



Official Sponsor of the
2019 NACVSO Annual Conference

You've Earned This Freedom

Join the hearing loss conversation with our
service men and women across the country.



Our Mission

The Heroes With Hearing Loss® program is about having a conversation. This program was established to raise awareness and begin conversations about common, as well as unique, hearing loss experiences among veterans, their families and friends.

The Heroes With Hearing Loss program was specifically designed to provide real-life solutions to veterans and give them tools and resources to better manage their hearing loss, no matter where they are in their hearing loss journey.



Provided by: Hamilton® CapTel®

a division of Hamilton Telecommunications

- A family-owned company founded in 1901, based in Aurora, NE
- Extends expertise in captioned telephone services to veterans with hearing loss – at no cost*
- Makes phone conversations simple and accessible – reconnect veterans to family, friends and professionals



*Independent third-party professional certification required.

Third-party trademarks mentioned are the property of their respective owners. The Hamilton CapTel phone requires telephone service and high-speed Internet access. Wi-Fi capable..



Background

- Tinnitus and hearing loss are the top two service-connected injuries that affect veterans from every generation
- Approximately 60% of veterans have some hearing damage
- Nearly 1.4M experience tinnitus and more than 1M experience hearing loss

Compensation

Service-Connected Disability or Death Benefits

The Compensation program provides tax-free monthly benefits to Veterans in recognition of the effects of disabilities caused by diseases, events, or injuries incurred or aggravated during active military service. The program also provides monthly payments to surviving spouses, dependent children, and dependent parents in recognition of the economic loss caused by the death of individuals during their military service or as a result of service-connected disability after their discharge.

To be eligible for disability compensation, the Veteran must have served under conditions other than dishonorable, and the disability must not be the result of the Veteran's own misconduct. VA pays disability compensation monthly, and the amount varies according to the degree of disability and the number of dependents. The degree of disability is graduated from 0% to 100%, in increments of 10%. VA calculates the total service-connected disability by combining evaluations for individual disabilities rather than adding them. VA pays additional special monthly compensation when severe disabilities confine Veterans to their immediate premises, require the aid and assistance of others, or include anatomical loss or loss of use of extremities or creative organs.

56 Regional offices
12,918 employees
4.6 million compensation & service-connected death benefit recipients

A note on the data:
The 2015 Annual Benefits Report is based on data from the VBA corporate database.
The availability of gender and age data is limited, as some records are listed as "unknown." Those records are accounted for in the totals for each table, but not in the category columns. Please see footnotes for additional information.
All Veterans counted in this section are receiving compensation benefit payments as of Sept. 30, 2015. The category of 0% indicates payment due to special monthly compensation or two or more permanent 0% service-connected disabilities which clearly interfere with normal employability. Veterans with a 0% combined degree of disability not receiving payment are not counted in this section.
Please see the section: "A Note on How the FY 2015 Compensation Data is Presented" on page 2 for important information on the color coding of the data tables.
Dependency and Indemnity Compensation data are found beginning on page 48.

Photo credit: U.S. Air Force

VA U.S. Department of Veterans Affairs
Veterans Benefits Administration



Your Community Resource

- Connect with VSOs
 - Work with veterans to connect them to their local VSO
- Provide helpful information to prepare veterans when they visit their VSO or Au.D.
 - We don't know what we don't know
- Recommend a variety of assistive technologies that fit the needs and lifestyle of the veteran





HEROES
WITH HEARING LOSS

Common Veteran Health Issues

Cultural factors

- Pride/denial
- Invincible
- Credibility
- The “Fraternity”
- Mission-oriented





Unique Veteran Health Issues

Physiological factors

- Tinnitus
- PTSD
- Traumatic Brain Injury
- Combat-related injuries





How Can I get Involved?

- Join the Heroes With Hearing Loss conversation!
- Encourage veterans to learn more about Heroes With Hearing Loss
- Share resources and technology that are available to veterans with hearing loss – such as the captioned telephone
 - Qualify veterans to receive a captioned phone at no cost*

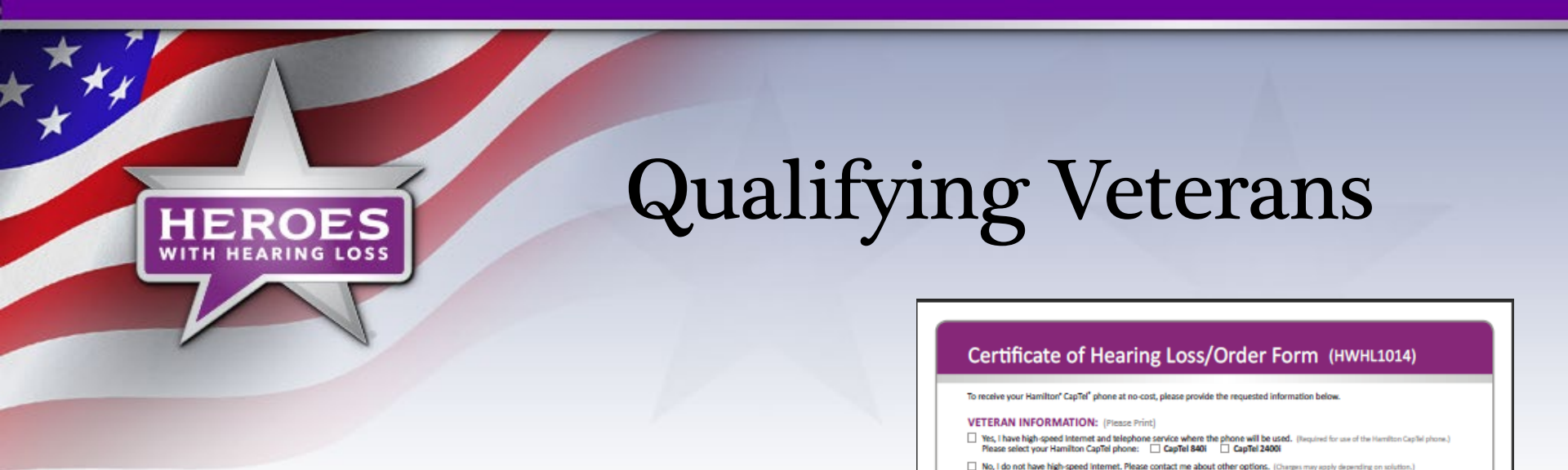




Resources and Solutions

- HeroesWithHearingLoss.org
- Share experiences
- Provide support
- Build a community of awareness





Qualifying Veterans

- Who can certify?
- Who's eligible?
- Shipping and installation

Certificate of Hearing Loss/Order Form (HWHL1014)

To receive your Hamilton® CapTel® phone at no-cost, please provide the requested information below.

VETERAN INFORMATION: (Please Print)

Yes, I have high-speed Internet and telephone service where the phone will be used. (Required for use of the Hamilton CapTel phone.)
Please select your Hamilton CapTel phone: CapTel 8401 CapTel 24001

No, I do not have high-speed Internet. Please contact me about other options. (Charges may apply depending on solution.)

Veteran's First Name* _____ Middle Initial _____ Last Name* _____
 Address* _____ City* _____ State* _____ Zip* _____
 Telephone Number* _____ E-mail* (Only to be used for order confirmation) _____ Branch of Service _____ Date of Service _____

VETERAN CERTIFICATION:
 I understand that Internet Protocol Captioned Telephone Service (IP CTS) is regulated and funded by the Federal Communications Commission (FCC) and in order to obtain a Hamilton CapTel phone at no cost, I must provide valid certification that I have a hearing loss necessitating the use of captioned telephone service. Hamilton CapTel is not responsible for charges incurred in obtaining certification. I also understand that I may be required to provide the last four digits of my social security number and date of birth upon registering my Hamilton CapTel phone.

Veteran's Signature* _____ Date* _____

INDEPENDENT THIRD-PARTY PROFESSIONAL INFORMATION: (Please Print)

Business/Agency* _____
 Address* _____ City* _____ State* _____ Zip* _____
 Telephone Number* _____ E-mail* _____

INDEPENDENT THIRD-PARTY PROFESSIONAL CERTIFICATION:
 I certify, under penalty of perjury, that: 1) this applicant has hearing loss that necessitates the use of Captioned Telephone Service; and 2) I understand that the service is provided by a live communications assistant and is funded through a federal program; and 3) I have not been offered or provided any direct or indirect incentive (financial or otherwise) tied to this consumer's decision to use the service and I have not been referred to the applicant by a TIS provider or its affiliates; and 4) I don't have a business (other than providing this form), family or social relationship with the TIS provider or its affiliates; and 5) no joint marketing arrangement exists between myself/my organization and Hamilton CapTel, and I have not made, nor do I have the opportunity to make, a profit on the sale of IP CTS equipment to consumers.

Please check only one* Physician Audiologist Hearing Related Professional Government/Veterans Program

Name* _____ Title* _____
 Signature* _____ Date* _____

Applicant authorizes the above named professional to transmit this certification and the information contained herein to Hamilton CapTel.
 *Required fields. In order to process your request, all fields must be completed.

Please submit the signed certification via one of the following methods:
 Scan Form & E-mail to: Order@HeroesWithHearingLoss.org
 Fax Form to: 877-300-6686 (Hours only for delivery call 877-455-4227 or send a mail: OrderForm@HeroesWithHearingLoss.org)
 Mail Form to: Heroes With Hearing Loss, c/o Hamilton CapTel
 1006 12th Street • Aurora, NE 68818

Before your Hamilton CapTel phone ships, you will be contacted to verify delivery information.
 Please allow 2-3 weeks for delivery. Your phone will be shipped by Webdirect Communications Inc.
 If you have any questions, please contact Customer Care at 877-455-4227.



Copyright © 2017 Hamilton Relay. All rights reserved. • Hamilton is a registered trademark of Nextiva, Inc.
 c/o Hamilton Telecommunications. • CapTel is a registered trademark of Ultratec, Inc.

872617
 909-527509



Join the Conversation!

800-974-1517

HeroesWithHearingLoss.org

Info@HeroesWithHearingLoss.org



[Facebook.com/HeroesWithHearingLoss](https://www.facebook.com/HeroesWithHearingLoss)



[Twitter.com/HWHLVeterans](https://www.twitter.com/HWHLVeterans)