



June 9, 2025

Relay Service & Equipment Distribution:

- **Functionally equivalent telecommunications access for people who are deaf, deaf-blind, hard of hearing, or have a speech disability.**

Deaf Services

- **Increase awareness of services.**
- **Identify & minimize barriers to employment and access for citizens with hearing and speech disabilities.**



Wyoming Relay/Deaf Services Program

Relay Services - Dial 7-1-1



Deaf Services Training, Outreach, Information & Referral

Equipment



A Call Anyone Can Make

Equipment Distribution Program

Eligibility

- Speech disability, hard-of-hearing, deaf, or deaf-blind
- Must be a Wyoming Resident
- Be able to demonstrate ability to use and care for the equipment (Any age)
- Meet income eligibility requirement (free or cost share)
- Former Clients – Return equipment from previous case

Process

- Application completed and received
- Applicant or alternative contact may be called for more information
- Appointment scheduled or loaner equipment shipped as needed
- Loan period initially for two weeks may be extended, if needed
- If eligible, equipment permanently distributed
- If ineligible for free equipment, equipment can be obtained under the cost-share option

Data & Internet Services

Client Responsibility

The client is responsible for the telecommunication service(s) for the device, whether it activated through landline services, data plans, or internet services. We make the client aware at the initial appointment that they are responsible for their phone services to properly use the equipment. All wireless devices are unlocked so they may choose their preferred provider. If wireless, the device must be activated or connected to WiFi during use.

Installation & Troubleshooting

1. Install landline equipment or activate wireless equipment;
2. Customize their equipment
 - a. Phonebook Entries
 - b. Memory Dial
 - c. Voicemail Greeting
 - d. Homescreen Customization
 - e. Voice Control
3. Train client and their support (if present) on how to use the equipment; and
4. Ensure all equipment is working properly through test calls before leaving the residence.

**All equipment has a three-year warranty

When experiencing technological difficulties, we always recommend the following steps:

1. Power the device off and wait about five minutes before turning back on
2. If the problem persists, check to see if the equipment needs a software update
3. If it is still not working, check the manual of the device to see their troubleshooting strategies
4. Then contact us or the designated vendor of the equipment to help with troubleshooting

Why is this important?

Percentage of Individuals with Hearing Loss by Age & Severity

72.9 Million

(22.2% of the Total Population)

Americans aged 20 years or older have hearing loss



Hearing loss categories are based on the 4-frequency pure-tone average (Hearing Number) in the better-hearing ear: Mild (20-34 dB), Moderate (35-49 dB), Moderate severe+ (50dB+)

Most Frequent Causes of Hearing Loss



Exposure
to loud noise



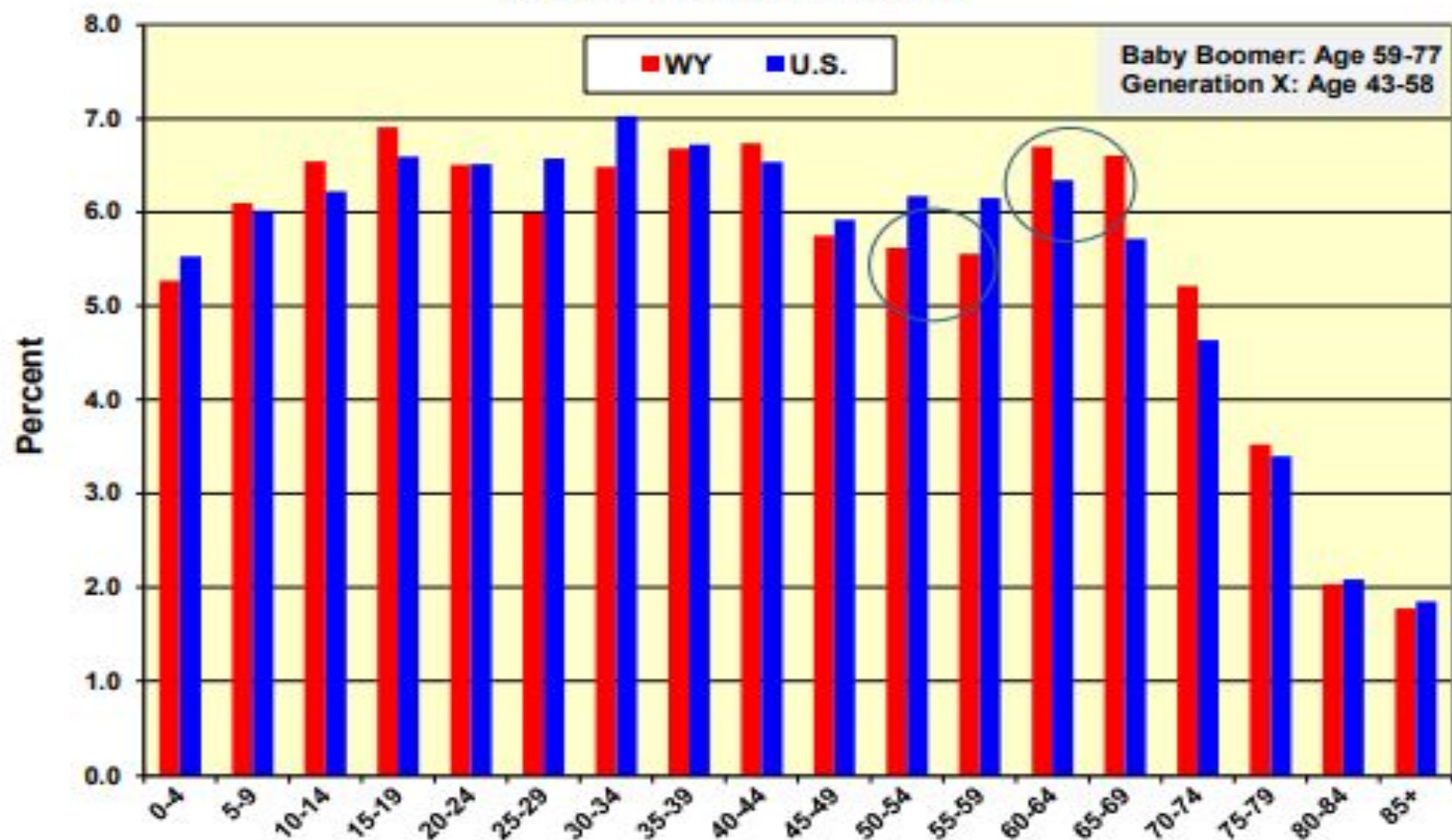
Natural Aging

Impact of Hearing Loss



- Untreated hearing loss was associated with a 52% greater risk of dementia, a 41% higher risk of depression and almost 30% greater risk for falls compared with those who had no hearing loss.
- Those with untreated hearing loss experienced 46% higher total health care costs and almost 50% more hospital stays.
- Hearing loss is a serious contributing factor to social isolation and loneliness.

Wyoming and U.S.: 2023



Source: U.S. Census Bureau

Prepared by Wyoming Economic Analysis Division

Corded Landline Phones

Features can include:

- Amplification
- Big Buttons
- Illuminated Buttons and Screen
- Talking Caller ID
- Talking Keypad
- Build-in Answering Machine
- Tone Control
- Boost for Extra Amplification
- Loud Ringers
- Flashing Lights
- Speakerphone
- Memory Dial
- Built-in Phonebook

Or a super simple phone with only buttons to dial



Cordless Landline Phones



Features can include:

- Amplification
- Tone Control
- Boost for Extra Amplification
- Built-In Answering Machine
- Slow-Talk
- Talking Caller ID
- Talking Keypad
- Speakerphone
- Customer Support with push of a button
- Illuminated Dial Pad
- Bluetooth Capabilities
- Hearing Aid Compatible

Captioned Phones



Features can include:

- Captioning for phone calls
- Captioning for voicemails
- Flashing Light
- Loud Ringer
- Large easy-to-read display
- Traditional-style phone
- Touchscreen
- Memory dial buttons
- Custom font and display size
- Built-in Answering Machine
- Analog or Digital
- Amplification

****Please note: Wyoming Relay offers only CapTel brand in the program but there is also CaptionCall and ClearCaptions**

Wireless Devices

Equipment can include:

- Android v. Apple
- Smartphone v. Tablet
- Customized App Packages to fit client's needs
- Accessibility features enabled to fit client's needs
- Bluetooth connectivity (hearing aids, AirPods, headphones, etc.)



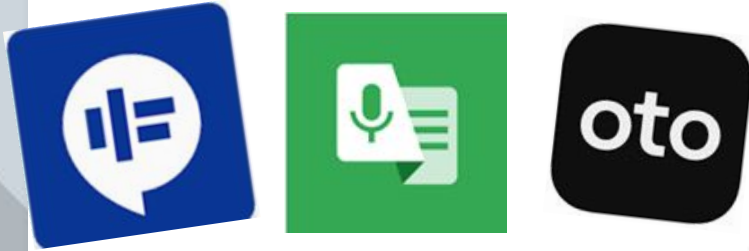
... Or if they like their current cell phone, it can Bluetooth connect to an amplifier!

- Hear All SA-40
- Clarity XLCGo
- Clarity Sempre



Accessibility Apps

Hearing Loss



Vision Loss



Ease of Use



Safety

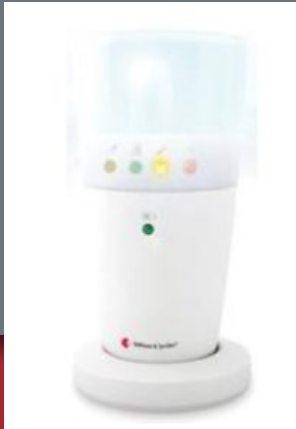


Built-in Accessibility Features

Settings → Accessibility → Hearing

	Apple	Android
Amplifies in-person conversations	Live Listen	Sound Amplification
Captioning for in-person conversations	Live Caption (Beta)	Live Transcribe
Captioning for phone conversations	Live Caption (Beta)	Live Caption
Signaling for alarms, sirens, appliances, dog bark, baby cry, and more.	Sound Recognition	Sound Notifications

Landline & Wireless Signaling Equipment



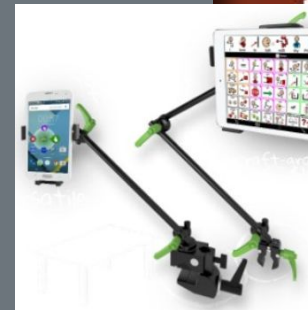
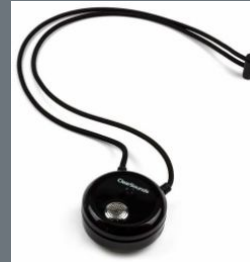
Features can include:

- Flashing Lights
- Loud Ringers
- Alarm Clock
- Bed Shaker
- Portable
- Bluetooth
- Some are compatible with both, landline and wireless
- Signaling for more than phone, can include doorbell and fire alarms

Equipment can include:

- Amplified Answering Machine
- Talking Caller ID with a Call Blocker Feature
- Headphones
- Neckloops
- Mounts and Stands
- Styluses
- Bluetooth mouse
- Bluetooth keyboard

Landline & Wireless Accessories



The Future

- Artificial Intelligence
- Wearables & smart home integration
- RTT with audio, text, and video
- Multiple disabilities
- medical advancements
- Broadband accessibility
- Increased demand for training and technical assistance



Resources

- Wyoming Relay (<https://www.wyomingrelay.com/>)
- Vision Outreach Services
(<https://edu.wyoming.gov/parents/special-education/vision-outreach/>)
- Wyoming Assistive Technology Resources (WATR)
(<https://www.uwyo.edu/wind/watr/index.html>)
- Wyoming Independent Living (<https://www.wilr.org/>)
- LifeLine (<https://www.lifelinesupport.org/>)
- Tech2Connect (<https://www.uwyo.edu/wycoa/tech2connect-folder/index.html>)
- Apple Accessibility (<https://www.apple.com/accessibility/>)
- Android Accessibility
(<https://support.google.com/accessibility/android/answer/6006564?hl=en>)

**Let Wyoming Relay help your
participants find the perfect
solution for their
communication needs!**



Questions



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