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NH Governor's Commission on Disability  
Christopher T. Sununu, Governor  
Paul Van Blarigan, Chair  
Charles J. Saia, Executive Director

October 4, 2023

His Excellency, Governor Christopher T. Sununu  
And the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

In accordance with New Hampshire Laws, Chapter 362-E:7, authorize the acceptance of the Governor's Commission on Disability's Annual Telecommunications Equipment Assistance Program (TEAP) Report for the period July 1, 2022 through June 30, 2023 effective upon Governor and Council approval.

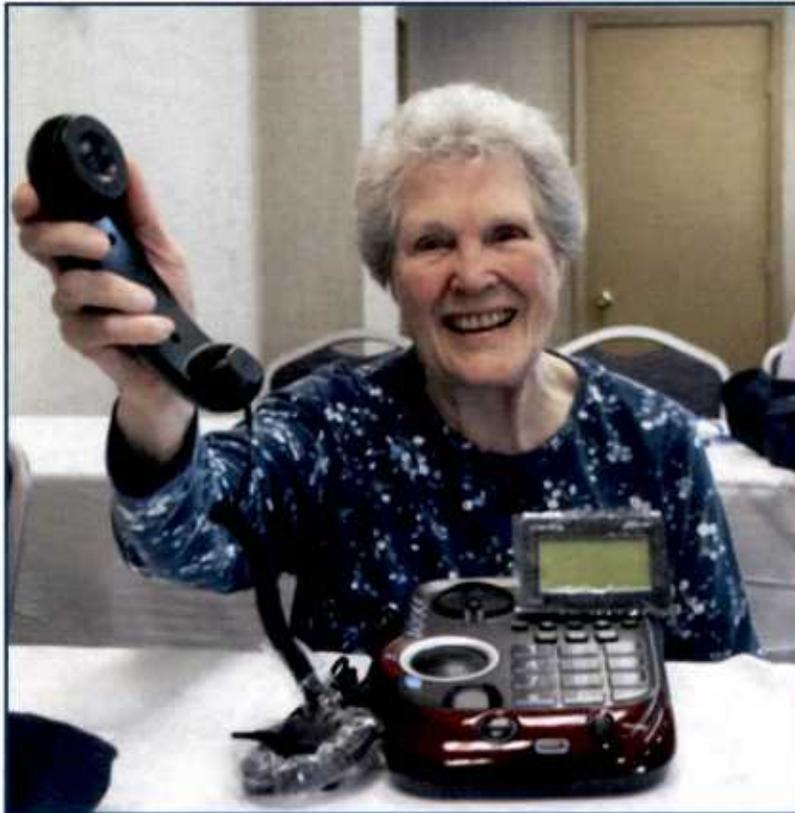
**EXPLANATION**

RSA Chapter 362-E:7 reads as follows: "The Governor's Commission on Disability shall file a report which shall include the number of persons assisted, all sources of funding, and the total amount disbursed under this chapter. Such report shall be submitted annually to the governor and council, the senate president, the speaker of the house and the public utilities commission, on or before October 1."

Sincerely,

A handwritten signature in blue ink, appearing to read "Charles J. Saia".

Charles J. Saia  
Executive Director



**New Hampshire  
Telecommunications Equipment Assistance Program  
Annual Report FY2023**



NH Governor's Commission on Disability

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**RE: Telecommunications Equipment Assistance Program Report FY2023**

Dear Governor Sununu and Executive Council Members:

I am hereby submitting this annual report in accordance with RSA 362-E:7 for the administration and operation of the Telecommunications Equipment Assistance Program (TEAP). The TEAP enables qualified individuals with a disability in New Hampshire to access emergency telephone service through the use of telecommunications equipment assistance.

**Number of Persons Assisted**

A total of 90 consumers were assisted, with 76 pieces of Equipment and Technology, utilizing 141 hours of direct service and training.

**Funding**

The program is funded through the Telecommunications Relay Service Trust Fund established by Public Utilities Commission order 20,236 as the initial source of funding. 100% Other Funds.

**Total Amount Dispersed**

A total of \$46,607 was dispersed against a contract budget of \$91,963 for the period July 1, 2022 through June 30, 2023. The balance of \$45,356 remained with the Public Utilities Commission, Telecommunications Relay Service Trust Fund.

Sincerely,

A handwritten signature in blue ink, which appears to read 'Charles J. Saia', is written over the word 'Sincerely' and extends below it.

Charles J. Saia  
Executive Director

# TEAP by the Numbers FY2023

The information below is from a report submitted to the GCD by Future In Sight, the contractor of the FY2023 TEAP program.

The GCD is committed to administering a program, as described in that same report, that is “managing and expanding access to technology which will help transform the lives of those with hearing loss, vision impairment, those who are deaf-blind, and a range of disabilities.”

## **Consumers Assisted**

90

## **Pieces of Equipment and Technology**

76

## **Hours of Direct Service and Training**

141 hours

## **Appropriation**

\$91,963

## **Direct Service & Training**

\$5,050

## **Program Administration**

\$21,984

## **Marketing & Outreach**

\$14,470

## **Equipment**

\$5,038

## **Other**

\$65



**Total of \$46,607 dispersed against a budget of \$91,963.**

# TEAP by the Numbers FY2023

- Statute appropriated \$96,000.
- GCD Administration Fee \$3,750.
- Per the statute, \$92,250 available.
- Contract awarded for \$91,963.

<b>Class</b>	<b>Appropriation</b>	<b>Expenses</b>	<b>Balance Remaining with PUC</b>
GCD Admin Fee	\$3,750	\$3,750	\$0
TEAP Contractor: Future In Sight	\$91,963	\$46,607	\$45,356

The balance of \$45,356 remained at the Public Utilities Commission Telecommunications Relay Service Trust Fund.



Images are courtesy of Future In Sight, contractor for the TEAP program FY2023.

Cover: Client of Future In Sight with her adaptive phone

Above photo: Image of telecommunication devices used to access basic phone services



# Future In Sight

## TEAP Report

July 1, 2022 to June 30, 2023

	July	August	September	Q1 Total	October	November	December	Q2 Total	January	February	March	Q3 Total	April	May	June	Q4 Total	Total	
Referrals	6	2	6	14	9	12	7	28	13	5	4	22	3	11	10	24	88	
Number of indiv clients served (unduplicated)	10	5	7	22	6	7	9	22	9	11	4	24	4	8	10	22	90	
Hours TEAP program	20.5	9.5	9.25	39.25	11.75	15.75	16.5	44	8.75	13	6.27	28.03	9.5	8.2	12	29.7	140.98	
Number of devices provided	6	3	7	16	11	7	8	26	8	6	3	17	4	7	6	17	76	
Number of devices returned	0	1	0	1	9	3	2	14	2	3	1	6	2	1	0	3	24	
# 50% copay	3	0	1	4	0	1	2	3	1	1	1	3	1	0	0	1	11	
Audience reached through presentations	0	0	0	-	9	13	0	22	0	-	65	65	72	161	41	274	361	
Unique Page Views on TEAP Section of Website	43	66	71	180	72	22	77	171	56	59	60	175	58	51	30	139	665	
Page Views on the TEAP Section of Website	59	75	86	220	100	32	43	175	95	71	74	240	78	68	40	186	821	
Page Views of TEAP Equipment/Product Page	13	30	29	72	62	4	40	106	30	14	16	60	20	13	17	50	288	
Page Views: Adult Services Landing Page	280	385	380	1,045	467	195	171	833	173	166	150	489	210	188	190	588	2,955	
Blog Post Views	2	8	2	12	3	1	4	8	1	2	3	6	15	8	5	28	54	
Page Views from Home Page	976	1229	1235	3,440	1189	439	929	2,567	1065	1387	1336	3,788	1492	1571	1529	4,592	14,377	
LinkedIn Post Reach	31	50	57	138	50	53	48	161	34	29	29	92	19	11	22	62	433	
Twitter Post Reach	0	31	0	31	29	0	0	29	0	0	0	-	0	0	0	-	60	
Facebook Post Reach	124	113	100	337	270	87	215	572	145	102	96	343	188	100	93	381	1,633	
Instagram Post Reach	0	0	0	-	34	29	0	63	0	0	0	-	0	0	0	-	63	
Video Views	5	11	1337	1,363	11	6	9	26	8	3	3	14	4	8	4	16	1,409	
Monthly Newsletter Recipients	5665	5828	6883	18,376	6835	6,794	6727	20,366	7034	7055	7050	21,139	7242	7934	8068	23,244	83,116	
Information sent to consumers	12	36	21	69	21	31	36	88	26	29	31	86	27	20	27	74	317	
<b>Disability type</b>																		
Vision	10	5	7	22	6	7	9	22	8	12	4	24	4	8	10	22	90	
Hard of Hearing	2	1	1	4	-	-	2	2	1	1	2	4	-	3	-	3	13	
Deafness	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	
Speech Impairment	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	1	
Physical Impairment	-	-	-	-	-	-	1	1	-	-	-	-	-	-	1	1	2	
Cognitive Impairment	-	-	-	-	-	-	1	1	-	1	-	1	-	2	2	4	6	
Other	-	-	-	-	-	-	1	1	-	1	-	1	-	-	-	-	2	
<b>Program Cost:</b>				<b>Q1 Total</b>				<b>Q2 Total</b>				<b>Q3 Total</b>				<b>Q4 Total</b>	<b>Total</b>	<b>Budget</b>
Direct Service & Training				1,324				1,573				1,019				1,133	5,050	24,049
Program Administration				5,496				5,496				5,496				5,496	21,984	21,985
Marketing & Outreach				3,232				3,232				3,232				3,232	12,928	12,929
Language Interpreter				-				65				-				-	65	3,000
Equipment Costs(net of copay)				148				1,217				(51)				3,724	5,038	30,000
Advertising/Printing Costs				216				475				-				850	1,541	-
<b>Total Program Cost:</b>				<b>10,417</b>				<b>12,058</b>				<b>9,697</b>				<b>14,436</b>	<b>46,607</b>	<b>91,963</b>