



NH Governor's Commission on Disability

Kelly A. Ayotte, Governor

Paul Van Blarigan, Chairman

Charles J. Saia, Executive Director

September 25, 2026

Her Excellency, Governor Kelly A. Ayotte

and the Honorable Council

State House

Concord, NH 03301

REQUESTED ACTION

Pursuant to RSA 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, 2025 through June 30, 2026 effective upon Governor and Council approval.

EXPLANATION

Attached, please find copies of the Annual Report for the Governor's Commission on Disability for the 2026 Fiscal Year as required by law.

Sincerely,

A handwritten signature in blue ink, appearing to read "Charles J. Saia", is written over a blue circular stamp.

Charles J. Saia
Executive Director



NH Governor's Commission on Disability



Telecommunications Equipment Assistance Program Report FY2026

GCD'S VENDOR FOR NH-TEAP PROGRAM IS FUTURE IN SIGHT,
WHICH PROVIDES DEVICES, INDIVIDUALIZED TRAINING AND
SET-UP ASSISTANCE FOR INDIVIDUALS WITH DISABILITIES, TO
ENHANCE THEIR COMMUNICATION ACCESS.

SEPTEMBER 2026



NH Governor's Commission on Disability

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September 25, 2026

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

RE: Telecommunications Equipment Assistance Program Report FY2026

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 167 consumers were assisted, with 40 pieces of Equipment and Technology, utilizing 227 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 \$49,977 was dispersed against a contract budget of \$90,503 for the period July 1, 2025, through June 30, 2026. The balance of \$40,526 remained with the Public Utilities Commission, Telecommunications Relay Service Trust Fund.

Sincerely,

Charles J. Saia
Executive Director

TEAP by the Numbers FY2026

Through TEAP, Future In Sight provides devices, individualized training, and set-up assistance for individuals with disabilities to enhance their communication access.

The information that follows is extracted from the annual report submitted to the GCD by Future In Sight, the contractor of the FY2026 TEAP program.

Consumers Assisted

167

Pieces of Equipment and Technology

40

Hours of Direct Service and Training

227 hours

Contract Appropriation

\$90,503

Direct Service & Training

\$9,960

Program Administration

\$21,393

Marketing & Outreach

\$13,616

Equipment

\$4,802

Other

\$206



Total of \$49,977 dispersed against a budget of \$90,503.

More TEAP Numbers FY2026

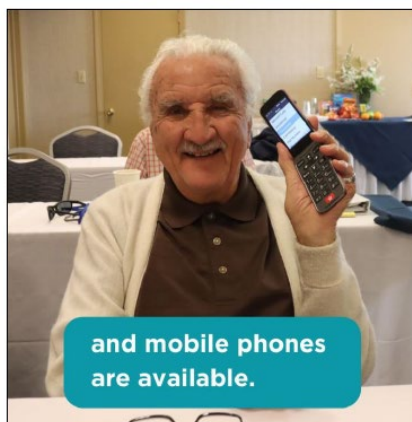
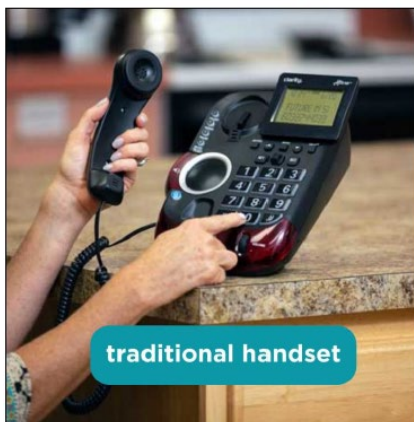
- Statute appropriation, \$96,000.
- GCD administration fee available, \$3,750.
- Contract amount available, \$92,250.
- Contract awarded for \$90,503.

Class	Appropriation	Expenses	Balance Remaining with PUC
GCD Admin Fee	\$3,750	\$3,707	\$43
TEAP Contractor: Future In Sight	\$90,503	\$49,977	\$40,526

The balance of \$40,569 remained at the Public Utilities Commission Telecommunications Relay Service Trust Fund.



Photos of traditional communication handsets and newer technology as shared on FIS's social media.





Future In Sight

TEAP Report

7/1 - 6/30/2026

	July	August	September	Q1 Total	October	November	December	Q2 Total	January	February	March	Q3 Total	April	May	June	Q4 Total	Total	
Referrals	14	4	10	28	12	16	15	43	13	9	10	32	10	9	18	37	140	
Number of indiv clients served (unduplicated)	14	9	8	31	17	18	18	53	21	11	10	42	18	11	12	41	167	
Hours TEAP program	26.75	16.75	10.75	54.25	20.5	18.5	20.5	59.5	32	16.75	13.25	62	26.25	13.5	11.5	51.25	227	
Number of devices provided	9	4	1	14	3	5	2	10	2	2	3	7	5	2	2	9	40	
Number of devices returned	0	2	1	3	1	1	1	3	0	0	1	1	2	1	0	3	10	
# 50% copay	3	1	0	4	1	2	0	3	1	1	0	2	2	1	0	3	12	
Audience reached through presentations	11	8	9	28	67	16	10	93	14	0	14	28	64	177	90	331	480	
Unique Page Views on TEAP Section of Website	45	38	59	142	83	44	56	183	47	58	74	179	68	127	171	366	870	
Page Views on the TEAP Section of Website	69	57	86	212	121	69	81	271	70	72	116	258	97	157	208	462	1203	
Page Views: Adult Services Landing Page	166	194	187	547	265	174	836	1275	240	345	1,716	2301	1,890	1,912	2,059	5861	9984	
Blog Post Views	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Page Views from Home Page	1162	1073	1091	3326	1292	1316	1335	3943	1655	1465	1491	4611	1316	1,433	1,425	4174	16054	
LinkedIn Post Reach	38	26	27	91	24	16	12	52	17	29	37	83	33	30	34	97	323	
Facebook Post Reach	47	182	32	261	118	130	232	480	101	165	129	395	391	225	183	799	1935	
Instagram Post Reach	122	17	31	170	21	172	131	324	37	74	41	152	108	34	31	173	819	
Video Views	30	3	1	34	6	3	0	9	3	2	3	8	4	10	1	15	66	
Monthly Newsletter Recipients	11514	11494	11788	34796	11815	11,809	11,753	35377	11,171	11,681	12,374	35226	12,410	12,471	13,064	37945	143344	
Targeted Client Email Recipients	2103	2131	2126	6360	2136	2,211	2,261	6608	2,374	2,367	2,373	7114	2,371	2,386	2,399	7156	27238	
Information sent to consumers	16	11	12	39	16	12	4	32	14	4	20	38	14	7	14	35	144	
Disability type																		
Vision	13	9	8	30	17	17	16	50	20	10	9	39	18	11	11	40	159	
Hard of Hearing	3	1	1	5	2	2	2	6	5	4	6	15	1	2	2	5	31	
Deafness	1	-	-	1	-	1	1	2	1	1	1	3	-	-	-	0	6	
Speech Impairment	0	1	-	1	-	1	1	2	-	-	1	1	1	-	-	1	5	
Physical Impairment	2	1	-	3	-	2	1	3	1	-	-	1	2	-	-	2	9	
Cognitive Impairment	0	1	-	1	1	3	5	9	1	-	3	4	2	1	-	3	17	
Other	0	-	-	0	-	-	1	1	-	-	-	0	-	-	-	0	1	
				Q1 Total				Q2 Total				Q3 Total				Q4 Total	Total	Budget
Program Cost:				2,276				2,579				2,688				2,417	9,960	29,586
Direct Service & Training				5,348				5,348				5,348				5,348	21,393	20,974
Program Administration				3,404				3,404				3,404				3,404	13,616	13,616
Marketing & Outreach				-				-				-				-	-	3,000
Language Interpreter																		
Equipment Costs(net of copay)				1,317				1,914				1,437				134	4,802	23,328
Advertising/Printing Costs								206								-	206	-
Total Program Cost:				12,345				13,452				12,877				11,303	49,977	90,503