



July 27, 2006

Edward Anthony, Acting Commissioner
Rehabilitation Services Administration
U.S. Department of Education
400 Maryland Avenue, S.W.
Potomac Center Plaza, room 5025
Washington, D.C. 20202-2800

Dear Acting Commissioner Anthony:

Enclosed, please find the official signed copy of the amended Arizona State Plan for Assistive Technology submitted on behalf of the Arizona Technology Access Program by Northern Arizona University, the lead agency for the Assistive Technology Act of 1998 as amended. This submission of the State Plan includes:

- Part I with Attachments 1 through 11
- Certification Regarding Lobbying

Amended language to the state plan originally submitted to your office last August is generally noted in the attached document by the use of boldfaced type. More specifically, noteworthy or significant amendments to the plan are located as follows:

- p.10 – Attachment 3.1 – Membership of Advisory Council (*This section was sent as an amendment to RSA last August after the submission of the original plan.*)
- pp.12-14 – Attachment 4 – Measurable Goals – (*Language revised to reflect timeframes for collection of baseline data.*)
- p.15/ p.16 – Attachment 5.1 – State Financing – (*Change in interest rate for alternative financing program; change in schedule of loan review board meetings. Respectively.*)
- p.19 / p.20 – Attachment 5.2 – Device Reutilization – (*Update re Online Equipment Exchange Program; probable addition of computer recycling partnership, respectively.*)
- p. 21 / p. 23 Attachment 5.3 – Device Loan Program (*Update to AzTAP loan program; addition of device loan program for AZ Department of Education, respectively.*)
- p.27 – Attachment 8.1- Training and Technical Assistance Activities – (*Additional trainings.*)
- p.28 – Attachment 8.1- Training and Technical Assistance Activities – (*New opportunities for technical assistance.*)
- p.31 – Attachment 8.1 – Transition (*Update on activities*)

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- pp.33-34 – Attachment 8.3 – Coordination and Collaboration – (*Updated collaborations*)
- p.35 Attachment 9.1- Nature and Extent of Resources – (*Updated information*)
- p.37 – Attachment 10.1 – State Support for State-level Activities – (*Updated information*)
- pp. 39-40 – Attachment 11.2 Proposed Budget Allocation – (*Revised budget allocation projections.*)

An electronic version of this transmittal letter along with Part 1 and the Lobbying Certification has been sent to Jeremy Buzzell. We respectfully request approval of the amended Arizona State Plan for Assistive Technology at your earliest convenience.

Sincerely,

Wilma G. Ennenga
Director, Office of Grant and Contract Services
Northern Arizona University

Part I: Attachments

OMB Control Number: 1820-0664

Expiration Date: 10/31/2008

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Attachment 1: Basic Information

Name of Lead Agency:

Northern Arizona University

Name of Applicable Division and/or Subdivision of Lead Agency:

Institute for Human Development (Department)

Arizona Technology Access Program (a program within the Institute for Human Development)

Address of Lead Agency:

Northern Arizona University
Peterson Hall, Bldg. 22, Room 100
PO Box 4130
Flagstaff, AZ 86011-4130

Name and Title of Certifying Representative for Lead Agency:

Wilma G. Ennenga
Director, Office of Grant and Contract Services

Address for Certifying Representative:

Northern Arizona University
Peterson Hall, Bldg. 22, Room 100
PO Box 4130
Flagstaff, AZ 86011-4130

Telephone for Certifying Representative:

928-523-8319

E-mail for Certifying Representative:

Wilma.Ennenga@nau.edu

Name and Title of Program Director:

Jill Sherman **Pleasant**, MA, OTR/L, (Program Director)

Address for Program Director:

Arizona Technology Access Program
2400 N Central Ave., # 300
Phoenix, AZ 85004

Telephone for Program Director:

602-728-9532

E-mail for Program Director:

Jill.Pleasant@nau.edu

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Name and Title of Program Contact (if different from Program Director): **NOT APPLICABLE**

Address for Program Director:

Telephone for Program Director:

E-mail for Program Director:

Name of Implementing Entity: **NOT APPLICABLE**

Name of Applicable Division and/or Subdivision of Implementing Entity:

Address of Implementing Entity:

Name and Title of Program Director:

Address for Program Director:

Telephone for Program Director:

E-mail for Program Director:

Name and Title of Program Contact (if different from Program Director):

Address for Program Director:

Telephone for Program Director:

E-mail for Program Director:

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Attachment 2: Lead Agency and Implementing Entity

2.1 Identification and Description of the Lead Agency - Identify and describe the Lead Agency referred to in section 4(c)(1)(A) of the AT Act.

2.1A Identification and Description of Lead Agency if an Implementing Entity is not Designated

In 1994, the Governor designated Northern Arizona University (NAU) as the lead agency for the Statewide AT Program in Arizona. NAU's Institute for Human Development (IHD) – designated as a University Center for Excellence in Disabilities by the Administration on Developmental Disabilities– is directly responsible for conducting and overseeing the activities of the Statewide AT Program, which is called the Arizona Technology Access Program (AzTAP). Since its inception in 1994, AzTAP has provided Arizonans with free access to information and referral services, device demonstrations, equipment loans, training and technical assistance, an accessible web site, an alternative financing program and publications in accessible formats on extensive topics related to assistive technology (AT) devices, disability rights, laws, policies, and funding opportunities.

AzTAP's mission is to increase the provision of, access to, and funding for assistive technology for Arizonans of all ages and all disabilities through a variety of comprehensive activities and services available statewide. Over the **three years of this state plan**, under the Assistive Technology Act of 1998, as Amended, NAU/IHD will continue to serve as the lead agency responsible for the Statewide AT Program, and AzTAP will continue existing or begin new programs to accomplish this mission.

Northern Arizona University (NAU) is a comprehensive public university emphasizing undergraduate education in nearly 200 study areas, while offering graduate programs in more than 50 selected areas. The university's academic departments, which enroll more than 20,000 students statewide, are shaped in part by the unique geographic and cultural environment of northern Arizona.

Northern Arizona University has highly experienced personnel and well-established procedures for grant management functions. All administrative and management activities are carried out under the dual requirements of the university and the state, and thus, are assured to be completed in a systematic and responsible fashion. This overall administrative and management system is well-staffed and well-equipped to provide optimal support functions for this program including budget monitoring services; word-processing services; personnel transactions in accordance with full affirmative action guidelines; photocopying services; and the required federal reporting functions. All of the equipment necessary for these functions is in place and will be available to this program.

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The Institute for Human Development (IHD) is a statewide program with its primary administrative offices housed on the Northern Arizona University campus in Flagstaff, Arizona. The IHD is an organized research unit that currently falls under the College of Social and Behavioral Sciences. For the past 35 years the IHD has been successful in securing and managing external funding from federal, state, and private funding sources to fulfill its mission to serve individuals with disabilities. The IHD maintains close working relationships with State Planning councils and the service agencies that are responsible for providing services to individuals with disabilities, as well as with consumer and advocacy groups. The mainstay of the IHD has been, and continues to be, its efforts to develop and implement interdisciplinary and interagency model services for individuals with disabilities, with research/evaluation, interdisciplinary training, technical assistance, and dissemination of information representing the essential supportive activities. Within these parameters, the IHD has focused its service, research, and training efforts on those variables that uniquely affect individuals who reside in remote rural locations and/or whose development and rehabilitation are influenced by culture.

The IHD currently employs over 60 professionals and support personnel who implement more than 35 national and statewide training, research, technical assistance, and model service delivery programs, most of which are developed through collaboration with consumers and other state and local agencies. The professional staff represents persons with from various ethnicities, disabilities, and academic disciplines. The physical plant which houses offices, classroom and meeting space consists of over 18,000 square feet. This includes a newly expanded assistive technology resource center that provides space and equipment to support assistive technology training, equipment demonstrations, short-term equipment loans, technical assistance, research, and dissemination activities. This facility is one of the four assistive technology regional resource centers currently in the AzTAP network. Due to its location in Flagstaff, the services described above are directed to persons living in the northern, more rural areas of the state.

IHD has a broad focus on disabilities issues and is not restricted to programs that target a specific disability population or service. As a result, AzTAP will have the flexibility to assist individuals with AT needs across the lifespan and in any environment or for any purpose. This flexibility also means that access to AzTAP programs will not be limited by eligibility criteria such as income, age, type of disability, or the reason that an individual needs AT. Although AzTAP is located in Phoenix (Arizona's major population center), AzTAP will make its programs available statewide through the following mechanisms: a toll-free number, an accessible website, conducting activities in all regions of the state on a periodic basis, use of NAU/IHD's video conferencing equipment and capabilities, and the use of regional centers that are operated either directly by AzTAP or through subcontracts with other agencies.

AzTAP employs, and will continue to employ, a diverse and stable staff of educated and motivated professionals with technical expertise in the field of AT. Several employees are persons with a disabilities or relative of persons with disabilities. More than 50% of the staff has been with the program longer than five years. With a collective 160 plus years of AT and disability-related experience among 8 current staff, AzTAP will provide

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Arizonans with access to expertise that addresses AT needs in all areas of life, with particular emphasis on education, employment, community living, information technology (IT) and telecommunications. This is achieved by employing staff with education and experience in the fields of speech language pathology, occupational therapy, physical therapy, computer technology, special/deaf education, law and management. Professional staff positions include Assistive Technology Specialists, Training and Outreach Coordinator, Funding and Policy Specialist and Program Director.

One staff member currently holds an Assistive Technology Practitioner (ATP) credential from the Rehabilitation Engineering and Assistive Technology Society of North America and four hold Certificates in Assistive Technology from Californian State University at Northridge. AzTAP will ensure that the skills of its staff remain current by providing training opportunities throughout the three years covered by this State Plan including participation at national and regional conferences such as *Closing the Gap*, the *Assistive Technology Industry Association Conference* and the *Telecommunications Equipment Distribution Programs Association Annual Conference*.

AzTAP has a **twelve**-year history of established relationships with public and private entities in the state. Specifically, AzTAP staff members participate on state and national boards, advisory councils, workgroups, committees, and commissions that address the needs of Arizonans with disabilities across the life span with agencies that include, but are not limited to: the Arizona Department of Education, the Department of Rehabilitation Services, the Division of Developmental Disabilities, Arizona Aging and Adult Administration, The Arizona Commission for Deaf and Hard of Hearing, the Statewide Independent Living Council, The Arizona Office for Americans with Disabilities, Arizona Health Care Cost Containment Systems (Medicaid), Arizona Government Information Technology Agency.

AzTAP also participates in initiatives with organizations such as the Arizona Bridge To Independent Living, Spinal Cord Injury Association, Arizona Disability Advocacy Coalition, etc., to increase the availability of AT for the consumers they serve. AzTAP will continue these activities, and provide training and technical assistance to the above agencies and other entities within the state. AzTAP also will work with these agencies and others on new and ongoing initiatives in the state to address the AT needs of individuals with disabilities. These initiatives are described in more detail as a part of “Coordination and Collaboration” in attachment 8.

- AzTAP will conduct selected activities via subcontractors throughout the state. This will ensure that programs are available locally to individuals with disabilities through a network of assistive technology regional resource centers. AzTAP has and will enter into subcontracts for both device demonstration centers and short-term loan programs with the following entities:
 - ASSIST! To Independence (Tuba City, AZ on the Navajo Reservation)
 - SMILE Center for Independent Living (Yuma, AZ – Currently limited to the Telecommunications Equipment Distribution Program)
 - Southwest Human Development (Phoenix)

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- Technology Access Center of Tucson (Tucson)

These non-profit organizations are located in different regions of the state and have expertise in various specific areas of disability, which will help to ensure AzTAP can meet the needs of individuals regardless of their type of disability.

- AzTAP will implement an online AT equipment exchange program for reutilization of assistive technology devices.
- AzTAP will continue to expand and improve its AT equipment lending program.
- AzTAP will continue to expand and improve its AT demonstration program.
- AzTAP also will continue to operate and expand both the Alternative Financing Program and the Access to Telework Fund Program described in Attachment 5 of this plan as state financing activities.
- In addition to the Advisory Council described in Attachment 3 of this plan, AzTAP will ensure that its program is consumer responsive by seeking direct feedback from those who access the program, either through on-site interviews with participants or follow-up surveys. Additionally, AzTAP will utilize consumer focus groups to seek specific guidance on many of its programs and services.

2.1B Identification and Description of the Lead Agency if an Implementing Entity is Designated

NOT APPLICABLE

- 2.2 Identification and Description of the Implementing Entity – Identify and describe the Implementing Entity referred to in section 4(c)(1)(B) of the AT Act, if such an Implementing Entity is designated by the Governor.

(NOT APPLICABLE)

- 2.3 Show of Good Cause for Change in Lead Agency or Implementing Entity – If the Governor has chosen to change the Lead Agency or, if applicable, Implementing Entity as allowed in section 4(c)(1)(C) of the AT Act, provide an explanation of good cause for this redesignation.

(NOT APPLICABLE)

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Attachment 3: State Advisory Council

3.1 Membership of the Advisory Council - Identify the members of the Advisory Council and each member's designation as an individual with disabilities who uses AT, a family member or guardian of such individual, or a representative of a State agency or other entity.

3.2 Structure and Operation of the Advisory Council – Describe the structure and operations of the Advisory Council.

3.1 Membership of the Advisory Council: The Arizona Assistive Technology Advisory Board (ATAB) is comprised of 53% of persons with disabilities. There are 15 members of the board. Currently there are eight consumer members who use assistive technology serving on the board:

- **TD – Person with a disability**
- **LR – Person with a disability**
- **TS – Person with a disability**
- **MS – Person with a disability**
- **MB – Person with a disability**
- **DH – Person with a disability**
- **PA – Person with a disability**
- **MS – Person with a disability**

ATAB members include the following agency representatives:

- **SL – Vocational Rehabilitation**
- **SC – Independent Living Center**
- **FC – Arizona Department of Education**
- **LC – Arizona Division of Developmental Disabilities,**
- **MB - Assistive Technology Vendor Representative.**
- **NF – AT Advocate, Arizona Center for Disability Law.**
- **JF – Workforce Investment Board**

Other individuals – as consumers or on behalf of organizations – may participate in ATAB meetings as observers or serve on committees to provide additional expertise and feedback, but will not be voting members of the advisory board.

3.2 Structure and Operation of the Advisory Council

Members of ATAB may become part of the council in two ways: agency representatives are appointed by their respective agencies, while consumer representatives are volunteers solicited through networks of disability organizations and councils throughout the state. All members are expected to serve a two-year term.

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ATAB will be led by a chairperson who has been elected by a majority of members of the council. A similarly elected vice-chair will serve in the absence of the chairperson. ATAB will determine the need for subcommittees on a case-by-case basis and the chairperson will select board members for any proposed subcommittees. At the chairperson's discretion, council decisions (non binding recommendations as this is an advisory rather than governing council) will occur through consensus or by member vote. AzTAP's previous Advisory Council functioned under operating procedures similar to bylaws, and ATAB plans to adopt those operating procedures while making any necessary modifications.

The AzTAP will meet in-person three times per year in Phoenix, AZ, although members are welcome to participate through teleconferencing. AzTAP staff will make the meeting room arrangements, develop materials for information packets for members, and ensure site and material accessibility. The chairperson of ATAB and AzTAP's director will jointly set the agenda for ATAB meetings to ensure that council members are informed about state AT issues. Meetings may feature presentations and guest speakers who will be selected based on the input of council members. Staff of AzTAP will update the ATAB on the activities of the program, share recent data with the ATAB, and present any planned initiatives so the ATAB members can provide input. The chairperson will facilitate discussion throughout the meeting to gain feedback and provide guidance in program planning and evaluation activities and procedures. Minutes of the meeting will be recorded by staff.

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Attachment 4: Measurable Goals

AzTAP will establish a baseline for each of the goals 4.1 through 4.7 during Year *Two*, and will submit after Year *Two* an amendment identifying the long term goal and short-term goals set to improve upon this baseline during Year *Three* of the State Plan. This baseline will be established by using a data collection instrument and procedures to be determined by RSA after the State Plan process has been completed.

4.1 Goal for Improving Access to AT in Education

- Long-term goal:
 - Short-term goal for Year 3:
 - Short-term goal for Year 2: **Establish baseline of the percent of appropriate targeted individuals and entities who accessed device demonstration programs and/or device loan programs and made a decision about an AT device or service for educational purposes as a result of the assistance they received.**
 - Short-term goal for Year 1: **N/A Data Collection not yet established**

4.2 Goal for Improving Access to AT in Employment

- Long-term goal:
 - Short-term goal for Year 3:
 - Short-term goal for Year 2: **Establish baseline of the percent of appropriate targeted individuals and entities who accessed device demonstration programs and/or device loan programs and made a decision about an AT device or service for employment purposes as a result of the assistance they received.**
 -
 - Short-term goal for Year 1: **N/A Data Collection not yet established**
 -

4.3 Goal for Improving Access to AT in Community Living

- Long-term goal:
 - Short-term goal for Year 3:
 - Short-term goal for Year 2: **Establish baseline of the percent of appropriate targeted individuals and entities who accessed device demonstration programs and/or device loan programs and made a**

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decision about an AT device or service for community living as a result of the assistance they received.

- Short-term goal for Year 1: **N/A Data Collection not yet established**

4.4 Goal for Improving Access to IT and Telecommunications

Long-term goal

- Short-term goal for Year 3:
- Short-term goal for Year 2: **Establish baseline of the percent of appropriate targeted individuals and entities who accessed device demonstration programs and/or device loan programs and made a decision about an AT device or service that meets an IT/telecommunications need as a result of the assistance they received**
- Short-term goal for Year 1: **N/A Data Collection not yet established .**

4.5 Goal for Improving Acquisition of AT in Education

- Long-term goal:
 - Short-term goal for Year 3:
 - Short-term goal for Year 2: **Establish baseline of the percentage of appropriate targeted individuals and entities who obtained devices or services from State financing activities or reutilization programs for educational purposes who would not have obtained the AT device or service**
 - Short-term goal for Year 1: **N/A Data Collection not yet established .**

4.6 Goal for Improving Acquisition of AT in Employment

- Long-term goal:
 - Short-term goal for Year 3:
 - Short-term goal for Year 2: **Establish baseline of the percentage of appropriate targeted individuals and entities who obtained devices or services from State financing activities or reutilization programs for employment purposes who would not have obtained the AT device or service.**

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- Short-term goal for Year 1: **N/A Data Collection not yet established .**

4.7 Goal for Improving Acquisition of AT in Community Living

- Long-term goal:
 - Short-term goal for Year 3
 - Short-term goal for Year 2: **Establish baseline of the percentage of appropriate targeted individuals and entities who obtained devices or services from State financing activities or reutilization programs for community living purposes who would not have obtained the AT device or service.**
 - Short-term goal for Year 1: **N/A Data Collection not yet established**

4.8 Additional Measurable Goals -- If applicable, describe any measurable goals that the State has set in addition to the goals established in items 4.1 through 4.7 for addressing the assistive technology needs of individuals with disabilities in the State related to education, employment, community living, and telecommunications and information technology. **NOT APPLICABLE**

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Attachment 5: State-level Activities

5.1 State Financing Activities – Describe how the State will implement State financing activities as described in section 4(e)(2)(A) of the AT Act.

AzTAP directly operates two state financing activities (Alternative Financing and Access to Telework Programs) and will continue to do so as part of the State Plan for AT. The Alternative Financing Program is called Arizona Loans for Assistive Technology (AzLAT). AzLAT's mission is to provide affordable financial loans to persons with disabilities for the purchase of assistive technology devices and services.

AzLAT is a consumer responsive, statewide alternative financing program created to make affordable loans available to persons with disabilities for the purchase of assistive technology devices. AzLAT operates as a loan guarantee program: loans made to qualified borrowers by the bank are guaranteed by AzLAT in case of borrower default. The program is designed to address the needs of low to middle income persons with disabilities in all regions of the state including underrepresented groups who desire to obtain loans to purchase assistive technology, but would not likely be eligible for traditional bank loans due to credit history or income issues.

The program represents a collaborative partnership consisting of AzTAP, a program of the Institute for Human Development at Northern Arizona University, Arizona MultiBank Community Development Corporation (the lender), the Arizona Community Foundation (the fiscal agent) and the AzLAT Consortium. The Consortium, which functions as the community based organization (CBO), consists of representatives from disability and community-based organizations, private citizens and consumer representatives. The Consortium is responsible for establishing/revising policies and procedures and serves as the review board for loan approvals. More than half of the Consortium members are persons with disabilities or family members of persons with disabilities.

Person with disabilities (or family members or employers on their behalf) who need funding for assistive devices can apply for loans in amounts ranging from \$500 to \$10,000. **Interest rate (set by MultiBank) is calculated by using the prime rate plus 2% points which as of August 1, 2006 equals 10%.** The AzLAT Consortium Review Board reviews loan applications. Individuals who meet the program's criteria, developed in conjunction with Arizona MultiBank, receive loan approval. Arizona MultiBank services the loans and AzLAT, through its Donor Advised Fund at the Arizona Community Foundation, provides the loan guarantee to MultiBank in case of consumer default. MultiBank current requires a 100% guarantee.

Persons desiring a loan from AzLAT must submit a written application – available online or via mail. In order for a person with a disability or someone on their behalf such as a parent, spouse or significant other to be eligible for a loan from AzLAT, the following criteria must be met as part of the application process: (a) current Arizona residency); (b) legal capacity and/or ability to enter into a contractual relationship for a

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loan; (c) demonstrate that the loan will be used to purchase assistive technology for a person with a disability; (d) demonstrate ability - **through sufficient monthly income and credit worthiness** - to repay the loans (**employment is not a requirement if income from other sources is available**); and, (e) have an existing relationship (e.g. **savings or checking account**) with a financial institution or be willing to open an account so that monthly loan payments can be automatically withdrawn in a direct debit from the account.

The AzLAT Consortium Review Board makes loan decisions based on information gathered from the loan application form and credit report. Additional information may be requested from the applicant. During the review process, the Board will take into consideration the following factors: (a) income from all sources; (b) employment; (c) length of time at residence; (d) debt to income ratio (the proportion of money owed out compared to the amount of monthly income); (d) credit history; (e) extenuating/mitigating circumstances related to the above, especially pertaining to health or disability issues; and, (f) loan co-borrowers (as needed). A majority vote of members present is necessary for loan approval or denial. The Consortium meets on a monthly basis **and may meet more frequently on a case by case basis depending on the circumstances of the loan request.**

AzLAT represents an innovative approach to consumer lending individuals with disabilities. The program provides greater flexibility than traditional lending institutions in terms of eligibility criteria and repayment terms. In addition, the program offers the option of unique consumer support mechanisms designed to assist the consumer in completing the loan application; locating sources of technology appropriate to his/her needs and facilitating timely loan payments. Informed consumer choice, avoidance of unnecessary debt and support for consumers to repay their loans in a timely manner are key elements addressed through the consumer support services embedded into the program. These services are provided by the member organizations of the Consumer Support Network and/or the AzLAT Program. Pre-loan support services may consist of one or more of the following:

- Assisting the consumer to properly complete the loan application package. Rationale: some applicants will either not have had any previous experience applying for loans or may not qualify because of improper completion of the application. A properly completed application is the consumer's first step towards obtaining a loan to purchase assistive technology.
- Assisting the consumer to identify other potential funding sources for assistive technology acquisition. Rationale: consumers may be unaware of potential eligibility to obtain assistive technology from other funding streams. Ability to access other funds may reduce or eliminate the consumer's need to take on debt.
- Guidance/recommendations for selection of assistive technology devices. Rationale: assistive technology devices that do not properly match the consumer's needs and expectations are more likely to be abandoned. Informed consumer decision making based demonstrations of the assistive technology,

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assessments and recommendations of assistive technology specialists will help to increase the chances that the consumer is borrowing money for a device or service that will be useful. [For the Telework program, such support will be offered to help the consumer select equipment to achieve Telework employment outcomes.]

- Assistance with the actual procurement process, e.g. identifying and locating vendors. Rationale: While consumers may know the type of device or service needed, they may not know of appropriate vendors and follow up services. Support in this area will help borrowers locate vendors and complete order forms as needed to ensure that they receive the proper equipment and any essential components.
- Guidance on resolving credit report errors. Rationale: It is not unusual for consumer credit reports to contain incorrect information adversely effecting credit approval. Consumers who have support for correcting misinformation will increase their chances for loan approval through AzLAT or more traditional lending sources.
- Referral for Guidance on budgeting and finance management issues. Rationale: Due to high unemployment and underemployment rates, persons with disabilities often do not have sufficient practical experience with budgeting and managing finances.

In keeping with the principles of consumer choice and control and the philosophies of self-determination and independent living, AzLAT does not mandate that the consumer utilize these services, nor are consumers required to exhaust other public, private or personal funding sources before they can apply for an AzLAT loan.

AzLAT has a complex organizational structure with each of its partners responsible for different administrative, financial or operational elements. AzLAT is a program of Northern Arizona University (NAU) and also operates under the umbrella of the Arizona Community Foundation. As the lead agency for the Assistive Technology Act Program in Arizona, NAU served as the pass through for Federal funds under Titles I and III of the AT Act of 1998. NAU, through both of its assistive Technology Act Programs - AzTAP and AzLAT - provides the following: (1) fiscal, administrative and program support for staff and operations; (2) point of entry for loan applications; (3) preparation of loan applications for Board review; (4) maintenance of the AzLAT website; (5) production of program literature; (6) program evaluation; (7) preparation of reports; and, (8) dissemination of results.

Arizona MultiBank, as the lender, provides back office functions with regards to loan applications approved by the Consortium Review Board including (1) preparation of loan documentation; (2) closing on such loan documentation; (3) disbursement of funds for approved loans; (4) provision of monthly statements to Borrowers and direct debiting of Borrower accounts for monthly payment; and, (5) notifying AzLAT upon late payment or loan default. Arizona MultiBank Community Development Corporation, as an Arizona non-profit corporation, is an initiative of the Arizona Bankers Association. Established to operate an investment pool funded on a long-term basis by Arizona lenders, Arizona

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MultiBank is certified by the U.S. Department of the Treasury as a Community Development Financial Institution (“CDFI”). Arizona MultiBank CDC provides financial and technical assistance for the advancement of small business, low and moderate-income housing, non-profit organizations and economic development. Part lender and part intermediary, Arizona MultiBank CDC provides direct financing in the form of debt, debt with equity features and credit enhancements to facilitate conventional financing and to leverage other private and public funds.

The Arizona Community Foundation, a 501 (C) (3) philanthropic organization, organized for the purpose of encouraging and supporting charitable causes and philanthropic activities throughout Arizona is the fiscal agent for management of monies in the AzLAT Donor Advised Fund and is the organization responsible for entering into the legal agreements with Arizona MultiBank for assurances of the loan guarantee and transfer of funds in case of consumer default.

The AzLAT Consortium serves as the decision-making group for AzLAT’s direct services to consumers. Consortium functions are to: (1) establish/review AzLAT bylaws/SOP’s (2) establish, review & revise AzLAT’s lending policies and procedures; (3) review, approve or deny loan applications; (4) approve loan modifications; (4) meet on a monthly basis; (5) support program development activities; (6) participate in program evaluation; and, (7) provide advisors to the loan guarantee fund. Costs related to Consortium activities are and will be supported through the budget of the Arizona Technology Access Program and through in-kind contributions (time) from each Consortium member.

The second state financing program is Arizona Loans for Assistive Technology-Telework (AzLAT-T). AzLAT-T is a consumer responsive program created to increase access to and funding for technology and other equipment, including adaptive equipment so that Arizonans with disabilities can telework from home and other remote sites. Like its sister program AzLAT, AzLAT-T operates as a loan guarantee model, but provides financial support to expand telework opportunities for individuals with disabilities. Telework encompasses work that can be performed effectively from home and/or remote sites away from the office, such as work on the road or at a telework center. Telework applies to individuals with disabilities who are unemployed, underemployed, self-employed or need to maintain employment on a full time or part time basis. AzLAT-T loans are used to purchase a broad range of technology and other equipment, including adaptive or assistive equipment in order for the individual with a disability to have a telework outcome.

AzLAT-T uses the same partners, organizational model and guiding principles as was described above for AzLAT. However, AzLAT requires a separate application and applicants must demonstrate that they will use the loan to purchase assistive technology for telework purposes. If the loan is for home-based self employment purposes, the applicant must submit a business plan.

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During the **three years of this state plan** AzTAP will seek to expand the impact of its state financing activities by:

- a. Revising/expanding its marketing plan to increase consumer and vendor awareness of the programs in order to achieve:
 - Increased number of applications
 - higher percentage of approved loans
- b. Securing additional funding from appropriate federal, state and private resources to increase the loan guarantee fund.
- c. Negotiating with the lender to reduce the percentage of the loan guarantee to more effectively **utilize** the funds on deposit with the Arizona Community Foundation.

5.2 Device Reutilization Program – Describe how the State will implement a device reutilization program as described in section 4(e)(2)(B) of the Act.

During Year 1 of the plan, AzTAP set in motion plans for implementing an online device exchange program – Assistive Technology Equipment Exchange (ATEX) – as its main device reutilization activity. Based on extensive review of similar programs in other states, AzTAP has selected the database and format used by the Delaware AT Act Program. We are currently in the process of contracting with Agora-Net of Delaware to build the database and set up the online site which will be "Version 3" of the AT Exchange Device ReUse System. AzTAP is one of 19 state AT Act Programs that will be using this particular customized system.

It is anticipated that the program will be up and running early on in Year 2. The program will incorporate the following features and conditions:

- An individual or organization who wants to sell or donate an AT device will be able to list the device on the website by completing the online posting. All listings will be reviewed by AzTAP for appropriateness.
- Used AT devices will be listed by category and be accompanied by a brief description of the device including special features and the asking price.
- Individuals or organizations that want to buy devices will be able to access the website and search for devices by category.
- The seller and buyer will negotiate the terms of exchanging the device, including price and shipping, between themselves without any involvement of AzTAP.
- AzTAP will contact the buyer and seller for a follow-up survey.
- AzTAP will not warrant the condition of the device.
- AzTAP will not be financially responsible for the transaction between buyer and seller
- AzTAP will not accept any liability that may result between the transaction of the buyer and the seller.

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- The seller will agree to provide AzTAP with the original price and the sold price of the item and the contact information of the buyer.
- The seller must renew the listing every 90 days or the item will automatically be removed from the list.
- Consumers in any area of Arizona will be able to sell or buy an AT device through ATEX. The program will only be limited by what devices the sellers themselves choose to make available.
- AzTAP will maintain a hard copy listing of items on the exchange for persons who are unable to access the online format. Notice of this option will be posted in AzTAP's newsletter which will be mailed to disability-related agencies/organizations and consumers.

ATEX will help individuals with disabilities obtain AT devices in many ways. First, because the devices are used, sellers usually will offer them at a significantly lower price than new items, making them more affordable to persons with limited incomes. Second, individuals with disabilities do not need to meet eligibility criteria to obtain devices from ATEX as may be the case with public funding sources. Third, ATEX will make available devices that are not covered by other private and public funding. (*This will be dependent on equipment posted by sellers.*) Fourth, some devices made available will no longer be manufactured, so ATEX may become a limited source for these devices. Fifth, individuals with disabilities may get devices sooner through the ATEX compared to waiting for funding from public or private sources.

Over the **three years of this state plan**, AzTAP will work to expand and improve ATEX. Plans for expansion and improvement **during Years 2 and 3 of this state plan** will include:

(1) Working with state agencies and disability organizations on a campaign to encourage individuals with disabilities who have received (and own) AT and durable medical equipment through public or private resources to recycle this equipment through ATEX. This will increase the selection of equipment available through ATEX.

(2) Identifying existing resources for equipment reutilization run by other organizations, and develop a mechanism to coordinate and become a centralized point of contact for this information.

(2a.) AzTAP has initially identified two public agencies that provide AT to their constituent groups – the Division of Developmental Disabilities (augmentative communication devices for Medicaid eligible adults and children with developmental disabilities) and the Arizona Commission for the Deaf and Hard of Hearing (telecommunications equipment for persons who are deaf, hard of hearing, deafblind and/or speech impaired. In both instances, these agencies take back equipment that is no longer useful to the consumer. These unused devices are considered to be state property, and as such, they are retained by the respective agency. AzTAP **has entered** into discussion with both agencies to determine a mechanism for

State: Arizona

placing devices that are serviceable into a reutilization program as long-term loans to consumers unable to obtain devices through other means.

(3) Explore the feasibility of developing a program for vendor refurbished devices to be listed on ATEX .

In Year 2, AzTAP plans to add a link to the Kansas AT Act exchange website (ATmatch.com), so that Arizona consumers will also have an option to search for and buy/sell/ exchange devices available in other states.

During Year 1, AzTAP was approached by the National Cristina Foundation to explore the feasibility of a collaboration to make recycled computers available to consumers in Arizona. We are in the process of completing the application to partner with the National Cristina Foundation and expect to be able to distribute recycled computers during Year 2 and beyond.

5.3 Device Loan Program – Describe how the State will implement a device loan program as described in section 4(e)(2)(C) of the Act.

Beginning in 1998, AzTAP has supported a short-term equipment loan program through its network of assistive technology regional resource centers. As part of this State Plan, AzTAP will continue to support this model via the NAU/IHD Assistive Technology Resource Center on NAU's Flagstaff campus and through continued partnerships with three other non-profit centers: ASSIST To Independence, Southwest Human Development and the Technology Access Center of Tucson.

In order to enhance and expand the equipment lending program, AzTAP will, over the **three years of this state plan:**

- **Complete the reconfiguration of its Phoenix office space and significantly increase its inventory of assistive technology devices (begun in Year 1) in preparation for enhanced capacity to loan out equipment emphasizing AT for employment and community living targeted to adults and older individuals. It is expected that equipment lending from AzTAP's Phoenix office will be fully up and running early in Year 2**
- Request an inventory of current equipment at existing centers to determine amount and types of equipment. [Year 1]
- Establish a statewide, centralized equipment loan database available to consumers and professionals. [Years 1 -2]
- Develop and implement a centralized, statewide mechanism for requesting device loans from the AzTAP's regional centers. [Years 1 -2]:

State: Arizona

- Standardize equipment loan policies and procedures among the centers as follows [Years 1-2]:
 - All of AzTAP's partners will accept applications for equipment loans from persons with a disability, family members, advocates, or service providers (e.g. therapist, teacher, rehabilitation counselor). The agreement (subcontract, Interagency Service Agreement (ISA) or Memorandum of Understanding (MOU) with these partners will prohibit them from denying a loan based on the age, race, type of disability, income, or location in the state of the applicant. The only reason a loan would be denied is if the device is not in stock. If the device is currently in stock – meaning one of the partners has the device in its inventory and it is not currently being loaned, the partner will ship that device to any location in the state (if it is possible for the device to be shipped). If the device is not in stock, the requestor will be put on a waiting list; or, if none of the partners has the device in its inventory, the requestor will be referred to the appropriate vendor.

Some devices available for loan may require specialized support for their use, therefore the person requesting the loan will be asked to identify who recommended the device and who will provide support during the loan period. Support persons may include centers for independent living staff, vocational rehabilitation counselors, teachers, OTs, PTs, Home Health staff, etc. The borrower may request a maximum of (*__ to be determined*) devices at any one time. The length of the device loan will be (*__ to be determined*) with a possible extension. The AzTAP partners may charge a rental fee for each item based on a sliding scale. In addition, the borrower will pay for shipping costs. A renter may choose to pick up and return the device from an AzTAP Partner in order to eliminate shipping fees. The partners will exchange devices from one location to another so that an individual can pick up the device at the nearest location. The rental and shipping fees will allow AzTAP to sustain the device loan program and update the equipment as needed.

- Re-evaluate the current system of system of data collection and reporting and revise as necessary [Year 1].
- AzTAP will market the short-term equipment loan program on its fully accessible web site, through ads in its quarterly newsletter, and through flyers distributed to disability-related agencies and organizations. [Year 1, ongoing].
- As described in section 5.2, AzTAP has initially identified two public agencies that provide AT to their constituent groups – the Division of Developmental Disabilities (augmentative communication devices for Medicaid eligible adults and children with developmental disabilities) and the Arizona Commission for the Deaf and Hard of Hearing (telecommunications equipment for persons who are

State: Arizona

deaf, hard of hearing, deafblind and/or speech impaired. In both instances, these agencies take back equipment that is no longer useful to the consumer. These unused devices are retained by the respective agency. AzTAP will enter into discussions with both agencies to determine a mechanism for placing devices that are serviceable into a short-term equipment loan program. [Year 2]

- Explore the feasibility of obtaining additional funding for the short term equipment lending program through as yet untapped public and private sources; for example, pursuing Foundation funding through Meyerson Foundation, Nina Mason Charitable Trust, Virginia Piper Foundation, etc. (Years 2 and 3)
- Research and identify other entities in Arizona that provide short term equipment loans to determine: types of devices and equipment available for loans, who is eligible, loan periods, contact information, establish a mechanism to gather data. Use the AzTAP website to centralize information.

By allowing individuals with disabilities and professionals to borrow AT devices, the AzTAP equipment loan program will offer Arizonans an opportunity to try out a device before they buy and allow more professionals a chance to use devices for assessment and intervention purposes to determine a the best match between consumer needs and device features. It will also meet interim needs of individuals with disabilities whose own devices are being repaired by providing a loaner device.

AzTAP recognizes that this short-term equipment loan program will not have the capacity to conduct the program in a comprehensive manner with regard to type of devices, but expects to expand the type of devices offered over the three-year period of the State Plan. Based on current inventories of the type of devices and quantities offered through the equipment loan program will be initially be limited.

AzTAP's Advisory Council will annually evaluate the comprehensiveness of the program with regard to type of equipment and audiences reached to determine whether the program should be modified. AzTAP will submit an amendment to this State Plan based on the results of the Advisory Council's evaluation at the conclusion of Year 1.

When individuals with disabilities, their families, and professionals do borrow AT devices and try them out in their natural environments, they will learn more about what devices meet their needs or the needs of those they are serving. As a result, this service will help them make informed choices about what device to purchase or whether to purchase a device at all.

AzTAP has entered into an interagency service agreement with the Arizona Department of Education to manage and operate a new statewide, short-term loan library of assistive technology equipment targeted to educational outcomes. Devices will be available to public education agencies and other entities approved by the Arizona Department of Education. The inventory will be maintained on the NAU campus in Flagstaff. Based on the contract language, it is expected (but not

State: Arizona

guaranteed) that this loan program will be in operation during Years 2 and 3 of this plan and beyond.

5.4 Device Demonstration Program – Describe how the State will implement a device demonstration program as described in section 4(e)(2)(D) of the Act.

AzTAP currently supports device demonstration programs through its existing network of four assistive technology regional resource centers – three independent facilities located in Phoenix, Tucson and the Navajo Reservation in Tuba City and the fourth center on the campus of Northern Arizona University in Flagstaff. **These centers place a strong emphasis on assistive technology for children. The Arizona Rehabilitation Services Administration (RSA) also provides funding for assistive technology demonstration centers at the IHD AT Resource Center in Flagstaff**

Given the demonstration centers already in place, AzTAP will focus its efforts over the three years of this state plan on “filling in the gaps” to ensure that device demonstrations are available to all individuals regardless of where they live, their type of disability, or their age. AzTAP will work to support device demonstration centers that focus on the employment and community living needs of adults, including telecommunications and information technology needs. **During Year 1 of this State Plan, AzTAP has been creating a demonstration center within its Phoenix office that will emphasize adult and older assistive technology needs.**

In all of the above plans, AzTAP is open to establishing conveniently located device demonstration centers that individuals can easily reach. It is also working on plans for presenting device demonstrations that are “mobile” and take place in various locations throughout the state in underserved areas. Regardless of how they operate, the demonstration programs will be designed to offer individuals with disabilities, their families, and professionals the opportunity to experience a number of different devices while being guided by experts. Allowing them to compare and contrast different devices will help them to make an informed decision about what device to purchase or whether to purchase a device at all and what additional services are needed to support device use.

State: Arizona

Attachment 6: Comparable Support

6.1 Source and Amount of Support – Identify the State-level activity for which there is comparable support, the source of this support, the amount of the support, and the project year for which this support is being provided.

(NOT APPLICABLE)

6.2 Comparability -- Demonstrate that this support is comparable in terms of funding and that the activities are comparable in terms of scope.

(NOT APPLICABLE)

6.3 Coordination and Collaboration – Describe how the State will coordinate activities and collaborate with the appropriate entity, if the comparable funds are provided to, or the activities are conducted by, an entity other than the Lead Agency or Implementing Entity.

(NOT APPLICABLE)

State: Arizona

Attachment 7: State Flexibility

7.1 Activity – Identify each State-level activity the State is choosing not to carry out.
(NOT APPLICABLE)

7.2 Maintenance of Statewideness and Comprehensiveness – Demonstrate that the Statewide AT Program will continue to be comprehensive without conducting this activity.
(NOT APPLICABLE)

7.3 Achievement of Measurable Goals - Demonstrate that the State can reach its measurable education goals, employment goals, telecommunications and information technology goals, and community living goals without conducting such activities.
(NOT APPLICABLE)

7.4 Coordination and Collaboration – Describe how the Lead Agency or Implementing Entity will coordinate activities and collaborate with entities in the State that do conduct this activity, if the State chooses not to conduct this activity because another entity already conducts it.
(NOT APPLICABLE)

State: Arizona

Attachment 8: State Leadership Activities

8.1 Training and Technical Assistance Activities – Describe how the State will provide training and technical assistance to enhance the knowledge, skills, and competencies of individuals from local settings statewide, including representatives of State and local educational agencies, other State and local agencies, early intervention programs, adult service programs, hospitals and other health care facilities, institutions of higher education and businesses as described in section 4(e)(3)(B)(i) of the AT Act.

Training

Over the **three years of this state plan**, AzTAP will engage in numerous training activities. AzTAP's plan for training is aligned with the four goal areas of this State Plan (e.g., education, employment, community living, and information technology and telecommunications). As a component of Arizona's State Leadership activities (see Attachment 11), all professional project staff will have some training responsibilities.

AzTAP already has developed a number of training initiatives targeted for specific audiences and on specific topics, and anticipates continuing to deliver such trainings upon request. These include:

- Training for Education and Health Care Professionals (special education teachers, speech language pathologists, occupational and physical therapists, etc). A variety of training sessions have been developed for education and healthcare professionals, ranging from providing a basic understanding of AT, to including AT in the classroom, to training on the use of specific devices. The training is developed to include information for a broad array of disabilities and devices.
- Pre-Service Training for Education and Other Service Professionals. IHD/has received approval from the College of Education at NAU to infuse assistive technology course content into required classes for all students majoring in regular and special education. The modules in development by AzTAP staff include information for a broad array of disabilities and devices. **This course integration began in Year 1 and pending funding may continue in Years 2 and 3.**
- Interdisciplinary Certificate in Assistive Technology. NAU/IHD (in partnership with AzTAP staff) now offers a 15 credit graduate level Certificate in Assistive Technology. This program of study is designed to provide in-depth skills and practical competencies in the delivery of assistive technology services for education and related personnel, vocational rehabilitation counselors and others working or interested in disability-related fields. This mostly online certificate concept is based on nationally recognized competencies. Graduates of the program will be prepared to take national certification exams should they choose to do so.

State: Arizona

- Training for Employment Professionals. Through its Establishment Grant with the Arizona Rehabilitation Services Administration AzTAP staff at the IHD AT Center (ATC) in Flagstaff provide Vocational Rehabilitation (VR) counselors with training to increase AT awareness; resources at the local VR offices for AT tools and processes; assistance in conducting AT screenings; and technical assistance to assist clients and counselors to promote successful outcomes in AT implementation. The ATC serves and will continue to serve (based on availability of funding) as a resource for clients and counselors for:
 - Direct service for assistive technology assessment, follow-up for AT set-up and implementation, and ongoing training for AT tools.
 - Client demonstration and trials for various AT tools.
 - Screening of VR clients for possible AT needs
 - AT equipment loans to VR clients/counselors
 - Northern area VR offices (7) have an AT tool kit with 30 common, easy to use AT tools for use by the VR counselors for demonstration and loans to clients.
 - Videotape records of clients using assistive technology, their impressions of AT and the process to get it.
 - Providing technical assistance to clients and counselors for effective implementation of AT tools and services.

- Training for Centers for Independent Living and Area Agencies on Aging AzTAP will continue to train professionals and consumers who are involved with centers for independent living and programs targeted to older adults throughout the state. Training includes basic understanding of AT, the types and range of devices available, device selection guidelines using AT in the community and home, and sources of funding for AT. The training is developed to include information for a broad array of disabilities and devices.

- Emergency Preparedness Training AzTAP will continue to provide training to emergency personnel as part of the Arizona's initiative on emergency preparedness. AzTAP's Training and Outreach Coordinator is an instructor for the Federal Emergency Management Agency's Special Needs Training Program that is provided to emergency related personnel throughout the state through the Arizona Department of Emergency Management.

- **Help America Vote Act Training AzTAP provides Board worker training for Maricopa County Election Office on accommodations at the voting place and accommodations in the voting process.**

- **Microsoft Windows XP and Vista Accessibility Training AzTAP is a Microsoft Accessibility Resource Center and will conduct trainings on the accessibility features of Windows XP and in the future Vista, Microsoft's new operating system.**

State: Arizona

- Assistive Technology Statewide Training Calendar. AzTAP will use the NAU/IHD online calendar to coordinate efforts to establish a statewide calendar of assistive technology training events available to the public.
- AzTAP also will customize training for organizations that request training on specific topics or for specific audiences.
- AzTAP has and will continue to sponsor a collaborative, statewide AT conference every year. This conference will be open to the public and in the past has been attended by a wide range of professionals, parents, and consumers with disabilities. This conference will serve a dual role by providing both public awareness and training, and will be geared to serve the needs of experts and novices alike. At this conference:
 - AT vendors will display and provide information about a wide range of devices to serve the needs of many types of disabilities;
 - Experts (national and local) in areas such as education, recreation, vocational rehabilitation, and community living will provide training sessions on AT issues in their fields; and
 - Keynote speakers will provide updates on important AT practices, policies and legislation.

Technical Assistance

Because AzTAP provides technical assistance to agencies and organizations by request, it is difficult to predict the type of technical assistance that will be provided over the **three years of this state plan**. However, the following are examples of arenas in which AzTAP will provide specific types of technical assistance.

- Emergency Preparedness
The Arizona Technology Access Program through its Outreach and Training Coordinator established and provides technical assistance to the Emergency Preparedness and Disability sub-committee on the Governor's Statewide Council for Independent Living to address accessibility issues related to people with disabilities in all facets of emergency services. Most emergency planning, response, training and mitigation is directly related to assistive technology where disabilities are concerned. The Arizona Technology Access Center's Outreach/Training Coordinator now sits as a permanent member of the State Emergency Operations Center in order to provide technical assistance and expertise.
- Technical Assistance to Vocational Rehabilitation Personnel
Through its Establishment Grant with the Arizona Rehabilitation Services Administration, AzTAP staff at the IHD AT Center (ATC) in Flagstaff provide Vocational Rehabilitation (VR) counselors with training to increase AT awareness; resources at the local VR offices for AT tools and processes;

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- assistance in conducting AT screenings; and technical assistance to assist clients and counselors to promote successful outcomes in AT implementation. The ATC serves and will continue to serve (based on availability of continued funding) as a resource for clients and counselors for:
- Direct service for assistive technology assessment, follow-up for AT set-up and implementation, and ongoing training for AT tools.
 - Client demonstration and trials for various AT tools.
 - Screening of VR clients for possible AT needs
 - AT equipment loans to VR clients/counselors
 - Northern area VR offices (7) have an AT tool kit with 30 common, easy to use AT tools for use by the VR counselors for demonstration and loans to clients.
 - Videotape records of clients using assistive technology, their impressions of AT and the process to get it.
 - Providing technical assistance to clients and counselors for effective implementation of AT tools and services.
- Technical Assistance to Schools on Accessible Information Technology
AzTAP staff has and will continue to work with school districts to implement policies and practices consistent with Section 508 regulations and best practice.
 - Technical Assistance to Arizona State Agencies
AzTAP will provide technical assistance to state agencies for reutilization of AT devices.
 - **Technical Assistance to the Arizona Secretary of State's Office AzTAP in conjunction with several disability organizations provided technical assistance in the selection of accessible voting machines to be used throughout the state in compliance with the Help America Vote Act of 2002. AzTAP will continue to provide technical assistance on an as needed basis.**
 - **Arizona Governor's Council on Developmental Disabilities AzTAP will provide technical assistance to GCDD on assistive technology resources and programs that GCDD grantees may access to improve access to AT in the community for persons with developmental disabilities.**
 - Technical Assistance to the Arizona Department of Education
AzTAP's Funding and Policy Specialist has and will provide technical assistance to the Arizona Department of Education personnel writing the regulations to Implement Arizona's Accessible **Textbook and Instructional Materials**.

AzTAP anticipates providing technical assistance in a similar manner over the **three years of this state plan**.

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Transition

The AT Act requires that AzTAP specifically focus on training and TA around transition. This includes transition for students with disabilities who are leaving high school for employment or post-secondary education and transition for those entering or maintaining community living. In the past, the AzTAP director has been a member of the Interagency Agency Transition Council (since disbanded), played a key role in developing training materials for families on the Student-Led IEP Process (which included information on assistive Technology and AzTAP has been represented at the Department of Education Transition Conference for the last five years either as a presenter, exhibitor or both. To enhance its scope of service for transition, as part of the State Plan, AzTAP will:

- Collaborate with the Program Specialist for Transition and the Assistive Technology Specialist at the Arizona Department of Education, Exceptional Student Services Division and the Transition Specialist at Arizona Rehabilitation Services Administration (Vocational Rehabilitation) to develop and implement a more formal plan for providing collaborative training and technical assistive regarding assistive technology to school personnel, students and families. **A training module is in development for use by Arizona Department of Education program specialists** on transition and assistive technology aimed at providing special educators, vocational rehabilitation counselors, parents, and students involved in transition with the skills and knowledge they need to successfully include AT in all transition planning. Elements of this training also will be infused in the general AT training provided to education professionals and vocational rehabilitation counselors as explained above. **[Years 1 -2]**
- Initiate discussions with the president of the Arizona Postsecondary Access Coalition (AzPAC) - the association of professionals who provide disabilities resource services at Arizona's community colleges and universities - to explore the need for and feasibility of developing materials for statewide use on assistive technology to better prepare students with disabilities who will be attending postsecondary institutions. **[Year 2]**
- Develop a second training module that will be aimed at independent living centers, employees of nursing homes and other supported living environments, family members, and consumers with disabilities to provide them with the skills and knowledge they need to successfully include AT in all transition planning to community living environments. Elements of this training also will be infused in the general AT training provided to centers for independent living as explained above. **[Years -2 -3]**
- Following the development of these modules, in Years 2 – 3, **AzTAP** will identify appropriate ways to provide such training **at no or low cost** in a statewide manner, and begin to deliver such training once venues have been identified. Because development of these training modules and the plan for implementing them is not complete, AzTAP is unable to provide more details about the training.

State: Arizona

AzTAP will submit an amendment to RSA following Year 2 to specify the results of development and its plans for implementation.

8.2 Public Awareness Activities – Describe how the State will provide information to targeted individuals and entities relating to the availability, benefits, appropriateness, and costs of assistive technology devices and assistive technology services as described in section 4(e)(3)(B)(ii) of the AT Act.

Over the **three years of this state plan**, AzTAP will use a multifaceted approach (mailings, Internet, exhibits, presentations, trainings, exhibits at conference and community events and public service announcements) to increase awareness about the benefits of assistive technology devices and services, the types of AT devices and services available, funding for AT devices and services, and policies related to AT. AzTAP will provide the following public awareness activities:

- **Information and Referral.** AzTAP's toll free number (800-477-9921) provides free information and referral services on AT for people of all ages with all disabilities. Family members, services providers and others who work in fields related to disabilities or AT may also use this service. AzTAP program office staff and the staff at AzTAP's network of assistive technology regional resource centers provide information to those who call on the availability, benefits, appropriateness and cost of AT devices and services. In addition, for many callers, AzTAP staff mails AT resource and device information in order for them to make a more informed decision.
- **Newsletter.** The AzTAP newsletter will be developed and disseminated both in hard copy and on AzTAP's website quarterly. Newsletter sections will include current events at AzTAP, highlights of AT products, website resources, training events, and during the Arizona legislative session, an update on disability related legislation.
- **Website:** The AzTAP web site will be updated/revised to provide the following: in-depth information on the four State Level and State Leadership Activities of the AT Act of 1998, as Amended, publications, IT Access resources, AT and disability related legislation, AT resources and links. The web site also will provide an opportunity for individuals to directly contact AzTAP for purposes of feedback, information and referral, link to the Equipment Exchange and downloadable application forms for the state alternative financing program.
- **Publications.** Current training materials and publications that cover AT information will be revised as needed and disseminated for all types of audiences across the life span on a broad array of AT related issues. All publication materials will be provided free of charge on the website and will be made available in alternative format upon request.

State: Arizona

- **Statewide AT Conference.** As mentioned in item 8.1, AzTAP will continue to sponsor an annual, collaborative conference that provides skills development training and public awareness on a broad range of assistive technology topics that address education, employment, community living and telecommunications.

8.3 Coordination and Collaboration – Describe how the State will coordinate activities among public and private entities that are responsible for policies, procedures, or funding for the provision of assistive technology devices and assistive technology services to individuals with disabilities, service providers, and others to improve access to assistive technology devices and assistive technology services as described in section 4(e)(3)(B)(iii) of the AT Act.

Because coordination and collaboration with public and private entities often is based on emerging, new, or changing policies and procedures, it is difficult to anticipate all of the coordination and collaboration activities that AzTAP will undertake over the **three years of this state plan**. In the past, coordination and collaboration involved the proposal of new or changes to current AT policies, providing input on proposed AT policies, and analysis of the impact of current AT policies. AzTAP does this by participating on task forces sponsored by state agencies, by being a member of consumer groups, advocacy groups, and disability networks throughout the state, and through independent efforts.

Currently, AzTAP collaborates and coordinates with:

- Adult Loss of Hearing Association (ALOHA)
- Adult Parkinson's – Phoenix
- ALS Society Tucson & Phoenix
- Alzheimer's Association
- Area Agencies on Aging
- Arizona Disability Advocacy Coalition
- Arizona Disability Law Center
- Arizona Office for Americans with Disabilities
- Arizona Postsecondary Access Coalition
- **Arizona Secretary of State's Office**
- Casa Senior Center – Prescott Valley
- Enhancing Arizona's Parent Network
- Lake Havasu Deaf and Hard of Hearing
- Leticia Foundation (Parents of Disabled Children of Minorities)
- Loop Tucson – (organization promoting induction loops throughout Tucson)
- **Maricopa County Elections Department**
- **Microsoft, Inc.**
- MS Support Group – Kingman
- Self Help for the Hard of Hearing – Phoenix Chapter
- Statewide Independent Living Council
- Stroke Support Group – Phoenix
- The Arizona Bridge to Independent Living
- The Arizona Commission for the Deaf and Hard of Hearing

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- The Arizona Department of Economic Security
 - Arizona Rehabilitation Services Administration (Vocational Rehabilitation)
 - Administration on Aging and Adults
 - Arizona Division of Developmental Disabilities
- The Arizona Department of Education
 - AT Leadership Focus Group
 - Committee on Assistive Technology and Universal Design Curriculum
 - Task Force Implementing Regulations for Accessible **Instructional Materials**
- The Arizona Governor's Council on Developmental Disabilities
- The Arizona Spinal Cord Injury Association
- The Arizona State Bar Committee on Disabled Professionals in the Law Profession
- The Council for Jews with Special Needs
- The Statewide Independent Living Council (full Council)
 - Emergency Preparedness and Disability Sub-Committee
- Tucson Hearing Society
- Yavapai Vision and Hearing Support Groups (there are two separate groups)

AzTAP anticipates coordinating and collaborating on community events, policy development, procedures, etc., during the **three years of this state plan**.

State: Arizona

Attachment 9: Involvement of Public and Private Entities

9.1 Nature and Extent of Resources – Describe the nature and extent of resources that will be committed by public and private collaborators to assist in accomplishing identified goals.

As described in attachment 5:

- AzTAP will work with ASSIST! To Independence, Southwest Human Development, Technology Access Center of Tucson and SMILE Independent Living Center in Yuma (for the Telecommunications Equipment Distribution Program only) to implement its Device Loan and Device Demonstration Programs. Although AzTAP will provide a minimum level of funding, these centers will also provide in-kind contributions such as general administrative oversight, space, office supplies, telephone, printing, postage to support the assistive technology regional resource center concept.
- AzTAP has received and anticipates receiving future grants from the Arizona Governor's Council on Developmental Disabilities and the Statewide Independent Living Council (\$2000 and \$1000 respectively) to support the annual assistive technology summer conference sponsored by AzTAP. This funding allows AzTAP to provide significantly subsidized registration fees for individuals with disabilities and their families who wish to attend the conference. These grants must be renewed every year, and therefore are not guaranteed for the full three years of this State Plan.
- AzTAP anticipates (but is not guaranteed) continued funding from the Arizona Department of Education and the Arizona Rehabilitation Services Administration (approximately \$10,000 and \$44,000 respectively) in support of the above mentioned conference.
- NAU/IHD/AzTAP's Assistive Technology Certificate Program for advanced training in assistive technology for professionals will be supported in part from grants awarded by the David and Minnie Meyerson Foundation in the amount of \$26,000. These monies are in turn, being leveraged to draw down match money from the Arizona Department of Education (\$20,000 and Arizona Rehabilitation Services Administration (\$37,000) for additional program support. The Meyerson Foundation has indicated its intent to provide continued financial support after Year One, based on the Foundation's finances.
- **The Arizona Department of Education provides approximately \$70,000 of funding to AzTAP for operation of their short-term device loan program**
- **The Arizona Commission for the Deaf and Hard of Hearing provides approximately \$190,000 to AzTAP for the operation of the Telecommunication Equipment Distribution Program.**

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9.2 Mechanisms to Ensure Coordination - Describe the mechanisms established to ensure coordination of activities and collaboration between the implementing entity, if any, and the State

NOT APPLICABLE

9.3 Involvement of State Advisory Council - Describe the nature and extent of the involvement of the State Advisory Council in the planning, implementation, and evaluation of the activities carried out through the grant, including setting the measurable goals required in section 4(d)(3).

The Arizona Technology Advisory Board (ATAB) – Arizona’s Advisory Council met twice before the submittal of this plan in order to set general goals and objectives and to provide advice on how activities are to be carried out. The plan for providing device demonstrations and equipment reutilization throughout the state of Arizona (attachment 5) all result from the suggestions of ATAB and other stakeholders involved in planning.

The Council will meet three times a year to evaluate progress toward established goals and to offer suggestions for improvement and change. Measurable goals contained in this plan will be reviewed and evaluated every four months and any adjustments necessary will be made in response to the recommendations guidance of the ATAB.

State: Arizona

Attachment 10: State Support

10.1 State Support for State-level Activities – If applicable, describe how the State will support with State funds any State-level activities described in section 4(e)(2).

AzTAP's **will continue to have a** contract with the Arizona Commission for the Deaf and Hard of Hearing for the Telecommunications Equipment Distribution program **through Year 2 of this plan and will likely continue into Year 3**. Funding through this program supports statewide, regionally based hands-on demonstration of telecommunication and augmentative communication devices. This program also directly supports acquisition of these devices at no cost for consumers who are deaf, hard of hearing, deaf-blind or speech impaired throughout Arizona. However, this funding is available based on the Commission's budget (state appropriation) and is not guaranteed.

State support for device loan activities is being provided to AzTAP through an Interagency Service Agreement (ISA) with the Arizona Department of Education. AzTAP will operate – statewide - the short term assistive technology loan library available to public education agencies, approved private schools and other approved entities.

10.2 State Support for State Leadership Activities - If applicable, describe how the State will support with State funds any State Leadership activities described in section 4(e)(3), if applicable.

Based on past history, it is anticipated – although not guaranteed – that for each year of the State Plan, the Arizona Department of Education will include funds in its budget that will be provided to NAU on behalf of AzTAP. These funds will support public awareness, training and technical assistance activities by covering a portion of the expenses associated with AzTAP's Annual Assistive Technology Summer Institute (statewide assistive technology conference). Such collaboration will allow AzTAP to set reasonable registration fees, thereby making the conference more financially accessible to educators, related service personnel, other professionals and family members of children with disabilities.

It is also anticipated – although not guaranteed – that the Department of Economic Security - Arizona Rehabilitation Services Administration (DES-RSA) will, through extension of its current Interagency Service Agreement with NAU on behalf of AzTAP, continue to provide matching funds in support of the above mentioned conference for the **three years of this state plan**. The conference will serve as a statewide opportunity for RSA personnel (vocational rehabilitation counselors, One-Stop navigators, and consumers etc.) to receive awareness and skills training in assistive technology.

It is also anticipated – although not guaranteed – that the Department of Economic Security - Arizona Rehabilitation Services Administration (DES-RSA) will, through extension of its current Interagency Service Agreement with NAU on behalf of AzTAP, continue to provide matching funds to support training and technical assistance to

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vocational rehabilitation counselors and clients in northern Arizona as part of its Establishment Grant referenced in sections 8.1 and 8.2

Based on Interagency Service Agreements (and availability of funds) with both the Arizona Department of Education and the Arizona Rehabilitation Services Administration, NAU/IHD/AzTAP will receive funds in support of its Assistive Technology Certificate Program for the **three years of this state plan**. These funds will be used to provide instructor stipends, offset the cost of student tuition and purchase course materials. Funds will be used to recruit, train, and provide practicum experiences for educational and vocational rehabilitation professionals or persons with disabilities who are served by RSA, or other rehabilitation-related personnel who desire to pursue advanced training in assistive technology.

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Attachment 11: Allocation and Utilization of Funds*

11.1 Tracking Expenditures – Describe planned procedures for tracking expenditures for activities described in sections 4(e)(2) and (3).

AzTAP, as a program of the Institute of Human Development (IHD) at Northern Arizona University uses the university’s web-based Advantage accounting system to record and track all revenues and expenditures associated with the AT Act program. An elaborate coding system has been developed within Advantage to enable detailed accounting by business object and type of expenditure. Additionally, an internal budget system at IHD tracks expenditures as “State Level” or “State Leadership” by the proposed budget amounts to ensure the required distribution (at least 60% State Level, no more than 40% State Leadership, and at least 5% [of the 40%] for transition) is met at the end of the fiscal year in compliance with the State Plan. It will be the responsibility of the AzTAP Director to monitor expenditures and to work with the IHD Business Manager to make any adjustments if necessary.

11.2 Proposed Budget Allocations – Attach a budget containing proposed allocations for activities described in sections 4(e)(2) and (3).

The following are proposed budget allocations for State Leadership and State Level Activities for Year 1 of the project. These numbers will serve as an estimate only for Year 2 and Year 3 of this State Plan.

Proposed Allocation	Distribution	Total Award Amount	
		<u>Year 1</u>	<u>Year 2</u>
		\$490,577.00	\$510,034.00
State Level	60%	\$267,587.00	\$278,200.00
State Leadership	40%	\$178,392.00	\$185,467.00
<i>Leadership Activities</i>	<i>95% (of 40%)</i>	<i>\$169,472.00</i>	<i>\$176,194.00</i>
<i>Transition</i>	<i>5% (of 40%)</i>	<i>\$8,920.00</i>	<i>\$9,273.00</i>
Indirect Costs	10% (of total direct costs)	\$44,598.00	\$46,367.00
TOTAL		\$490,577.00	\$510,034.00

Within the above budget, AzTAP proposes to apportion funds for specific activities in the following manner. However, these numbers reflect a proposal only, and will serve as an estimate only for **Year 2** of this State Plan.

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<u>State Level Activities</u>	<u>Proposed Allocation</u>	
	Year 1	Year 2
State Financing Activities	\$75,235.00	\$78,244.00
Device Reutilization Program	\$48,369.00	\$50,787.00
Device Loan Program	\$70,922.00	\$73,759.00
Device Demonstration Program	\$73,061.00	\$75,410.00

<u>State Leadership Activities</u>	<u>Proposed Allocation</u>	
	Year 1	Year 2
Training and Tech.Assist Activities	\$54,270.00	\$56,441.00
Transition	\$8,920.00	\$9,273.00
Public Awareness Activities	\$58,682.00	\$61,029.00
Coordination and Collaboration	\$56,520.00	\$58,724.00

**During the year, the personnel listed below may be asked to teach or develop courses and if this amended state plan is approved, will be compensated for the overload from fees generated by the attendees through tuition. No federal funds would be used to pay the overload/supplemental compensation.*

- *CB*
- *RC*
- *EM*
- *JN*
- *JP*
- *JS*