



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

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October 12, 2022

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

Informational Item

In accordance with RSA Chapter 362-E:7, what follows is the GCD's Annual Telecommunications Assistance Report for the period ending June 30, 2022, which is submitted for review to the Governor & the Council.

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 dispersed under this chapter. Such report shall be submitted annually to the governor & 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



NH Governor's Commission on Disability
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October 12, 2022

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

RE: Telecommunications Equipment Assistance Program Report FY2022

Dear Governor Sununu and Executive Council Members:

I am hereby submitting this report in accordance with RSA 362-E:7 for the cost of the program to enable people with disabilities in New Hampshire to access emergency telephone service through the use of telecommunications assistance.

Number of Persons Assisted

A total of 180 consumers were assisted, with 74 pieces of Equipment and Technology, utilizing 456.5 hours of direct service and training.

Funding

The Governor's Commission on Disability receives all funding through funds on deposit in the escrow account associated with the Telecommunications Relay Service Trust Fund established by Public Utilities Commission order 20,236 as the initial source of funding.

Total Amount Dispersed

A total of \$61,587 was dispersed against a budget of \$90,806 for period July 1, 2021 through June 30, 2022. The balance of \$29,219 remained with the Public Utilities Commission, Telecommunications Relay Service Trust Fund.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Charles J. Saia', with a date '10/12/22' written below it.

Charles J. Saia
Executive Director



NH Governor's Commission on Disability



TEAP Program Testimonials



TEAP Application Form

TEAP Telephones and Equipment



Disability Certification Form



This program is administered by the NH Governor's Commission on Disability and the equipment is the property of the Commission.



New Hampshire Telecommunications Equipment Assistance Program Report FY2022

TEAP by the Numbers FY2022

The GCD is committed to administering a program 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.” This is a quote from the report submitted to the GCD by Future In Sight, the contractor of the FY2022 program. The information below is from that report, which is also attached.

Consumers Assisted

180

Appropriation

\$90,806

Pieces of Equipment and Technology

74

Hours of Direct Service and Training

456.5 hours

Direct Service & Training

\$16,132

Program Administration

\$21,554

Marketing & Outreach

\$14,176

Video Production

\$4,397

Equipment

\$5,328



Total of \$61,587 dispersed against a budget of \$90,806.

TEAP by the Numbers FY2022

- Statute appropriated \$96,000.
- GCD Administration Fees \$ 3,750.
- Per the statute, \$92,250 available.
- Contract awarded for \$90,806.

Class	Appropriation	Expenses	Balance Remaining with PUC
GCD Admin Fee	\$3,750	\$2,763	\$987
TEAP Contractor: Future In Sight	\$90,806	\$61,587	\$29,219

The balance of \$30,206 remained at the Public Utilities Commission Telecommunications Relay Service Trust Fund.

TEAP Program Testimonials



[TEAP Application Form](#)

TEAP Telephones and Equipment



[Disability Certification Form](#)



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Images are courtesy of Future In Sight, contractor for the TEAP program FY2022. On left, FIS website highlighting program; on right, phone screen with enlarged text.



Future In Sight

TEAP Report

July 1, 2021 to June 30, 2022

	July	August	September	Q1 Total	October	November	December	Q2 Total	January	February	March	Q3 Total	April	May	June	Q4 Total	Total	Budget 2021 2022
Referrals	15	8	19	42	13	11	9	33	12	5	11	28	12	10	9	31	134	
Number of indiv clients served (unduplicated)	24	16	20	60	20	13	18	51	22	14	11	47	7	8	7	22	180	
Hours TEAP program	44.1	33.35	32.25	109.7	56.25	27.8	50.25	134.3	41	34	34.5	109.5	36.75	33.5	32.75	103	456.5	
Number of devices provided	4	6	6	16	10	4	6	20	6	6	5	17	8	6	7	21	74	
Number of devices returned	1	2	6	9	3	2	1	6	1	5	1	7	0	1	0	1	23	
# 50% copay	0	1	1	2	3	2	2	7	1	0	1	2	1	1	2	4	15	
Audience reached through presentations	-	-	63	63	87	31	-	118	-	-	-	-	26	59	-	85	266	
FB post reach	-	-	1,022	1,022	213	339	127	679	795	-	940	1,735	122	129	303	654	3990	
Social Media Impressions	-	-	-	-	-	427	477	904	1246	-	212	1,458	76	52	116	244	2606	
Aspect of program mentioned in mailed postcard for FIS services	-	-	-	-	-	-	-	-	-	26	42	68	30	24	39	93	161	
Page views on the TEAP section of our website	43	52	84	179	58	79	50	187	59	38	67	164	72	52	49	173	703	
Unique visitors on the TEAP section of our website	35	40	64	139	45	55	38	138	40	30	54	124	51	41	33	125	526	
Page views of TEAP Equipment/Products Page	14	12	0	26	44	27	7	78	38	15	31	84	35	21	16	72	260	
Page views from Home Page presence	1,113	1,463	1,077	3,653	857	1,030	959	2,846	1243	1023	1084	3,350	2008	2567	1209	5,784	15633	
Page views: Adult Services Landing Page presence	406	529	491	1,426	428	564	373	1,365	384	420	494	1,298	449	386	292	1,127	5216	
TEAP Video views	-	-	-	-	-	54	9	63	16	0	0	16	6	3	6	15	94	
Blog Post Views	8	-	14	22	7	6	5	18	5	3	9	17	7	1	4	12	69	
Disability type																		
Vision	23	14	18	55	26	18	22	66	16	12	17	45	11	12	12	36	201	
Hard of Hearing	9	5	12	26	7	5	6	18	8	2	3	13	5	5	5	15	72	
Deafness	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	1	
Speech Impairment	-	1	1	2	1	-	-	1	-	-	-	-	-	-	-	-	3	
Physical Impairment	-	1	-	1	-	1	3	4	1	1	-	2	-	-	-	-	7	
Cognitive Impairment	-	-	-	-	-	1	-	1	-	-	-	-	-	-	1	1	2	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	
Program Cost:				Q1 Total				Q2 Total				Q3 Total				Q4 Total	Total	Budget
Direct Service & Training				3,845				4,707				3,838				3,742	16,132	23,577
Program Administration				5,389				5,389				5,389				5,389	21,554	21,554
Marketing & Outreach				3,169				4,044				3,319				3,644	14,176	12,675
Video Production				4,048				349				-				-	4,397	
Language Interpreter				-				-				-				-	-	3,000
Equipment Costs				25				3,887				1,153				264	5,328	30,000
Total Program Cost:				16,475				18,375				13,699				13,038	61,587	90,806