

Inside GEORGIA RELAY

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Meet Jenny Pearson: Georgia Relay's New Outreach Coordinator

Please join us in welcoming Jenny Pearson, Georgia Relay's newest Outreach Coordinator, to the team! Get to know Jenny and learn about her background, her passion for telecommunications, and what she's looking forward to as she settles into both a new role and a new state.

Tell us a little about yourself—where are you coming from?

My husband and I, along with our two dogs, moved to Brunswick, GA, in May of 2025 after living in Baltimore, MD, for almost all of our lives.

What's your professional background?

I hold a degree in Deaf Studies from Towson University in Maryland, and most of my career has been working within the Deaf Community in advocacy, education, and integration.

I've been working for Hamilton Relay, the contracted relay service provider for Georgia, for over eight years, providing outreach in states including Maryland, Pennsylvania, Connecticut, Massachusetts, Virginia, Iowa, and Washington, DC, among others.

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About the PSC and Georgia Relay

The Georgia Public Service Commission (PSC) is responsible for the establishment, implementation, administration, and promotion of Georgia Relay. Available 24 hours a day, 365 days a year, Georgia Relay allows people who have difficulty hearing or speaking to communicate with any standard phone user. To make a Georgia Relay call, dial 7-1-1.

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What does your role as Outreach Coordinator look like day to day?

I'm responsible for educating residents about the important resource that Georgia Relay could be for people who find it hard to use a standard telephone due to hearing or speech differences. I travel all over the state, providing presentations, exhibiting at health fairs, expos, and community events, and working with businesses, agencies, schools, and health care providers on how Georgia Relay can be used to connect with people who don't use traditional telephones to make and receive calls.

What outreach goals are you focused on?

My main goal is to ensure that as many people as possible know about Georgia Relay and the services it provides. Many times, I talk to people who don't need Relay services themselves, but they may know someone who does. I'll be focusing on areas of the state that haven't had as much outreach attention in the past, to make sure every corner of Georgia has an opportunity to learn about this amazing resource.

What do you love most about your position?

My favorite part of this job is when I can connect someone with services and technologies that quite literally change their lives. For many people, the ability to pick up a phone and make or take a call is such a challenge that they simply don't use the phone. They may ask someone else to make calls for them or avoid calls altogether, and that can negatively impact nearly every aspect of their lives.

Connecting people with technology and services that help them maintain their independence, dignity, and self-esteem is something that is very important and deeply special to me.

What draws you to Georgia Relay's mission specifically?

Georgia Relay serves as an essential resource, creating a positive ripple effect that benefits not only its direct users but the wider community as well. The ability for all people to make and receive calls fosters independence, connection, relationships, and business. I've seen Relay services change lives for the better—both for those who use the services and the people who care about them.

Being new to Georgia, what are you most looking forward to?

There's something fun about exploring a new place! I've always loved travel and experiencing new cultures, foods, people, and communities, so I'm excited to get out and about in Georgia and discover all this beautiful state has to offer.

Lastly, what's a fun fact about you?

One of the reasons my husband and I moved to Georgia is actually the climate! The weather in Brunswick allows for nine months of growth, and as an enthusiastic gardener, that is incredibly exciting. I'm eager to get my garden in the ground after the last frost—I'm hoping to grow tomatoes, cucumbers, zucchini, squash, cantaloupe, and a wide variety of herbs. I hope to produce enough to share with my new community!



Want to connect with Jenny or invite her to your organization, school, or community event?

Reach out to Georgia Relay at GeorgiaRelay.org or call **Customer Care at 866-694-5824 (Voice/TTY).**

Georgia Relay Out and About in the Community



Peachtree City – Senior Expo

Jenny kicked off her outreach during the month of March by exhibiting at the Peachtree Senior Expo, where she met over 200 seniors in the area and spread the word about Georgia Relay's services.

Roosevelt Harris, Jr. Senior Citizens Center

Keeping her March outreach efforts up, Jenny gave a presentation hosted by the Roosevelt Harris, Jr. Senior Citizens Center in Brunswick. The senior members of the program asked great questions that fostered an informative dialogue about how Georgia Relay can be of service to seniors. Jenny looks forward to visiting them again!



BINGO!

Jenny sponsored the prize for Bingo in the last full week of March at the W.W. Law Center in Savannah. One lucky winner went home with a Georgia Relay self-care basket, including a Yeti tumbler, a fleece blanket, and a journal in a decorative basket.



All Around Town

Throughout March, Jenny gave presentations to community centers—Mary Flournoy, Liberty City, and Tatumville—in Savannah. She had a wonderful time meeting their senior members and discussing the benefits of Georgia Relay.



Schedule a FREE Georgia Relay outreach presentation for your local community organization, senior center, or expo. Fill out the interest form at GeorgiaRelay.org/Outreach for inquiries.



RELAY GUIDE 101:

Quick Basics for Placing & Receiving Relay Calls

Whether you're new to Georgia Relay or just want a refresher, we're covering everything you need to know to place and receive Relay calls with confidence.

How to Place a Relay Call

Getting started is simple. Dial 7-1-1 from any phone to reach Georgia Relay. A Communication Assistant (CA) will connect you. Simply give them the number of the person or business you want to reach, and they'll take it from there. Georgia Relay is available 24 hours a day, 365 days a year.

You can also reach Georgia Relay through these direct numbers:

- TTY: 800-255-0056
- Voice: 800-255-0135
- Speech-to-Speech (STS): 888-202-4082
- Spanish-to-Spanish: 888-202-3972

Receiving a Relay Call

If you use a standard phone and have never received a Relay call, you might one day answer and hear: "Hello, this is Georgia Relay..." Please don't hang up. This is not a telemarketing or spam call. A skilled CA will walk you through everything. Just speak naturally, say "Go Ahead" when you finish your thoughts, and wait for the CA to relay the response.

Long-Distance Calls & Costs

Georgia Relay is free for all local calls, so there are no setup fees, no per-minute charges, and no limit on the number or length of calls. Standard long-distance calls are also covered at no charge. Fees may apply for: international calls, directory assistance, pay phone calls, and pay-per-call (900-number) services.

Tip: Designate your call preferences by setting up a Georgia Relay Customer Profile. It's free and saves time on every call. Visit GeorgiaRelay.org or call Customer Care at **866-694-5824 (Voice/TTY)**.

Quick Reference Numbers

Any phone (dial) 7-1-1

TTY	800-255-0056
Voice	800-255-0135
Speech-to-Speech	888-202-4082
Spanish Relay	888-202-3972
Customer Care	866-694-5824

IN AN EMERGENCY, ALWAYS DIAL 9-1-1 DIRECTLY.

Georgia Relay is administered by the Georgia Public Service Commission and provided by Hamilton Relay. Visit GeorgiaRelay.org for more information.

Georgia Relay Outreach Opportunities

Georgia Relay offers free outreach events, in-person presentations, and online webinars to help Georgians learn how to make the most of Relay services—at no cost to you!

Who should attend? These sessions are designed for anyone who is deaf, hard of hearing, DeafBlind, or has difficulty speaking, as well as family members, caregivers, advocates, and anyone who wants to better understand how Relay works.

What will you learn? Georgia Relay Outreach Coordinator Jenny Pearson leads each session, covering available services and programs, telecommunications equipment options, and anything else you want to know.

Bring Georgia Relay to Your Organization

Georgia Relay specialists are available to host free exhibits, booths, and presentations for clubs, businesses, agencies, medical organizations, senior groups, advocacy groups, and more, at conferences, expos, workshops, town halls, fairs, seminars, and trainings.

Free Webinars Available

Can't attend in person? Register for a free introductory webinar online.



Visit GeorgiaRelay.org/Outreach to sign up or to request an event for your group.



Make Calls Easier with a Georgia Relay Customer Profile

With a Georgia Relay Customer Profile, your Relay calls can be as personalized to you as possible to fit your needs and preferences. Filling out the form takes only a few minutes and is a huge step towards streamlining each of your Relay calls. After you have established your selection, the Communication Assistant (CA) will be automatically notified before you initiate or receive a Relay call.

Georgia Relay Customer Profile Options:

- Preferred Relay calling type, such as Text Telephone (TTY) or Voice
- Preferred Relay calling number
- Preferred language (English or Spanish): All Relay connection options are available in Spanish. Bilingual CAs are available to process Spanish-to-Spanish Relay calls. Translation between Spanish and English is available if you and the person you are calling are both within the state.
- Add more!

Want to subscribe to the Inside Georgia Relay newsletter for updates on upcoming outreach events and services? You can opt in when registering at GeorgiaRelay.org/Outreach.

The Online Relay Partner Directory is at Your Service

Part of Georgia Relay's efforts to make communicating by telephone easy, accessible, and reliable for everyone is training a diverse set of businesses on how to receive Relay calls.

Below are official Georgia Relay-trained organizations in the medical care and insurance industries that you can rely on for a smooth experience for Relay users.

MEDICAL CARE		INSURANCE	
CHATHAM ORTHOPAEDIC ASSOCIATES, Savannah	912-525-1303	FARMERS INSURANCE, Cumming	770-502-6610
GEORGIA POISON CENTER, Atlanta	404-616-9131	MAIN STREET AGENCY, Alpharetta	678-806-9500
ILLUMA CARE CONNECTIONS, Alpharetta	770-847-7367	PEACH STATE HEALTH PLAN, Smyrna	678-556-2336
OPTIMAL HEARING BUCKHEAD, Atlanta	404-233-3217	THE BAKER GROUP, East Point	404-209-0313
TRANSIT CPR LLC, Lithonia	404-395-8744	THE HARRELL AGENCY, INC, Waycross	912-287-0064
WELLSTAR GRADY HOSPITAL, Atlanta	404-616-8508	WILSON INSURANCE/AUTO INSURORS, INC, Albany	229-888-9605



Visit GeorgiaRelay.org/Relay-Partner-Program/Online-Partner-Directory for the complete list of Relay-Friendly organizations.

Voice Carry-Over (VCO) Service Highlight

Do you speak well but struggle to hear what's said on the phone? Voice Carry-Over (VCO) was designed with you in mind. It lets you use your own voice in the conversation while Georgia Relay handles the rest.

What Is VCO?

Voice Carry-Over is ideal for people who can speak clearly yet have hearing loss significant enough to prevent them from understanding what is being said over a standard telephone.

What Equipment Do You Need?

VCO works with either of the following setups:

- A TTY (text telephone) paired with a standard telephone
- A specially designed VCO phone that combines a handset with a built-in text screen

No matter which option you use, the experience is the same: you speak naturally, and the CA types the other person's words back to you.



A Few Things to Keep in Mind

- Using a VCO phone? No typing is needed on your end. Once a CA is on the line, all prompts will be made verbally.
- First-time Relay user on the other end? No problem. The CA will explain how Georgia Relay works. You'll see EXPLAINING RELAY appear on your screen.
- Always say "GA" or "Go Ahead" each time you finish speaking, so the other person knows it's their turn to respond.



Make a VCO Call by dialing **7-1-1** or **800-255-0056** today.



Congratulations to Bartu Tunctan, Recipient of the Hamilton Relay Scholarship

Hamilton Relay, Telecommunications Relay and Captioned Telephone Service provider for the state of Georgia, has awarded a \$1,000 college scholarship to Bartu Tunctan, a student at Jackson County High School in Braselton, Georgia.

The scholarship opportunity is available to high school seniors who are deaf, hard of hearing, DeafBlind, or have difficulty speaking. A recipient is selected within each of the states where Hamilton Relay is the contracted service provider; this is one of several ways the company gives back to the communities it serves.

"Hamilton Relay takes pride in recognizing outstanding leadership and promoting education," says Jenny Pearson, Georgia Relay outreach coordinator. "We are excited to have the opportunity to contribute to furthering Bartu's education, and we wish him success in reaching his personal and professional goals."

Bartu was awarded the Hamilton Relay Scholarship after completing the application process, including writing an essay on the topic of communication technology. Bartu plans to attend Rice University this fall to study Computer Science.

Learn More About Hamilton Relay

Hamilton Relay provides contracted Traditional Relay and Captioned Telephone services in 35 states, the District of Columbia, and the Island of Saipan, and is a provider of Internet-based Captioned Telephone services nationwide.



Visit HamiltonRelay.com for more information.



Accessible Community Events to Add to Your Calendar



BenefitU Health Fair

The annual fair connects participants with their benefits, promotes overall well-being, and highlights trusted community partners and resources that support the health of the City of Savannah workforce and their families. This event is exclusively for the City of Savannah employees, their dependents, and retirees.

Find more information at SavannahGa.gov/4068/Benefit-U-Health-Fair today.



Camp Juliena

Youth Camp Juliena is a week-long summer camp for kids ages 6-13 who are deaf or hard of hearing. Through fun activities, campers form lasting friendships and acquire valuable leadership, team building, social, and communication skills.

Visit GCDHH.org/camp-juliena for more information.



Primetime Seniors

If you think summer camps have an age limit, think again! Atlanta residents ages 55 and older can join in on the Camp Best Friends fun as well. Join this summer for virtual programming in arts & crafts, music & dance, technology, table games, fitness, and trips.

Go to AtlantaGa.gov/Government/Departments/Department-Parks-Recreation/Office-Of-Recreation/Primetime-Seniors-Ages-55-And-Up to register.

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Customer Care

866-694-5824 (Voice/TTY)

To use Georgia Relay

Dial 7-1-1 or 800-255-0056 (TTY)
GeorgiaRelay.org



Visit us on Facebook at
Facebook.com/GeorgiaRelay



1006 12th Street
Aurora, NE 68818

INGREDIENTS:

- 1 lb. jumbo lump crab meat
(*picked over, shells removed*)
- ½ cup plain panko crumbs
- 6 Tablespoons mayonnaise
- 1 large egg
- 1 teaspoon yellow mustard
- 1 teaspoon lemon juice
- 1 teaspoon Old Bay or J.O. seasoning
- 1 ½ teaspoons finely minced fresh parsley
- ¼ teaspoon kosher salt
- ¼ teaspoon ground black pepper
- 1 Tablespoon salted butter (cut into 8 pieces)



Cook's Corner:

Maryland-Style Crab Cakes

1. Lightly grease a rimmed baking sheet with butter. Set aside.
2. In a large mixing bowl, whisk together mayo, egg, mustard, lemon juice, Old Bay, parsley, salt, and pepper until well combined.
3. Add crab meat and panko crumbs. Use your hands to gently work the crab meat and panko into the wet ingredients (keep the lumps of crab as intact as possible).
4. Allow this mixture to rest in the refrigerator for about an hour.
5. Scoop crab meat by heaping ½ cup into a measuring cup. Pack the meat into the scoop to help keep its shape, then transfer to the baking sheet. Do not flatten. Space at least 2" apart on baking sheet.
6. Place a small piece of butter on top of each crab cake.
7. Cover baking sheet tightly with plastic wrap and transfer to refrigerator to chill for at least 30 minutes and up to 24 hours before baking.
8. To bake: Preheat oven to 450F. Once oven is fully preheated, remove crab cakes from the refrigerator and remove plastic wrap.
9. Transfer to the oven and bake for 8-10 minutes. For a browned exterior, switch the oven to broil for the last 2 minutes.
10. Serve with tartar, cocktail, or remoulade sauce and seafood seasoning.