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NH Governor's Commission on Disability

Christopher T. Sununu, Governor
Paul Van Blarigan, Chair
Charles J. Saia, Executive Director

October 16, 2024

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 275-C:25, authorize the acceptance of the Governor's Commission on Disability's Annual Telecommunications Equipment Assistance Program (TEAP) Report for the period July 1, 2023 through June 30, 2024 effective upon Governor and Council approval.

EXPLANATION

RSA Chapter 275-C:25 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,

Charles J. Saia
Executive Director



**New Hampshire
Telecommunications
Equipment Assistance
Program Report FY2024**



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RE: Telecommunications Equipment Assistance Program Report FY2024

Dear Governor Sununu and Executive Council Members,

I am hereby submitting this annual report in accordance with RSA 275-C:25 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 210 consumers were assisted, with 78 pieces of Equipment and Technology, utilizing 334 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 \$61,931 was dispersed against a contract budget of \$90,503 for the period July 1, 2023, through June 30, 2024. The balance of \$28,572 remained with the Public Utilities Commission, Telecommunications Relay Service Trust Fund.

Sincerely,

Charles J. Saia
Executive Director

TEAP by the Numbers FY2024

The information below is from a report submitted to the GCD by Future In Sight, the contractor of the FY2024 TEAP program.

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

Consumers Assisted - 210

Total referrals to the program increased 91%, with the number of individuals served increased 133%. More than 85% of the population served are 55 and older.

Pieces of Equipment and Technology - 78

The number of devices distributed remained flat while there was increased activity in the program, which is due in part to the expansion to mobile technology. Some individuals already owned their own devices and several had devices but required training.

Hours of Direct Service and Training - 334

Due to the expansion of technology, and the increased complexity involved in setting up applications and training, more service time over what is typically required with a land line phone was logged.

Appropriation

\$90,503

Direct Service & Training

\$13,949

Program Administration

\$20,563

Marketing & Outreach

Marketing and Outreach efforts included the implementation of travel throughout the state to provide information and resources to various audiences.

\$14,200

Equipment

\$13,170

Other

\$49



Total of \$61,931 dispersed against a budget of \$90,503.

TEAP by the Numbers FY2024

- Statute appropriation, \$96,000.
- GCD administration fee, \$3,750.
- Amount available, \$92,250.
- Contract awarded for \$90,503.

Class	Appropriation	Expenses	Balance Remaining with PUC
GCD Admin Fee	\$3,750	\$3,750	\$0
TEAP Contractor: Future In Sight	\$90,503	\$61,931	\$28,572

The balance of \$28,572 remained at the Public Utilities Commission Telecommunications Relay Service Trust Fund.



Photo, on left, telecommunication devices used to access basic phone services.

Photo is courtesy of Future In Sight, as is the image on the cover of this report, showing an adaptive phone, a trainer, and a client.



Future In Sight

TEAP Report

June 2024

	July	August	September	Q1 Total	October	November	December	Q2 Total	January	February	March	Q3 Total	April	May	June	Q4 Total	Total	
Referrals	13	14	6	33	19	4	13	36	29	15	14	58	13	17	11	41	168	
Number of indiv clients served (unduplicated)	12	16	8	36	19	16	15	50	23	21	24	68	16	23	17	56	210	
Hours TEAP program	15.75	31	20.75	67.5	24.75	30.5	26.75	82	29.75	22	37.5	89.25	33.75	37.5	23.75	95	333.75	
Number of devices provided	5	9	2	16	4	8	6	18	7	6	10	23	8	5	8	21	78	
Number of devices returned	0	0	1	1	0	1	0	1	0	5	2	7	1	2	2	5	14	
# 50% copay	2	1	-1	2	0	4	0	4	2	2	4	8	2	2	1	5	19	
Audience reached through presentations	20	53	40	113	492	16	37	545	365	44	23	432	339	295	24	658	1,748	
Unique Page Views on TEAP Section of Website	50	54	35	139	41	38	39	118	66	37	72	175	58	36	44	138	570	
Page Views on the TEAP Section of Website	88	123	65	276	72	69	57	198	96	60	106	262	88	54	62	204	940	
Page Views of TEAP Equipment/Product Page	20	NA	NA	20	NA	NA	NA	-	NA	NA	NA	-	NA	NA	NA	-	20	
Page Views: Adult Services Landing Page	191	201	172	564	163	168	131	462	216	201	196	613	178	180	126	484	2,123	
Blog Post Views	1	7	2	10	0	2	0	2	6	2	1	9	2	0	2	4	25	
Page Views from Home Page	1116	1017	1059	3,192	1143	1259	1015	3,417	1459	1212	1348	4,019	1301	1521	888	3,710	14,338	
LinkedIn Post Reach	19	69	27	115	37	102	456	595	56	151	192	399	318	59	99	476	1,585	
Facebook Post Reach	138	150	66	354	134	148	331	613	272	372	252	896	81	222	123	426	2,289	
Video Views	11	7	6	24	1	2	4	7	2	7	0	9	3	2	0	5	45	
Monthly Newsletter Recipients	8228	8365	9408	26,001	9379	9,335	9,319	28,033	9,489	9,802	9,845	29,136	9,881	10,326	10,263	30,470	113,640	
Targeted Client Email Recipients	1089	1086	1136	3,311	1135	1,159	1,163	3,457	1,170	1,224	1,462	3,856	1,461	1,462	1,465	4,388	15,012	
Information sent to consumers	23	17	21	61	14	6	9	29	10	8	6	24	10	13	16	39	153	
Disability type																		
Vision	12	15	7	34	16	13	22	51	23	20	23	66	15	21	15	51	202	
Hard of Hearing	-	2	1	3	4	4	1	9	1	2	2	5	2	1	2	5	22	
Deafness	-	1	1	2	2	2	-	4	-	-	-	-	-	1	1	2	8	
Speech Impairment	-	-	1	1	1	1	-	2	-	-	-	-	-	-	-	-	3	
Physical Impairment	1	-	-	1	1	1	1	3	-	-	-	-	-	-	-	-	4	
Cognitive Impairment	-	1	-	1	2	1	1	4	-	-	1	1	-	-	-	-	6	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Program Cost:				Q1 Total				Q2 Total				Q3 Total				Q4 Total	Total	Budget
Direct Service & Training				2,813				3,417				3,719				4,000	13,949	28,438
Program Administration				5,141				5,141				5,141				5,141	20,563	20,563
Marketing & Outreach				3,272				3,272				3,272				3,272	13,088	13,088
Language Interpreter				49				-				-				-	49	3,000
Equipment Costs(net of copay)				3,065				1,362				2,098				6,644	13,170	25,000
Advertising/Printing Costs				262				850				-				-	1,112	-
Total Program Cost:				14,601				14,042				14,230				19,058	61,931	90,088