

**United Way Partner IT Alliance  
Assistance Request**

**Agency Name: American Red Cross – Dayton Area Chapter**

**What we need:**

- 1) A TTY Machine to provide telephone services for hearing impaired customers and volunteers.
- 2) LCD projector and compatible laptop for community presentations.
- 3) Volunteers who can teach various programs in Office XP, beginner through advanced.

**If volunteer time, estimated duration of need:**

Volunteer instructors are needed on an ongoing basis. Our greatest need is for someone who can teach during normal business hours.

**How we will support the gift on an ongoing basis:**

- 1) We have a phone line dedicated for TTY use; however, our existing machine no longer functions and needs to be replaced.
- 2) In house IT staff will install appropriate software on the laptop and instruct end-users on both the laptop and the projector.
- 3) We have a small training room for hands-on instruction and have conducted software classes in the past; however, paid and volunteer staff turnover make this an ongoing need and we have no volunteer software instructors at this time.

**How the gift will support our agency in helping the community:**

- 1) The Red Cross needs to be accessible to the hearing impaired community in case of disaster or Armed Forces family emergencies. We also provide Health & Safety courses to the hearing impaired. A TTY machine is critical for Red Cross services to be readily available to the hearing impaired community.
- 2) An important part of the Red Cross mission is helping people prevent, prepare for and respond to emergencies. An LCD projector and laptop would allow us to reach more people in the community with presentations on Disaster Preparedness and Health & Safety. The information in these presentations could save lives in our community.
- 3) At present, we have the software tools to handle administrative and service delivery functions; however, without training, it is difficult for our paid and volunteer staff to take full advantage of these software tools. A volunteer instructor would allow us to train staff to more efficiently serve our customers without having to use donor dollars for staff training.