

2016

ANNUAL Report

www.hamiltonrelay.com

RELAY



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Report provided by:

That's what I'm talking about



The information in this document is considered Proprietary and Confidential.

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EXECUTIVE Summary

The past year has been a year of celebration and growth for Hamilton Relay. We've added a new state contract, renewed long-standing contracts, expanded our centers, added a Captioned Telephone solution for people in the workplace and celebrated our 25th Anniversary.

Over the past year, we took every opportunity to celebrate our 25th Anniversary with as many of our staff and consumers as we could. We celebrated at each of our relay centers, and each outreach coordinator held community celebrations in each state we serve.

It is truly an honor to be a Hamilton Relay employee and to have the opportunity to serve customers across the nation. As I think about what 25 years means to me, this is a time to look back and celebrate 25 years of milestones - the advancement of technology, the relationships with people who use our service and embracing change while being consistent to our mission statement and our commitment of quality to the people we serve.



The account management team celebrating our 25th Anniversary.

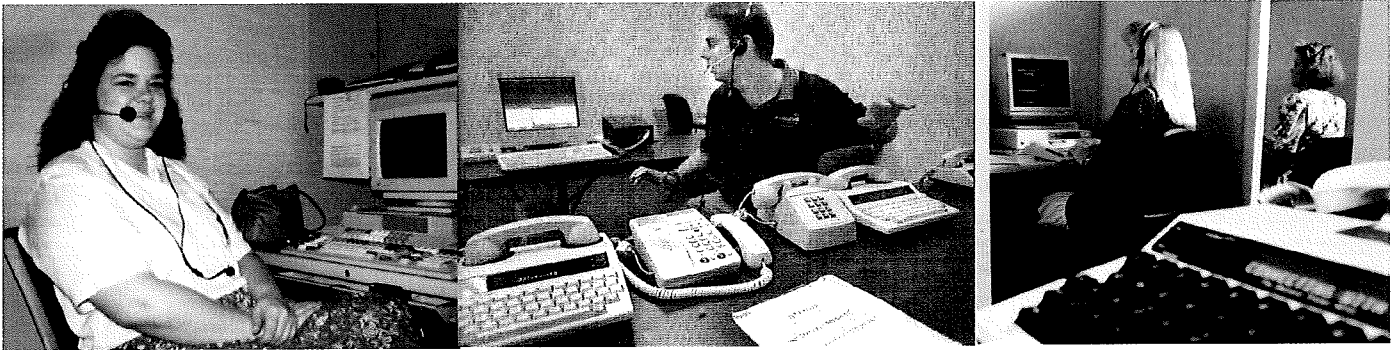
This year, every task, every investment and every function supported two main goals: regulatory compliance and consumer satisfaction. We hope as you read through our annual report that our commitment to those goals shines through.

I'm grateful to have a fantastic team supporting and working toward a consistently high quality of service. We look forward to another year of growth and success.

- Beth Slough, Director of Account Management and Compliance Manager



25TH Anniversary



Letter from John and Dixie

This year marks a milestone in the history of Hamilton Relay and our parent company, Hamilton Telecommunications. For 25 years, Hamilton Relay has provided high quality telecommunications relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

From our beginning in 1991, Hamilton Relay, a division of Hamilton Telecommunications, was founded to provide Traditional Relay Services on a contract basis. Over the years, we have expanded our services and today we provide Traditional Relay and Captioned Telephone Services through more than 24 contracts to 18 states, the District of Columbia and the Island of Saipan. Hamilton also provides Internet-based Captioned Telephone solutions nationwide.

We are proud to continue a tradition of top quality, reliable service and unmatched customer care support while striving toward innovative communication solutions.

We are grateful to all of the people that have made the last 25 years a success. Thank you for being a part of our journey. We couldn't be more excited for what is to come!

- John Nelson, President of Hamilton Relay

- Dixie Ziegler, Vice President of Hamilton Relay



INNOVATIONS

CapTel For Business

Hamilton Relay and Tenacity, Inc. introduced a captioned telephone solution for business professionals who have difficulty hearing on the phone. With Hamilton CapTel for Business, Interconnected by Tenacity, employees with hearing loss can listen while reading word-for-word captions of what's being said on a business phone. The result is reduced frustration during business calls and greater productivity.

Hamilton CapTel for Business, Interconnected by Tenacity, provides employers with a solution for telecommunications access which meets the accommodations standards in the Americans with Disabilities Act (ADA). The solution seamlessly integrates into existing Cisco VoIP networks and utilizes features built into the Cisco Unified Communications Manager.



**Hamilton CapTel[®]
for Business**

Interconnected by Tenacity[™]

TRS Platform

Technical enhancements that were part of our new supervisor console allowed for more redundancy by improving our ability to automatically failover. Other enhancements include more robust staffing oversight of log-in and queuing.

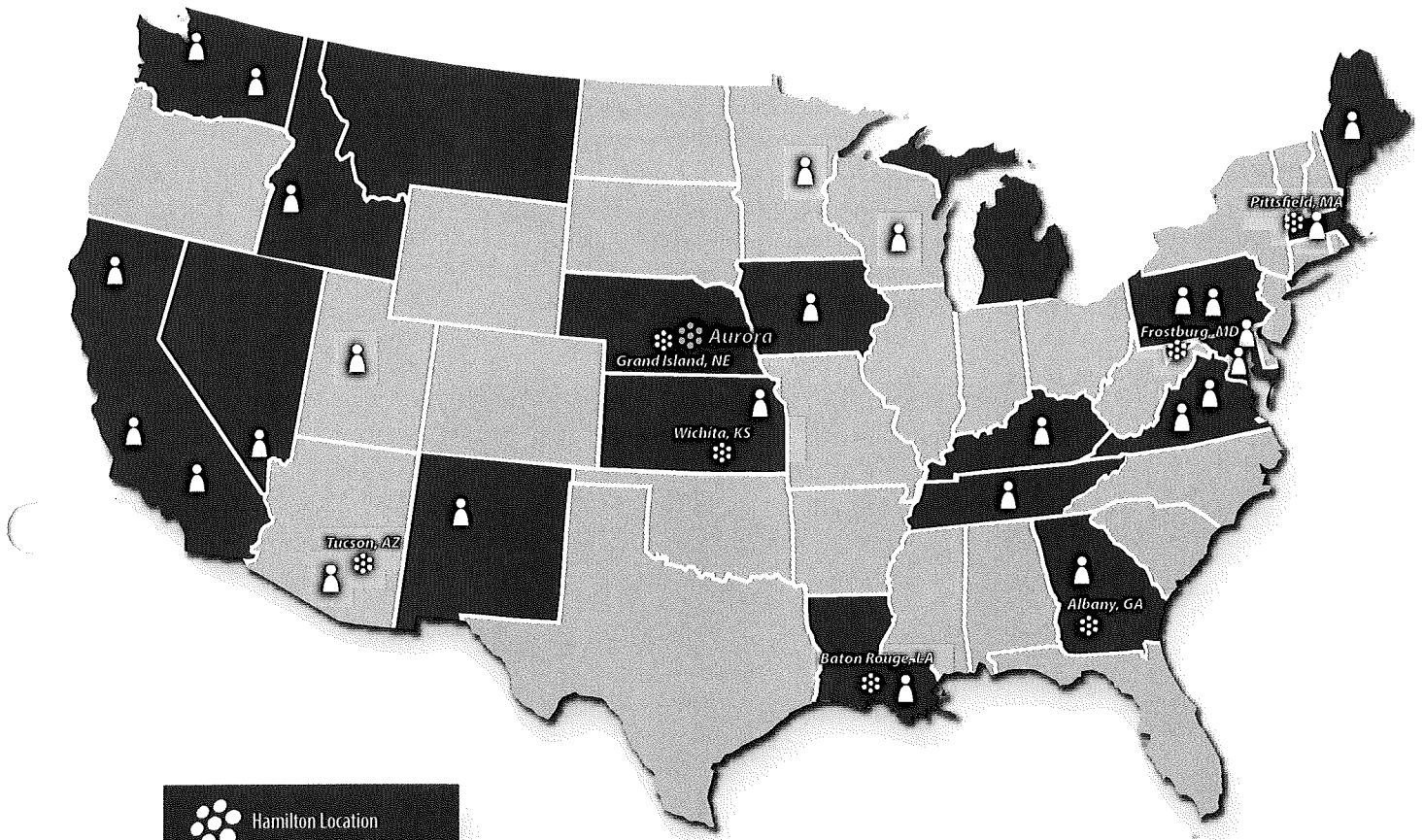
Data Centers

We continue to modify and optimize our current virtual infrastructure to not only become more efficient and automated but to also implement security best practices as they evolve.

Automated Quality Assurance System

There are a series of monitoring and tests that each Communication Assistant (CA) are required to pass. In the past, tracking this has been a labor-intensive process. Our new Quality Assurance System (QAS) will automate and help identify trends in CA performance.

SERVICE Area Map



-  Hamilton Location
-  Account Management, Marketing & Outreach Staff
-  Hamilton Relay Service Area



Connecting lives for 25 years, Hamilton Relay is now providing TRS and CapTel services through **24 contracts in 18 states, the District of Columbia and the Island of Saipan.**

CULTURE Training

Hamilton Relay is dedicated to educating our employees about the Deaf, Deaf-Blind, Hard of Hearing and Late-Deafened communities and their cultures, as well as individuals who experience difficulty speaking so that we may better serve those who use our services.

We provide culture training to new staff when they join our team. Communication Assistants participate in 20 hours of training during their new-hire training and have 12 hours of ongoing training throughout the year.

Training modules include a wide variety of topics and methods including presentations, videos and activities. One module we use this past year was Deaf Deaf World, which provides trainees with first-hand experience on how to communicate in a variety of settings. Our staff truly enjoy the variety of modules included in our culture training.



Pictured above is one of several training sessions that take place throughout the year.

INDUSTRY Changes

Procedural Updates

In order to provide the highest quality TRS service to our customers, we continually review our procedures, often asking our consumers for their input and feedback. Over the past year, this feedback prompted a number of changes that we believe have enhanced our services. We will continue to review and refine our procedures in an effort to continually provide the most functionally equivalent service possible.

- **Free Long Distance/Equal Access Waiver** - Because of the waivers granted by the FCC, Hamilton will provide long distance service to relay users at no cost if selected by the state. Exceptions include, calls from inmates at correctional facilities, calls placed from payphones, call placed to and from international locations and calls placed to Directory Assistance.
- **911 Procedure** - If a relay user asks for the "Police" or states "I need help", the CA will voice or type "DO YOU NEED 911?" We believe this will provide clarity for the CA because of the various interpretations of a statement like "I need help".

CTS Operations

We continue to see growth in Hamilton CapTel call processing, adding CapTel seats and expanding our centers. CTI opened new centers this year in Tampa, Florida and Appleton, Wisconsin.

We place a large focus on CapTel quality, following the same process for measuring speed and accuracy as CTI does. All CapTel CAs are required to pass speed and accuracy tests to transcribe verbatim at a minimum of 125 words per minute at 98% accuracy before they are allowed to take production calls.

Each CA is regularly monitored and scored on call quality. CAs meet with their supervisor to review their monitoring scores and discuss ways to improve their performance. In addition, a CapTel CA must re-qualify each month in order to continue processing production calls by passing the speed and accuracy tests. Should a CA fail the monthly qualification they will be removed from captioning calls until they can pass the speed and accuracy tests.

CapTel Updates

Hamilton has worked to ensure that current CapTel users have been kept up-to-date with the latest software updates this past year. Users of the CapTel 2400i phones were provided with the following updates:

- **New Feature - Bluetooth® Connectivity:** Users can connect their own Bluetooth-compatible headset, neckloop or other Bluetooth assistive listening device to enjoy "hands-free" calling and benefit from the features of their Bluetooth-enabled device.
- **New Button - Speakerphone (replaces "Tone" button):** Provides quick one-touch access to the Speakerphone feature. Users can still adjust the Tone control using the touch-screen menu.
- **Revised Audio Jack access - 3.5mm connection:** Provides 3.5mm audio jack to accommodate contemporary devices with both outgoing audio and incoming microphone/voice. The 2.5mm jack has been removed.

QUALITY

Third Party Quality Assurance TRS Testing

To ensure that calls are processed accurately and efficiently, Hamilton continually conducts both blind and standardized tests of every Communication Assistant (CA). Blind testing is performed for each of our Relay Centers by Cositics (a well-respected auditing firm who is experienced in evaluating relay performance), in addition to internal testing by Hamilton, and in many cases by the states we serve.

Cositics conducts an annual independent comparative study of the major Relay Service providers in the U.S. The Performance Index measures agent accuracy, typing speed and the overall customer experience using objective Key Performance Indicators (KPI). The providers are then stack-ranked based on their score in each performance category, or KPI. Cositics annual National Relay Service Competitive Index provides Relay Service companies with insight and competitive intelligence to compare their performance to that of other relay service providers.

We ask you to recognize the level of "Outstanding Call Quality" that Hamilton provides as shared below.

Based on the results of the 2016 TRS Index, Hamilton is proud to announce they lead the industry in the following categories:



In the following KPIs, Hamilton scored "Best in Category":

- Average typing speed
- Typed accuracy at 97.5% (this while typing at an average of 87.3 WPM)
- Total number of calls with over 95% accuracy
- Percentage of calls typed at or above 95% accuracy and 60 plus WPM
- Lowest average number of words added or changed per call
- Lowest average number of words missing per call - with an average of 0.3 missing words per call
- Lowest average number of spelling errors per call
- Average spoken accuracy with an amazing 99.9%
- Average number of calls with spoken accuracy over 95%: 100% of Hamilton calls were at a spoken accuracy rate of over 95%
- Overall accuracy
- Passed calls (tied)

Note: One or more providers may be within the margin of error.

Hamilton goes to great lengths to ensure outstanding Quality of Service. Year over Year independent test results show Hamilton sets the pace in many key performance categories.

In a comparison of the past three National TRS Indexes, Hamilton improved its scoring every year in the following KPIs:

- Average typing speed
- Percent of calls at or above 60 words per minute
- Number of calls at 95% accuracy and 60 words or more per minute
- Overall Customer Care

Third Party Quality Assurance Captioned Telephone Testing

As an additional and important quality control tool, Hamilton utilizes Cositics to provide third-party, independent evaluations of Captioned Telephone service. Cositics is a well-respected auditing firm who is experienced in evaluating relay performance.

Cositics provides an annual Captioning Telephone Service Performance Index (the Index) where auditors measure vital details on every test call; ranging from delay time, missing details, spelling errors, words changed or missing, to total errors. The Index is an independent comparative study of all major Captioned Telephone Service providers in the US, ranking providers based on their score in each performance category.

We thoroughly analyze the results of the Index to not only see how we stack up against other captioning services but more importantly, to ensure that we continue to provide the quality service our customers are used to receiving. Hamilton continues to be a leader in overall captioning accuracy, which demonstrates Hamilton's focus on critical service components that significantly impact the customer experience.

The Cositics CTS Index is divided into two areas which were audited separately, evaluating performance for browser-based and for device-based Captioned Telephone Service. Hamilton's stellar performance in both areas is highlighted below.

Hamilton continues to be a leader in Overall Accuracy of Captioned Telephone calls.

Browser-Based Captioning Solutions

Hamilton CapTel placed first in the following categories:

- **Vital details missing (lowest average number of vital details missing per call)**
- **Average non-vital details changes (tied for the lowest number of non-vital details changed per call)**
- **Average non-vital details captioner corrected (non-vital words missing or changed that were later added or corrected manually by the captionist)**
- **Average non-vital details not corrected per call (lowest average number per call)**
- **Average words missing (lowest number of missing words per call)**
- **Average missed correction opportunities (lowest number of correction opportunities)**
- **Total errors (lowest average errors per call)**
- **Average overall accuracy**

Hamilton CapTel tied for first in total missing sentences (lowest number of missing sentences).

Hamilton CapTel placed first in the following categories:

- **Vital details corrected (highest number of missing or changed vital details that were manually corrected by the captionist)**
- **Average non-vital details corrected (highest number of missing or changed non-vital details that were manually corrected by the captionist)**
- **Average corrections (highest number of vital and non-vital details that were manually corrected by the captionist)**

Device-Based Captioning Solutions

The CTS Performance Index is designed to measure the customer experience. Hamilton's results are a testament to the commitment Hamilton has to providing the best customer experience possible.

Monthly Third Party Quality Assurance Captioned Telephone Testing

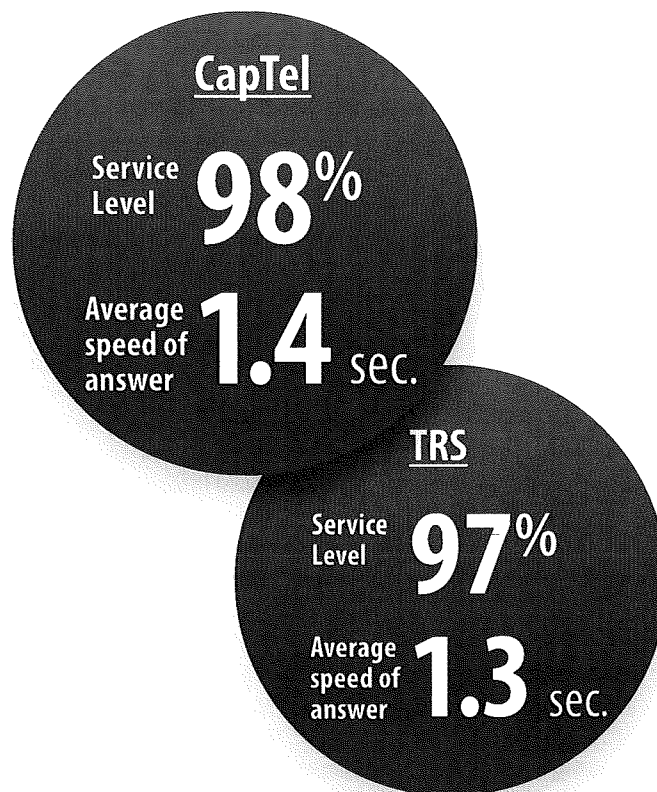
In addition to an annual index, Cositics provides a monthly evaluation of the overall quality and performance of the Captioning Assistants (CAs) who provide captioning services for Hamilton. Cositics places test calls in which it evaluates twenty Key Performance Indicators (KPI) on every test call; ranging from incorrect additions, missing details, missing sentences, spelling errors, words changed or missing, to total errors.

As with the Annual Index, we closely monitor these reports as we continue to look for areas where we might be able to improve. Month after month, CapTel service, including overall captioning accuracy, continues to significantly exceed that of other CTS providers. These monthly tests are designed to measure the customer experience and are a testament to the commitment Hamilton has to providing the best customer experience possible.

Quality & Answer Performance

With the belief that quality is of the utmost importance, we constantly monitor our CAs in areas such as proficiency and professionalism, typing speed and accuracy, procedures, language, voice quality, decorum, and professional knowledge and skills.

- Two evaluations are completed on each CA monthly; one formal call evaluation in which the call is observed from start to finish, and one informal evaluation.
- A Formal Audit is performed on each CA every month and consists of an observation and scoring of a scripted call from beginning to end.
- All monitoring are documented and feedback is shared with the CA so that areas of improvement can be identified and the progress of the CA can be tracked. This information is also used during quarterly trainings which focus on improving areas of weakness and review of new call procedures and infrequent call types.
- The Performance Averages Report that appears at the end of this report indicates outstanding answer performance throughout the contract year. Average TRS answer seconds for the year were **1.3 with 97%** of the calls answered in ten seconds or less, and average CapTel answer seconds for the year were **1.4 with 98%** of calls answered in ten seconds or less.

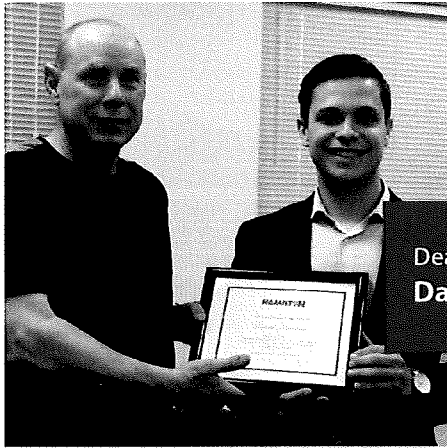


RELAY Outreach

Hamilton Relay once again recognized outstanding leaders within the state of Nevada with its annual scholarship and leadership awards. Hamilton presented the following individuals with their respective awards for outstanding leadership in their communities:




Better Hearing and Speech Month
Award Winner
Merideth Foster




Deaf Community Leader Award Winner
David Daviton

**Award
Winners**

Marketing



Now it's your call... anytime, anywhere with Relay Nevada.




Relay Nevada makes conversations possible for individuals who are deaf, hard of hearing or have difficulty speaking.

See what they say with Captioned Telephone

www.RelayNevada.com

Captioned Telephone allows individuals who have difficulty hearing on the phone to listen while reading captions of what's said to them.



RelayNevada.com

Relay Nevada Speech-to-Speech (STS)

Speech-to-Speech relay service is especially useful for individuals who have difficulty speaking or being understood on the phone.

Speech-to-Speech relay involves specially-trained Operators (OPs) who are familiar with a wide variety of speech patterns of callers with cerebral palsy, stroke complications, voice disorders or other speaking difficulties. The OPs repeat the STS user's side of the telephone conversation as needed, to ensure that the entire conversation is understood.

Making a call:

1. Dial 7-1-1 and request STS, or dial the toll-free STS relay number for Relay Nevada, 1-888-326-6888.
2. Give the OP the number to call.
3. The OP will ask the STS user about his/her call preferences relating to repeating other everything the STS user says or remaining in the background until assistance is requested.
4. The STS user may provide any other special instructions to the OP during the call.
5. The OP will repeat three- to four-word phrases unless requested otherwise.

Tips for STS Users

- You are in charge of your call. You may request a male or female OP, and as long as it is available, your request will be honored.
- Give the OP as much information as possible about your call before the OP dials. For example, if you know you are calling an automated system that requires you to select from a number of options, let the OP know which options you want before the call is placed.
- Once the call is connected, everyone on the call will be able to hear each other. You can choose whether or not the person on the other end leaves your voice on hold if you pause while the OP repeats what you've said.
- If the person you are calling may request that the OP remain in the background. If you need the OP to begin repeating what you've said at any time during the call, you must request the OP to do so. This approach is especially helpful when calling family, friends or others who may be unfamiliar with your speech.
- If you reach an answering machine, the OP will get your full message and then call back to let the message.
- Do not be concerned with the length of time a call may take. There is no time limit on any make as many consecutive calls as you like.

To learn more about Speech-to-Speech: Please contact Customer Care at 1-888-326-6888 or visit www.RelayNevada.com.

www.RelayNevada.com



RelayNevada.com

Make the Call with Relay Nevada — Just Dial 7-1-1

Relay Nevada is a 24-hour service that allows individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate over the phone.

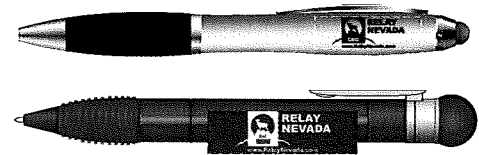
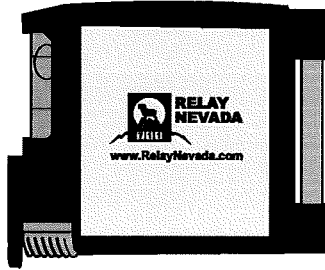
How to Connect

Dial 7-1-1 or call one of the toll free numbers below:

TTY/ASL/BCO (Hearing Carry Over): 800-326-6888
 Voices: 800-326-6888
 VCO (Voice Carry Over): 800-326-4013
 Speech-to-Speech: 800-326-5658
 Spanish: 800-877-1219

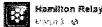
Captioned Telephone (CapTel®)
 -dial the other party's number directly
 -incoming callers: dial 1-877-243-2823

Customer Care:
 888-256-5647 Voice/TTY
 Email: relaynevada@hamiltonrelay.com





In addition to presentations, meetings and exhibits, the Outreach Coordinator, Kirk Stein, utilized flyers, Facebook and videos to promote Relay Nevada.

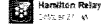
Throughout the year, Relay Nevada held more than 110 outreach activities and reached more than 13,900 people with information about relay services available to them through Relay Nevada.



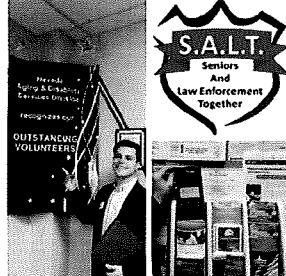
Recently, Kirk spoke with members of NAKSD and SALT about telecommunication solutions for individuals with hearing loss. The SALT Council is dedicated to the prevention of elder abuse and crimes against senior citizens in all forms.



Thomas Sena, Christa Bean Cervantes and 12 others



Recently, Kirk spoke with members of NAKSD and SALT about telecommunication solutions for individuals with hearing loss. The SALT Council is dedicated to the prevention of elder abuse and crimes against senior citizens in all forms.



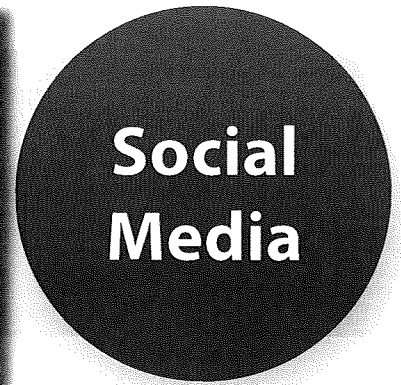
Christa Bean Cervantes and 5 others



Kirk is ready for his close-up! This week, he joined the SPOTLIGHT Program Breakfast to talk about telecommunication solutions for individuals who experience hearing loss. The SPOTLIGHT Program provides a resource program and support system for Health Care Professionals who assist Senior Adults in Southern Nevada.



Cathy Lear Marche, Christa Bean Cervantes and 8 others



Outreach Highlight Story

"While I was presenting at Ensemble Senior Apartments, a woman told me how much the phone has improved her life. She had an easy time setting up the CapTel phone. She enjoys using the conversation and message saving features on the phone. About three other seniors have come up to me after my presentations and told me they have the phone. Hearing stories of someone successfully using Relay Nevada service to connect with family and friends is the most rewarding part of my job."

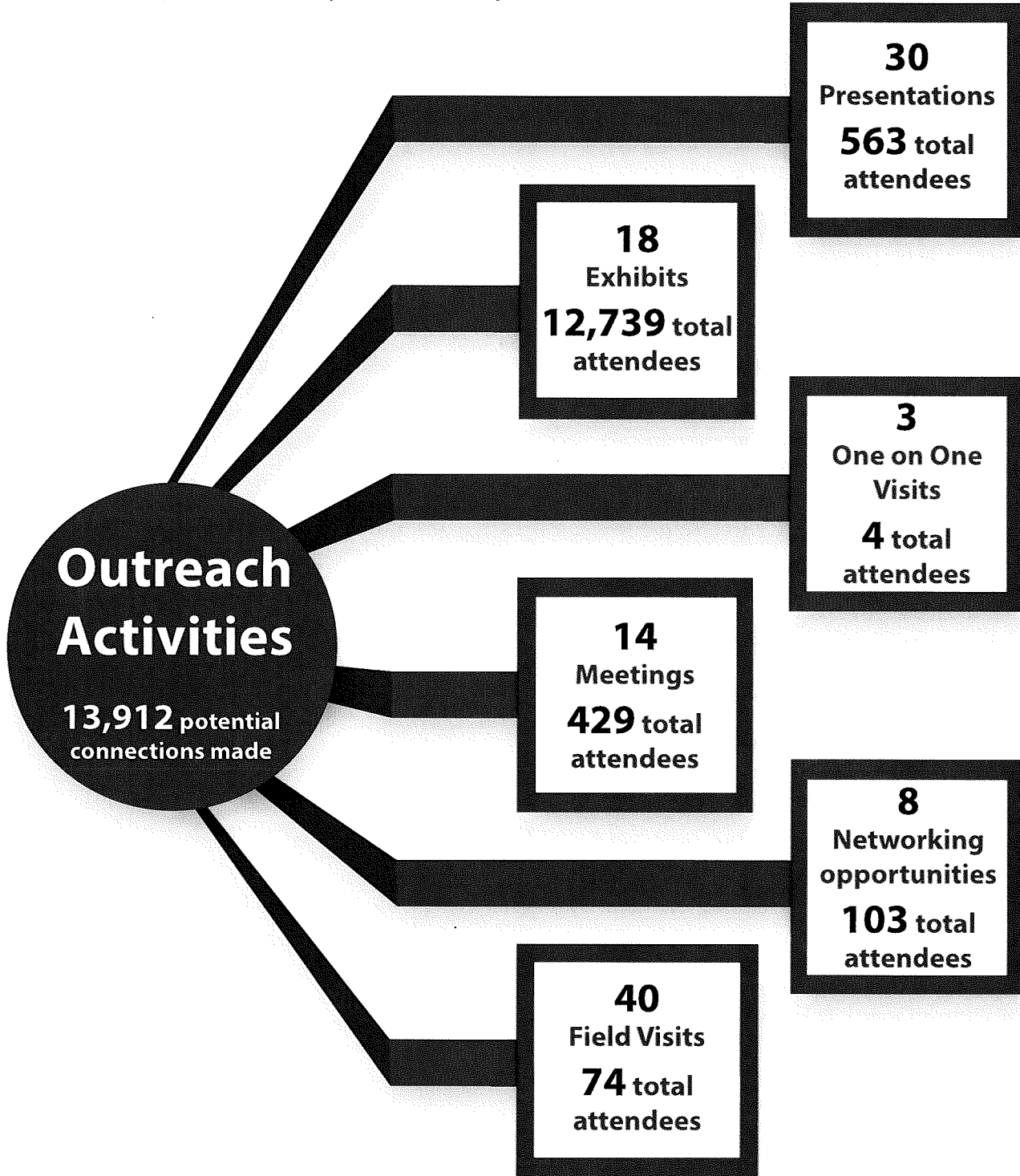
- Kirk Stein, Nevada Outreach Coordinator

Outreach Report

- **Relay Friendly Business (RFB)**
The Nevada Outreach Coordinator performed Relay Friendly Business training sessions for the Bank of America call center and the Carson City Justice Municipal court. Staff at each location learned how to place and receive relay calls. Both organizations successfully completed training.
- **Partnerships**
Kirk partnered with different agencies and organizations that allowed him to share booth spaces, information and contacts with each other throughout the year.
 - Deaf Centers of Nevada (DCN)
 - Hands and Voices
- **Events**
Kirk, the Nevada Outreach Coordinator, presented information to several organizations and exhibited at numerous events, which included health fairs, senior fairs and civic organizations.
Notable Events include:
 - Caregivers Expo in Boulder City
 - Clark County School District - Nevada Reading Week
 - Young at Heart 55+ Senior Expo
 - National Association of Social Workers Convention
 - VA Car Show and BBQ
- **Target Audiences**
 - Seniors
 - Veterans
 - Businesses
 - Civic Organizations
 - Emergency Personnel
 - School Teachers and Staff
- **Captioned Telephone Service**
Kirk provided presentations at senior centers, senior living facilities, veterans groups and hearing loss groups. He also displayed the phones and literature at his exhibit booth.
- **Speech-to-Speech Service**
Kirk shared information about Speech-to-Speech service at presentations and exhibits. He handed out flyers at various events and discussed Speech-to-Speech service with residents at senior living facilities who may benefit from the service.

Outreach Activities

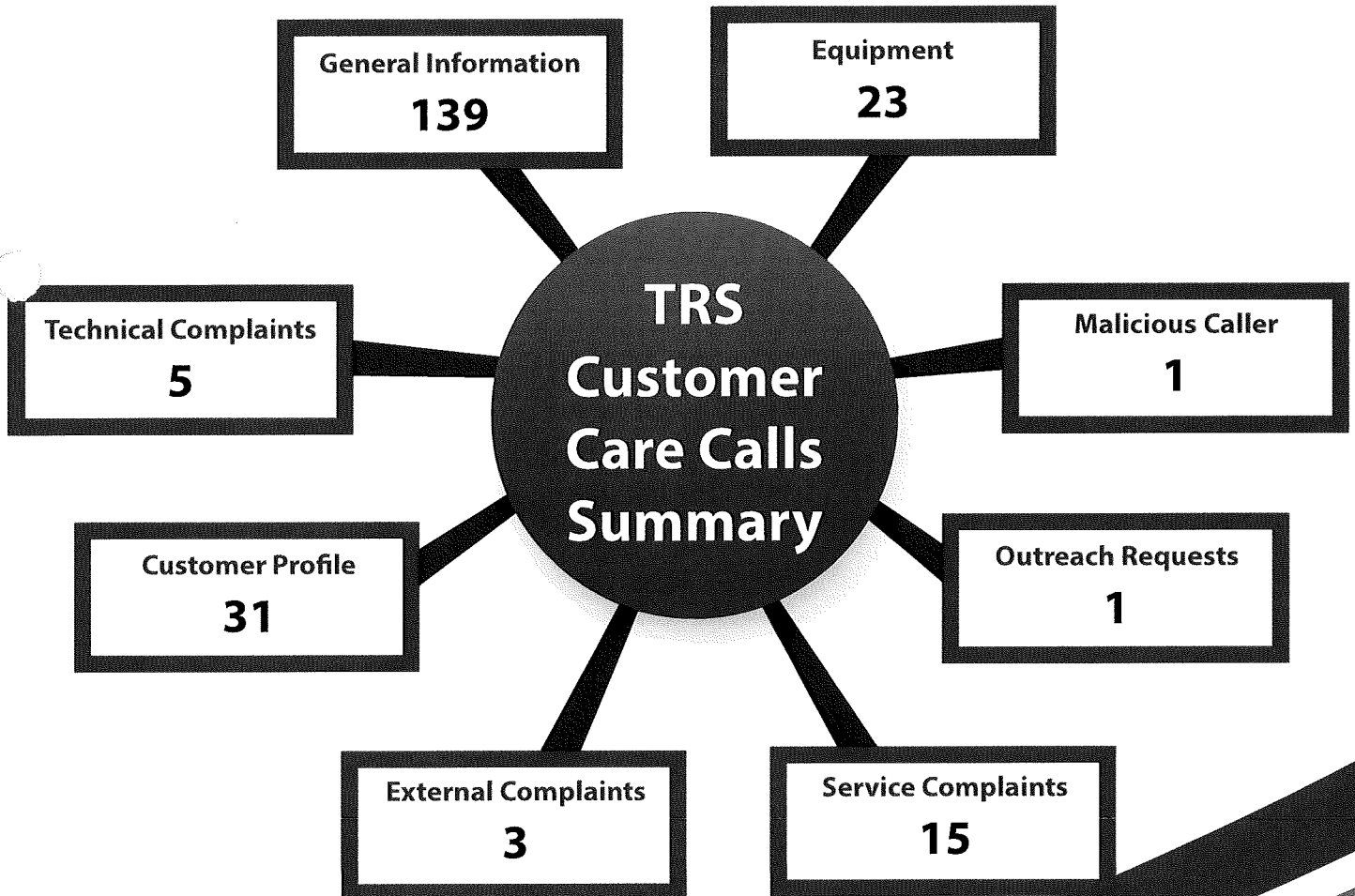
The Outreach Coordinators for Relay Nevada were very busy this year doing many presentations, exhibits, one on one visits, meetings, networking events and field visits to educate people about Relay and the services provided.



STATISTICAL Reports

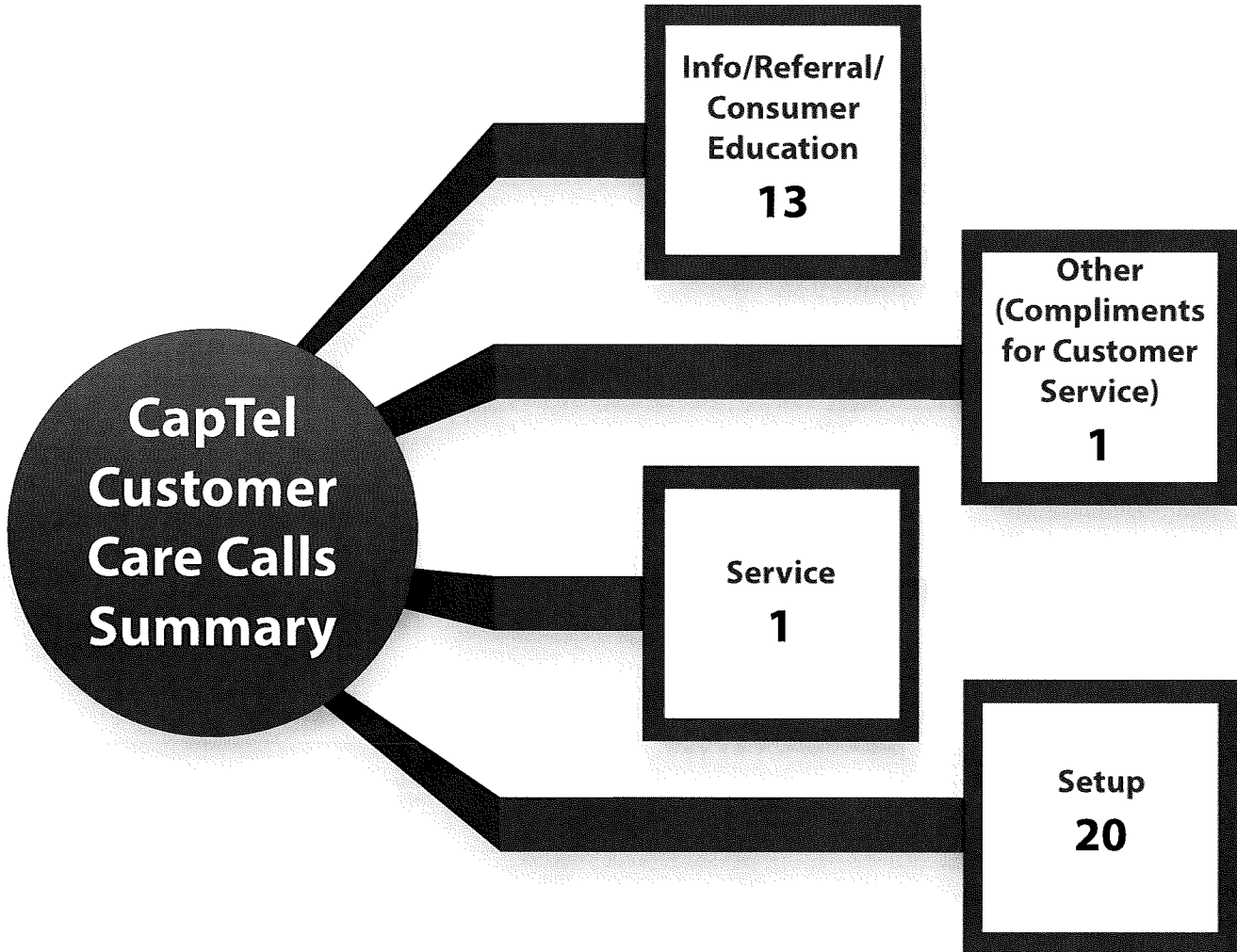
TRS Customer Care Summary

Every call that comes into Nevada Customer Care, as well as comments sent via fax, letter or email, is logged into Hamilton's Customer Care database. We received a total of 218 inquiries to Customer Care from January 1, 2016 through December 31, 2016. The majority of the legitimate calls to Customer Care were requests for information on equipment.



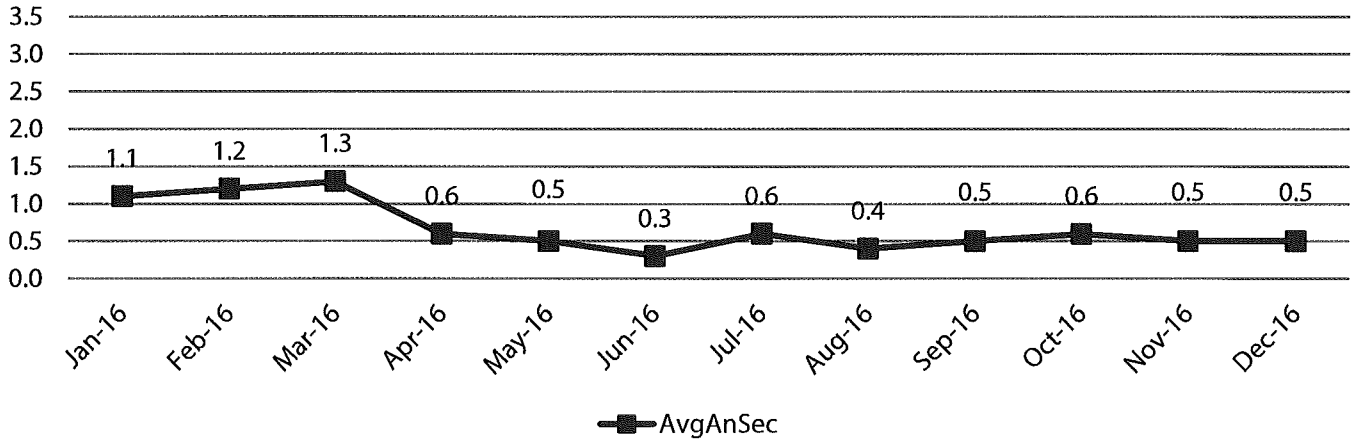
CapTel Customer Care Summary

Every call that comes into CTI Customer Care from a Nevada consumer is tracked. CTI received a total of 35 inquiries to Customer Care from January 1, 2016 through December 31, 2016.

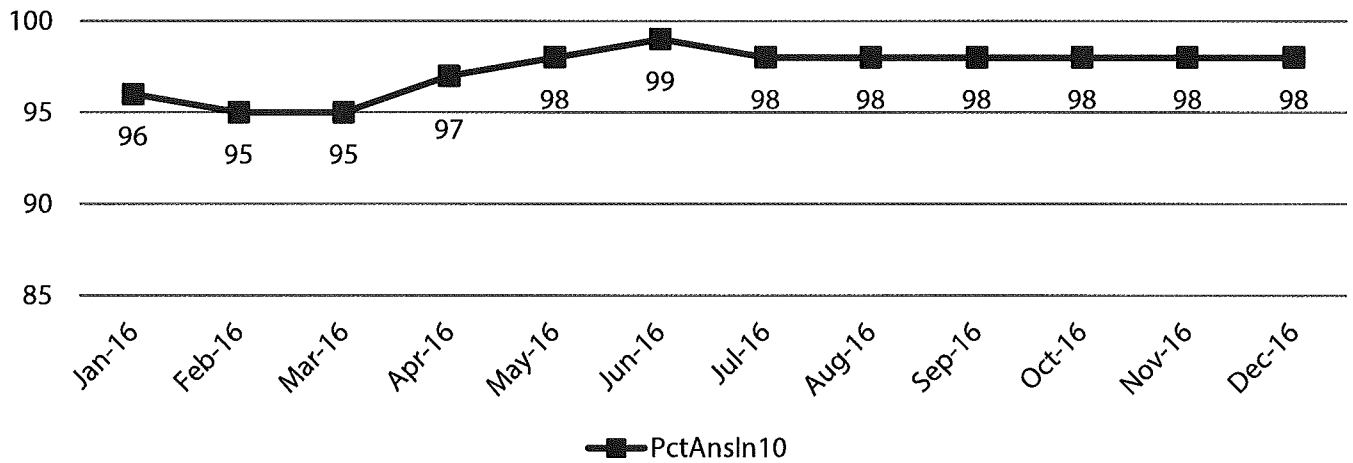


TRS Monthly Performance Averages

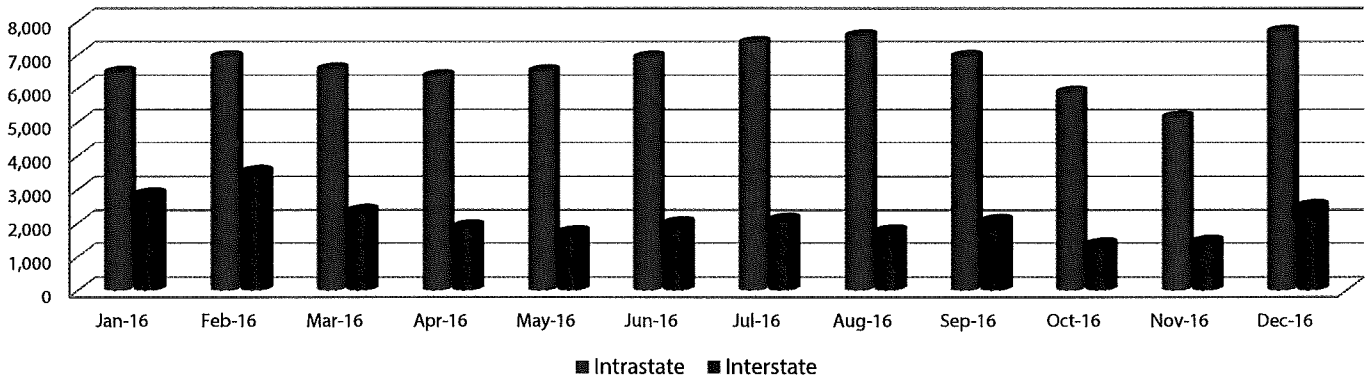
Average Answer Seconds



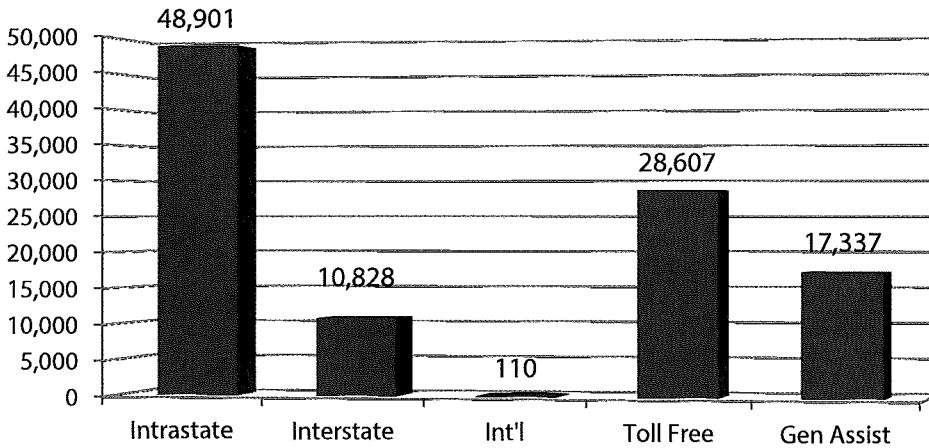
Percent Answered in 10



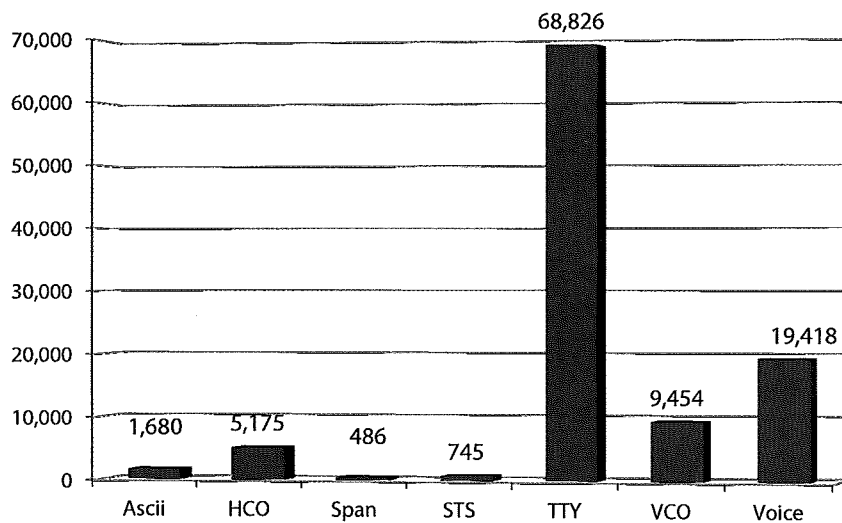
TRS Total Intrastate and Total Interstate Session Minutes



TRS Session Minutes by Jurisdiction

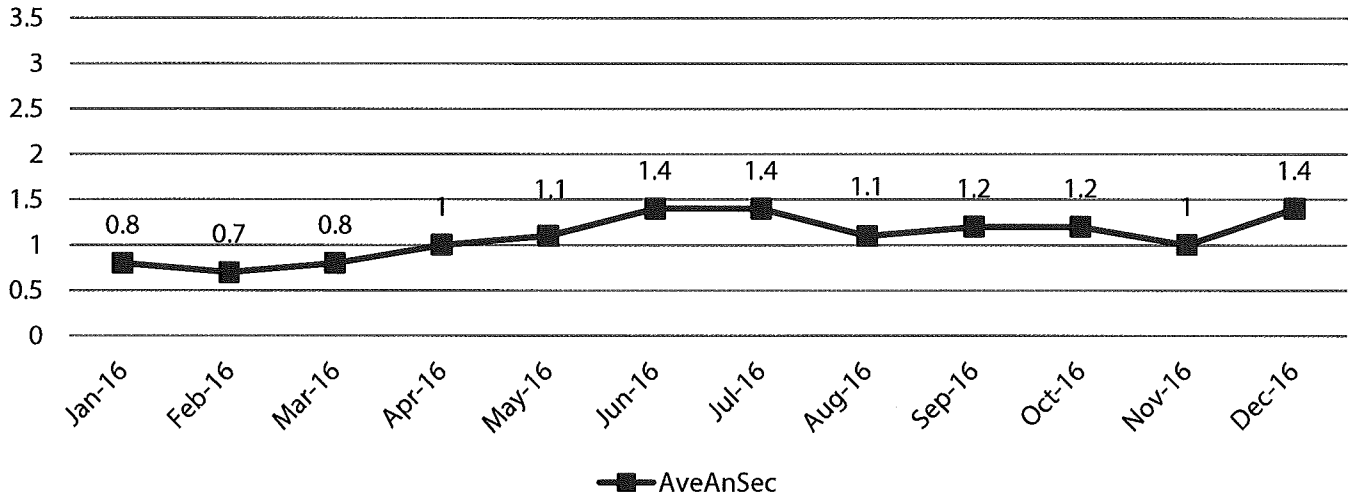


TRS Session Minutes by Inbound Method

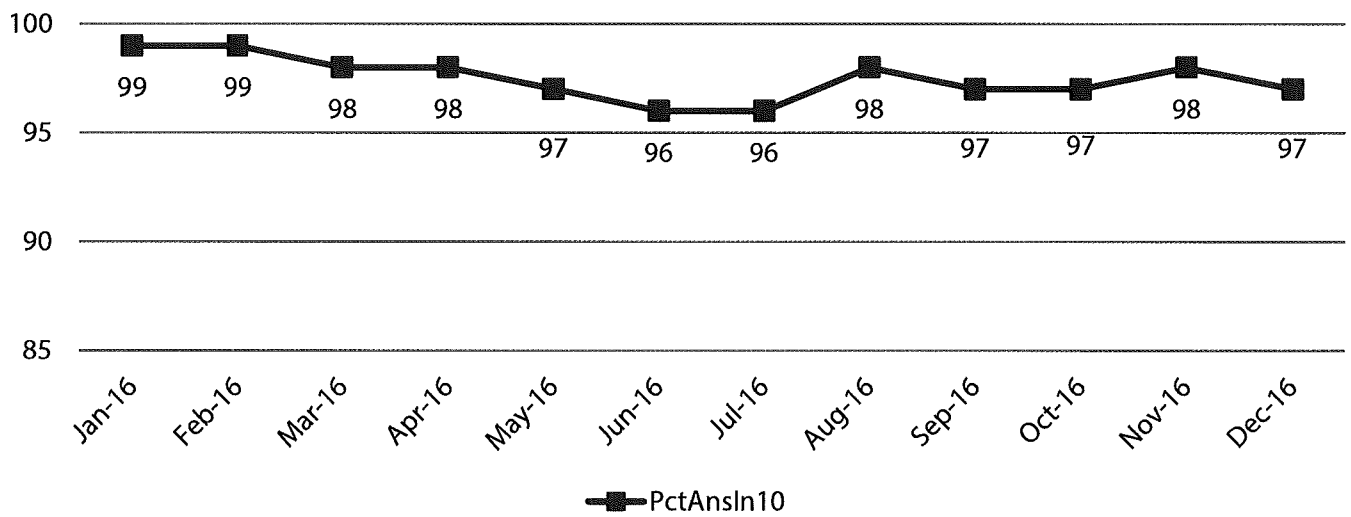


CapTel Performance Averages

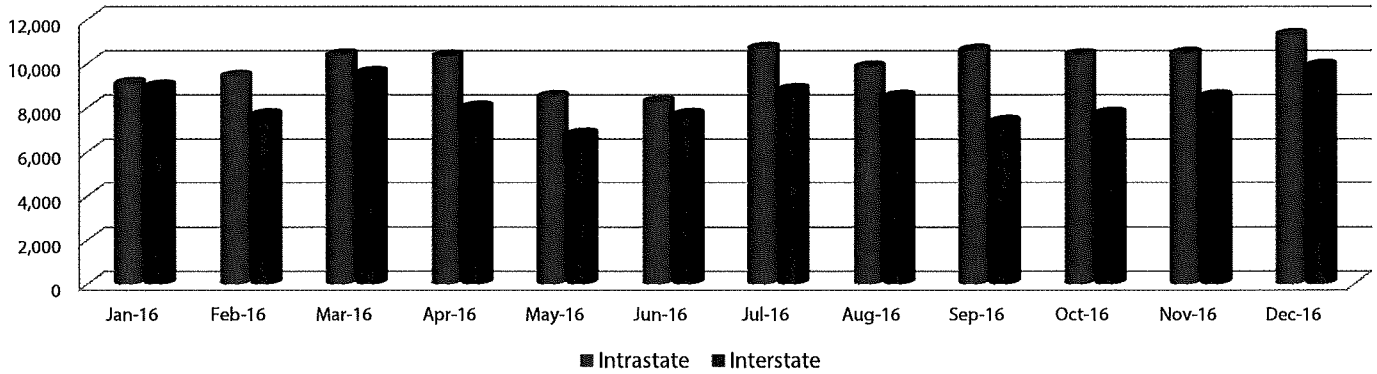
Average Answer Seconds



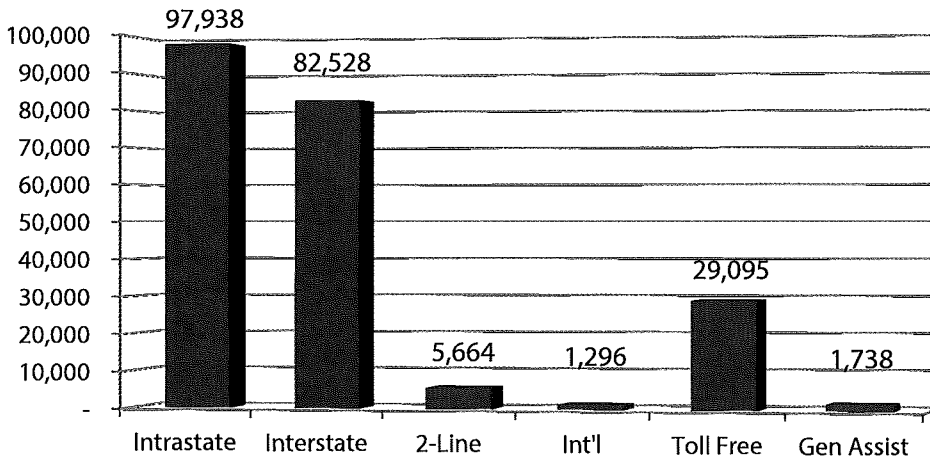
Percent Answered in 10



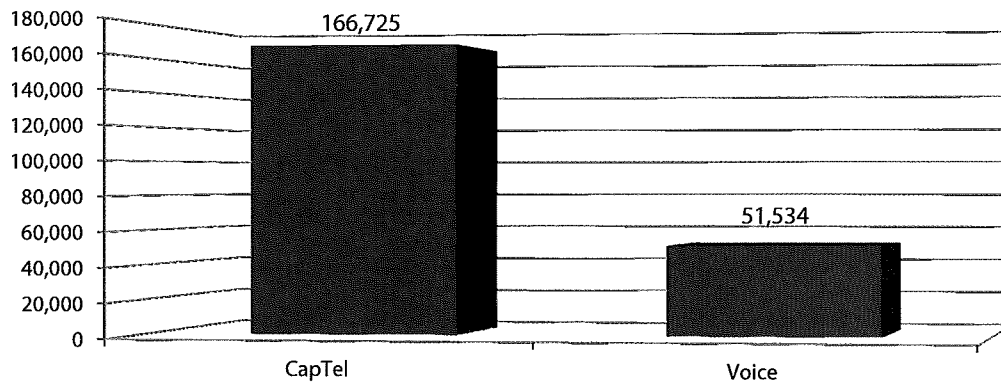
CapTel Total Intrastate and Total Interstate Session Minutes



CapTel Session Minutes by Jurisdiction

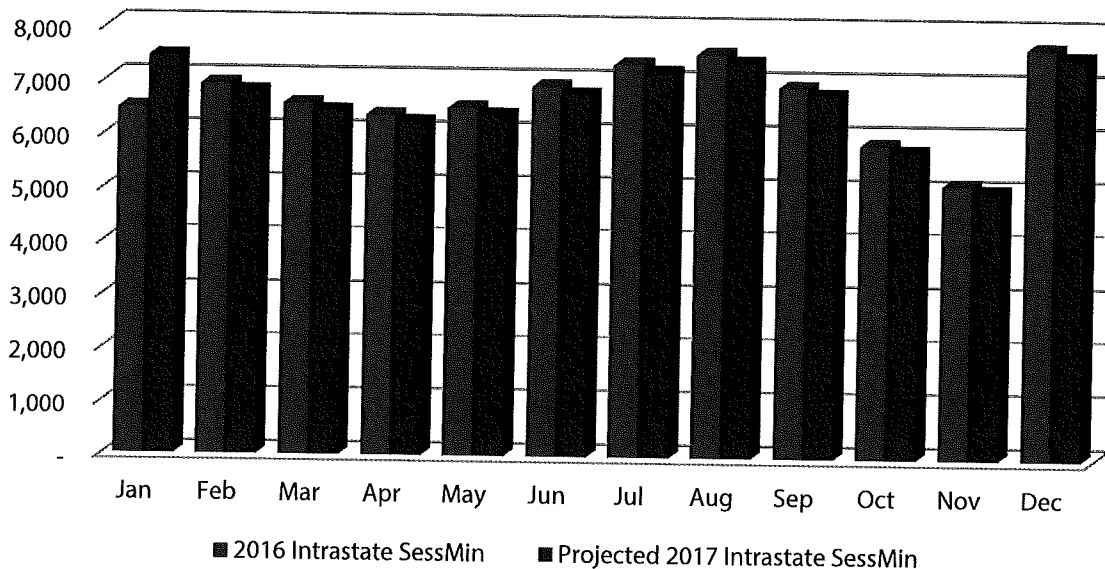


CapTel Session Minutes by Inbound Method

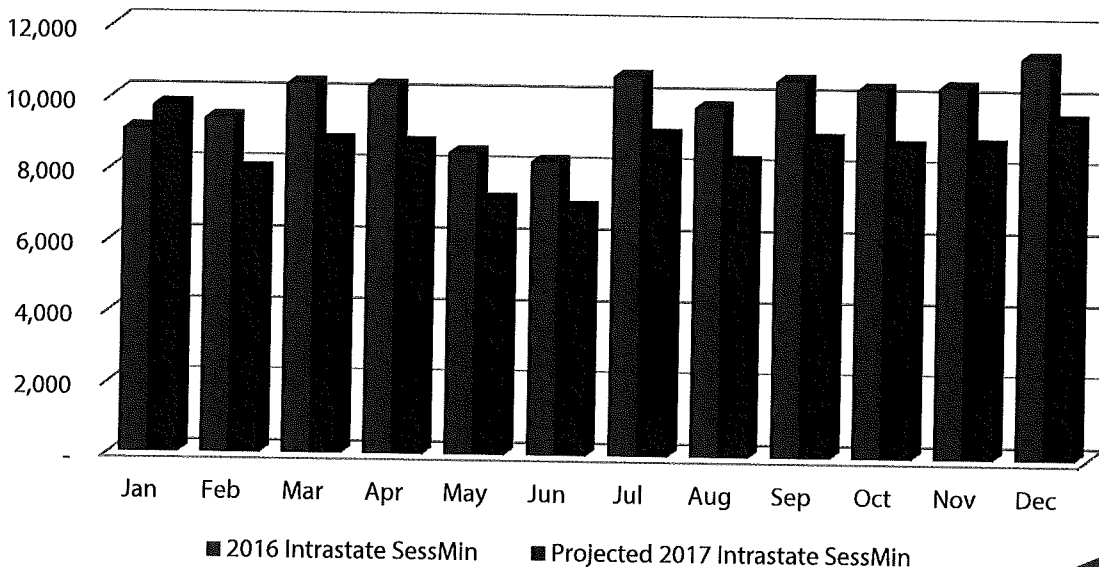


Traffic Projections

TRS Intrastate Session Minutes



CapTel Intrastate Session Minutes



2015 July 01 2015 to June 30, 2016

	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
Advertising	\$ -	\$ -	\$ -	\$ -	\$ -		\$ 323.54	\$ -	\$ -	\$ 59.21	\$ -	\$ -	\$ 382.75
Giveaways	\$ -	\$ 5.00	\$ 1,335.06	\$ -	\$ 50.00		\$ -	\$ 51.17	\$ 50.64	\$ -	\$ 75.00	\$ -	\$ 1,566.87
Events	\$ 620.00	\$ 450.00	\$ -	\$ 200.00	\$ -	\$ 425.00	\$ 620.00	\$ -	\$ 125.00	\$ (125.00)	\$ 100.00	\$ 1,520.00	\$ 3,935.00
Interpreting	\$ 1,850.00	\$ 150.00	\$ 2,550.00	\$ 2,956.71	\$ 1,185.53	\$ 189.96	\$ 874.22	\$ 472.37	\$ 1,806.71	\$ 412.50	\$ 818.87	\$ 1,134.76	\$ 14,401.63
Legal & Professional	\$ 101.35	\$ 28.05	\$ 65.58	\$ 364.47	\$ 311.32	\$ 374.34	\$ 425.00	\$ -	\$ 61.01	\$ -	\$ 1,628.38	\$ (466.30)	\$ 2,893.20
Lodging	\$ 558.88	\$ -	\$ 142.18	\$ 3.21	\$ 310.06		\$ -	\$ -	\$ -	\$ 391.94	\$ -	\$ 568.75	\$ 1,975.02
Materials	\$ 92.25	\$ 94.00	\$ 3.78	\$ 29.55	\$ 3.56	\$ 439.36	\$ -	\$ 60.55	\$ 28.35	\$ 99.71	\$ 31.10	\$ -	\$ 882.21
Meals	\$ 227.25	\$ 4.81	\$ 140.70	\$ 9.69	\$ 319.69	\$ 6.73	\$ 112.69	\$ -	\$ 25.49	\$ 194.89	\$ 97.40	\$ 127.82	\$ 1,267.16
Miscellaneous	\$ 0.11	\$ 32.11	\$ -	\$ 4.89	\$ 0.21	\$ (4.68)	\$ 109.90	\$ -	\$ -	\$ -	\$ 3.75	\$ 16.71	\$ 163.00
Postage	\$ 218.93	\$ 119.45	\$ 431.19	\$ 65.10	\$ 76.17	\$ 33.95	\$ -	\$ 1.42	\$ 178.53	\$ 53.75	\$ 34.57	\$ -	\$ 1,213.06
Postage	\$ 218.93	\$ 119.45	\$ 431.19	\$ 65.10	\$ 76.17	\$ 33.95	\$ -	\$ 1.42	\$ 178.53	\$ 53.75	\$ 34.57	\$ -	\$ 1,213.06
Rent	\$ 30.00	\$ 30.00	\$ 30.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 405.00
Rent	\$ 30.00	\$ 30.00	\$ 30.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 405.00
Sponsorship	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ 100.00	\$ -	\$ -	\$ 100.00
Sponsorship	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	\$ 100.00	\$ -	\$ -	\$ 100.00
Telephone	\$ 179.49	\$ 104.97	\$ 177.00	\$ -	\$ 334.67	\$ 185.98	\$ 178.28	\$ 174.43	\$ 179.43	\$ 199.00	\$ 190.57	\$ 197.23	\$ 2,101.05
Telephone	\$ 179.49	\$ 104.97	\$ 177.00	\$ -	\$ 334.67	\$ 185.98	\$ 178.28	\$ 174.43	\$ 179.43	\$ 199.00	\$ 190.57	\$ 197.23	\$ 2,101.05
Travel	\$ 137.41	\$ 542.93	\$ 1,480.64	\$ (69.84)	\$ 474.18	\$ 100.77	\$ 42.79	\$ 88.84	\$ 658.28	\$ 1,013.34	\$ 364.98	\$ 289.79	\$ 5,124.11
Travel	\$ 137.41	\$ 542.93	\$ 1,480.64	\$ (69.84)	\$ 474.18	\$ 100.77	\$ 42.79	\$ 88.84	\$ 658.28	\$ 1,013.34	\$ 364.98	\$ 289.79	\$ 5,124.11
	\$ 4,015.67	\$ 1,561.32	\$ 6,356.13	\$ 3,598.78	\$ 3,100.39	\$ 1,786.41	\$ 2,721.42	\$ 883.78	\$ 3,148.44	\$ 2,434.34	\$ 3,379.62	\$ 3,423.76	\$ 36,410.06

July 01, 2016 to June 30, 2017

	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
Advertising	\$ -	\$ 99.99	\$ -	\$ -	\$ -	\$ 323.53							\$ 423.52
Advertising	\$ -	\$ 99.99	\$ -	\$ -	\$ -	\$ 323.53							\$ 423.52
Giveaways	\$ -	\$ -	\$ -	\$ 1,221.13	\$ 2,130.27	\$ -							\$ 3,351.40
Giveaways	\$ -	\$ -	\$ -	\$ 1,221.13	\$ 2,130.27	\$ -							\$ 3,351.40
Events	\$ -	\$ 495.00	\$ -	\$ 89.20	\$ (392.00)	\$ -							\$ 192.20
Events	\$ -	\$ 495.00	\$ -	\$ 89.20	\$ (392.00)	\$ -							\$ 192.20
Interpreting	\$ -	\$ 440.00	\$ 800.00	\$ -	\$ 800.00	\$ 686.54							\$ 2,726.54
Interpreting	\$ -	\$ 440.00	\$ 800.00	\$ -	\$ 800.00	\$ 686.54							\$ 2,726.54
Legal & Professional	\$ 318.75	\$ 120.11	\$ 65.84	\$ 39.83	\$ 71.51	\$ 29.13							\$ 645.17
Legal & Professional	\$ 318.75	\$ 120.11	\$ 65.84	\$ 39.83	\$ 71.51	\$ 29.13							\$ 645.17
Lodging	\$ -	\$ -	\$ 449.93	\$ 412.10	\$ -	\$ 791.12							\$ 1,653.15
Lodging	\$ -	\$ -	\$ 449.93	\$ 412.10	\$ -	\$ 791.12							\$ 1,653.15
Materials	\$ 192.24	\$ 32.47	\$ 24.61	\$ 144.39	\$ 392.33	\$ 86.68							\$ 872.72
Materials	\$ 192.24	\$ 32.47	\$ 24.61	\$ 144.39	\$ 392.33	\$ 86.68							\$ 872.72
Meals	\$ -	\$ 115.31	\$ 33.83	\$ 291.80	\$ 232.56	\$ 69.47							\$ 742.97
Meals	\$ -	\$ 115.31	\$ 33.83	\$ 291.80	\$ 232.56	\$ 69.47							\$ 742.97
Miscellaneous	\$ 100.00	\$ 357.25	\$ -	\$ 70.17	\$ -	\$ 19.25							\$ 546.67
Miscellaneous	\$ 100.00	\$ 357.25	\$ -	\$ 70.17	\$ -	\$ 19.25							\$ 546.67
Postage	\$ 75.38	\$ 3.25	\$ -	\$ 146.89	\$ 62.51	\$ 46.93							\$ 334.96
Postage	\$ 75.38	\$ 3.25	\$ -	\$ 146.89	\$ 62.51	\$ 46.93							\$ 334.96
Rent	\$ 40.00	\$ 40.00	\$ 40.00	\$ 40.00	\$ -	\$ -							\$ 160.00
Rent	\$ 40.00	\$ 40.00	\$ 40.00	\$ 40.00	\$ -	\$ -							\$ 160.00
Sponsorship	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 308.14							\$ 308.14
Sponsorship	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 308.14							\$ 308.14
Telephone	\$ 82.91	\$ 62.15	\$ 61.67	\$ 57.94	\$ 95.48	\$ 57.16							\$ 417.31
Telephone	\$ 82.91	\$ 62.15	\$ 61.67	\$ 57.94	\$ 95.48	\$ 57.16							\$ 417.31
Travel	\$ 37.99	\$ 369.95	\$ 1,536.75	\$ 1,354.81	\$ 1,165.67	\$ 515.46							\$ 4,980.63
Travel	\$ 37.99	\$ 369.95	\$ 1,536.75	\$ 1,354.81	\$ 1,165.67	\$ 515.46							\$ 4,980.63
	\$ 847.27	\$ 2,135.48	\$ 3,012.63	\$ 3,868.26	\$ 4,558.33	\$ 2,933.41	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 17,355.38