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NH Governor's Commission on Disability
Kelly A. Ayotte, Governor
Paul Van Blarigan, Chair
Charles J. Saia, Executive Director

September 26, 2025

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
State House
Concord, NH 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, 2024 through June 30, 2025 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 subdivision. 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

GCD

NH Governor's Commission on Disability

Future In Sight is working on behalf of the Governor's Commission on Disability to offer the NH Telecommunications Equipment Assistance Program (NH-TEAP) to residents of NH with vision loss, hearing loss, and challenges to speech and mobility. This program helps these individuals acquire an accessible landline OR mobile phone plus provides training on how to access emergency services.

Future In Sight website, 2025

New Hampshire Telecommunications Equipment Assistance Program Report FY2025

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Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
State House
Concord, NH 03301

RE: Telecommunications Equipment Assistance Program Report FY2025

Dear Governor Ayotte 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 156 consumers were assisted, with 62 pieces of Equipment and Technology, utilizing 240.75 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 $52,656 was dispersed against a contract budget of $90,503 for the period July 1, 2024, through June 30, 2025. The balance of $37,847 remained with the Public Utilities Commission, Telecommunications Relay Service Trust Fund.

Sincerely,

Charles J. Saia
Executive Director

TEAP by the Numbers FY2025

The information that follows is extracted from the annual report submitted to the GCD by Future In Sight, the contractor of the FY2025 TEAP program.

The GCD is committed to administering a program, as described in that same report, that "through TEAP, Future In Sight provides devices, individualized training, and set-up assistance for individuals with disabilities to enhance their communication access".

Consumers Assisted
156

Pieces of Equipment and Technology
62

Hours of Direct Service and Training
240.75 hours

Contract Appropriation
$90,503

Direct Service & Training
$10,221

Program Administration
$20,563

Marketing & Outreach
$13,349

Equipment
$8,091

Other
$432

Total of $52,656 dispersed against a budget of $90,503.

More TEAP Numbers FY2025

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

Class	Appropriation	Expenses	Balance Remaining with PUC
GCD Admin Fee	$3,750	$3,717	$33
TEAP Contractor: Future In Sight	$90,503	$52,656	$37,847

The balance of $37,847 remained at the Public Utilities Commission Telecommunications Relay Service Trust Fund.

Photo of a traditional communication handsets and newer technology as shared in FIS's social media post, 2025.

Future In Sight

TEAP Report

7/1 - 6/30/2025

	July	August	September	Q1 Total	October	November	December	Q2 Total	January	February	March	Q3 Total	April	May	June	Q4 Total	Total
Referrals	15	14	7	**36**	6	6	8	**20**	11	12	14	**37**	12	8	8	**28**	121
Number of indiv clients served (unduplicated)	13	20	9	**42**	13	10	15	**38**	11	11	14	**36**	16	15	9	**40**	156
Hours TEAP program	20.5	32	15	**67.5**	23	17.75	27	**67.75**	14.25	20.5	16.5	**51.25**	28.75	14	11.5	**54.25**	240.75
Number of devices provided	2	6	2	**10**	7	7	7	**21**	4	6	4	**14**	10	4	3	**17**	62
Number of devices returned	2	0	0	**2**	0	1	3	**4**	1	0	1	**2**	0	0	0	**0**	8
# 50% copay	0	2	0	**2**	2	2	2	**6**	2	2	0	**4**	1	3	1	**5**	17
Audience reached through presentations	24	48	70	**142**	90	154	68	**312**	40	29	20	**89**	272	548	11	**831**	1,374
Unique Page Views on TEAP Section of Website	44	53	56	**153**	82	51	49	**182**	46	43	41	**130**	46	55	68	**169**	634
Page Views on the TEAP Section of Website	33	62	66	**161**	133	108	73	**314**	71	57	58	**186**	82	83	97	**262**	923
Page Views: Adult Services Landing Page	173	174	88	**435**	136	124	169	**429**	202	166	233	**601**	208	185	208	**601**	2,066
Blog Post Views	0	0	0	**-**	0	0	3	**3**	0	0	0	**-**	0	0	0	**-**	3
Page Views from Home Page	1041	1126	4268	**6,435**	3886	1335	1138	**6,359**	4834	1130	2234	**8,198**	1579	4335	1619	**7,533**	28,525
LinkedIn Post Reach		288	61	**349**	84	40	202	**326**	38	35	40	**113**	32	28	42	**102**	890
Facebook Post Reach		288	103	**391**	69	86	89	**244**	167	79	143	**389**	64	76	215	**355**	1,379
Instagram Post Reach				**-**	17	42	33	**92**	49	29	26	**104**	153	321	22	**496**	692
Video Views	9	1	10	**20**	4	11	3	**18**	0	5	1	**6**	6	4	8	**18**	62
Monthly Newsletter Receipients	10464	10664	10571	**31,699**	11145	10,922	10,620	**32,687**	10,510	10,968	11,211	**32,689**	11,135	11,519	11,179	**33,833**	130,908
Targeted Client Email Recipients	1458	1461	1428	**4,347**	1449	1,498	1,507	**4,454**	1,508	1,525	1,597	**4,630**	1,590	1,611	1,651	**4,852**	18,283
Information sent to consumers	13	7	5	**25**	21	20	15	**56**	17	10	22	**49**	17	12	12	**41**	171
Disability type																	
Vision	12	19	8	**39**	11	9	15	**35**	11	11	13	**35**	14	14	7	**35**	144
Hard of Hearing	-	1	1	**2**	3	3	2	**8**	3	3	1	**7**	2	2	1	**5**	22
Deafness	-	-	-	**-**	-	-	-	**-**	-	-	1	**1**	2	1	2	**5**	6
Speech Impairment	1	-	-	**1**	-	-	-	**-**	-	-	-	**-**	1	2	1	**4**	5
Physical Impairment	-	-	-	**-**	-	-	-	**-**	-	-	-	**-**	1	1	1	**3**	3
Cognitive Impairment	-	-	-	**-**	-	-	-	**-**	-	-	0	**-**	1	1	1	**3**	3
Other	-	-	-	**-**	-	-	-	**-**	-	-	-	**-**		-	-	**-**	-

Program Cost:	Q1 Total	Q2 Total	Q3 Total	Q4 Total	Total	Budget
Direct Service & Training	2,869	2,879	2,178	2,295	**10,221**	28,438
Program Administration	5,141	5,141	5,141	5,141	**20,563**	20,563
Marketing & Outreach	3,337	3,337	3,337	3,337	**13,349**	13,088
Language Interpreter	-	128	304	-	**432**	3,000
Equipment Costs(net of copay)	202	4,392	1,584	1,914	**8,091**	25,000
Advertising/Printing Costs			-	-	**-**	-
Total Program Cost:	11,548	15,877	12,544	12,687	**52,656**	90,088