



COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION
400 NORTH STREET
HARRISBURG, PA 17120

STEPHEN M. DEFRANK, CHAIRMAN

October 17, 2024

The Honorable Josh Shapiro
Governor of Pennsylvania
Room 508 Main Capitol Building
Harrisburg, Pennsylvania 17120

Dear Governor Shapiro:

In accordance with Section 6701.4(e) of the Universal Telecommunications and Print Media Access Act (UTPMAA),¹ the Pennsylvania Public Utility Commission (Commission) respectfully submits this 2024 Annual Report regarding the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as “Newslines”). The TDD Program and the PMAS Program are operated by the Office of Vocational Rehabilitation (OVR) in the Pennsylvania Department of Labor and Industry (L&I) pursuant to Sections 6701.3 and 6701.3a of UTPMAA, respectively. Both the TDD Program and the PMAS Program are currently funded by the Telecommunications Relay Service (TRS) surcharge. The Commission administers the TRS surcharge fund pursuant to Section 6701.4(c) of UTPMAA.

The attached report discusses the following aspects of the programs: 1) Calculation and Statement of the TRS surcharge pursuant to Section 6701.4(c); 2) TDD Program, account balances, revenues, disbursements, and expenses; 3) PMAS Program, account balances, revenues, disbursements, and expenses; and 4) OVR reported information. An electronic version of this report is available on the Commission’s website.²

Very truly yours

A handwritten signature in blue ink that reads "Stephen M. DeFrank".

Stephen M. DeFrank
Chairman

Enclosure

cc: Pennsylvania Telecommunications Relay Service, Docket No. M-00900239
2024 TRS Annual Legislative Report, Docket No. M-2024-3045237

¹ Section 5(e) of Act 34 of 1995, as amended by Act 174 of 2004, codified at 35 P.S. §§ 6701.1 – 6701.4.

² http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx



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PUBLIC UTILITY COMMISSION
400 NORTH STREET
HARRISBURG, PA 17120

STEPHEN M. DEFRANK, CHAIRMAN

October 17, 2024

The Honorable Austin Davis
Lieutenant Governor of Pennsylvania
Room 200 Main Capitol Building
Harrisburg, Pennsylvania 17120

Dear Lieutenant Governor Davis:

In accordance with Section 6701.4(e) of the Universal Telecommunications and Print Media Access Act (UTPMAA),¹ the Pennsylvania Public Utility Commission (Commission) respectfully submits this 2024 Annual Report regarding the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as “Newline”). The TDD Program and the PMAS Program are operated by the Office of Vocational Rehabilitation (OVR) in the Pennsylvania Department of Labor and Industry (L&I) pursuant to Sections 6701.3 and 6701.3a of UTPMAA, respectively. Both the TDD Program and the PMAS Program are currently funded by the Telecommunications Relay Service (TRS) surcharge. The Commission administers the TRS surcharge fund pursuant to Section 6701.4(c) of UTPMAA.

The attached report discusses the following aspects of the programs: 1) Calculation and Statement of the TRS surcharge pursuant to Section 6701.4(c); 2) TDD Program, account balances, revenues, disbursements, and expenses; 3) PMAS Program, account balances, revenues, disbursements, and expenses; and 4) OVR reported information. An electronic version of this report is available on the Commission’s website.²

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cc: Pennsylvania Telecommunications Relay Service, Docket No. M-00900239
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² http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx



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PUBLIC UTILITY COMMISSION
400 NORTH STREET
HARRISBURG, PA 17120

STEPHEN M. DEFRANK, CHAIRMAN

October 17, 2024

TO THE MEMBERS OF THE GENERAL ASSEMBLY
OF THE COMMONWEALTH OF PENNSYLVANIA:

In accordance with Section 6701.4(e) of the Universal Telecommunications and Print Media Access Act (UTPMAA),¹ the Pennsylvania Public Utility Commission (Commission) respectfully submits this 2024 Annual Report regarding the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as “Newsline”). The TDD Program and the PMAS Program are operated by the Office of Vocational Rehabilitation (OVR) in the Pennsylvania Department of Labor and Industry (L&I) pursuant to Sections 6701.3 and 6701.3a of UTPMAA, respectively. Both the TDD Program and the PMAS Program are currently funded by the Telecommunications Relay Service (TRS) surcharge. The Commission administers the TRS surcharge fund pursuant to Section 6701.4(c) of UTPMAA.

The attached report discusses the following aspects of the programs: 1) Calculation and Statement of the TRS surcharge pursuant to Section 6701.4(c); 2) TDD Program, account balances, revenues, disbursements, and expenses; 3) PMAS Program, account balances, revenues, disbursements, and expenses; and 4) OVR reported information. An electronic version of this report is available on the Commission’s website.²

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Stephen M. DeFrank
Chairman

Enclosure

cc: Pennsylvania Telecommunications Relay Service, Docket No. M-00900239
2024 TRS Annual Legislative Report, Docket No. M-2024-3045237

¹ Section 5(e) of Act 34 of 1995, as amended by Act 174 of 2004, codified at 35 P.S §§ 6701.1 – 6701.4.

² http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx

**ANNUAL REPORT ON THE FISCAL STATUS AND OPERATIONS OF
THE TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM
AND
THE PRINT MEDIA ACCESS SYSTEM PROGRAM**

**SUBMITTED BY
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

October 17, 2024

In compliance with Section 6701.4(e) of the Universal Telecommunications and Print Media Access Act (UTPMAA),¹ the Pennsylvania Public Utility Commission (Commission or PUC) respectfully submits this 2024 Annual Report² relating to the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program).

Both the TDD Program and the PMAS Program are currently funded by the Telecommunications Relay Service (TRS) surcharge.³ The Commission is responsible for calculating the TRS surcharge rate on an annual basis pursuant to Section 6701.4(c) of the UTPMAA. The TRS surcharge is collected from all landline telecommunications customers and some fixed Voice over Internet Protocol (VoIP) telecommunications customers in Pennsylvania.⁴ TRS uses a CA (Communication Assistant) so a deaf, hard of hearing or someone who is deaf blind has equal access to wireline telecommunications services. There is specialized equipment needed to use these services and the TDD Program can provide that equipment if a consumer meets certain criteria. The CA will revoice or retype the confidential telephone conversation to make a phone call functionally equivalent.

The TDD Program distributes and provides telecommunication devices for people with disabilities who qualify under the UTPMAA. The TDD Program is overseen by the Office of Vocational Rehabilitation (OVR) in the Pennsylvania Department of Labor and Industry (L&I), pursuant to Section 6701.3 of the UTPMAA. OVR currently contracts with the Institute on Disabilities at Temple University (IDT), in Philadelphia, Pennsylvania, to

¹ Act 34 of 1995, as amended by Act 174 of 2004, codified at 35 P.S. §§ 6701.1 – 6701.4.

² An electronic version of this report is available on the Commission's website:

http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx

³ 35 P.S. § 6701.4(c) provides that the TDD Program *shall* be funded by the TRS surcharge and that the PMAS Program *may* be funded by the TRS surcharge. Initially, the PMAS Program was funded through special grants; however, beginning in July 2006, it has been funded entirely from the TRS surcharge. Print media does not contribute to the TRS Fund.

⁴ 73 P.S. § 2251.6(1)(ii) (PUC jurisdiction over VoIP for purposes of TRS fees is preserved under the 2008 VoIP Freedom Act.)

manage the TDD Program. Pennsylvania’s Initiative on Assistive Technology (PIAT), an IDT program, provides assistive technology services and resources.⁵

The PMAS Program provides access via telephone to print media for persons who are blind. The PMAS Program is operated by L&I’s Bureau of Blindness and Visual Services (BBVS) and overseen by OVR pursuant to Section 6701.3(a) of the UTPMAA. Access is currently provided through the National Federation of the Blind (NFB) reading service, known as “NFB Newslines.”

The Commission provides assistance to OVR, BBVS, and PIAT in accordance with the UTPMAA.

Finally, following completion of a “Wireless Expansion Initiative: Promoting Telecommunications Equity for People with Disabilities in Pennsylvania” (WEI Pilot), and its review by OVR and Commission Staff, the Commission, by Opinion and Order entered February 27, 2019, adopted a permanent and ongoing wireless expansion initiative program as a funded component of the Pennsylvania TRS and TDD Program.⁶ OVR asserted that the WEI Pilot would provide needed data for a potential expansion of the TDD Program to include the availability, distribution, and funding of adaptive wireless equipment to income-eligible persons with disabilities within Pennsylvania.

CALCULATION OF THE TRS SURCHARGE AND USE OF THE TRS FUND FOR THE TDD PROGRAM AND THE PMAS PROGRAM

Local Exchange Carriers (LECs) report their respective wireline access line counts as of December 31st by filing an Annual Access Line Summary Report with the Commission. Certain LECs also report their fixed VoIP lines.⁷ The Commission sets the amount of the monthly TRS surcharge on each residential and business access line. The monthly TRS surcharge is reviewed annually and adjusted as necessary based on the number of wireline telephone access lines in service, the financial status of the TRS Fund, and the projected expenses of the TRS, the TDD Program, and the PMAS Program. OVR is required to submit projected annual budgets for the TDD Program and the PMAS Program.

⁵ <https://techowipa.org>

⁶ *Petition of Department of Labor & Industry Office of Vocational Rehabilitation for a Proposed Pilot for Distribution of Telecommunications Relay Service Wireless Equipment to People with Disabilities in Pennsylvania et al.*, Docket Nos. P-2015-2484229, M-00900239, and M-2018-2640814 (Order entered February 27, 2019).

⁷ See 73 P.S. § 2251.6(1)(ii).

Section 6701.4(c) provides, in pertinent part, that:

(c) Additional use of [TRS] surcharge. – The [TDD] Program shall be funded and the [PMAS] program may be funded by the [TRS] surcharge, as calculated by the commission on an annual basis under the methodology established by the commission in order[s] entered May 29, 1990, and July 9, 1990, at Docket Number M-00900239, and as subsequently modified by the commission. . . . A portion of the surcharge may be used to fund the [PMAS] Program. The surcharge shall not be used to fund administrative costs of [TRS], [the TDD] Program or the [PMAS] Program.

The Commission calculates the TRS surcharge component for each program separately on a per wireline access line percentage basis. At its May 23, 2024, Public Meeting, the Commission approved an annual TRS surcharge recalculation for the twelve-month period beginning July 1, 2024, through June 30, 2025, at Docket Nos. M-2024-3045235 and M-00900239. The TRS surcharge rate for residential and business access lines to be applied during that period is set at \$0.00 per month.⁸ A copy of that Order approving the 2024-2025 TRS surcharge rate is attached to this report as Public Utility Commission Attachment A.

TDD PROGRAM

On April 4, 2024, OVR filed a budget request with the Commission for the TDD Program for the ensuing year. The TDD Program budget for July 1, 2024, through June 30, 2025, as submitted by OVR, is \$817,954. OVR's 2024-2025 budget proposal estimated that the costs for the TDD Program will be \$444,679 for wireline and wireless devices and \$373,275 for consumer education and outreach services. In addition, the budget calculations showed the quantity, unit cost, and total cost by type of telecommunications device.

Based on the bills submitted to and paid from the TDD Program sub-account for the 2023-2024 TDD Program year, the TDD Program account began its operations year with a sufficient surplus to provide for the statutory TDD Program elements and maintain an adequate cash flow. A copy of that budget is attached to this report as part of Public Utility Commission Attachment B.

⁸For the prior period 2024-2025, at Docket No. M-2024-3045235, the Commission set the TRS surcharge rate for residential and business access lines to remain at \$0.00 per month.

TDD Program Sub-Account
For the period of July 1, 2023, to June 30, 2024

Beginning Balance on July 1, 2023	\$464,082.69
Revenue from the TRS surcharge	\$0.00
Adjustment Transfer from TRS Fund	\$200,000.00
Earned net investment income	\$15,662.57
Distributed equipment costs	(\$3,431.80)
Consumer education and outreach	(\$45,264.87)
WEI program equipment	(\$226,559.75)
WEI program education & outreach	(\$237,749.19)
Fiduciary fees (US Bank Institutional Trust & Custody)	(\$663.07)
Ending Balance on June 30, 2024	<u>\$166,076.58</u>

PMAS PROGRAM

On April 4, 2024, OVR, BBVS filed a budget with the Commission for the PMAS Program for the ensuing year. The PMAS Program budget for July 1, 2024, through June 30, 2025, as submitted by BBVS, is \$203,000. BBVS' 2024-2025 budget proposal estimated that costs will include twenty-eight participating newspapers, annual service fee, annual newspaper maintenance and distribution fee, Pennsylvania Specific Alerts service, marketing and outreach, and a one-year telecommunications subscription fee for the system over which users can hear selected print media being read aloud. A copy of that budget is attached to this report as part of Public Utility Commission Attachment B.

Based on the bills submitted to and paid from the PMAS Program sub-account for the 2023-2024 PMAS Program year, the PMAS Program sub-account began its operations year with a sufficient surplus to provide for the statutory PMAS Program elements and maintain an adequate cash flow reserve.

PMAS Program Sub-Account
For the period of July 1, 2023, to June 30, 2024

Beginning Balance on July 1, 2023	\$471,146.76
Revenue from the TRS surcharge	\$0.00
Adjustment Transfer from TRS Fund	\$0.00
Earned net investment income	\$19,473.82
NFB Newsline annual element costs	(\$190,500.00)
Fiduciary fees (US Bank Institutional Trust & Custody)	(\$868.60)
Ending Balance on June 30, 2024	<u>\$299,251.98</u>

The NFB Newsline invoice payment by the BBVS are by way of a quarterly invoice and payment arrangement with NFB Newsline.

OVR INFORMATION

Pursuant to Section 6701.4(e)(2), OVR is required to file a budget and historical data of the equipment distributed for those who qualify for the TDD Program. Once the Commission receives the annual budget it reviews it and upon approval, disperses the necessary monies from the TRS Fund into the TDDP sub-account as part of its responsibility to monitor the TDD Program balance to ensure its adequate funding. OVR filed a report with the Commission on September 12, 2024, that highlights all the equipment distributed out of the TDD Program and the number of users who utilize the PMAS Program. A copy of that report is attached as Public Utility Commission Attachment C.

CONCLUSION

The Commission has been responsive to the needs of the residents of Pennsylvania who depend upon the TDD Program and the PMAS Program and is compliant with the directives of the UTPMAA. The Commission will continue to be attentive to OVR's implementation of the TDD Program and PMAS Program and the Commission's funding oversight and responsibilities relative to the TDD Program and PMAS Program.

The Commission's Bureau of Audits (Audits), with the assistance of OVR, conducts audits of the TDD Program and the PMAS Program. The objectives and scope of the audits are to determine that only qualified individuals received TDD Program equipment; that the consumer educators properly and accurately charged the fund for services provided; that only qualified bidders were awarded contracts through the Request for Proposals process; that equipment and service contractors properly invoiced the TRS Fund; and that all monies withdrawn from the TDD Program sub-account and PMAS Program sub-account were only used for qualifying TDD Program and PMAS Program services and equipment.

Audits initiated an audit of the Telecommunication Device Distribution Program and Print Media Access System Program for the 12-month periods ending June 30, 2020, June 30, 2021, and June 30, 2022. Audits expects to release the report before the end of calendar year 2024.

ATTACHMENTS (3):

Public Utility Commission Attachment A: Commission Order entered May 23, 2024, approving the current TRS surcharge rate (Docket No. M-2024-3045235).

Public Utility Commission Attachment B: TDD Program and PMAS Program Budgets filed by OVR on April 1, 2024.

Public Utility Commission Attachment C: TDD Program and PMAS Program Information Submitted by OVR.

**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17120**

Public Meeting held May 23, 2024

Commissioners Present:

Stephen M. DeFrank, Chairman
Kimberly Barrow, Vice Chair
Ralph V. Yanora
Kathryn L. Zerfuss
John F. Coleman, Jr.

Recalculation of the Pennsylvania
Telecommunications Relay Service Surcharge

M-2024-3045235
M-00900239

ORDER

BY THE COMMISSION:

In accordance with our May 29, 1990, Order at Docket No. M-00900239 establishing the Pennsylvania Telecommunications Relay Service (TRS or Relay)¹ and surcharge funding mechanism (TRS surcharge) and subsequent Commission orders and legislation,² we have completed the annual recalculation of the TRS surcharge rate established for the period beginning on July 1, 2024, and ending June 30, 2025. The Commission proposes to continue with the current TRS surcharge rate of \$0.00 per month for residential and business access lines³ for the upcoming fiscal year period beginning July 1, 2024.

¹ Additional information on TRS may be found at:

http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx

² See Act 34 of 1995, 35 P.S. §§ 6701.1 – 6701.4 (the statutory provisions were amended by Act 181 of 2002 to be more inclusive of persons with disabilities), establishing the Telecommunication Device Distribution Program (TDDP) to be funded by the TRS surcharge and which codified Relay and use of the TRS surcharge funding mechanism; and Act 174 of 2004, 35 P.S. § 6701.3a, which established the Print Media Access System Program (PMASP) which may be funded in part or in whole by the TRS surcharge. PMASP is a reading service for persons with certain vision-related physical disabilities. The law is now called the “Universal Telecommunications and Print Media Access Act” or “UTPMAAA.”

³ See 2022 Recalculation of the Pennsylvania Telecommunications Relay Service Surcharge Order at Docket No. M-2022-3030272.

Background

The TRS surcharge recovers anticipated costs to provide calling services and equipment to individuals that are deaf, hard of hearing, deaf-blind or have difficulty speaking to make and receive telephone calls. The surcharge funds three individual programs: the Relay service itself, the Telecommunications Device Distribution Program (TDDP),⁴ and the Print Media Access System Program (PMASP).⁵ The surcharge is assessed upon the customers of wireline Incumbent Local Exchange Carriers (ILECs) and Competitive Local Exchange Carriers (CLECs) (collectively, LECs).

The annual TRS surcharge recalculation is dependent on data from several sources. LECs are required to submit annual wireline access line counts to the Commission pursuant to 52 Pa. Code § 63.37. The traditional relay provider, Hamilton Relay, Inc.,⁶ submitted the estimated minutes of use and charges for the fiscal year July 1, 2024, through June 30, 2025. Hamilton Telephone Company d/b/a Hamilton Telecommunications submitted the estimated minutes-of-use report for the Captioned Telephone Relay Service⁷ (CTRS).⁸ Pursuant to Sections 6701.3(b)(3) and 6701.4(c) of the UTMPAA, 35 P.S. § 6701.3(b)(3) and 6701.4(c), The Office of Vocational Rehabilitation (OVR), Department of Labor and Industry, submitted the 2024-2025 TDDP budget and the 2024-2025 PMASP budget.

Forecasted Operations Costs for 2024 – 2025

The Commission shall continue its active oversight of the operations of the Pennsylvania Telecommunications Relay Service. In doing so, the Commission believes it is necessary to

⁴ This program provides specialized telecommunications devices, such as text telephones and amplifiers, at no charge to qualifying persons who are deaf or hard of hearing, or with speech and language disorders, or with a physical disability that prevents them from using standard telecommunication equipment. As per 35 P.S. § 6701.4, the Pennsylvania Department of Labor and Industry – Office of Vocational Rehabilitation is required to provide the Commission with an annual budget for the TDDP for the upcoming fiscal year. We note that our action on the TRS surcharge for the 2022-23 surcharge year should not be construed as an approval of the TDDP annual budget for 2022-23. Rather, the TDDP budget for 2022-23, including whether the budget is compliant with applicable law, is still under review.

⁵ This program is a reading service for persons with certain vision-related physical disabilities.

⁶ Hamilton Relay, Inc. (Hamilton) holds the TRS Certificate of Public Convenience to provide TRS throughout the Commonwealth of Pennsylvania. The Commission approved Hamilton's Application by order entered December 4, 2014, at Docket No. A-2014-2447601.

⁷ Hamilton Telecommunications, an affiliate of Hamilton Relay, provides CTRS services.

⁸ CTRS has an open Request for Proposal. The winning vendor should be in place by July 1, 2024.

continue to collaborate with OVR and its TDDP administrator⁹ to ensure adequate funding for distribution of TDDP equipment to qualified Pennsylvanians. As stated above, OVR is required to file annual budgets for the TDDP and the PMASP.¹⁰ Further, we shall continue to assist OVR in its mission to ensure adequate funding for the PMASP. We acknowledge that OVR is statutorily obligated to ensure that there is adequate funding for the TDDP and the PMASP in Pennsylvania and we are willing to assist OVR to fulfill this mission.

Calculation of TRS surcharge for 2024 – 2025 Fiscal Year

As explained above, the monthly surcharge recalculation is based principally on the anticipated costs of three individual programs, Relay (TTY style, Speech-to-Speech, Spanish Relay, and CTRS), TDDP and the PMASP, and an accounting of access lines in service. The combined residential and business wireline access lines reported by LECs for 2023 and adjusted for Centrex lines are estimated to be 2,954,000. Accordingly, based upon the number of access lines, the anticipated Pennsylvania TRS Advisory Board¹¹ expenses, the TRS Fund administration costs, the projected TRS program costs from Hamilton (Relay and CTRS), the projected TDDP and PMASP budgets from OVR and the financial status of the TRS Fund, the 2024-2025 TRS surcharge rate for residential and business access lines will remain set at the current rate of \$0.00 per month per access line.

Since the set rate will not change, LECs are not required to file tariff supplements. Additionally, LECs will not have to file any monthly remittance forms with US Bank since the TRS surcharge rate will continue at zero for the period beginning July 1, 2024, through June 30, 2025.

⁹ As of January 1, 2007, the TDDP is administered by Pennsylvania's Initiative on Assistive Technology, Institute on Disabilities, Temple University.

¹⁰ 35 P.S. §§ 6701.3 and 6701.4.

¹¹ The Pennsylvania TRS Advisory Board was established pursuant to Commission Order entered May 29, 1990. The TRS Advisory Board's By-Laws and quarterly meeting schedule can be found at:

http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service/trs_advisory_board.aspx

Audits

In November 2023, the Bureau of Audits initiated an audit of the Telecommunication Device Distribution and Print Media Access System Programs for the twelve-month periods ended June 30, 2020; June 30, 2021; and June 30, 2022, at Docket No. D-2023-3043989. The audit report is expected to be released in 2024.

Service of Order

In the past, our practice has been to serve the annual TRS surcharge recalculation order on every LEC in the Commonwealth in addition to each Relay service provider, the Office of Vocational Rehabilitation, the Office of Consumer Advocate, the Office of Small Business Advocate, the Pennsylvania Telephone Association, and the Fund Administrator. Consistent with the TRS surcharge recalculation order entered May 23, 2013, at Docket No. M-2013-2341301, we now serve paper copies of the annual TRS surcharge recalculation order only when there is a change in the TRS surcharge rate or other provision in the order requiring that the LECs file a tariff supplement or take other action. As this order does not change the TRS surcharge rate, paper copies of the order will not be served. We will continue to publish the order in the *Pennsylvania Bulletin* and on the Commission's website.

Conclusion

The Commission has completed the annual recalculation of the TRS surcharge rate. The TRS surcharge rate for residential and business access lines will remain set at \$0.00 per month for the time period beginning July 1, 2024, through June 30, 2025; **THEREFORE,**

IT IS ORDERED:

1. That for the period of July 1, 2024, through June 30, 2025, the TRS surcharge rate for residential and business access lines shall be set at \$0.00 per month, unless the Commission takes further action to revise the TRS surcharge rate prior to June 30, 2025.
2. That a copy of this Order be published in the *Pennsylvania Bulletin*.
3. That a copy of this Order be posted to the Commission's website.

BY THE COMMISSION,



Rosemary Chiavetta
Secretary

(SEAL)

ORDER ADOPTED: May 23, 2024

ORDER ENTERED: May 23, 2024

April 1, 2024

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

RE: **Docket Number M-2024-3045235**

OVR Submission of 2024-2025 program budgets

- Telecommunication Devices Distribution Program (TDDP)
- Print Media Access System Program (PMASP)

Dear Secretary Chiavetta:

Enclosed is the TDDP and PMASP 2024-2025 budget information. This information is a required submission annually to the Pennsylvania Public Utility Commission.

If you have any questions, please do not hesitate to contact Jeff Cushey at jcushey@pa.gov or 717.783.3882.

Sincerely,



4/1/24

Signature

Ryan Hyde, Executive Director, Office of Vocational Rehabilitation

Cc: Dawn Sokol
Doug Rand
Jeff Cushey
Rebecca Gardner
Melissa Derr, PA PUC

OVR's Mission: To assist Pennsylvanians with disabilities to secure and maintain employment and independence.

Department of Labor & Industry | Office of Vocational Rehabilitation

651 Boas Street | Harrisburg, PA 17121

717.787.5244 | Fax 717.705.9345

www.dli.pa.gov/OVR | Facebook: @PAVocRehab | Twitter: @PA_OVR | Instagram: @PA_OVR | LinkedIn: PA OVR

Auxiliary aids and services are available upon request to individuals with disabilities.

Equal Opportunity Employer/Program

Eric Jeschke, PA PUC
Scott White, NFB
Lisa Pletz

Enclosure

OVR's Mission: To assist Pennsylvanians with disabilities to secure and maintain employment and independence.

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Equal Opportunity Employer/Program

TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM

Budget Filing Information Requirement: File Items 1-3

Docket Number: M-2024-3045235

FILE ITEMS:

1-2 BUDGET ESTIMATE – JULY 1, 2024 TO JUNE 30, 2025 BREAKDOWN OF THE TYPES OF UNITS, THE PRICE OF EACH TYPE OF UNIT, AND THE NUMBER OF EACH TYPE OF UNIT PROJECTED TO BE DISTRIBUTED IN THE PROSPECTIVE BUDGET YEAR.

Telecommunication Device Name (Wireline and Wireless)	Projected Units	Unit Price	Projected Total
Clarity Alto, Corded Amplified Telephone	15	\$98.95	\$1,484.25
Clarity Alto Plus, Corded Amplified Telephone	20	\$104.95	\$2,099.00
Clarity JV35, Corded Amplified Telephone	25	\$92.95	\$2,323.75
Clarity JV35W, Corded Amplified Telephone	15	\$92.95	\$1,394.25
Serene Innovations HD-40P, Corded Amplified Phone Telephone	10	\$62.95	\$629.50
Clarity HA-40, In-Line Handset Amplified	5	\$20.95	\$104.75
Clarity XLC2+, Amplified Cordless Telephone	20	\$93.95	\$1,879.00
Panasonic KX-TGM 430B, Amplified/Cordless/Bluetooth/Ans. Machine	25	\$106.50	\$2,662.50
Panasonic KX-TGM 450S, Amplified/Cordless/Ans. Machine	50	\$109.50	\$5,475.00
Clarity XLC8, Amplified/Cordless/Bluetooth/Ans. Machine	20	\$134.95	\$2,699.00
CapTel 840 Plus, Captioned Telephone	15	\$90.25	\$1,353.75
CapTel 840i, IP Captioned Telephone	20	\$90.25	\$1,805.00
CapTel 880i, IP Captioned Telephone	20	\$90.25	\$1,805.00
CapTel 2400i, Touch Screen, IP Captioned Telephone w/Speakerphone	20	\$90.25	\$1,805.00
UltraTec SuperPrint 4424A, TTY with ASCII	5	\$380.00	\$1,900.00
Clarity XLC8-GLT (VCO)	20	\$375.00	\$7,500.00
Reizen, Big Button Speaker Phone	10	\$28.00	\$280.00
ClearSounds CR200, Loud Ring Signaler	35	\$41.95	\$1,468.25
Apple iPhone SE, 128GB Smart Phone	50	\$734.00	\$36,700.00
Apple iPhone 13, 128GB Smart Phone	130	\$1,129.00	\$146,770.00
Samsung Galaxy S21FE 5G, 128GB Smart Phone	60	\$988.00	\$59,280.00
Google Pixel 7, 128GB Smart Phone	10	\$968.00	\$9,680.00
MiniVision2+ Mobile Phone	55	\$489.00	\$26,895.00
SmartVision3-Omni Hybrid Phone	30	\$768.00	\$23,040.00
Apple iPad 4G, 32GB Tablet	50	\$749.00	\$37,450.00
Samsung Galaxy Tab S7FE 5G 64GB Tablet	25	\$1,058.00	\$26,450.00

Serene Innovations SA-40 HearAll Bluetooth Cell Phone Amplifier	10	\$74.95	\$749.50
Serene Innovations RF-200, Ringer Flasher Alerting Device	75	\$51.95	\$3,896.25
Bellman & Symfon Vibio Bed Shaker	75	\$68.00	\$5,100.00
Equipment approved through exceptional equipment process (est.)			\$30,000.00
Grand Total	920		\$444,678.75

1. – 2. BUDGET ESTIMATE FOR CONSUMER EDUCATION: JULY 1, 2024 – JUNE 30, 2025

TDDP Equipment (Wireline & Wireless)	\$444,678.75
TDDP Consumer Education and Outreach	\$373,275.50
Total of Budget Estimate (2024-2025)	\$817,954.25

FILE ITEMS:

3. OVERVIEW OF THE TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM

1. ELIGIBILITY

- Resident of Commonwealth of Pennsylvania
- Certification of a qualified disability
- Financial eligibility – annual gross income must be at or below 200% of poverty, based on the US Department of Health and Human Services Federal Poverty Guidelines
- Phone service in home for wireline device
- Acknowledgement that they have, or will have access to wireless services for wireless device
- Age of person (six or older)
- Ability to use or learn how to use telecommunication device

2. SCOPE OF PROGRAM

Pre-approved equipment available:

- Clarity Alto, Corded Amplified Telephone
- Clarity Alto Plus, Corded Amplified Telephone
- Clarity JV35, Corded Amplified Telephone
- Clarity JV35W, Corded Amplified Telephone
- Serene Innovations HD-40P, Corded Amplified Phone Telephone
- Clarity HA-40, In-Line Handset Amplified
- Clarity XLC2+, Amplified Cordless Telephone
- Panasonic KX-TGM 430B, Amplified/Cordless/Bluetooth/Ans. Machine
- Panasonic KX-TGM 450S, Amplified/Cordless/Ans. Machine
- Clarity XLC8, Amplified/Cordless/Bluetooth/Ans. Machine
- CapTel 840 Plus, Captioned Telephone
- CapTel 840i, IP Captioned Telephone
- CapTel 880i, IP Captioned Telephone
- CapTel 2400i, Touch Screen, IP Captioned Telephone w/Speakerphone

- UltraTec SuperPrint 4424A, TTY with ASCII
- Clarity XLC8-GLT (VCO)
- Reizen, Big Button Speaker Phone
- ClearSounds CR200, Loud Ring Signaler
- Apple iPhone SE, 128GB Smart Phone
- Apple iPhone 13, 128GB Smart Phone
- Samsung Galaxy S21FE 5G, 128GB Smart Phone
- Google Pixel 7, 128GB Smart Phone
- MiniVision2+ Mobile Phone
- SmartVision3-Omni, Hybrid Mobile Phone
- Apple iPad 4G, 32GB Tablet
- Samsung Galaxy Tab S7FE 5G, 128GB Tablet
- Serene Innovations SA-40 HearAll Bluetooth Cell Phone Amplifier
- Serene Innovations RF-200, Ringer Flasher Alerting Device
- Bellman & Symfon Vibio Bed Shaker

Exceptions to pre-approved equipment list

- Limited to equipment serving the same purposes as equipment on the pre-approved list. Exceptions process must be followed.

Ownership / Maintenance:

- Customer owns equipment, which includes a one-year manufacturer defect warranty; customer is responsible for maintenance.

Delivery Method:

- Equipment is sent directly to customer from manufacturer/vendor.

Equipment Limits:

- Based on certification of the individual's need.
- One item from each "category" (e.g., no more than one telephone although individual may ALSO receive one signaler), unless approved through the Exceptions Process.
- Eligible applicant may receive both wireline and wireless equipment from TDDP.

3. ACTIVITIES ACCOMPLISHED

Activity report for the period of **1/1/23 through 12/31/23:**

- Total number of eligible wireline and wireless applications: **309**
- Total number of equipment devices issued: **317**
- Total number of device recipients: **298 unduplicated recipients (9 recipients received both wireline and wireless devices)**
- Total dollar value of devices issued: **\$231,747.65**
- Total number of program inquiry responses: **1,201**

Age categories of device recipients for the period of **1/1/23-12/31/23:**

- Under 65: **140 unduplicated (53%)**
- 65 and over: **158 unduplicated (47%)**

Race categories of applicants for the period of **1/1/23-12/31/23**:

- African American: **65**
- American Indian: **0**
- Asian: **3**
- Caucasian: **200**
- More Than One Race: **3**
- Unreported: **27**

Ethnicity of applicants for the period of **1/1/23-12/31/23**:

- Hispanic: **15**
- Non-Hispanic: **264**
- Unreported: **19**

(54 / 67) Counties (81% of the Commonwealth) of device recipients for the period of **1/1/2023 to 12/31/2023**

County	Recipients	County	Recipients
Adams	1	Lackawanna	8
Allegheny	33	Lancaster	5
Armstrong	0	Lawrence	3
Beaver	1	Lebanon	0
Bedford	0	Lehigh	12
Berks	12	Luzerne	1
Blair	4	Lycoming	11
Bradford	2	McKean	4
Bucks	3	Mercer	6
Butler	3	Mifflin	3
Cambria	4	Monroe	2
Cameron	0	Montgomery	6
Carbon	3	Montour	0
Centre	6	Northampton	4
Chester	7	Northumberland	1
Clarion	2	Perry	1
Clearfield	8	Philadelphia	52
Clinton	2	Pike	0
Columbia	1	Potter	0
Crawford	8	Schuylkill	4
Cumberland	6	Snyder	0
Dauphin	5	Somerset	1
Delaware	6	Sullivan	0
Elk	2	Susquehanna	3
Erie	19	Tioga	1
Fayette	4	Union	1
Forest	0	Venango	4
Franklin	1	Warren	1
Fulton	1	Washington	2

Greene	0	Wayne	1
Huntingdon	1	Westmoreland	5
Indiana	1	Wyoming	0
Jefferson	2	York	8
Juniata	0	Total	298 unduplicated device recipients

Budget Filing Information Requirements: File Items 4 – 19

Docket Number # M-2024-3045235

FILE ITEMS:

4. Actual Number of Units Distributed & the Actual Cost of Units Distributed:

During the period of January 1, 2023 to December 31, 2023, **317** pieces of equipment were distributed. (See Attachment A for itemized listing of equipment.)

Actual cost of equipment distributed: **\$231,747.65**

5. Designated Administrator:

Temple University's College of Education and Human Development
 Institute of Disabilities: TechOWL
 1301 Cecil B. Moore Avenue
 Ritter Annex, RA430
 Philadelphia, PA 19122
 (800) 204-7428 (voice)
 711 (TTY)
 (215) 204-6336 (fax)
TDDP@temple.edu (email)
<https://techowlpa.org/tddp>

Contact Person: Laura M. Grassia, Program Manager or Sandra McNally, Assistant Director of Assistive Technology Programs

6. Distributors:

The following companies have been selected through Temple University's non-competitive bidding process to supply equipment to the TDDP:

Teltex, Inc.
 1081 West Innovation Drive, Kearney, MO 64060
 (888) 515-8120 (Voice/TTY); (816) 635-4043 (Fax)

Weitbrecht Communications Incorporated (WCI)
 2801 Ocean Park Boulevard, #413, Santa Monica, CA 90405
 (800) 233-9130 (Voice/TTY); (310) 450-9918 (Fax)

Raz Mobility
1934 Old Gallows Road, Suite 350, Tysons Corner, VA 22182
(800) 729-0083 (Voice/Text)

Distributors for equipment approved through the exceptional equipment process are selected in accordance with Temple University's procurement policies and procedures.

7. Description: (See Attachment B: TDDP Application)

- Residency: Applicant will provide proof of residency by attaching one of the following to the application: a current driver's license, non-driver photo I.D., utility receipts, dated Social Security correspondence, local, state, or Federal tax returns with preprinted name and address, etc.
- Person with a Disability: A licensed physician, licensed audiologist, licensed speech pathologist or other recognized state agency (e.g. Office of Vocational Rehabilitation Counselor, Department of Public Welfare or Social Security Administration Case Worker, Department of Aging, Department of Education, Department of Health, Office for the Deaf and Hard of Hearing) must certify on the application that the applicant has a disability and is capable of learning how to use the telecommunication device selected. We interpret that a "representative of a qualified state agency" includes relevant Pennsylvania-licensed professionals, employees of a Center for Independent Living, or credentialed Assistive Technology Professionals (ATP).
- Telephone Service: Applicants for wireline equipment must attach a copy of their phone bill.
- Wireless Carrier Service: Applicants for wireless equipment acknowledge that they have, or will have, access to wireless services.
- Six Years of Age or Older: The age of the applicant is part of the application.
- Income: Applicant must indicate their gross current income and attach evidence to verify that amount.
- Additional documentation is required for eligible applicants seeking alternate equipment through the exceptions process, in accordance with the exceptions policy.

8. Applicant Tracking:

Applicants are tracked by name and a unique application number assigned by the administrators at the time of application.

9. Delivery of Equipment:

The vendor(s) directly ship the equipment to the applicant's residence.

10. Ownership of Equipment:

The recipient owns the equipment and agrees that they may not sell the equipment they receive from TDDP.

11. Maintenance of Equipment:

Recipient is responsible for maintaining equipment. Vendors will repair or replace equipment under the manufacturer's warranty, if applicable.

12. Insurance of Equipment:

Recipient is responsible for insuring the equipment.

13. More Than One Eligible Person in a Household:

There are no household restrictions; eligibility is based on an individual's qualification.

14. Use of Equipment at Job Site:

The recipient owns the equipment and can use it anywhere he or she wishes. The law did not address this issue.

15. Useful Life of Equipment:

Vendors have agreed to provide a one year or manufacturer's warranty, whichever is longer. If equipment breaks after expiration of the warranty, the recipient is responsible for repair or replacement. The useful life varies for each device, but industry representatives report the equipment should last 3-6 years and possibly longer.

16. Replacement Equipment:

Recipients may re-apply for replacement equipment after three years if the device is no longer working. A new application must be filed, and the eligibility criteria in effect at the time of re-application must be met. If a recipient's disability changes and the original equipment no longer addresses the recipient's needs, the recipient may file a new application for different equipment at any time (e.g., even sooner than three years). The replacement policy also allows replacement in the event of theft or loss due to fire and other disaster. Eligible applicants may receive both wireline and wireless equipment, if needed.

17. Any Procedural Changes or Updates:

The 2024 Poverty Guidelines were published in the Federal Register on January 12, 2024, and posted on the HHS website: <https://aspe.hhs.gov/poverty-guidelines>. The TDDP application was revised to reflect this change, and beginning January 12, 2024, these guidelines are used to determine TDDP financial eligibility.

18. A Copy of Any Audit:

An audit of program years July 1, 2019 through June 30, 2022 is currently in progress.

19. Any Additional Pertinent Information or Comments:

Work Items to be addressed through June 30, 2024:

- Continue to provide program updates and other relevant information to the Information Centers through e-mail.
- Continue outreach activities, including statewide events and underserved populations.
- Revise and distribute updated applications, reflecting current federal poverty guidelines and changes to the equipment list.
- Update website to reflect current financial eligibility, new equipment, and listing of Information Centers.
- Continue consumer education activities, including but not limited to provision of support to device recipients who need additional assistance to use their equipment.
- Continue to recruit Information Centers.

Items accomplished by TechOWL, Institute on Disabilities from July 1, 2023 to December 31, 2023:

- Contracted with 8 Assistive Technology Resource Centers, responsible for the provision of outreach, consumer education, and consumer support in their respective regions.
- Promoted TDDP at a total of 60 in person or virtual outreach events, reaching approximately 7,190 people including 3 underserved communities.
- Sent mailings and published articles in newsletters containing TDDP information to organizations and professionals, including but not limited to: state legislators, senior centers, veterans' organizations, community organizations, and churches. These mailings and newsletters reached approximately 944 people. Social media posts containing TDDP information reached an estimated 144,341 people.
- Sixteen (16) TDDP consumers requested and received assistance with equipment they received from the program totaling 17.5 hours.
- Prepared and submitted annual report to OVR, for submission to the General Assembly.
- Attended Assistive Technology Advisory Committee meeting, Telecommunication Relay Service Advisory Board meetings and the Telecommunication Equipment Distribution Programs Association's annual virtual meeting. Staff also attended the TDI conference in Maryland.

Traditional Wireline Device Name	Unit Price	Quantity Ordered	Value of Equipment Ordered
Clarity Alto, Amplified Telephone	\$98.95	1	\$ 98.95
Clarity AltoPlus, Amplified Telephone	\$104.95	2	\$ 209.90
Clarity HA-40, In-Line Handset Amplifier	\$20.95	0	-
Clarity JV35, Talking Amplified Telephone	\$92.95	9	\$ 836.55
Clarity JV35W, Talking Amplified Telephone	\$92.95	3	\$ 278.85
Serene Innovations HD-40P, Amplified Photo Telephone	\$62.95	1	\$ 62.95
Clarity XLC2+, Amplified Cordless Telephone	\$93.95	9	\$ 845.55
Clarity XLC8, Amplified/Cordless/Bluetooth/Ans.Mach (Substitution)	\$134.95	5	\$ 674.75
*Panasonic KX-TGM430B, Amplified/Cordless/BT/Ans.Mach	\$106.95	0	-
Panasonic KX-TGM450S, Amplified/Cordless/Ans. Machine	\$109.50	22	\$ 2,409.00
CapTel 2400i, (Touch Screen) Captioned Telephone	\$90.25	4	\$ 361.00
CapTel 840 Plus, Captioned Telephone	\$90.25	4	\$ 361.00
CapTel 840i, Captioned Telephone	\$90.25	2	\$ 180.50
CapTel 880i, Captioned Telephone	\$90.25	0	-
Ultratec Superprint 4425 with ASCII, TTY	\$380.00	0	-
Clarity XLC8-Google Live Transcribe (VCO)	\$375.00	1	\$ 375.00
Reizen, Big Button Speakerphone	\$28.00	2	\$ 56.00
Clearsounds CR2000, Loud Ring Signaler	\$41.95	3	\$ 125.85
Sonic Alert TR75VR, Flashing Light Signaler	\$39.95	2	\$ 79.90
TOTALS		70	\$ 6,955.75

*Manufacturer's backorder. See Substitution



Application for Free Special Phones from TechOWL

Return completed application to:

**TechOWL Free Special Phone Program
Institute on Disabilities at Temple University
Ritter Annex 4, Room 430
1301 Cecil B. Moore Avenue
Philadelphia, PA 19122**

Email: TDDP@temple.edu

Fax: 215-204-6336

Tel: 800-204-7428

TTY: 711

**Please keep this page in case you need to contact us.
Tell us if you change your phone number, email, or address
after you send your application.**

7/23

What will happen after you send in your completed application:

- We look at your application.
- We send you a letter saying your application is eligible, incomplete or not eligible.
- The letter comes from Temple University. It is NOT a bill or junk mail.
- Please be patient with us.

The Free Special Phone Program (Pennsylvania's Telecommunication Device Distribution Program) is implemented by TechOWL, a program of the Institute on Disabilities at Temple University, in conjunction with the PA Public Utility Commission (PUC).

Application for Free Special Phones from TechOWL 7/23 p.1

We highly recommend a device demonstration or loan since there is a no exchange policy. Call 800-204-7428 to schedule.

- I will call to schedule an equipment demonstration or loan before sending my application.
- I do not want an equipment demonstration or loan. I understand there are no exchanges after I receive my device.

Do you already own equipment like what you are requesting from TechOWL (i.e. smartphone, tablet, captioned or amplified phone)? Yes No

If yes, what? _____

If yes, please check one answer below:

My equipment is:

- is broken or only works sometimes
- is borrowed
- does not work for me because _____

I will use this device at: (check one)

- Home
- School
- Work

I want to be contacted by:

- mail
- email

Applicant Information—to be completed by applicant (PLEASE PRINT)

Name (Last) _____ (First) _____ (MI) _____

Address (P.O Box not accepted) _____

City _____ Zip _____ County _____

Area Code/Tel _____ Date of Birth _____

Email _____

Person assisting you with application, if any

Name _____ Relationship _____

Area Code/Tel _____ Email _____

Parent or guardian for applicants under 18 years old

Name (Last) _____ (First) _____ (MI) _____

Area Code/Tel _____ Email _____

Applicant Annual Income and Family Members

7/23 p.2

You must attach the **applicant's** most current proof of income. Examples of proof of income include W-2's, 1099s or award letters from retirement and/or Social Security income. If you need a copy of your Social Security income statement, please call 1-800-772-1213. We cannot accept bank statements or the 1040 tax form.

Number of people living at this (applicant's) address including applicant: _____

Other Applicant Information (required)**Reason for using the Free Special Phone Program**

- I cannot afford equipment
 This equipment is only available through the Free Special Phone Program
 I could use other programs, but the system is too complex and/or the wait is too long

How did you hear about us?

- friend/relative
 support person
 web
 brochure/flyer
 presentation/exhibit by _____
 other (specify) _____

If applying for a cell phone or tablet, please complete the following questions:

Do you currently have a cell phone plan? Yes No

If you checked "yes", what is the name of the cell phone plan?

(Attach a copy of your current cell phone bill, receipt for data card purchase or other proof of service.)

If you checked "no", are you able to get a cell phone plan? Yes No

Have you ever used a cell phone or tablet? Yes No

Do you currently use any of the following types of technology? (Check all that apply):

- Hearing aid
 Cochlear implant
 Speech generating device
 Relay (IP, VRS, TTY, STS, VCO, HCO, Captioned telephone)
 Other (List) _____
 Not applicable

Please note: You must get and keep a cell phone plan with a cell phone company if you are applying for a free cell phone or tablet.

OPTIONAL

Race:

- Black or African American
- Asian or Asian-American
- White or Caucasian
- American-Indian or Alaska Native
- Other (specify) _____
- Prefer not to answer

Ethnicity:

- Hispanic
- Non-Hispanic

Gender:

- Male
- Female
- Other
- Prefer not to answer

REQUIRED: Applicant's Statement and Signature

IMPORTANT: Submit application no later than 30 days after you have signed and dated it.

- I certify that all information provided on this application and supporting documents is true, complete and correct.
- I understand that if I purposely provide false information, I may be subject to legal action and application denial.
- Program officials have my permission to verify the information provided.
- I certify that I have read, understand and accept all conditions set forth in this application and have the ability to learn to use the equipment selected.
- I understand that I may not sell, give, or lend to another person any equipment provided to me by the program.
- **For free cell phones or tablets only: This program gives only the equipment. I will be responsible for all services related to the equipment**, including activation fee, monthly service plan, software and app updates, and will use the device to access phone and telecommunications-related services, such as video relay, email and texting. **I will activate the device on a cell phone plan within 30 days of receipt.** If I fail to submit proof of a cell phone plan, I may not be able to access services from TechOWL in the future.

Applicant signature _____ Date _____

For applicant is under 18

Parent/legal guardian/signature

_____ Date _____

NOTE: If you are having trouble making a decision about which equipment might work for you, please contact or visit one of the Assistive Technology Regional Centers (ATRCs). You can also request a device to try out from our Lending Library. **We cannot lend cell phones.*

Certification of Disability

7/23 p.4

Please print legibly or type. All information must be completed by a professional. (Return to: TDDP@temple.edu OR fax: 215-204-6336)

Applicant Name

(Last) _____ (First) _____ (MI) _____

Please check one. I am a(n):

- | | |
|--|--|
| <input type="checkbox"/> Audiologist | <input type="checkbox"/> Optometrist |
| <input type="checkbox"/> Physician | <input type="checkbox"/> Ophthalmologist |
| <input type="checkbox"/> Speech-Language Pathologist | <input type="checkbox"/> Service Professional (public or private agency that serves deaf, hard of hearing and deafblind, Center for Independent Living employee, credentialed Assistive Technology Professional) |
| <input type="checkbox"/> Physician's Assistant | |
| <input type="checkbox"/> Vocational Rehabilitation Counselor | |
| <input type="checkbox"/> Registered Nurse Practitioner | |

Please check the disability(ies) being certified:

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> cognitive* | <input type="checkbox"/> low vision |
| <input type="checkbox"/> deaf | <input type="checkbox"/> hard of hearing |
| <input type="checkbox"/> blind | <input type="checkbox"/> physical* |
| <input type="checkbox"/> deafblind | <input type="checkbox"/> speech |

*If you marked cognitive or physical disability, please explain why the applicant needs a specialized phone and/or wireless device and /or identify accessibility features that can be helpful (i.e. voice access for limited dexterity, photo labeled memory buttons for impaired cognition) _____

Certifying Professional

Full Name _____

Title _____ Agency _____

PA Professional License Number, if applicable _____

Area Code/Tel _____ Fax _____

Email _____

I certify that the applicant named above has the disability indicated, and that they require this technology to independently access telecommunication services.

Signature of Certifier _____ Date _____

Before you send in your application, read this list and check the boxes to make sure your application is complete. Failure to submit all the items will result in a delay. Keep a copy of your entire completed application for your records.

- Completed application** with all questions answered and all blanks filled in.
- Completed Disability Certification** (filled out by a certifying professional listed on the form).
- Completed Equipment Selection Sheet** with one piece of equipment and/or one signaler that will work for you.

Submit photocopies of documents with the following information:

- Proof of PA residency** with the applicant's name and current street address—this includes one of the following:
 - current driver's license *or*
 - non-driver ID *or*
 - utility bill *or*
 - dated Social Security correspondence *or*
 - copies of W-2s *or*
 - school report card *or*
 - other documentation pre-printed with applicant's name and current street address.
- Proof of applicant's income** (Examples of proof of income include W-2's, 1099s or award letters from retirement and/or Social Security income. If you need a copy of your Social Security income statement, please call 1-800-772-1213). Your most **recent information** is required. We cannot accept bank statements or the 1040 tax form.
- For a free home phone only: Proof of most recent** telephone service bill (e.g. If you sign your application in May, include the April bill.) Send the entire bill. We must know what type of services you have in your home to make sure the requested device will work for you.
- For free wireless devices only. Proof of wireless service**—this includes one of the following:
 - a receipt of activation from your cell phone plan *or*
 - a copy of current monthly cell phone bill *or*
 - receipt from a data plan card purchase *or*
 - redacted bank statement with the monthly charge noted *or*
 - annual renewal letter or email for a government phone plan *or*
 - screen shot from you cell phone plan's mobile app

If you currently do not have cell phone service, you will be required to submit one type of cell phone plan proof from the above list. You will have 30 days to submit proof of a cell phone plan after you receive you cell phone or tablet. This applies to both cell phones or tablets.

Free Special Phones Eligibility Criteria

Person with a disability

- This disability prevents a person from making or receiving telephone calls independently. A qualified professional must complete the certification of disability.

Income limits

- We only use the applicant's proof of income. This does not include family/ household income.

FINANCIAL ELIGIBILITY CRITERIA GUIDELINES

(as of January 12, 2024):

size of family unit	GROSS INCOME (200% of federal poverty guidelines)
1	\$30,120
2	\$40,880
3	\$51,640
4	\$62,400
5	\$73,160
6	\$83,920
7	\$94,680
8	\$105,440

Age

- Six (6) years or older.

Residence

- Resident of Pennsylvania.

Resources

- Must have an existing landline telephone service
- Must certify to obtain a wireless service agreement to use with the wireless device
- Must be able to learn how to use requested equipment.

Equipment ownership and responsibility

- Your selection is FINAL and CANNOT BE EXCHANGED. It is your property and responsibility. A durable, protective case and/or screen protector for your wireless device is NOT included with your equipment. It is highly recommended that you purchase one. Your device comes with a one-year manufacturer's warranty. Please consider extending that warranty through either the manufacturer or your cell phone service company.

- Information will be kept confidential except as required by law.
- All equipment is covered by a limited manufacturer defect warranty. If it is defective or stops working, the recipient contacts the vendor for repairs. Repairs for damages due to abuse or neglect are not covered.
- Stolen equipment can be replaced only when a police report of theft is provided.

If you need help completing this application, or need it in an alternate form, please contact us:

tel: 800-204-7428 / TTY: 711

email: TDDP@temple.edu

web: TechOWLpa.org

The Free Special Phone Program (Pennsylvania's Telecommunication Device Distribution Program) is implemented by TechOWL, a program of the Institute on Disabilities at Temple University, in conjunction with the PA Public Utility Commission (PUC).

Free Special Phone Equipment Selection

You must submit your equipment selection with your application.

Category A: Select only ONE device from any row below that best fits your needs.

AMPLIFIED



Clarity Alto
Pearl White



Clarity Alto
Plus



Clarity JV35
 Clarity JV35W
(white buttons)



Serene
Innovations
HD-40P



Clarity HA40
In-line Handset
Amplifier

AMPLIFIED CORDLESS



Clarity XLC2+



Panasonic
KX-TGM 450S



Panasonic
KX-TGM 430B
(back-ordered)



Clarity XLC8
(substitute for
Panasonic 430B)

CAPTIONED, TTYS AND OTHER PHONES



CapTel 840 PLUS
(analog or DSL service
compatible)



CapTel 840i



CapTel 880i



CapTel 2400iSP
(touchscreen
display)



Ultratec SuperPrint
4425 TTY with ASCII



Clarity XLC8-GLT
(VCO)



Reizen Big Button
Speakerphone

Category B: Select only ONE signaler.



Clearinghouse
Loud Ring
Signaler

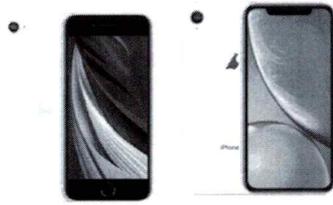
NONE (No device
from Category B
needed.)

For details go to: <https://techowlpa.org/tddp>. List revised January 2024.
If none of the listed equipment will meet your needs, please contact TechOWL.

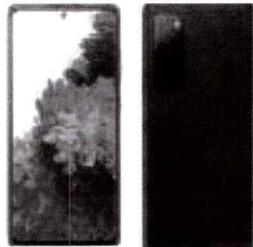
Free Wireless Devices and Equipment Selection
 You must submit your equipment selection with your application.

Category A: Select only ONE device from any row below that best fits your needs.

PHONES



- Apple iPhone SE (4.7 Inch Screen) OR
- Apple iPhone 13 (6.1 Inch Screen)



- Samsung Galaxy S21 FE 5G



- Google Pixel 7



- Mini Vision 2+ Mobile Phone



- Omni-mart Vision 3 Smart Phone (T Mobile only)

TABLETS



- Apple iPad 4G



- Samsung Galaxy Tab S7 FE

- Verizon
- T-Mobile
- AT&T

CELLPHONE AMPLIFIER



- Serene Innovations SA-40 HearAll Cellphone Amplifier

Category B: Select only ONE signaler



- Serene Innovations Ringer Flasher RF200 Alerting Device



- Smart Signaler: Bellman & Symfon Vibio Bed Shaker

- NONE (No device from Category B needed.)

For details go to: <https://techowlpa.org/tddp>. List revised January 2024.
 If none of the listed equipment will meet your needs, please contact TechOWL.

NFB-NEWSLINE® Pennsylvania Budget

Updated: 03/01/24

I. INTRODUCTION

This Agreement provides for the activation, operation, and maintenance of an automated, interactive audio-information news services known as NFB-NEWSLINE, which supplies text-to-speech newspapers, periodicals, and various other information sources to blind, visually impaired, and other individuals with print disabilities. NFB-NEWSLINE subscribers have access to national newspapers, breaking news sources, international newspapers, magazines, state newspapers, emergency weather alerts, and seven-day forecasts localized to the subscriber's zip code or GPS location, more than 100,000 job listings, TV listings localized to the subscriber's zip code and provider, and retail ads.

Anyone who cannot read printed publications due to vision loss or a print disability is eligible to receive NFB-NEWSLINE free-of-charge.

Once signed up for NFB-NEWSLINE, a subscriber may access the service using a touchtone telephone; the Amazon Alexa; an iOS mobile app for iPhone, iPod or iPad; a secure, text-only website; email; National Library Service Digital Talking Book player; and the Victor Reader Stream portable player.

II. TERM

This Agreement has a one-year term and will commence on July 1, 2024 ("**Effective Date**"), and terminate at 11:59 p.m. on June 30, 2025 ("**Expiration Date**").

III.

A. Compensation

This is a fixed price contract. As consideration for the services set forth in this Agreement, the Pennsylvania Office of Vocational Rehabilitation will compensate the NFB in accordance with the fee schedule below. Any modification to this fee schedule must be in writing, signed by both parties, and include an effective date.

The fees for the NFB-NEWSLINE service consist of the following:

- (1) an annual service fee in the amount of \$44,000.00, payable in quarterly installments of \$11,000.00

The eleven Newspapers included with the annual service fee are:

1. *Centre Daily Times*
2. *Hanover Evening Sun*
3. *Intelligencer*

4. *Lebanon Daily News*
5. *LNP Lancaster Always Online*
6. *Patriot News*
7. *Philadelphia Daily News*
8. *Philadelphia Inquirer*
9. *Sharon Herald*
10. *Wilkes-Barre Times Leader*
11. *York Dispatch*

Each one of the seventeen publications listed below will incur a charge of \$5,000 each per year, (\$85,000.00.00 annually) for maintenance and distribution, payable in quarterly installments of \$21,250.00.

- (1) *Allentown Morning Call*
- (2) *Altoona Mirror*
- (3) *Beaver County Times*
- (4) *Bucks County Courier Times*
- (5) *Butler Eagle*
- (6) *Citizens Voice*
- (7) *Daily American*
- (8) *Erie Times News*
- (9) *Harrisburg Magazine*
- (10) *Pittsburgh Post-Gazette*
- (11) *Pittsburgh Tribune Review*
- (12) *Pocono Record*
- (13) *Reading Eagle*
- (14) *Republican Herald*
- (15) *Standard Speaker*

(16) *Times Tribune*

(17) *Williamsport Sun Gazette*

an annual telecommunications fee in the amount of \$4,000.00 to provide unlimited, nationwide Direct Inward Dial access to NFB-NEWSLINE, payable in quarterly installments of \$1,000.00

an annual marketing and outreach fee in the amount of \$50,000.00, payable in quarterly installments of \$12,500.

Marketing and Outreach tasks will consist of the following:
subscriber registration and follow-up, including the distribution of materials needed for instruction for new subscribers in print, Braille, or audio format; distribution of brochures and other promotional materials at community events and exhibits; and the staffing of a help desk to answer calls from subscribers and those requesting NFB-NEWSLINE® information and materials. Additionally, administration of the state specific channel for Pennsylvania and posting of items of interest to the blindness community in the commonwealth will be included in this fee.

B. Additional Publications

If during the Agreement, Sponsor requests that an Additional Paper be carried on NFB-NEWSLINE, the fees for each Additional Publication will be:

a one-time, initial \$5,000.00 setup fee

an annual \$5,000.00 fee for the maintenance and distribution of the Additional Publication

Annual setup, maintenance, and distribution of new newspapers fee: \$20,000

This anticipates adding two publications at \$10,000 each.

Total budget: \$203,000 (July 1, 2024 - June 30, 2025)

September 10, 2024

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

RE: **Docket Number M-2024-3045237**

2023 Annual Legislative Report to the General Assembly

- Telecommunication Devices Distribution Program (TDDP)
- Print Media Access System Program (PMASP)

Dear Ms. Chiavetta:

Attached is the information requested by the Pennsylvania Utility Commission (PUC) from the Office of Vocational Rehabilitation (OVR) for inclusion in the Annual Report to the Governor and Pennsylvania Legislature.

If you have any questions, please do not hesitate to contact Zulqarnain Nasir at znasir@pa.gov or 717.783.6382.

Sincerely,

Ryan Hyde, M.Ed., CRC
Executive Director
PA Office of Vocational Rehabilitation

LJP

Attachments: Temple University TDDP Annual Report 2023-2024
NFB Annual Newline Report 2023-2024

Cc: Sandra McNally, Temple University TechOWL TDDP
Melissa Derr, PUC
Eric Jeschke, PUC
Dawn Sokol, BBVS
Zulqarnain Nasir, BCO
Rebecca Gardner, BCO
File

ANNUAL REPORT TO THE GENERAL ASSEMBLY
ACT 181-2002:
TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM
Docket Number M-2024-3045237

IN OVERSEEING THE TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM (TDDP), THE OFFICE OF VOCATIONAL REHABILITATION (OVR) REPORTS THE FOLLOWING FISCAL YEAR ACTIVITIES BEGINNING JULY 1, 2023 TO JUNE 30, 2024:

Background:

Act 181-2002 provided for the creation of the Telecommunication Device Distribution Program. The Act authorizes the collection of funds as calculated by the PA Public Utility Commission (PUC) on an annual basis in order to pay for telecommunication equipment for eligible applicants. The Act identifies OVR in the Department of Labor and Industry as responsible for the oversight of the TDDP but does not allow for administrative costs to be levied against the surcharge funds.

The Institute on Disabilities at Temple University, as designated by OVR, continues to administer the TDDP.

ELIGIBILITY REQUIREMENTS FOR THE TDDP:

- Be a resident of Pennsylvania.
- Qualify as a person with a disability or disabilities that prevents him/her from making or receiving telephone calls independently. An Audiologist, Licensed Physician, Speech Language Pathologist, Physician's Assistant, Vocational Rehabilitation Counselor, Registered Nurse Practitioner, Optometrist, Ophthalmologist, or a Service Professional (public or private agency that serves deaf, hard of hearing and deafblind, Center for Independent Living employee, credentialed Assistive Technology Professional) must certify the disability.
- Have current landline telephone service and be capable of using the requested device(s).
- If applying for wireless equipment: have a current mobile plan or be able to obtain a mobile plan after the equipment is received and provide proof of service/activation.
- Be six years of age or older.
- Have an individual (not including family/household income) gross income of 200% of the Federal Poverty Level (FPL) or less (currently \$29,160 per year for a single individual).

OPERATION OF THE PROGRAM:

- During the fiscal year July 1, 2023 through June 30, 2024, the Institute on Disabilities provided the day-to-day operations of the TDDP. The Institute on Disabilities has a proven track record of providing assistive technology devices and services to Pennsylvanians with disabilities of all ages, as the lead agency for the implementation of the federal Assistive Technology Act in Pennsylvania (TechOWL, formerly known as Pennsylvania's Initiative on Assistive Technology) and since 2012, as the certifying entity in Pennsylvania for the National Deaf-Blind Equipment Distribution Program, funded through the 21st Century Telecommunications Act. The Institute also serves as OVR's contractor for the implementation of the state-funded program, Pennsylvania's Assistive Technology Lending Library.
- On February 27, 2019, PUC published an Order approving the Wireless Expansion Initiative (WEI) allowing TDDP to fulfill requests for wireless devices. The WEI launched on July 1, 2019. The eligibility requirements are stated above. On July 1, 2022, wireless equipment became a permanent part of TDDP. Eligible applicants may receive a wireline device and a wireless device, and signalers.
- TechOWL's cross-disability Assistive Technology Advisory Committee (ATAC) serves in an advisory capacity for the TDDP program. The ATAC is established by statute under the federal Assistive Technology Act.

APPLICATION FORMS:

- Applications are distributed by request through the US Mail, as well as through email and in person. Applications can also be completed on or downloaded from the TechOWL website: <https://techowipa.org/tddp/>. Applications are also distributed through the statewide network of Assistive Technology Resource Centers (ATRCs) and TDDP Information Centers. During this program year, TechOWL received and reviewed a total of 412 individual applications. Of these, 338 were determined eligible, and 20 were determined ineligible. As of June 30, 2024, eligibility determinations were still in process on approximately 11 incomplete applications. In addition, 37 applicants who submitted incomplete applications and did not respond to repeated requests for information were marked inactive; this number included people from the end of the previous program year. An application is deemed inactive when the applicant does not respond to repeated contact attempts from TDDP to provide missing documentation or other information. Fourteen (14) applications were withdrawn for various reasons including, but not limited to: getting equipment elsewhere, having equipment already, non-compliance with the application process, refusing to get a service plan, or death of the consumer.

EQUIPMENT DISTRIBUTED TO APPLICANTS:

- Equipment distributed to 312 eligible, unduplicated applicants between July 1, 2023 – June 30, 2024 is detailed in TDDP Attachment 1-TDDP Devices Distributed FY2024.

FUNDING:

- The market value of the TDDP fund as of June 30, 2024 was \$166,787.08. The US-Bank Account Summary for the period ending June 30, 2024 is attached and referenced as TDDP Attachment 2-Activity Summary Report-USBank Statement_Redacted.

VENDORS:

- From July 1, 2023 to June 30, 2024 the program used the following 3 vendors to supply equipment for the TDDP:
 - Teltex, Inc. -- Kearney, MO
 - WCI -- Weitbrecht Communications, Inc., Santa Monica, CA
 - Raz Mobility, LLC – Tysons Corner, VA
- The vendors supplied equipment from the pre-approved list as well as devices approved through the Exceptions Process, as applicable. The agreements with these vendors extend until June 30, 2025. An equipment price list is included in this report as TDDP Attachment 3-Equipment Price List FY2024.

Fund disbursements to vendors during the period July 1, 2023 through June 30, 2024 are as follows:

Teltex for Wireline Equipment	\$4,348.90
WCI for Wireline Equipment	\$722.00
Subtotal for Wireline Equipment	\$5,070.90
Teltex for Wireless Equipment	\$202,718.75
Raz Mobility for Wireless Equipment	\$23,841.00
Subtotal for Wireless Equipment	\$226,559.75
Total vendor disbursements:	\$231,630.65

These disbursements also include payments for equipment ordered toward the end of the previous program year (July 1, 2022 -June 30, 2023).

CONSUMER EDUCATION AND OUTREACH:

Subcontracts with eight (8) regional Assistive Technology Resource Centers (ATRCs) to provide consumer outreach, education and training in their region began on July 1, 2023. In addition to coordinating statewide consumer education and outreach efforts, TechOWL serves as an ATRC for southeastern Pennsylvania. Between July 1, 2023 to June 30, 2024 TechOWL staff (including but not limited to, the Consumer Educator), and ATRCs participated in 103 outreach activities, including 8 statewide events and 4 events reaching underserved communities, held in 40 counties, and reaching over 11,335 Pennsylvanians. The list of activities is included in this report as TDDP Attachment 4-TDDP Consumer Education & Outreach Events.

Total fund disbursements (July 1, 2023 to June 30, 2024) to Temple University for Consumer Education and Outreach activities for TDDP was \$281,374.96. These figures include remaining amounts due for July 2022 to June 2023.

CONTINUING AND EMERGING BARRIERS TO ACCESS TO TELECOMMUNICATIONS FOR PEOPLE WITH DISABILITIES:

- Equipment offered through TDDP was either discontinued or placed on manufacturer backorder due to the broken supply chain or manufacturers not continuing to invest in the development or manufacture of landline equipment. The vendor kept the program informed of the disposition of items on the TDDP equipment list throughout the program year. In June 2024 the program received word that the most requested amplified, cordless phones would be permanently discontinued. As of June 14, 2024, the alternative for the most requested phones is a combination unit with 2 handsets. The program does not allow for the distribution of this type of equipment because it is the equivalent of two landline phones.
- Analog telephone lines are being replaced by digital service lines, fiber optic or broadband, leaving traditional TTY users without telecommunication access. In some areas of the state, broadband service is not as reliable as in the metro areas. People with disabilities who need telecommunication access via phone line and internet access are placed in an inequitable situation even with the passage of the Digital Equity Act Programs. Additionally, due to the lack of additional funding from Congress, the Affordable Connectivity Program (ACP) has ended. As of June 1, 2024, households are unable to receive the ACP discount for internet.
- Service providers are offering home phone services that use a wireless hub. This wireless hub is replacing the analog phone line. Unfortunately, this type of service, when verified, is a wireless service and is not included in the eligibility requirements of the program for wireline devices. Therefore, the applicant cannot be approved for a wireline TDDP device.

ACCOMPLISHMENTS (July 1, 2023 to June 30, 2024):

- During this program year, 36 recipients who requested assistance with their TDDP equipment received support from ATRCs. Altogether, 42.5 hours of device support were provided via telephone support or in person. Eighty-three percent (83%) of consumers were highly satisfied with the support they received.
- Thirteen (13) new Information Centers were added this program year. There is now a total of 85 active Information Centers in the commonwealth. Satisfaction surveys were mailed, emailed, or contacted via telephone to equipment recipients with a response rate of 93%. Overall satisfaction rate for TDDP consumers is 95% (highly satisfied).
- Newsletter articles reached 1,275 people and press releases reached 400,000 people. Targeted mailings containing TDDP information were sent to organizations and professionals, including but not limited to senior centers, behavioral health agencies, Area Agencies on Aging, senior citizen groups, community service providers, home health agencies, hearing loss professionals, state representative offices, local municipalities, and churches. These mailings and publications reached at least 2,002 Pennsylvanians, and social media posts reached over 146,185 people based on number of views.

- All policies and procedures were reviewed and updated as needed during this program year.
- The program manager continued to attend biweekly virtual meetings until December, 2023 to participate in the Pennsylvania Broadband Development Authority's statewide stakeholder engagement working group. This appointment allowed the program manager to represent and advocate for Pennsylvanians with disabilities.
- The program manager volunteered to participate in the Telecommunication Equipment Distribution Programs Association (TEDPA) policy committee and conference planning committee. The policy committee met virtually when interested FCC announcements needed a response from the national organization. The conference planning committee met on a biweekly basis to plan the 2024 TEDPA conference.

ATTACHMENTS:

- TDDP Attachment 1-Devices Distributed-FY2024
- TDDP Attachment 2-Activity Summary Report-USBank Statement_Redacted
- TDDP Attachment 3-Equipment Price List-FY2024
- TDDP Attachment 4-Consumer Education Outreach Events-FY2024
- TDDP Referenced Attachment-TDDP Application-FY2024

Attachment B
TDDP Equipment Ordered

July 1, 2023 to June 30, 2024

Wireless Device Name	Unit Price	Quantity Ordered	Value of Equipment Ordered
Apple iPhone SE	\$ 629.00	31	\$ 19,499.00
Apple iPhone 12 (Discontinued due to unavailability)	\$ 1,029.00	5	\$ 5,145.00
Apple iPhone 13 (Upgrade)	\$ 1,129.00	152	\$ 171,608.00
Samsung Galaxy S21FE 5G Smart Phone	\$ 889.00	20	\$ 17,780.00
Google Pixel 7 Smart Phone	\$ 968.00	8	\$ 7,744.00
Kapsys SmartVision3-Omni	\$ 768.00	4	\$ 3,072.00
Kapsys MiniVision2+ Mobile Phone	\$ 489.00	8	\$ 3,912.00
Apple iPad 4G Tablet	\$ 749.00	29	\$ 21,721.00
Samsung Galaxy S7FE Tablet	\$ 1,058.00	2	\$ 2,116.00
Serene Innovations SA-40 HearAll Cellphone Amplifier	\$ 74.95	0	\$ -
Smart Signaler: Serene Innovations RF200 Alerting Device	\$ 51.95	7	\$ 363.65
Smart Signaler: Sonic Alert Sonic Bomb Bluetooth Bed Shaker (Discontinued)	\$ 35.95	0	\$ -
Smart Signaler: Bellman & Symfon Vibio Bed Shaker	\$ 68.00	5	\$ 340.00
*Memory Cell Phone	\$ 509.00	1	\$ 509.00
*Apple iPad 64GB (10th gen,)	\$ 1,838.00	1	\$ 1,838.00
*Application: Grid-for-iPad			\$ -
*Logan Tech Specialty Case with Speaker (Logan's Voice)			\$ -
*Grip Solutions Stand (Grip Wedge)			\$ -
*Apple iPhone 15 Pro Max	\$ 1,958.00	1	\$ 1,958.00
*Application: Predictable AAC			\$ -
*Application: TouchChat HD-AAC	\$ 300.00		\$ -
*Exceptional Equipment			
		274	\$ 257,605.65
TOTALS		336	\$ 263,730.45

312 unduplicated consumers received 336 pieces of equipment
9 consumers received both home and mobile devices

Exceptional Equipment App isn't counted in total (not a piece of equipment)



ACCOUNT NUMBER: [REDACTED]
PA RELAY TDD FD PUBLIC UTILITY COM
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2024 to June 30, 2024



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INSTITUTE ON DISABILITIES AT TEMPLE
ATTN SANDRA MCNALLY
1301 CECIL B MOORE AVENUE,
RITTER ANNEX RM 430RA
PHILADELPHIA, PA 19122

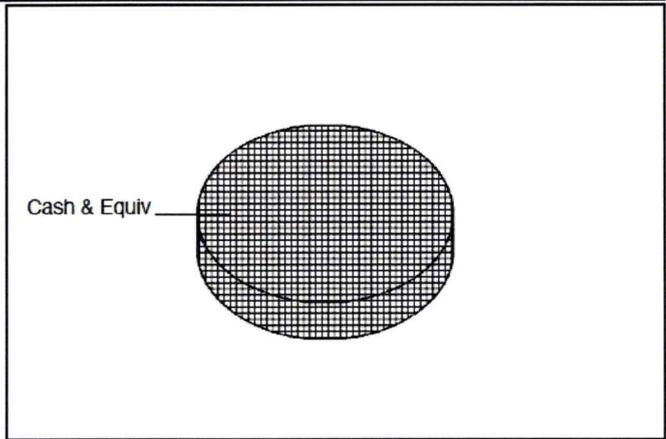
QUESTIONS?

If you have any questions regarding
your account or this statement, please
contact your Account Manager.

ANTHONY ANDERSON
EX-PA-WBSP
TWO LIBERTY PLACE
50 SOUTH 16TH STREET, SUITE 2000
PHILADELPHIA PA 19102
Phone 215-761-9430
E-mail anthony.anderson2@usbank.com

ASSET SUMMARY AS OF 06/30/24

Assets	Current Period Market Value	% of Total	Est Annual Income
Cash & Equivalents	166,076.58	99.60	8,658.91
Accrued Income	710.50	.40	.00
Total Market Value	\$166,787.08	100.00	\$8,658.91



ASSET DETAIL

Shares or Face Amount	Security Description	Market Value/ Price	Tax Cost/ Unrealized Gain(Loss)	Yield at Market	Est Annual Inc/ Accrued Inc
Cash & Equivalents					
Cash/Money Market					
166,076.580	First American Treasury Oblig Fd CI X #5387 31846V328	166,076.58 1.0000	166,076.58 0.00	5.21	8,658.91 710.50
Total Cash/Money Market		\$166,076.58	\$166,076.58 \$.00		\$8,658.91 \$710.50
Total Cash & Equivalents		\$166,076.58	\$166,076.58 \$.00		\$8,658.91 \$710.50



ACCOUNT NUMBER: [REDACTED]
 PA RELAY TDD FD PUBLIC UTILITY COM
 DOCKET NO. M-00900239

This statement is for the period from
 June 1, 2024 to June 30, 2024

ASSET DETAIL (continued)

Shares or Face Amount	Security Description	Market Value/ Price	Tax Cost/ Unrealized Gain(Loss)	Yield at Market	Est Annual Inc/ Accrued Inc
Total Assets		\$166,076.58	\$166,076.58 \$0.00		\$8,658.91 \$710.50
Accrued Income		\$710.50	\$710.50		
Grand Total		\$166,787.08	\$166,787.08		

ASSET DETAIL MESSAGES

Time of trade execution and trading party (if not disclosed) will be provided upon request.

Publicly traded assets are valued in accordance with market quotations or valuation methodologies from financial industry services believed by us to be reliable. Assets that are not publicly traded may be reflected at values from other external sources. Assets for which a current value is not available may be reflected at a previous value or as not valued, at par value, or at a nominal value. Values shown do not necessarily reflect prices at which assets could be bought or sold. Values are updated based on internal policy and may be updated less frequently than statement generation.

Yield at Market, Estimated Annual Income, and Accrued Income are estimates provided for informational purposes only and should not be relied on for making investment, trading, or tax decisions. The estimates may not represent the actual value earned by your investments and they provide no guarantee of what your investments may earn in the future.

For further information, please contact your account manager or relationship manager.





ACCOUNT NUMBER: [REDACTED]
PA RELAY TDD FD PUBLIC UTILITY COM
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2024 to June 30, 2024

MARKET VALUE SUMMARY

	Current Period 06/01/24 to 06/30/24	Year-to-Date 01/01/24 to 06/30/24
Beginning Market Value	\$166,109.41	\$194,127.70
Taxable Interest	802.35	5,952.92
Fees and Expenses	- 32.83	- 265.88
Cash Receipts		200,000.00
Cash Disbursements		- 232,862.66
Change in Accrued Income	- 91.85	- 165.00
Ending Market Value	\$166,787.08	\$166,787.08



ACCOUNT NUMBER: [REDACTED]
PA RELAY TDD FD PUBLIC UTILITY COM
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2024 to June 30, 2024

CASH SUMMARY

	Cash
Beginning Cash 06/01/2024	\$0.00
Taxable Interest	802.35
Fees and Expenses	- 32.83
Net Money Market Activity	- 769.52
Ending Cash 06/30/2024	\$0.00





ACCOUNT NUMBER: [REDACTED]
PA RELAY TDD FD PUBLIC UTILITY COM
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2024 to June 30, 2024

CASH TRANSACTION DETAIL

Date Posted	Description	Cash
Taxable Interest		
	First American Treasury Oblig Fd CI X #5387 31846V328	
06/03/24	Interest From 5/1/24 To 5/31/24	802.35
Total Taxable Interest		\$802.35
Fees and Expenses		
	Trust Fees	
06/25/24	Collected Charged For Period 05/01/2024 Thru 05/31/2024	- 32.83
Total Fees and Expenses		- \$32.83



ACCOUNT NUMBER: [REDACTED]
PA RELAY TDD FD PUBLIC UTILITY COM
DOCKET NO. M-00900239

This statement is for the period from
June 1, 2024 to June 30, 2024

PURCHASE SUMMARY

Settlement Date	Description	Cash	Tax Cost
Cash and Equivalents			
	First American Treasury Oblig Fd CI X #5387 31846V328		
	Combined Purchases For The Period 6/ 1/24 - 6/30/24	- 802.35	802.35
	Total Cash and Equivalents	- \$802.35	\$802.35
	Total Purchases	- \$802.35	\$802.35





ACCOUNT NUMBER: [REDACTED]
PA RELAY TDD FD PUBLIC UTILITY COM
DOCKET NO. M-00900239

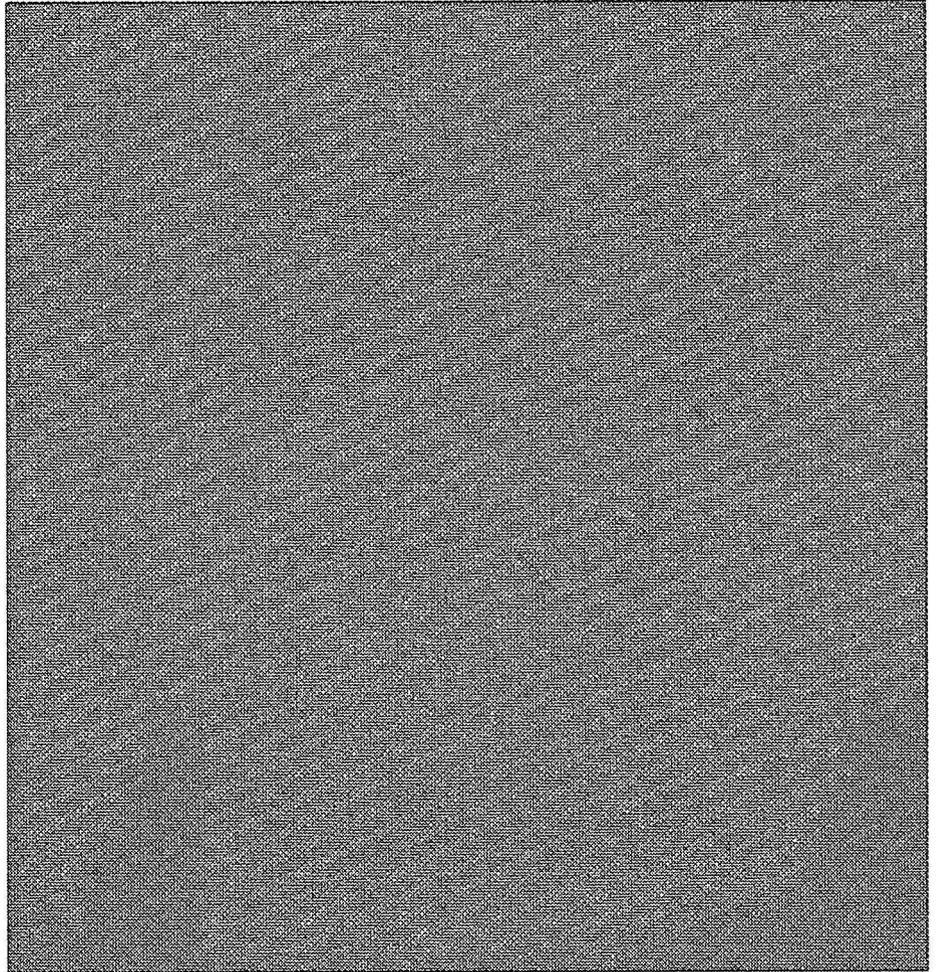
This statement is for the period from
June 1, 2024 to June 30, 2024

SALE/MATURITY SUMMARY

Settlement Date	Description	Tax Cost	Proceeds	Estimated Gain/Loss
Cash and Equivalents				
	First American Treasury Oblig Fd Cl X #5387 31846V328			
	Combined Sales For The Period 6/ 1/24 - 6/30/24	- 32.83	32.83	
	Total Cash and Equivalents	- \$32.83	\$32.83	\$0.00
	Total Sales & Maturities	- \$32.83	\$32.83	\$0.00

SALE/MATURITY SUMMARY MESSAGES

For information only. Not intended for tax purposes



Glossary

Accretion - The accumulation of the value of a discounted bond until maturity.

Adjusted Prior Market Realized Gain/Loss - The difference between the proceeds and the Prior Market Value of the transaction.

Adjusted Prior Market Unrealized Gain/Loss - The difference between the Market Value and the Adjusted Prior Market Value.

Adjusted Prior Market Value - A figure calculated using the beginning Market Value for the fiscal year, adjusted for all asset related transactions during the period, employing an average cost methodology.

Amortization - The decrease in value of a premium bond until maturity.

Asset - Anything owned that has commercial exchange value. Assets may consist of specific property or of claims against others, in contrast to obligations due to others (liabilities).

Bond Rating - A measurement of a bond's quality based upon the issuer's financial condition. Ratings are assigned by independent rating services, such as Moody's, or S&P, and reflect their opinion of the issuer's ability to meet the scheduled interest and principal repayments for the bond.

Cash - Cash activity that includes both income and principal cash categories.

Change in Unrealized Gain/Loss - Also reported as Gain/Loss in Period in the Asset Detail section. This figure shows the market appreciation (depreciation) for the current period.

Cost Basis (Book Value) - The original price of an asset, normally the purchase price or appraised value at the time of acquisition. Book Value method maintains an average cost for each asset.

Cost Basis (Tax Basis) - The original price of an asset, normally the purchase price or appraised value at the time of acquisition. Tax Basis uses client determined methods such as Last-In-First-Out (LIFO), First-In-First-Out (FIFO), Average, Minimum Gain, and Maximum Gain.

Ending Accrual - (Also reported as Accrued Income) Income earned but not yet received, or expenses incurred but not yet paid, as of the end of the reporting period.

Estimated Annual Income - The amount of income a particular asset is anticipated to earn over the next year. The shares multiplied by annual income rate.

Estimated Current Yield - The annual rate of return on an investment expressed as a percentage. For stocks, yield is calculated by taking the annual dividend payments divided by the stock's current share price. For bonds, yield is calculated by the coupon rate divided by the bond's market price.

Ex-Dividend Date - (Also reported as Ex-Date) For stock trades, the person who owns the security on the ex-dividend date will earn the dividend, regardless of who currently owns the stock.

Income Cash - A category of cash comprised of ordinary earnings derived from investments, usually dividends and interest.

Market Value - The price per unit multiplied by the number of units.

Maturity Date - The date on which an obligation or note matures.

Payable Date - The date on which a dividend, mutual fund distribution, or interest on a bond will be made.

Principal Cash - A category of cash comprised of cash, deposits, cash withdrawals and the cash flows generated from purchases or sales of investments.

Realized Gain/Loss Calculation - The Proceeds less the Cost Basis of a transaction.

Settlement Date - The date on which a trade settles and cash or securities are credited or debited to the account.

Trade Date - The date a trade is legally entered into.

Unrealized Gain/Loss - The difference between the Market Value and Cost Basis at the end of the current period.

Yield on/at Market - The annual rate of return on an investment expressed as a percentage. For stocks, yield is calculated by the annual dividend payments divided by the stock's current share price. For bonds, yield is calculated by the coupon rate divided by the bond's market price.

The terms defined in this glossary are only for use when reviewing your account statement. Please contact your Relationship Manager with any questions.



U.S. Bank
1555 N. Rivercenter Dr.
Suite 300
Milwaukee, WI 53212

005146
-TG-184



000003291 02 SP 000638747189691 S
INSTITUTE ON DISABILITIES AT TEMPLE
ATTN SANDRA MCNALLY
1301 CECIL B MOORE AVENUE,
RITTER ANNEX RM 430RA
PHILADELPHIA, PA 19122



2023-2024 TDDP Equipment List

<u>WireLine Equipment</u>		<u>Unit Price</u>	<u>Vendor</u>
Clarity Alto, Amplified Phone		\$98.95	Teltex
Clarity Alto Plus, Amplified Phone		\$104.95	Teltex
Clarity JV35, Talking Amplified Phone		\$92.95	Teltex
Clarity J35W, Talking Amplified Phone		\$92.95	Teltex
Clarity HD-40, In-Line Handset Amplifier		\$20.95	Teltex
Serene Innovations HD-40P, Amplified Photo Phone		\$62.95	Teltex
Clarity XLC2+, Amplified Cordless Phone		\$93.95	Teltex
Panasonic KX-TGM430B, Amplified Cordless Bluetooth Phone with Answering Machine	D/C Jun 24	\$106.50	Teltex
Panasonic KX-TGM450S, Amplified Cordless Phone with Answering Machine	D/C Jun 24	\$109.50	Teltex
Clarity XLC8, Amplified Cordless Bluetooth Phone with Answering Machine		\$134.95	Teltex
CapTel 840 Plus, Captioned Telephone		\$90.25	WCI
CapTel 840i, Captioned Telephone		\$90.25	WCI
CapTel 880i, Captioned Telephone		\$90.25	WCI
CapTel 2400i, Captioned Telephone		\$90.25	WCI
Ultratec Superprint 4425A with ASCII, TTY		\$380.00	Teltex
Clarity XLC8-GLT (Google Live Transcribe) (VCO)		\$375.00	Teltex
Reizen Big Button Speakerphone		\$28.00	Teltex
<u>WireLine Signalers</u>			
ClearSounds CR200, Loud Ring Signaler		\$41.95	Teltex
Sonic Alert TR75VR, Flashing Light Signaler	D/C Jan 24	\$39.95	Teltex
<u>Wireless Equipment</u>			
iPhone SE 64GB (4.7 inch)	D/C Oct 2023	\$629.00	Teltex
iPhone SE 128GB (4.7 inch)	Upgrade Nov 2023	\$734.00	Teltex
iPhone 12 64GB (6.1 inch)	D/C Oct 2023	\$1,029.00	Teltex
iPhone 13 128GB (6.1 inch)	Upgrade Nov 2023	\$1,129.00	Teltex
Samsung Galaxy S21 FE 5G (6.4 inch)		\$988.00	Raz Mobility
Google Pixel 7 (6.3 inch)	Upgrade	\$968.00	Raz Mobility
SmartVision 3 - Omni	New	\$768.00	Raz Mobility
MiniVision2+ Mobile Phone		\$489.00	Raz Mobility
iPad 4G Tablet 32GB (10.2 inch)		\$749.00	Teltex
Samsung Galaxy Tab S7 FE 64GB (12.4 inch)--GSM unlocked		\$1,058.00	Raz Mobility
Serene Innovations SA-40 HearAll Cell Phone Amplifier		\$74.95	Teltex
<u>Wireless Signalers</u>			

2023-2024 TDDP Equipment List

Smart Signaler: Serene Innovations RF200 Cell Phone Signaler		\$51.95	Teltex
Smart Signaler: Bellman & Symfon Vibio BT Bed Shaker		\$68.00	Teltex
Exceptional Equipment			
Memory Cell Phone (6.3 inch)--GSM unlocked (managed by a CG)		\$509.00	Raz Mobility
Apple iPad 4G 64GB (10th gen.), App: Grid-for iPad, Logan Tech Case with Speaker, Grip Wedge		\$ 1,838.00	Teltex
Apple iPhone 15 Pro Max, App: Predictable AAC		\$ 1,958.00	Teltex
App: TouchChat HD-AAC		\$ 300.00	Teltex

Updated: 6/15/24

Attachment A
TDDP Consumer Education Outreach Events

July 1, 2023 to June 30, 2024

Type of Consumer Outreach Event	ATRC	Date(s) Held	Event Name/Sponsor	Estimated Attendance	County of Event
Presentation	UCPNEP	7/10/2023	Wayne Interagency Network Meeting: Professionals	20	Wayne
Presentation	UCPCP	7/12/2023	McConnellsburg Senior Center-Seniors	7	Fulton
Expo	LVCIL	7/12/2023	Steps to Recovery Grand Opening Event: Adults	30	Northampton
Presentation	LVCIL	7/13/2023	Berks Vision Resource Center Latinx Peer Group: Adults*	22	Berks
Expo	CRI	7/13/2023	Meadville Area Health Fair: Adults	300	Crawford
Expo	CRI	7/21/2023	Greater Erie Community Action Center Senior Fair: Seniors	1500	Erie
Presentation	UCPCP	8/8/2023	Warfordsburg Senior Center-Seniors	16	Fulton
Presentation	TRPIL	8/14/2023	Washington County IU 1: Professionals	12	Washington
Presentation	LVCIL	8/15/2023	Arborview Tower: Seniors	7	Lehigh
Expo	CRI	8/18/2023	CRI Consumer Appreciation Picnic: Adults	100	Erie
Expo	CRI	8/21/2023	Rep. Bizzarro Senior Fair: Seniors	1030	Erie
Expo	CILNCP	8/28/2023	Let's Talk: Vet 2 Vet: Veterans*	75	Lycoming
Presentation	UCPCP	9/1/2023	LINK Provider Meeting-Service Coordinators	9	Lebanon
Expo	CILNCP	9/7/2023	Rep. Flick Human Services Expo: Adults	450	Lycoming
Expo	LIFT	9/8/2023	Rep. Causer Senior Expo: Seniors	250	McKean
Expo	LVCIL	9/9/2023	YMCA Senior Fair: Seniors	80	Luzerne
Presentation	TRPIL	9/13/2023	Penn State Altoona Campus: Students	12	Blair
Presentation	LVCIL	9/13/2023	St. Lukes' University Health Network Meeting: Professionals	20	Carbon
Presentation	UCPCP	9/13/2023	WellSpan Staff Meeting-Service Coordinators	21	York
Expo	CILNCP	9/14/2023	Rep. Hamm & Yaw: Senior Expo: Seniors	700	Lycoming
Expo	LVCIL	9/14/2023	Rep. Mako Senior Fair: Seniors	200	Northampton
Expo	CRI	9/15/2023	Rep. Banta Senio Expo: Seniors	70	Erie
Presentation	TECHOWL	9/19/2023	PA Digital Equity Plan Virtual Roundtable: Adults & Professionals	52	Statewide
Presentation	CLASS	9/20/2023	Freeport VFW: Veterans*	30	Armstrong
Presentation	UCPCP	9/21/2023	LINK Provider Meeting-Service Coordinators	18	Lancaster
Expo	TECHOWL	9/22/2023	Rep. Malagari Senior Expo-Seniors	100	Montgomery
Presentation	UCPNEP	9/25/2023	Bradford Hills Nursing and Rehabilitation Center: Professionals	5	Bedford
Presentation	CLASS	9/27/2023	Baptist Manor: Seniors	12	Allegheny
Presentation	LVCIL	9/28/2023	Lehigh & Northampton County LINK Meeting: Professionals	26	Lehigh & Northampton

Attachment A
TDDP Consumer Education Outreach Events

July 1, 2023 to June 30, 2024

Expo	UCPCP	9/29/2023	Rep. Stambaugh Senior Expo-Seniors	220	Perry
Presentation	LVCIL	10/3/2023	Tremont Senior Center: Seniors	10	Schuylkill
Presentation	LVCIL	10/10/2023	Mahanoy Senior Center: Seniors	15	Schuylkill
Presentation	UCPNEP	10/11/2023	Mary's Villa: Seniors	20	Lackawanna
Presentation	LVCIL	10/13/2023	Allentown Housing Authority Outreach Program Meeting: Professionals	10	Lehigh
Presentation	CILNCP	10/13/2023	Montgomery High School Transition Meeting	11	Lycoming
Presentation	LVCIL	10/13/2023	Valley Manor Heath Regional Meeting: Professionals	4	Lehigh
Presentation	CLASS	10/18/2023	Kittanning Senior Center: Seniors	30	Armstrong
Presentation	TRPIL	10/19/2023	Legislative Breakfast: Policymakers	40	Greene
Presentation	TRPIL	10/25/2023	South Central Blind Association:Family/Caregiver group	20	Somerset
Presentation	CILNCP	10/30/2023	Milton High School Transition Meeting	12	Northumberland
Presentation	CILNCP	11/2/2023	Loyalsock High School Transition Meeting	10	Lycoming
Presentation	LVCIL	11/2/2023	Schuylkill Haven Senior Center: Seniors	15	Schuylkill
Expo	CRI	11/3/2023	Eastside YMCA Health and Wellness Fair: Adults	230	Erie
Presentation	LVCIL	11/4/2023	District Lions Club Meeting: Professionals	30	Lehigh
Expo	LIFT	11/8/2023	Penn State Dubois Campus	40	Cameron, Clearfield, Elk, Jefferson, McKean, Potter
Presentation	CLASS	11/9/2023	Apollo Senior Center: Seniors	15	Armstrong
Expo	TechOWL	11/12/2023	ODHH Hearing Loss Expo	150	Statewide
Presentation	UCPNEP	11/15/2023	OVR Representatives: Professionals	8	Lackawanna
Expo	TechOWL	11/15/2023	Walk4Hearing	600	Statewide
Presentation	LVCIL	11/16/2023	Pottsville Senior Center: Seniors	15	Schuylkill
Expo	LVCIL	11/18/2023	Rep Flood Special Needs Expo: Adults	200	Northampton
Presentation	TechOWL	11/20/2023	FitC: Captioning for Hearing Loss and other accessibility features- Seniors with Disabilities	7	Philadelphia
Presentation	LVCIL	11/21/2023	Alvernia University for OTD professors, students, dean	20	Berks
Presentation	LVCIL	11/21/2023	Disability Friendly Community Meeting: Adults w/disabilities	7	Northampton
Presentation	CILNCP	11/30/2023	Hughesville High School Transition Meeting: Classroom	12	Lycoming
Expo	UCPNEP	11/30/2023	Lackawanna College Fair: Students	30	Lackawanna
Presentation	CILNCP	11/30/2023	Loyalsock High School Transition Meeting	15	Lycoming
Presentation	LVCIL	12/5/2023	Berks County LINK & Berks Encore: Professionals	8	Berks

Attachment A

July 1, 2023 to June 30, 2024

TDDP Consumer Education Outreach Events

Expo	LVCIL	12/12/2023	Early Intervention Resource Fair: Parents	200	Luzerne
Presentation	CILNCP	12/20/2023	Montoursville High School Transition Meeting	12	Lycoming
Presentation	LIFT	1/10/2024	Community Resource Day: Seniors	60	Cameron, Clearfield, Elk, Jefferson, McKean, Potter
Presentation	UCPCP	1/19/2024	Cumberland LINK: Professionals	25	Cumberland
Presentation	LVCIL	1/23/2024	Tamaqua Area Adult Day Care Center: Seniors	5	Schuylkill
Presentation	TRPIL	1/25/2024	ARC Human Services: Adults w/ Disabilities	30	Washington
Expo	LVCIL	1/25/2024	Colonial IU 20 Resource Fair at Northampton County Comm. College: Students/Family	40	Northampton
Presentation	LIFT	1/28/2024	Cameron County Senior Center: Seniors	15	Cameron
Presentation	LVCIL	1/29/2024	LVCIL Staff Presentation: Professionals	25	Lehigh
Presentation	LVCIL	1/30/2024	Horizons, the Village at Whitehall: Seniors	15	Lehigh
Presentation	TRPIL	1/30/2024	Sunset Support Services: Adults/Comm Partners	10	Blair
Expo	LVCIL	2/6/2024	Allentown Housing Authority and Second Harvest- Gross Towers:	15	Lehigh
Expo	LVCIL	2/7/2024	Allentown Housing Authority and Second Harvest Food Distribution- Central Park: Seniors	5	Lehigh
Expo	LVCIL	2/7/2024	Allentown Housing Authority and Second Harvest Food Distribution- Walnut Building: Seniors	10	Lehigh
Presentation	UCPCP	2/13/2024	Dauphin LINK: Professionals	13	Dauphin
Presentation	CLASS	2/21/2024	Leechburg Senior Center: Seniors	20	Armstrong
Presentation	TechOWL	2/26/2024	FitC: Captioning for Hearing Loss and other accessibility features- Seniors with Disabilities	14	Philadelphia
Presentation	CRI	3/11/2024	AppleBlossom Place: National Church Residences: Adults w/ Disabilities	21	Erie
Presentation	LVCIL	3/14/2024	Mahanoy Elderly Senior Center: Seniors	24	Schuylkill
Presentation	CLASS	3/20/2024	Northern Area Multi-Service Center-Tarentum: Seniors	30	Allegheny
Presentation	CRI	3/24/2024	Eastlake Woods: National Church Residences: Adults w/ Disabilities	11	Erie
Presentation	CRI	3/26/2024	Kearsarge Place: National Church Residences: Adults w/ Disabilities	16	Erie
Presentation	UCPCP	3/27/2024	St. Thomas Senior Center: Seniors	14	Franklin
Presentation	CLASS	4/4/2024	Church of the Redeemed Senior Group: Seniors	33	Beaver

Attachment A

July 1, 2023 to June 30, 2024

TDDP Consumer Education Outreach Events

Expo	LIFT	4/5/2024	Emporium Expo-General Public	50	Cameron
Presentation	LIFT	4/10/2024	Punxsutawney Senior Center: Seniors	10	Jefferson
Expo	UCPCP	4/11/2024	Rep. Irvin's Sr. Expo: Seniors	175	Huntingdon
Expo	CRI	4/17/2024	Edinboro LIFE Center: Seniors	338	Erie
Expo	TECHOWL	4/18/2024	Community Space Grand Opening	300	Statewide
Expo	TECHOWL	4/20/2024	PSD Transition Fair: Classroom Students/Family Members/Caregivers	105	Statewide
Expo	TECHOWL	4/20/2024	PSD Transition Fair: Classroom Students/Family Members/Caregivers	105	Statewide
Presentation	TECHOWL	4/22/2024	Center for Blind and Visually Impaired: Adults with Disabilities	12	Delaware
Presentation	TRPIL	4/25/2024	Intellectual Disability and Autism Recognition Day: Adults with Disabilities	250	Washington
Expo	CRI	4/25/2024	Sailors VA Home Resource Fair: Veterans*	130	Erie
Presentation	TRPIL	5/3/2024	Health and Wellnes Council: Professionals	30	Washington
Presentation	LIFT	5/8/2024	Punxsutawney Senior Center: Seniors	10	Jefferson
Expo	CRI	5/9/2024	19th Annual Mental Health & Wellness Fair: General Public	398	Crawford
Presentation	LVCIL	5/14/2024	Pro-A "The Call" Group (PA Recovery Organizations Alliance): Adults	10	Statewide
Presentation	UCPNEP	5/15/2024	Lutherwood Senior Center: Seniors	17	Lackawanna
Presentation	CLASS	5/21/2024	Circle of Friends-New Brighton: Seniors	23	Beaver
Expo	CRI	5/30/2024	Nightingale Nursing Facility Outreach Fair: Seniors	328	Erie
Expo	CRI	6/9/2024	Rep. Hagestrom Farmers Market Nutrition Voucher Distribution Day: General Public	1360	Erie
Presentation	CLASS	6/12/2024	North Hills Senior Living: Seniors	12	Allegheny
Presentation	LVCIL	6/25/2024	Northeast Sight Services: Professionals, Adults with Disabilities	17	Lehigh
Presentation	CRI	6/27/2024	Department of Health-Improvement & Preparedness: Professionals	14	Erie
			Total Attendance (estimated)	11,335	
			Number of Events	103	
			Counties Reached	40	
			Statewide Events	8	
			*Events reaching underserved populations: Veterans & Latinx	4	

TDDP Consumer Education Outreach Events

		<u>Legend: Assistive Technology Resource Centers</u>		
TechOWL=Main Office		UCPNE=United Cerebral Palsy of Northeastern PA		
CRI=Community Resources for Independence		LIFT=Life and Independence for Today		
CLASS=Community Living and Support Service		LVPIL=Lehigh Valley Center for Independent Living		
UCPC=United Cerebral Palsy of Central PA		TRPIL=Transitional Paths to Independent Living		
CILNCPA=Center for Independent Living of North Central PA				



Application for Free Special Phones from TechOWL

Return completed application to:

**TechOWL Free Special Phone Program
Institute on Disabilities at Temple University
Ritter Annex 4, Room 430
1301 Cecil B. Moore Avenue
Philadelphia, PA 19122**

Email: TDDP@temple.edu

Fax: 215-204-6336

Tel: 800-204-7428

TTY: 711

Please keep this information in case you need to contact us.

4/22

What to expect after you send in your completed application:

- We process your application.
- We send you a letter saying your application is eligible, incomplete or denied.
- The letter comes from Temple University. It is NOT a bill or junk mail.
- Tell us if you have changed your contact information.
- This whole process can take up to 4-8 weeks. Please be patient with us!

The Free Special Phone Program (Pennsylvania's Telecommunication Device Distribution Program) is implemented by TechOWL, a program of the Institute on Disabilities at Temple University, in conjunction with the PA Public Utility Commission (PUC).

Application for Free Special Phones from TechOWL

4/22 p.1

We highly recommend a device demonstration or loan since there is a no exchange policy. Call 800-204-7428 to schedule.

I will call to schedule an equipment demonstration or loan before submitting my application.

I do not want an equipment demonstration or loan. I understand there are no exchanges after I receive my device.

Do you already own equipment similar to what you are requesting from TechOWL (i.e. smartphone, tablet, captioned or amplified phone)? Yes No

If yes, what? _____

If yes, please check one answer below:

My equipment is:

is broken or only works sometimes

is borrowed

does not meet my needs because _____

I will use this device at: (check one) _____

Home

School

Work

Applicant Information—to be completed by applicant (PLEASE PRINT)

Name (Last) _____ (First) _____ (MI) _____

Address (P.O. Box not accepted) _____

City _____ Zip _____ County _____

Area Code/Tel _____ Date of Birth _____

Email _____

Person assisting you with application, if any

Name _____ Relationship _____

Area Code/Tel _____ Email _____

Parent or guardian for applicants under 18 years old

Name (Last) _____ (First) _____ (MI) _____

Area Code/Tel _____ Email _____

Applicant Annual Income and Family Members

4/22 p.2

You must attach the **applicant's** most current proof of income. Examples of proof of income include W-2's, 1099s or award letters from retirement and/or Social Security income. If you need a copy of your Social Security income statement, please call 1-800-772-1213. We cannot accept bank statements or the 1040 tax form.

Number of people living at this (applicant's) address including applicant: _____

Other Applicant Information (required)**Reason for using the Free Special Phone Program**

- I cannot afford equipment
- This equipment is only available through the Free Special Phone Program
- I could use other programs, but the system is too complex and/or the wait is too long

How did you hear about us?

- friend/relative
- support person
- web
- brochure/flyer
- presentation/exhibit by _____
- other (specify) _____

If applying for a Free Wireless Device, please complete the following questions:

Do you currently subscribe to a mobile plan? Yes No

If you checked "yes", what is the name on the mobile plan?

(Attach a copy of your current cell phone bill, receipt for data card purchase or other proof of service.)

If you checked "no", are you able to obtain a mobile plan? Yes No

Have you ever used a wireless device? Yes No

Do you currently use any of the following types of technology? (Check all that apply):

- Hearing aid
- Cochlear implant
- Speech generating device
- Relay (IP, VRS, TTY, STS, VCO, HCO, Captioned telephone)
- Other (List) _____
- Not applicable

Please note: You must get and maintain a cell phone plan with a mobile phone company if you are applying for a free wireless device.

OPTIONAL

Race:

Ethnicity:

Gender:

- Black or African American
- Asian or Asian-American
- White or Caucasian
- American-Indian or Alaska Native
- Other (specify) _____
- Prefer not to answer

- Hispanic
- Non-Hispanic

- Male
- Female
- Other
- Prefer not to answer

REQUIRED: Applicant's Statement and Signature

IMPORTANT: Submit application no later than 30 days after you have signed and dated it.

- I certify that all information provided on this application and supporting documents is true, complete and correct.
- I understand that if I purposely provide false information, I may be subject to legal action.
- Program officials have my permission to verify the information provided.
- I certify that I have read, understand and accept all conditions set forth in this application and have the ability to learn to use the equipment selected.
- I understand that I may not sell, give, or lend to another person any equipment provided to me by the program.
- **For free wireless devices only:** I will be responsible for all services related to the equipment, including activation fee, monthly service plan, software and app updates, and will use the device to access phone and telecommunications-related services, such as video relay, email and texting. **I will activate the device I receive within 30 days of receipt on a mobile service plan.** If I fail to submit proof of a mobile service plan, I may not be able to access services from TechOWL in the future.

Applicant signature _____ Date _____

For applicant is under 18

Parent/legal guardian/signature

_____ Date _____

*Demonstration Centers: If you are having trouble making a decision about which equipment might work for you, please contact or visit one of the Assistive Technology Regional Centers (ATRCs). You can also request a device to try out from our Lending Library.

Certification of Disability

4/22 p.4

Please print legibly or type. All information must be completed by a professional. (Return to: TDDP@temple.edu OR fax: 215-204-6336)

Applicant Name

(Last) _____ (First) _____ (MI) _____

Please check one. I am a(n):

- | | |
|--|--|
| <input type="checkbox"/> Audiologist | <input type="checkbox"/> Optometrist |
| <input type="checkbox"/> Physician | <input type="checkbox"/> Ophthalmologist |
| <input type="checkbox"/> Speech-Language Pathologist | <input type="checkbox"/> Service Professional (public or private agency that serves deaf, hard of hearing and deafblind, Center for Independent Living employee, credentialed Assistive Technology Professional) |
| <input type="checkbox"/> Physician's Assistant | |
| <input type="checkbox"/> Vocational Rehabilitation Counselor | |
| <input type="checkbox"/> Registered Nurse Practitioner | |

Please check the disability(ies) being certified:

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> cognitive* | <input type="checkbox"/> low vision |
| <input type="checkbox"/> deaf | <input type="checkbox"/> hard of hearing |
| <input type="checkbox"/> blind | <input type="checkbox"/> physical* |
| <input type="checkbox"/> deafblind | <input type="checkbox"/> speech |

*If you marked cognitive or physical disability, please explain why the applicant needs a specialized phone and/or wireless device and /or identify accessibility features that can be helpful (i.e. voice access for limited dexterity, photo labeled memory buttons for impaired cognition) _____

Certifying Professional

Full Name _____

Title _____ Agency _____

PA Professional License Number, if applicable _____

Area Code/Tel _____ Fax _____

Email _____

I certify that the applicant named above has the disability indicated, and that they require this technology to independently access telecommunication services.

Signature of Certifier _____ **Date** _____

Checklist

4/22 p.5

Before you submit your application, read this list and check the boxes to ensure your application is complete. Failure to submit all the items will result in a delay. Keep a copy of your entire completed application for your records.

- Completed application** with all questions answered and all blanks filled in.
- Completed Disability Certification** (filled out by a certifying professional listed on the form).
- Completed Equipment Selection Sheet** with one piece of equipment and/or one signaler that will work for you.

Submit photocopies of documents with the following information:

- Proof of PA residency** with the applicant's name and current street address—this includes any of the following:
 - current driver's license
 - non-driver ID
 - utility bill
 - dated Social Security correspondence
 - copies of W-2s
 - school report card
 - other documentation pre-printed with applicant's name and current street address.
- Proof of applicant's income** (Examples of proof of income include W-2's, 1099s or award letters from retirement and/or Social Security income. If you need a copy of your Social Security income statement, please call 1-800-772-1213). Your most **recent information** is required. We cannot accept bank statements or the 1040 tax form.
- For a free home phone only: Proof of most recent** telephone service bill (e.g. If you sign your application in May, include the April bill.) Send the entire bill. We must know what type of services you have in your home to determine if the requested device is appropriate.
- For free wireless devices only. Proof of wireless service**—this includes any of the following:
 - a copy of current monthly cell phone bill
 - receipt from a data plan card purchase
 - redacted bank statement with the monthly charge noted
 - annual renewal letter for a government phone plan

If you currently do not have cell phone service, you will be required to submit a receipt of activation from a service provider, monthly bill or account page from the mobile app. You will have 30 days to submit proof of service after you received the device. This requirement applies to both smart phones and tablets.

Free Special Phones Eligibility Criteria

Person with a disability

- This disability prevents a person from making or receiving telephone calls independently. A qualified professional must complete the certification of disability.

Income limits

- We only use the applicant's proof of income. This does not include family/ household income.

FINANCIAL ELIGIBILITY CRITERIA GUIDELINES

(as of January 19, 2023):

size of family unit	GROSS INCOME (200% of federal poverty guidelines)
1	\$29,160
2	\$39,440
3	\$49,720
4	\$60,000
5	\$72,280
6	\$80,560
7	\$90,840
8	\$101,120

Age

- Six (6) years or older.

Residence

- Resident of Pennsylvania.

Resources

- Must have an existing landline telephone service
- Must certify to obtain a wireless service agreement to use with the wireless device
- Must be able to learn how to use requested equipment.

Equipment ownership and responsibility

- Your selection is FINAL and CANNOT BE EXCHANGED. It is your property and responsibility. A durable, protective case and/or screen protector for your wireless device is NOT included with your equipment. It is highly recommended that you purchase one. Your device comes with a one-year manufacturer's warranty. Please consider extending that warranty through either the manufacturer or your cell phone service provider.

- Information will be kept confidential except as required by law.
- All equipment is covered by a limited manufacturer defect warranty. If it is defective or stops working, the recipient contacts the vendor for repairs. Repairs for damages due to abuse or neglect are not covered.
- Stolen equipment can be replaced only when a police report of theft is provided.

If you need help completing this application, or need it in an alternate form, please contact us:

tel: 800-204-7428 / TTY: 711

email: TDDP@temple.edu

web: TechOWLpa.org

The Free Special Phone Program (Pennsylvania's Telecommunication Device Distribution Program) is implemented by TechOWL, a program of the Institute on Disabilities at Temple University, in conjunction with the PA Public Utility Commission (PUC).

Free Special Phone Equipment Selection

You must submit your equipment selection with your application.

Category A: Select only ONE device from any row below that best fits your needs.

AMPLIFIED



Clarity Alto
Pearl White



Clarity Alto
Plus



Clarity JV35
 Clarity JV35W
(white buttons)



Serene
Innovations
HD-40P



Clarity HA40
In-line Handset
Amplifier

AMPLIFIED CORDLESS



Clarity XLC2+



Panasonic KX-TGM
430B- bluetooth
(back-ordered)



Panasonic
KX-TGM 450S



Clarity XLC8
(substitute for
Panasonic 430B
back-ordered item)

CAPTIONED, TTYS AND OTHER PHONES



CapTel 840 PLUS
(analog or DSL service
compatible)



CapTel 840i



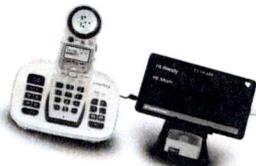
CapTel 880i



CapTel 2400iSP
(touch screen
display)



Ultratec SuperPrint
4425 TTY with ASCII



Clarity XLC8-GLT
(VCO)



Reizen Big Button
Speakerphone

Category B: Select only ONE signaler.



ClearSounds
Loud Ring
Signaler



Sonic Alert
TR75VR Flashing
Light Signaler

NONE (No device
from Category B
needed.)

For details go to: <https://techowlpa.org/tddp>. List revised February 2023.
If none of the listed equipment will meet your needs, please contact TechOWL.

Free Wireless Devices and Equipment Selection
You must submit your equipment selection with your application.

Category A: Select only ONE device from any row below that best fits your needs.

PHONES



Apple iPhone SE
(4.7 Inch Screen) OR

Apple iPhone 12
(6.1. Inch Screen)



Samsung Galaxy
S21 FE 5G



Google Pixel 6



Mini Vision 2+
Mobile Phone

TABLETS



Apple iPad 4G



Samsung Galaxy
Tab S7 FE

CELLPHONE AMPLIFIER



Serene Innovations SA-40
HearAll Cellphone Amplifier

Category B: Select only ONE signaler



Serene
Innovations
Ringer Flasher
RF200 Alerting
Device



Bellman &
Symfon
Vibio Bed
Shaker

NONE
(No device from
Category B
needed.)

For details go to: <https://techowlpa.org/tddp>. List revised February 2023.
If none of the listed equipment will meet your needs, please contact TechOWL.

NFB-NEWSLINE® Annual Report July 2023 to June 2024

Print Media Access System Program (PMASP)

NFB-NEWSLINE®, offered by the National Federation of the Blind, provides the Print Media Access System Program to those who cannot read regular newsprint. Anyone who cannot read conventional newsprint can qualify for this service that is free to its subscribers.

This service is available in forty-seven states and the District of Columbia, providing:

- Five hundred local and national newspapers
- Spanish-language newspapers available to all subscribers
- Over ninety magazines including *AARP The Magazine*
- Associated Press (national and state) and United Press newswire service updated every hour
- The capability of delivering a newspaper via email directly to a subscriber's inbox
- Local TV listings
- Jobs Listings (Career Builder added in 2010, USAJOBS in 2016)
- Retail ads (Target added in 2011)
- Emergency weather alerts, including weather forecast
- Availability twenty-four hours a day, seven days a week with local as well as toll-free access
- Service is available on NFB-NEWSLINE Mobile, iPhone app, and an Amazon Alexa skill added in November 2019

Through the Commonwealth's partnership with NFB-NEWSLINE, a subscriber can choose that day's, the previous day's, or the previous Sunday's issue of any newspaper in the service and choose a section and article using a standard touch-tone telephone. Pennsylvania's participating newspapers provide the subscriber with access to all content when traveling throughout the United States.

Get NFB-NEWSLINE Using Amazon Alexa:

Now you can access NFB-NEWSLINE hands-free on any product that is Alexa capable. This even includes the Windows 10 app and the Alexa smartphone app that can function without the use of an Echo or an Echo Dot.

Enable the skill by saying, "Alexa, open National Federation" and log in to NFB-NEWSLINE with your voice. Use Alexa to help guide you through the steps and navigate your favorite publications. Many of the same options that are available through web and telephone are available as commands for Alexa as well. Alexa can store your favorites, email you articles, alter the reading voice, volume, or speed, and much more. Simply say, "Alexa, ask National Federation" and then the desired command to use the service.

NFB-NEWSLINE Pennsylvania Participating Newspapers:

- *The Morning Call* – Allentown
- *Altoona Mirror*
- *Associated Press Pennsylvania*
- *Beaver County Times*
- *Bucks County Courier Times*
- *Butler Eagle*
- *Centre Daily Times* – State College
- *The Citizens' Voice*
- *Daily American*
- *Erie Times News*
- *The Evening Sun* – Hanover
- *Harrisburg Magazine*
- *The Intelligencer*
- *LNP Lancaster Online*
- *Lebanon Daily News*
- *Patriot News*
- *Philadelphia Daily News*
- *The Philadelphia Inquirer*
- *Pittsburgh Post-Gazette*
- *Pittsburgh Tribune Review*
- *Pocono Record*
- *Republican Herald*
- *Sharon Herald*
- *Standard Speaker*
- *Reading Eagle*
- *The Times Tribune*
- *The Times Leader* – Wilkes-Barre
- *Williamsport Sun-Gazette*
- *York Dispatch*

As of June 30, 2024, there were 4,764 subscribers to this service throughout the Commonwealth. All customers of the Office of Vocational Rehabilitation, Bureau of Blindness and Visual Services are offered the opportunity to subscribe to this service. In addition, individuals are offered the opportunity to subscribe when enrolling in the Books for the Blind and Print Disabled Program, administered by the Library of Congress and cooperating network libraries.

New Content:

Several new items were added to NFB-NEWSLINE including all of the convention materials for the National Federation of the Blind's annual convention and the American Council of the Blind's convention. Convention materials include the full agendas and registration information.

Nineteen new publications have been added to the service as well:

- *19th News* – Breaking News Online
- *Albany Herald* – Newspaper (Georgia)
- *Asahi Shimbun* – International Newspaper
- *Breitbart* – Breaking News Online
- *Chicago Defender* – Breaking News Online
- *Foreign Policy* – Magazine
- *Fulton Sun* – Newspaper (Missouri)
- *Huron Daily Tribune* – Newspaper (Michigan)
- *Illinois Telegraph* – Newspaper (Illinois)
- *Inc.* – Magazine
- *Midwest Living* – Magazine
- *Plainview Herald* – Newspaper (Texas)
- *Pop Matters* – Breaking News Online
- *Post Journal* – New York Newspaper
- *River Valley Democrat* – Newspaper (Arkansas)
- *Salon* – Breaking News Online
- *The Athletic* – Breaking News Online
- *Time for Kids* – Magazine
- *Toronto Globe and Mail* – Newspaper (International)
- *Albany Democrat Herald* – Oregon

[Activity Detail during the Period: July 1, 2023, to June 30, 2024](#)

Content Access Frequency: 94 seconds

Our statistics indicate that a subscriber from Pennsylvania accessed NFB-NEWSLINE to obtain a piece of information every 94 seconds during the year.

Category	First Quarter FY2023	Second Quarter FY2023	Third Quarter FY2023	Fourth Quarter FY2023	12 month period from July 1, 2023, to June 30, 2024
Users:	4,622	4,659	4,708	4,764	4,764
New applications:	42	38	49	45	175
Email Newspapers Delivered:	7,982	7,891	6,610	6,518	29,001
Calls Received:	20,149	19,744	18,130	19,039	77,062
State Newspapers Accessed:	102,913	55,121	103,836	106,082	367,952
Television Listings Accessed:	4,010	5,325	4,545	3,502	17,382

Number of Minutes:	204,784	218,365	206,947	193,177	823,274
Local Call Percentage:	60.53	60.02	56.95	56.57	58.55

Newspaper Usage Report

The chart below contains the names of the Pennsylvania publications along with the number of times that they were accessed between July 1, 2023, and June 30, 2024.

Content Name	First Quarter FY2023	Second Quarter FY2023	Third Quarter FY2023	Fourth Quarter FY2023	12 month period from July 1, 2023, to June 30, 2024
Local Weather and Emergency Alerts	6,956	5,361	4,618	6,345	23,280
<i>The Morning Call - Allentown</i>	4,038	2,935	2,994	3,037	13,004
<i>Altoona Mirror</i>	1,896	1,386	1,437	1,381	6,100
Associated Press Pennsylvania	6,248	5,413	7,019	8,315	26,995
<i>Beaver County Times</i>	1,220	904	4,105	4,103	10,332
<i>Bucks County Courier Times</i>	1,767	1,125	4,760	4,883	12,535
<i>Butler Eagle</i>	1,154	999	4,206	4,571	10,930
<i>Centre Daily Times- State College</i>	1,069	754	4,004	4,478	10,305
<i>The Citizens' Voice</i>	2,035	1,931	5,616	4,921	14,503
<i>Daily American</i>	4,668	1,044	3,098	3,233	12,043
<i>Erie Times News</i>	4,502	4,513	8,242	8,694	25,951
<i>Harrisburg Magazine</i>	238	58	1,337	2,315	3,948
<i>The Evening Sun - Hanover</i>	593	429	3,557	4,045	8,624
<i>Intelligencer</i>	2,081	1,998	5,711	5,649	15,439
<i>LNP Lancaster Online</i>	3,117	2,299	6,731	6,468	18,615
<i>Lebanon Daily News</i>	1,098	887	4,362	4,388	10,735
Pennsylvania Local Channel	395	430	338	240	1,403
<i>Patriot News</i>	6,319	859	921	895	8,994
<i>Philadelphia Daily News</i>	10,130	1,899	2,020	2,031	16,080
<i>The Philadelphia Inquirer</i>	10,433	5,175	5,017	5,425	26,050
<i>Pittsburgh Post-Gazette</i>	7,437	6,689	6,153	6,241	26,520
<i>Pittsburgh Tribune Review</i>	8,346	6,640	7,208	6,428	28,622

<i>Pocono Record</i>	6,079	884	667	588	8,218
<i>Reading Eagle</i>	2,354	2,050	1,269	1,802	7,475
<i>Republican Herald</i>	6,048	467	309	126	6,950
<i>Sharon Herald</i>	539	373	292	222	1,426
<i>Standard Speaker</i>	362	461	1,129	625	2,577
<i>The Times Tribune</i>	6,457	735	690	731	8,613
<i>The Times Leader - Wilkes-Barre</i>	735	593	4,305	4,006	9,639
<i>Williamsport Sun-Gazette</i>	1,473	1,143	4,249	4,602	11,467
<i>York Dispatch</i>	715	536	3,765	4,194	9,210

Actual Costs Incurred During the Period (July 1, 2023, to June 30, 2024)

Please refer to the four quarterly invoices for detail:

NFB-NEWSLINE annual maintenance service fee: \$44,000 (July 1, 2023, to June 30, 2024)

The newspapers included with the annual service fee are:

- *Centre Daily Times* – State College
- *The Evening Sun* – Hanover
- *The Intelligencer*
- *Lebanon Daily News*
- *LNP Lancaster Online*
- *Patriot News*
- *The Philadelphia Inquirer*
- *Philadelphia Daily News*
- *Sharon Herald*
- *The Times Leader - Wilkes-Barre*
- *York Dispatch*

Annual newspaper operational fee: \$85,000 (July 1, 2023, to June 30, 2024)

This includes seventeen newspapers at \$5,000 each:

- *The Morning Call* – Allentown
- *Altoona Mirror*
- *Beaver County Times*
- *Bucks County Courier Times*
- *Butler Eagle*
- *The Citizens Voice*
- *Daily American*
- *Erie Times News*
- *Harrisburg Magazine*
- *Pittsburgh Post-Gazette*
- *Pittsburgh Tribune Review*
- *Pocono Record*
- *Reading Eagle*

- *Republican Herald*
- *Standard Speaker*
- *The Times Tribune*
- *Williamsport Sun-Gazette*

Marketing and Outreach: \$50,000 (July 1, 2023, through June 30, 2024)

Marketing and Outreach tasks will consist of the following: subscriber registration and follow-up, including the distribution of materials needed for instruction for new subscribers in print, Braille, or audio format; the distribution of brochures and other promotional materials at community events and exhibits; and the staffing of a help desk to answer calls from subscribers and those requesting NFB-NEWSLINE information and materials. Additionally, administration of the state specific channel for Pennsylvania and posting of items of interest to the blindness community in the commonwealth will be included in this fee.

Annual Unlimited Nationwide Direct Inward Dial Telecommunications Access fee: \$4,000 (July 1, 2023, to June 30, 2024)

A pro-rated fee assessed to each state for NFB-NEWSLINE telecommunications service.

Total invoice: \$183,000 (July 1, 2023 - June 30, 2024)

Submitted by:

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