 9:00 am to 5:00 pm on Saturday?

b. If not, what do you suggest about the Hi Line service hours?

A majority of the answers said they want Hi Line to be open at 7:00 am for people who work.

Saturday until 9:00 pm

Also, many said they want a 24 hour, 7 day a week service.

5. a. Are you happy that Hi Line will operate on Sundays (Dec. only) from 12:00 Noon to 5:00 pm?

b. Would like to have Hi Line open permanently on Sundays?

c. What hours would you suggest Hi Line be open on Sundays?

Most said they want permanent Sunday hours, although they were satisfied with the hours of 12:00 Noon to 5:00 pm.

Some said to be open from 9:00 am to 9:00 pm on Sunday or 12:00 Noon to 9:00 pm because of lower long distance rates.

6. Do you prefer Hi Line operators to give their first name such as, "Good Morning. Hi Line. Julie speaking. GA"?

Although the majority said yes, some said don't care, and 2 said no.

7. Recently have any of your calls to Hi Line been told to other people by Hi Line operators?

20 said yes. 19%

8. Have any of your friends complained that Hi Line did not keep their calls private?

17 said yes. 16%

(On questions 7 & 8, it is important to note that one survey could have answered yes for both 7 & 8 or no for one and yes for the other.)

9. a. Do you think Hi Line should limit the number of calls from one person so others are able to use the Hi Line service?

46 said yes. 43%

31 said no. 28%

33 said don't know. 30%

b. What do you suggest about the limit of calls?

1 call -- 1 response

2 calls -- 18 responses

3 calls -- 26 responses

4 calls -- 3 responses

5 calls -- 12 responses

10. Would you be interested in taped health information through the TTY?

61 said yes. 57%

12 said no. 11%

23 said don't care. 20%

8 said they needed more information. 8%

11. Suggestions and comments.

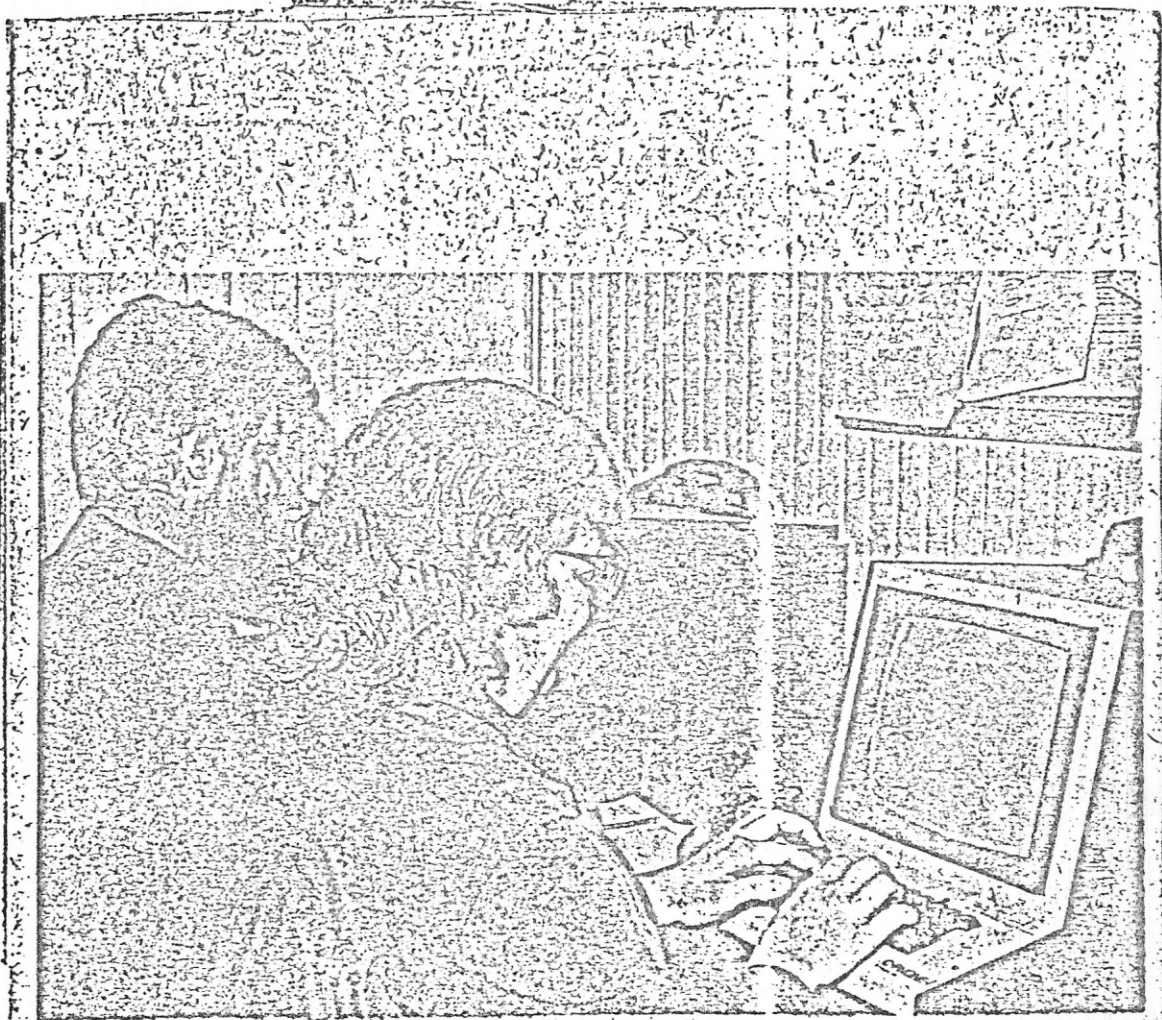
1. More phones and operators.
2. Lines are too busy too often.
3. Let phones ring longer than usual.
4. Longer hours.
5. Develop a shorthand abbreviation to cut down on time spent on the phones with a call.
6. Send out to TTY users confidentiality form which the operators sign.
7. Explain to hearing person that call may be slow.
8. Have informal gathering to meet Hi Line operators and Coordinator.
9. Wait for most of TTY user's message before repeating to a hearing person, instead of saying a few words at a time.
10. Operators should receive training.

*Survey results
12/11/80
Ruth Siegel*

AGENCY	HOW LONG IN OPERATION	HOURS	NUMBER OF CALLS PER YEAR	FUNDING SOURCES	TYP. OF SERVICE
Converse Communications Center W. Hartford, Conn.	11 years	24 hours 7 days	123,000	Title XX thru Commission of Deaf and Hearing Impaired Raise ¼ budget thru private businesses or people	Any type of call is handled. Paid staff.
Contact New York City	4 years	10:00 am to 9:00 pm 7 days	40,000	Church	Any type of call is handled. Volunteer staff.
Center for Independent Living Berkeley, Calif.	9 years	9:00 am to 5:00 pm Mon - Fri	100	Private, state, and federal	A relay service is not the focal point of this agency. Is a center for independent living and includes numerous other services.
Volunteer Center, Inc. Syracuse, New York	4 years	24 hours 7 days	1300	Church	Only business related calls.
Contact Phila, Pa.	8 years	24 hours 7 days	30,000	Church	Any type of call is handled. Volunteer staff.
Hi-Line Relay Service	2½ years	9:00 am to 9:00 pm Mon - Fri 9:00 am to 5:00 Sat. 10:00 am to 2:00 Sun.	64,725	OVR, United Way	Any type of call is handled. Paid staff. 4/81

The Greece Post

Thursday, Dec. 18, 1980



HI LINE EMPLOYEES, Jared Raines and Sue Blind, use TDD/TTY machines to take or give phone messages for the hearing-impaired or deaf. The service, which relays social as well as business messages, is the only one of its kind in the state.

By: Barbara Kaplan

Machines Used to Relay Messages

Hi Line Makes Telephoning a Friend, Setting Up an Appointment Easier for the Deaf

By Barbara Kaplan

The simple process of telephoning a friend, the dentist, or the local pizza parlor is something most people take for granted. To be able to pick up the phone, place a call, and speak with the person at the other end of the line, is an act most of us perform many times a day.

But, for the hearing-impaired, or deaf person, this is a process which complicates life, unless he possesses a TTY or a TDD (machines that are compatible with the regular telephone and make communications possible through the written word, rather than the spoken voice). The TTY is a mechanical device which may cost from \$200 to \$400. The TDD, an electronic

telecommunication device for the deaf, costs upwards of \$800.

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(Continued on Page 2)

Hi Line

(Continued from Page 1)
Women here in Rochester.

Ruth says Hi Line operators average 10 to 12 long distance calls a day [that is, people who call in wishing to place long distance calls]. Over a fifteen month period, a total of 45,261 calls were recorded. She says, "The number of calls has increased every month since Hi Line's inception, due to our additional hours of operation, and because more people have learned about our service. Hi Line is now available Monday through Friday, from 9 a.m. to 9 p.m., and Saturdays, 9 a.m. to 5 p.m.. We will be experimenting with Sunday hours of 12 noon to 5 p.m. this month."

How does the entire process work? Sue explains, "The TDD/TTY user calls on his or her TDD/TTY. This equipment is compatible with the regular telephone lines. An operator at the Hi Line office receives the message on our TDD/TTY equipment. The message is received in typed form and read from the TDD machine.

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Two of the many Hi Line users shared their feelings about Hi Line. Angel Ramos, 30, has used Hi Line for four months since his arrival in Rochester. He says, "Hi Line is one of the most valuable services that I could possibly have. I use it almost twenty times a week; not including the times that hearing people use it to contact me. Not only is it a valuable service to the deaf in helping me to contact other non-TTY users, but it helps hearing people to contact the deaf. It brings both worlds closer together, and breaks down one more barrier between deaf and hearing people. I only wish that Hi Line was able to have more funds so that

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Vicki Hurwitz, 36, says, "We've used Hi Line since it began in 1979. We certainly cannot live without it. Everyone in my family is hearing-impaired, and we've never liked to ask outsiders, such as neighbors or people at work, to help with phone calls, so instead, we would drive out to wherever we needed to have information or make appointments and the like. Sometimes they wouldn't be there. With Hi Line, we can just pick up the phone and place a call. We really depend on Hi Line quite a lot.

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Ruth says, "We have found it is a much needed program. We feel it is important that more and more people know about it and use it. Hi Line's number is 244-1690. Most emergency calls for the deaf are handled by Lifeline's TDD/TTY number, 275-2700. However, we provide backup in case this number is busy. For more information about the Hi Line program, people may contact me at 271-3540, ext. 45. If they wish more information about MCAHI, they may contact Sue at 271-3540, ext. 27."

When asked to estimate Hi Line's value, Sue says emphatically, "What the Hi Line program has done for the TDD/TTY user is to give him access to the whole world through the use of his TDD/TTY and his telephone."

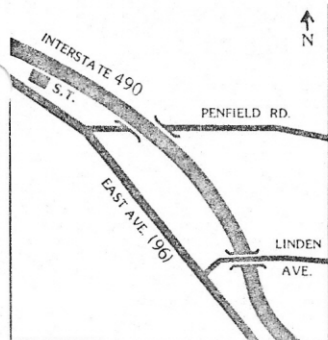
MAKING MUSEUMS ACCESSIBLE TO THE HEARING IMPAIRED

Tuesday, June 16th
10:00 a.m. - 3:30 p.m.

The Stone-Tolan House Museum
2370 East Avenue, Rochester, New York

Museums
are for
the Deaf

Stone-Tolan House,
2370 East Avenue,
Rochester, N.Y. On Route
96. From the east, exit
from I-490 at Linden
Avenue. Proceed south to
Route 96 (East Avenue).
Turn right and go 1 mile.
From the west, exit from
I-490 at Penfield Road.
Proceed south to East
Avenue. Turn right and go
2/10 mile.



The Landmark Society of Western New York and the Monroe County Association of the Hearing Impaired (MCAHI) are pleased to co-sponsor a one-day conference to address the needs of the deaf who visit museums, historical societies, and arts organizations throughout Western New York. This area has one of the largest concentrations of hearing-impaired citizens in the United States. Through the conference we hope to acquaint both museum professionals and volunteers with effective ways of communicating the lessons of the past to deaf residents in this region.

Leaders and professionals from the deaf community will discuss the many simple and inexpensive accommodations necessary to assure that "museums are for the deaf." A list of topics to be covered is described in greater detail on the back of the flyer.

All of the lectures will be presented at the Society's historic Stone-Tolan House, a c. 1792 pioneer homestead and the site of a two-year effort between the Society and MCAHI to make the museum's programs accessible to deaf consumers. Both organizations will share the story of their cooperative project during the day.

The cost for attending the conference is \$10.00 per person, including lunch. To register, use the enclosed form. For further information contact Ann C. Salter, Curator of Museums for the Landmark Society, 716-546-7028 (Voice/TTY users call Hi-line Answering Service at 716-244-1690).



The
Landmark Society
of Western New York

130 SPRING STREET/ROCHESTER, NEW YORK 14608

~~Non-Profit
Organization
U.S. Postage~~
PAID
Rochester, N.Y.
Permit No. 1759

AGENDA

9:30 - 10:00 a.m.

Registration and coffee

10:00 - 10:30 a.m.

What Is Deafness: Why Most Museums Are Not Accessible

Harry H. Scofield, guidance counselor at the Rochester School For The Deaf, will discuss the myths and misconceptions about the nature of deafness while describing the hearing-impaired community and their communication needs.

10:30 - 11:00 a.m.

The Best Way: Using a Professional Interpreter

The easiest way to break down communication barriers is to use a professional interpreter, who is highly skilled in the manual language of the deaf. Dr. Alan Hurwitz, president-elect of the National Association of the Deaf and Associate Dean of the Educational Support Service Programs at the National Institute of the Deaf, will offer guidelines on training personnel to work with interpreters.

11:00 - 12:15 p.m.

We Can't Afford or Find An Interpreter: What Now?

Learning sign language saves money. But, more importantly, it demonstrates to deaf visitors that you care about their participation. Sue Shurtleff, Program Director of MCAHI, and Ann C. Salter, Curator of Museums for the Landmark Society, will share the story of developing sign language classes for the Society's docents, emphasizing the special vocabulary used in museums. Afterwards, Joanne Bristow and Shirley Panara, two hearing-impaired instructors, will teach a 45-minute class on sign language to all participants.

12:15 - 1:15 p.m.

Lunch. The Stone-Tolan House Museum will be open for visitation.

1:15 - 1:45 p.m.

The Written Word: Writing Labels and Printed Material to Include the Deaf.

Because manual communication is often the native language of deaf people, many relate to English as a second language. Using concrete words and short, simple sentences will benefit both deaf and hearing patrons as participants will learn from Dr. Peter Seiler, chairperson of the Department of General Education Support at Rochester Institute of Technology.

1:45 - 2:30 p.m.

Designing the Environment For The Deaf

Facilities should be adapted to visually convey information, reduce background noise, and physically provide for the safety and consideration of deaf visitors. Dr. Robert Glick, otolaryngologist, will discuss acoustics and amplification systems, and Sue Shurtleff, Program Director of MCAHI, will offer advice on other design options, including the installation of TTY/TDD machines for phone communication.

2:30 - 3:00 p.m.

Fund Raising: How To Find Financial Assistance to Implement These Programs

Ann B. Parks, Assistant Director for Museum Programs, and Ann C. Salter, Curator of Museum Properties, the Landmark Society, will detail how the Society has funded its deaf program. Topics will include generating revenue from the program itself and seeking grants from outside sources.

3:00 - 3:30 p.m.

Tell Us Your Problems: Questions and Answers

An opportunity to ask final questions from the day's speakers.

This conference has been made possible, in part, by a grant from the New York State Council on the Arts to the Landmark Society. Technical assistance and planning has been contributed by the Monroe County Association of the Hearing Impaired, a program of the Health Association of Rochester, funded by the United Way of Greater Rochester and the Office of Vocational Rehabilitation.

June 2, 1981

Dear Hotel Manager:

Most of your guests, whether they be business people or vacationers, depend on the use of the telephone during their stay in Rochester. Due in a great part because of the National Technical Institute for the Deaf and Rochester School for the Deaf, Rochester has the highest concentration of hearing-impaired people in the country per capita. Thus, we can assume many of your guests need to communicate with deaf friends or family or are themselves deaf.

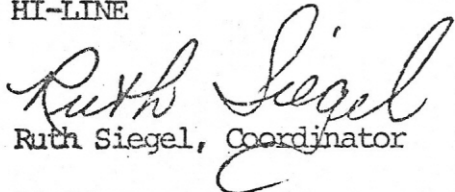
We feel it is important for these guests to know they now can use the telephone to communicate with their family and friends -- and that is through Hi-Line, a third party relay service for the deaf community. We have enclosed brochures describing our service and stickers for the phones giving our telephone number.

For guests of your hotel who are deaf we offer the use of a complimentary TTY here in our office to call family and friends at home.

We would be glad to further discuss our program with you if you feel it is necessary. In any event we truly hope you will pass the information about our service on to your guests, who are free to call us with any questions they may have.

Very truly yours,

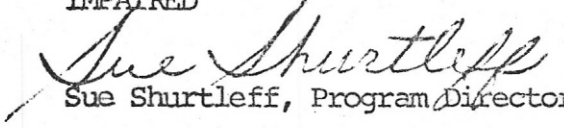
HI-LINE

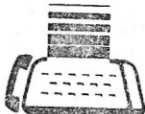

Ruth Siegel, Coordinator

RS:SS:rss

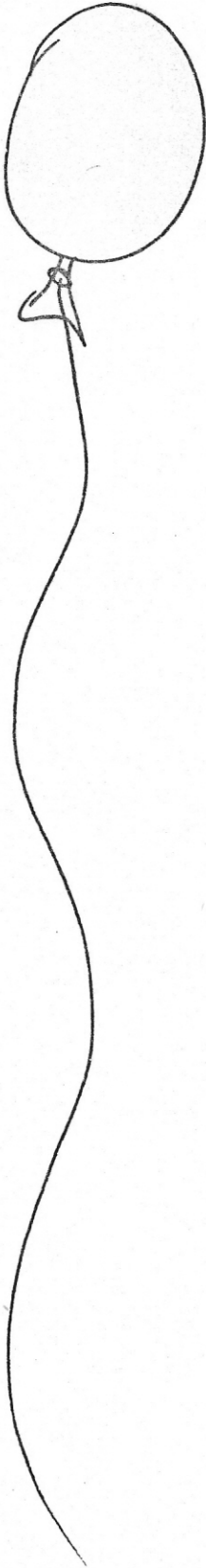
Enc.

MONROE COUNTY ASSOCIATION OF THE HEARING-
IMPAIRED


Sue Shurtleff, Program Director



HI-LINE ANSWERING SERVICE
244-1690 TTY or Voice



To Each Of You

I would like to extend a personal invitation to the MCAHI Annual Meeting on May 4th at 7:30 p.m. at the Health Association.

Mr. Fred Francis from the Department of Innovation and Planning in Albany will be our special guest. It is very important to the future of the Hi-Line Program that you attend the meeting and show your support for our program.

After the meeting, there will be refreshments and a time to socialize.

The Board and the staff look forward to welcoming you to the Health Association on May 4th at 7:30 p.m.

Sincerely,

Sue Shurtleff
Sue Shurtleff
Program Director

SS/jb

May 7, 1981

Assemblyman Arthur J. Kremer
923 - 342 State Capital
Albany, New York 12248

Dear Assemblyman Kremer:

I would greatly appreciate your support in getting Bill A 7494 on the calendar of the Ways and Means Committee and urge your support in keeping Independent Living Programs in the budget.


As the Program Director of the Monroe County Association of the Hearing Impaired Program, I would like to inform you that in the first six months since our Hi-line Service became a joint program of Handicapped Independence H.E.R.E., Inc. and started to receive funds from the Office of Vocational Rehabilitation, we have experienced more than a 200% increase over our projected number of third party relay calls to and from our hearing-impaired consumers. (See enclosed MCAHI Brochure)

The Office of Vocational Rehabilitation is our major source of funding. However, we are also receiving funding from the United Way of Greater Rochester and from our membership contributions.

This program is not a duplication of any program in Upstate New York and is truly needed in our community. Monroe County has the highest concentration of hearing-impaired individuals per capita of any area of the country and the presence of the Rochester School for the Deaf and the National Technical Institute for the Deaf insure that our population of hearing -impaired individuals will continue to increase.

Hi-Line has broken down the communication barriers that have always existed between the hearing and the non-hearing community. This is an important step forward and I sincerely hope that you will support us in our efforts to continue this program.

Sincerely,


Sue Shurtleff
Program Director

SS/jmb



973 East Avenue
Rochester, N.Y. 14607
Phone: (716) 271-3540

Machine Used to Relay Messages

by Barbara Kaplan
Greece Post
Greece, NY

The simple process of telephoning a friend, the dentist, or the local pizza parlor is something most people take for granted. To be able to pick up the phone, place a call, and speak with the person at the other end of the line, is an act most of us perform many times a day.

But, for the hearing-impaired, or deaf person, this is a process which complicates life, unless he possesses a TTY or a TDD (machines that are compatible with the regular telephone and make communications possible through the written word, rather than the spoken voice). The TTY is a mechanical device which may cost from \$200 to \$400. The TDD, an electronic telecommunication device for the deaf, costs upwards of \$800.

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The HI-LINE Answering Service, I would like to tell you is one of my best friends in Rochester. In the last few hectic months since I first became aware of its existence, I have saved a lot of energy, time, and money by asking HI-LINE to make a variety of calls for me. For instance, I have made doctor, veterinarian and other appointments, contacted prospective employers, professors at the University of Rochester and hearing friends through HI-LINE.

Without such a service, the hearing impaired people of Rochester who have access to or own telecommunication devices would have to do a lot of frustrating "running around" to contact people and services for their personal needs. Either that or they would have to depend on friends, relatives or even strangers to make such calls which would at times make them feel like a burden or a pest to some people. Sometimes confidentiality is breached when other people are asked to make phone calls for deaf people.

Therefore, I am writing this letter to encourage the powers-that-be to continue to support the existence of the HI-LINE Answering Service should the question arise as to its need, feasibility and worth to and for the deaf community in Rochester.

May the HI-LINE Answering Service live forever and may it continue to offer the top-notch and considerate service I have received all along. Thank you!

cc:

This letter is to let you know how much I appreciate and value the Hi Line Answering Service and why.

I'm a deaf adult who lives alone in a suburb of Rochester. My employer is the National Technical Institute for the Deaf. My personal interests and personal business require making as many as a dozen telephone calls every week, almost exclusively to hearing people who do not have teletypewriters or similar devices. As I have no practical way to make such calls by myself from home, except through your service, my only recourse in its absence would be to bother a neighbor or to drive to the other person's home or place of business. Recently, I absolutely wasted two hours and twenty miles of driving on a single fruitless errand. Even though my employer does have an interpreting service for deaf students wishing to make phone calls, waits of up to half an hour (of time during which I should be working) are common.

Having access to your service evenings and weekends helps considerably to reduce the sense of isolation that I usually feel without links to the outside over the telephone. Beyond that, it could be of immeasurable importance to be able to summon help quickly if I ever have an emergency at home. It is important to me to feel self sufficient in being able to contact others through an answering service which I know will pass on information accurately. Last, but not the least, being able to telephone in advance for information or to find out whether a person is available before I drive over is becoming increasingly important in saving precious fuel, not to mention time.

Also, your service represents the only practical way in which my hearing friends and colleagues can reach me over the telephone, another help in making me feel less isolated.

So valuable and necessary your service is to me, I'd gladly help to subsidize its cost or to donate time and effort to help maintain it, if asked. My hope is that you will be able to continue operating over your present extended open hours, especially evenings and Saturdays, even extend them to Sundays if at all possible. Do let me know if I can assist you in any way.

My warmest thanks to you and your staff for the very considerable help you've already given me through your answering service, and for very real sense of relief I have in knowing that I can now count on you for help in contacting other people when I need it.

Sincerely yours,

Dear Friends of Xi-Yin:

This is a note to tell you

all how much I really appreciate

the work of you Xi-Yin Association

service. It has been excellent since

the start of its operation and I

am proud to thank you for

the indispensable service!

and I am learning - inspired

parents of their young children

particularly with your service

we feel being independent!

without it, there'd be more

wean and tear on our own and

phase - and that the world

would give the left hand. I

certainly hope your service will

continue for years to come -

and this is definitely a "good

get you there into healthy car

made good use of it! ^{the trip}

Thank you for the good

CONFIDENTIALITY PLEDGE

I, the undersigned Hi-Line worker, understand the personal and confidential nature of this service. Therefore, I promise that:

- (1) Under no circumstances, except in life threatening emergencies, ie: suicide, will I disclose to any individual not connected with Hi-Line the identity of any caller or information about any caller without his or her expressed permission.
- (2) I will share (upon request) any problems or difficulties I may have with my work only with persons associated with Hi-Line who have a consulting and supervisory function over my work.
- (3) I will never give out information concerning other workers, ie: their full names, home addresses, and telephone numbers.
- (4) In the event of my withdrawal or resignation, I will continue to hold in strictest confidence all personal and confidential information related to the work of this agency.

NAME _____

DATE _____

HI LINE STATISTICS -- JUNE 1979 - JANUARY 1981

JUN 79 !***** 516

JUL 79 !***** 1408

AUG 79 !***** 2094

SEP 79 !***** 2015

OCT 79 !***** 2634

NOV 79 !***** 2542

DEC 79 !***** 2638

JAN 80 !***** 3596

FEB 80 !***** 3557

MAR 80 !***** 3690

APR 80 !***** 3583

MAY 80 !***** 3526

JUN 80 !***** 3476

JUL 80 !***** 2638

AUG 80 !***** 2634

SEP 80 !***** 3595

OCT 80 !***** 3832

NOV 80 !***** 3686

DEC 80 !***** 4479

JAN 81 !***** 5344

OCT 79 !***** 2634
 NOV 79 !***** 2542
 DEC 79 !***** 2638
 JAN 80 !***** 3596
 FEB 80 !***** 3557
 MAR 80 !***** 2690
 APR 80 !***** 3503
 MAY 80 !***** 3526
 JUN 80 !***** 3476
 JUL 80 !***** 2638
 AUG 80 !***** 2634
 SEP 80 !***** 3595
 OCT 80 !***** 3832
 NOV 80 !***** 3606
 DEC 80 !***** 4479
 JAN 81 !***** 5344

5	7	1	1	1	1	2	2	2	2	3	3	3	3	4	4	4	4	5	5	5	5	6
0	5	0	2	5	7	0	2	5	7	0	2	5	7	0	2	5	7	0	2	5	7	0
0	0	0	5	0	5	0	5	0	5	0	5	0	5	0	5	0	5	0	5	0	5	0
		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

CALLS