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**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: University of Delaware

Name of Applicable Division and/or Subdivision of Lead Agency: Center for Applied Science and Engineering

Address of Lead Agency: Delaware Assistive Technology Initiative, Room 200, Administration/Research Building, University of Delaware, A.I. duPont Hospital for Children, 1600 Rockland Road, Wilmington, DE 19803

Name and Title of Certifying Representative for Lead Agency: Dr. Richard D. Holsten, Associate Provost for Research

Address for Certifying Representative: Office of the Vice Provost for Research, University of Delaware, 210 Hullihen Hall, Newark, DE 19716

Telephone for Certifying Representative: (302) 831-2383

E-mail for Certifying Representative: rholsten@udel.edu

Name and Title of Program Director: Beth Mineo Mollica, Scientist

Address for Program Director: Room 200, Administration/Research Building, University of Delaware, Alfred I. duPont Hospital for Children, 1600 Rockland Road, Wilmington, DE 19803

Telephone for Program Director: (302) 651-6836

E-mail for Program Director: mineo@asel.udel.edu

Name and Title of Program Contact (if different from Program Director): Not applicable

Address for Program Director: Not applicable

Telephone for Program Director: Not applicable

E-mail for Program Director: Not applicable

Name of Implementing Entity: Not applicable

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Name of Applicable Division and/or Subdivision of Implementing Entity: Not applicable

Address of Implementing Entity: Not applicable

Name and Title of Program Director: Not applicable

Address for Program Director: Not applicable

Telephone for Program Director: Not applicable

E-mail for Program Director: Not applicable

Name and Title of Program Contact (if different from Program Director): Not applicable

Address for Program Director: Not applicable

Telephone for Program Director: Not applicable

E-mail for Program Director: Not applicable

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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 1991, then-Governor Michael Castle designated the University of Delaware as the lead agency for the Statewide AT Program for Delaware. Since that time, the University's Center for Applied Science and Engineering has been directly responsible for conducting and overseeing the activities of the Statewide AT Program, which is called the Delaware Assistive Technology Initiative (DATI). The mission of the DATI is to enable people with disabilities to learn, work, play, and participate in community life more safely and independently with the help of assistive technology (AT). We accomplish this mission by providing information-and-referral both in person and via telephone, email, and our acclaimed website. We offer equipment demonstrations and short-term equipment loans to help consumers become aware of technology options and their suitability for individual needs. We offer a variety of resources to help individuals acquire needed devices and services, including technical assistance from knowledgeable staff, an online Guide to Funding Resources, numerous fact sheets and other publications, two financial loan programs, and an AT exchange program. In addition, we work closely with state agencies and organizations to raise AT awareness, increase AT-related capacity, and improve education, employment, accessible telecommunications and community living through access to AT and accessible products and environments. Over the next three years, and in alignment with the Assistive Technology Act of 1998, as amended, the University of Delaware will continue to serve as the lead agency responsible for the Statewide AT Program, and the DATI will continue its current activities and undertake new ones in order to accomplish its mission.

The DATI is a statewide program, with its administrative office in the state's most densely-populated county, and with an Assistive Technology Resource Center (ATRC) in each of its three counties. The ATRCs are barrier-free, open to the public, and contain large inventories of equipment for demonstration, trial use, and training purposes. We have no eligibility restrictions based on age, type of disability, income level, or location of residence throughout the state. The only eligibility requirement is Delaware residency. All services, with the rare exception of intensive training activities or conferences, are offered at no charge to DATI's constituents. All program sites can be reached using a toll-free number.

The DATI has a long-standing history of responsiveness to its constituents with disabilities relative to accessibility of facilities, information access, information products, and training events. Our proven track record in regard to accommodation ensures that we are sufficiently knowledgeable and capable of meeting the needs of any constituent who might require such accommodations for participation in program

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activities. DATI staff are quite familiar with preparation of materials in alternate formats including audiotape, braille, large print, and disk. We have contractual relationships with established sources that we have relied on for years to assist us in timely preparation of audiotaped and brailled materials. We manage a fully-accessible website, and our training activities offer a full range of accommodations to attendees, including interpreter services (oral, tactile, and traditional ASL), CART reporting, alternate formats, and special meals, and registration/evaluation forms include items related to event accessibility. Our information services are available via phone, fax, TDD, and computer, and facilities are barrier-free. To accommodate inquires from non-native English speakers, we have access to the AT&T Language Line services to provide real-time interpretation in 150 languages, and three program staff are fluent in other languages.

The DATI employs, and will continue to employ, a diverse staff of educated and motivated professionals with technical expertise in the field of AT. With a collective 86 years of AT and disability-related experience among 9 current staff, DATI will provide Delawareans with access to expertise that addresses AT needs in all areas of life. Dr. Mineo Mollica, Program Director, is a speech/language pathologist with over 20 years of experience in AT development, research, and utilization, and has been the DATI director since the program's inception. The Program Coordinator has also been with the DATI since the program's inception. The administrative site also employs an Information and Outreach Coordinator.

Each ATRC is staffed by two full-time individuals, one a highly-qualified AT Specialist with expertise in all technologies housed in the centers, and the other an administrative support person with excellent customer-service, data management, and team-oriented skills. One of the AT Specialists is a rehabilitation engineer who holds the Assistive Technology Provider (ATP) credential from the Rehabilitation Engineering and Assistive Technology Society of North America, one is a biomedical engineer pursuing the ATP credential, and the third has an extensive computing background and has been with the DATI for five years. Our AT Specialists are renowned for their skills in providing training to a broad constituent base and in helping individuals to identify appropriate technology options. As we have done in the past, we will continue to ensure that the skills of the staff remain current by providing them with training opportunities through the three years covered by this state plan.

In Year 1 of the State Plan, the DATI's northernmost ATRC merged with the program's administrative site in a single location in Wilmington. This arrangement allows us to share administrative staff as well as the office infrastructure and other resources. The move has been very positive with regard to visibility, efficiency, and fiscal responsibility.

The diversity of equipment currently in the ATRCs includes computer hardware and software, computer access tools, high- and low-tech sensory aids (including assistive telecommunications technology as well as accessible mainstream telecommunications

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products), augmentative communication devices, aids for daily living, mobility aids, ergonomic products, and tools for enhancing enjoyment of leisure pursuits. This inventory supports the pursuit of education, employment, telecommunication, and community living goals. Although each piece of equipment has a “permanent home” in one particular ATRC, the equipment moves from one location to another frequently to enable our constituents to access the entire inventory from the ATRC closest to their home. Staff are knowledgeable about each of these domains, having conducted awareness activities, training, technical assistance, and consultation relative to education, employment, telecommunication, and community living. The program has also undertaken focused initiatives in each of these areas in recent years.

The DATI has a 15-year history of established relationships with public and private entities in the state. Specifically, DATI staff members participate on boards, advisory councils, workgroups, and committees that address the needs of Delawareans with disabilities across the lifespan with agencies such as: the Delaware Department of Education; the Division of Developmental Disabilities Services; the Division for the Visually Impaired; the Division of Vocational Rehabilitation; the Division of Services for Aging and Adults with Physical Disabilities; Delaware Medicaid; the Birth-to-Three Early Intervention Program; the Developmental Disabilities Council; the State Council for Persons with Disabilities; and the Partners Council for Children with Disabilities. The DATI works with school districts throughout the state on AT-related issues as well. The DATI also participates in initiatives with organizations such as the Arc of Delaware, the Center for Disabilities Studies, Independent Resources, Inc., and AARP to increase the availability of AT for the consumers they serve. DATI will continue these activities, offering training, technical assistance, and other types of support to the above agencies and other entities within the state. Initiatives anticipated to proceed during this three-year State Plan period are described in more detail as a part of “Coordination and Collaboration” in Attachment 8.

In addition to the Advisory Council described in Attachment 3 of this plan, the DATI 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 contacts such as telephone, email, or web-based surveys, event evaluations, and outcome questionnaires. Additionally, the DATI will use occasional consumer focus groups, website/newsletter surveys, and other mechanisms to solicit feedback on targeted initiatives.

#### 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.

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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.

During the three years of this state plan, the DATI Advisory Council will provide consumer-driven, consumer-responsive advice to the Statewide AT Program relative to planning and implementation. The DATI maintains a comprehensive information system that enables data collection relative to inquiries, device demonstrations, device loans, training, technical assistance, and collaboration. At each meeting of the Advisory Council, one aspect of the program (including data) will be highlighted, and data relative to each of the Measurable Objectives described in Attachment 4 will be presented. The Advisory Council endorsed the approach to setting measurable objectives described in this plan, and will be actively involved in determining what data will be tracked and how that will be accomplished.

The DATI Advisory Council has seventeen members. Nine members, 53% of the Advisory Council, are individuals with disabilities who use AT or family members of individuals with disabilities who use AT. The remaining eight members of the Council represent the following state agencies: the Department of Education; the Division of Developmental Disabilities Services; the Division of Aging and Adults with Physical Disabilities; the Division of Social Services (Delaware Medicaid); the Division of Vocational Rehabilitation; the Workforce Investment Board; and the Division for the Visually Impaired. Although several agency representatives have disabilities, they will not be counted in the majority membership of people with disabilities and family members of people with disabilities.

#### **Members of the Advisory Council**

Individuals with Disabilities: Jamie Wolfe, Len Frescoln, Peter Mitchell, Aaron Deede/Ann Phillips, Debbie Briddell Lewis, Elizabeth Schantz, Alice Coleman

Family Members: Kathy Hughes, Joseph Farrell, Patty Cannon

State Agency Representatives: Lisa Marcum, Department of Education; Joseph Keyes, Division of Developmental Disabilities Services; Linda Heller, Division of Aging and Adults with Physical Disabilities; David Michalik, Delaware Medicaid; Griff Campbell, the Division of Vocational Rehabilitation; Gwendolyn Jones, the Workforce Investment Board; Cathy McKelvey, Freedom Center for Independent Living; and Elisha Jenkins, the Division for the Visually Impaired

The members of the Advisory Council are drawn from all of Delaware's counties, representing urban, suburban, and rural areas. The group is also ethnically diverse, with three members who are African-American. Although not counted toward the consumer

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majority, two of the state agency representatives also have disabilities. Members who use AT use a variety of devices, including manual and power wheelchairs and scooters, home modifications, vehicle modifications, hearing technologies, vision technologies, alternate computer access, and adapted tools for activities of daily living.

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

Members of the Advisory Council were recruited to the group in two ways. First, the DATI collaborates so routinely with a number of state agencies that slots were created for eight agencies, rather than the five required agencies. Agency representatives were appointed by their respective agencies, and almost all appointees have a long history of interaction with the State AT Program. Consumer representatives are volunteers who were solicited through networks of disability organizations and councils throughout the state. All members are expected to serve a three-year term that coincides with the length of the DATI's State Plan.

The DATI Advisory Council will be led by Chairperson Peter Mitchell, who was elected to the position by acclaim of the members. Vice-Chair Patty Cannon was elected in a similar manner, and she will serve in the absence of the Chair. The Advisory Council will itself determine the need for sub-committees on a case-by-case basis. The Advisory Council agrees that the majority of its decisions will be made through consensus, although member vote will be utilized when consensus is not reached.

The Advisory Council will meet in-person four times per year, most likely alternating meeting locations between the state capital in Dover and the state's population center in New Castle County. DATI staff will make the meeting room arrangements, develop informational materials for members, and ensure site and material accessibility. The Chair and the DATI Director will together set the agenda for Advisory Council meetings to ensure that council members are informed about state AT issues. Meetings will feature data updates, presentations on new technologies and program activities, presentations from Advisory Council members about activities within their agencies and organizations, and guest speakers at times. Ideas for collaborations and new initiatives will be solicited regularly from the Advisory Council members, and Council members may work individually with staff on particular initiatives. The Chair will facilitate discussion throughout the meeting to gain input and provide guidance in planning program activities. Minutes of the meeting will be recorded by staff, disseminated following each meeting, and formally adopted by the Advisory Council at the next meeting.

## Attachment 4: Measurable Goals

DATI will establish a baseline for each of the goals 4.1 through 4.7 during Year 2, and will submit after Year 2 an amendment identifying the long-term goal and short-term goals set to improve upon this baseline during the final year 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. Short-term goals for Year 2 were endorsed by the DATI Advisory Council at its July 20, 2006 meeting.

The DATI began piloting new data collection procedures in Year 1, revising the format used for collecting outcome data from customers based on their feedback. Revised data collection instruments reflecting the RSA data requirements were introduced to staff in July 2006. Utilization of these revised instruments began immediately.

### 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 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 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 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 established

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#### 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 or telecommunications need as a result of the assistance they received.
  - Short-term goal for Year 1: N/A – data collection not 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 alternative financing activities or the AT Exchange program for educational purposes who would not have obtained the AT device or service.
  - Short-term goal for Year 1: N/A – data collection not 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 alternative financing activities or the AT Exchange program for employment purposes who would not have obtained the AT device or service.
  - Short-term goal for Year 1: N/A – data collection not 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 alternative financing activities or the AT Exchange program 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 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

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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.

Over the three years of this State Plan, the DATI will conduct three state financing activities: 1) an Alternative Financing Program (AFP) known as the Delaware Assistive Technology Loan Program; 2) an Access to Telework Loan Program known as the Delaware Telework Equipment Loan Program; and 3) the Borrow-to-Own Low Vision Devices (BOLD) Program.

**The Delaware Assistive Technology Loan Program (DATLP).** The purpose of this fund is to provide resources for the purchase of AT, home modifications, and vehicle modifications to individuals with disabilities and their families in Delaware. In 2003, this program received a federal award under Title III of the AT Act of 1998 in the amount of \$889,687. The program successfully raised the required state match of \$296,562 in 2004, bringing the total fund capitalization to \$1,186,249.

The Fiscal Agent for the DATLP is the Delaware Division of Vocational Rehabilitation (DVR), and the DATI serves as the Community-based Organization responsible for the management of the program. A year-long contractual relationship finalized in June 2005 provided initial authorization for the DATI to conduct the day-to-day operation of the program, and provided funding for staff salaries, the cost of processing loan applications, and marketing of the program. Conflicting approaches to management of guarantee funds delayed the finalization of the 2006 contractual relationship until June 2006. The DATLP is not yet fully operational, however, as contracts with participating lending partners have not been finalized. DATI's anticipated lending partners include the DEXSTA Federal Credit Union, WSFS Bank, and Wilmington Trust. It is anticipated that these contracts will be finalized by Fall 2006, enabling the program to accept applications at that time. In the interim, we continue to market the program via presentations and print materials in order to assemble a waiting list of potential applicants.

The following is a brief overview of how the program works. An individual with a disability—or a family member or other authorized representative—may be referred to the DATLP by a state agency, a service provider or advocacy organization, or by the staff at one of the DATI Assistive Technology Resource Centers, or the individual may have learned about the DATLP from the DATI website or from marketing materials. The individual or authorized representative contacts the DATLP either with a) a direct inquiry about a loan or b) with a need for assistance in finding funding for AT, vehicle modification, or home modification devices and/or services. In either case, DATLP staff will gather information about the individual, his/her needs, and the other mechanisms pursued (if any) in an attempt to locate funding. If it appears that the individual has selected AT or a provider without full knowledge of his/her options in that regard, the program will offer to counsel the person about their alternatives. Similarly, if the individual is pursuing a loan without full knowledge of other funding alternatives, DATLP staff will provide information about other funding options that may enable the

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person to acquire needed devices and/or services without taking on additional debt. If the individual decides to pursue a loan through the program, an application packet will be provided that includes both a program application and a bank loan application. DATLP staff will provide assistance to the applicant in completing the applications, and will review the applications for completeness prior to their submission to the lending partner. If the lending partner finds the individual to be credit-worthy, it will approve the loan and the transaction between the lender and the borrower will be finalized. If the lending partner is unable to approve the loan because of the borrower's credit status, the DATLP's Loan Review Committee may consider whether to use program resources to guarantee a loan or reduce the interest rate through a subsidy. If the Loan Review Committee approves the commitment of program resources in this manner, the loan transaction between the lender and the borrower will proceed. If the Loan Review Committee determines that the requested loan constitutes too great a risk to program resources, the borrower will be informed that s/he is not eligible for a loan at the present time. In any situations in which applicants' credit status is problematic—either before application is made to the program, or after a loan application has been denied—the program will provide consumer credit counseling to the extent possible or will refer the individual for more in-depth credit counseling and budget management assistance.

The DATLP will enforce the loan policies approved by the Loan Advisory Board and the funding agency, which prohibit the program from denying a loan to an individual based on race, age, type of disability, or type of device needed. An applicant may, however, be denied a loan based on credit history or some financial consideration, other than income, that may limit the applicant's ability to pay the loan back. While the guarantee and interest rate subsidy options will enable some people to qualify for a loan who would not have qualified under the lender's typical policies, there will nonetheless be individuals whose applications are denied because of inability to repay or other credit concerns.

The DATLP will help individuals with disabilities to obtain AT devices, home modifications, and vehicle modifications in several ways. First, the program does not limit eligibility to those of a particular age, part of the state, or with a particular disability or agency affiliation. The program is open to all Delawareans with a disability and to their family members or caregivers if the technology purchased is for the benefit of a Delawarean with a disability. Second, the DATLP provides loans for the whole spectrum of assistive technologies, including many types—such as computers, hearing aids, home modifications, and vehicle modifications—for which few other funding sources exist. Third, the DATLP is consumer-centered, focused on assisting individuals to make informed choices about their selection of devices, providers, and funding options. Fourth, the loan application and approval process will be efficient, meaning that individuals will often receive loans enabling them to purchase AT sooner than if they had waited for funding from other public or private sources. Finally, because the DATLP will guarantee loans or buy down the interest rate, loans will often be provided to individuals who would not have qualified for conventional bank loans.

Over the three years of this State Plan, the DATLP will become fully operational. Modifications to Program implementation will be based on utilization data. Plans include:

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1. Monitoring the utilization of the program to determine who is using it, what kinds of AT they are using it for, and the nature of the most problematic funding gaps in the community.
2. Increasing the utilization of the program through vigorous marketing, including outreach to urban and rural populations, outreach to other organizations likely to provide referrals to the DATLP, outreach to vendors and other members of the business community, and marketing using media resources such as local weekly newspapers and radio.
3. Expanding the capacity of program staff to offer more in-depth consumer credit counseling.
4. Revisiting the policies to ensure that they enable access to the program in the most appropriate manner possible. The Loan Advisory Board may need to reconsider loan minimums and maximums, loan terms for particular types of AT, the manner by which interest rates are determined, or the parameters for determining when loans will be guaranteed.
5. Continuing to negotiate for interest rate and guarantee structures that are favorable both for program customers and the longevity of the program. Steadily-rising interest rates make it imperative that we explore options for making loans as affordable as possible.

**The Delaware Telework Equipment Loan Program (DTELP).** The purpose of this fund is to provide resources for the purchase of AT, home modifications, and other necessary equipment to enable individuals with disabilities to engage in telework. Teleworking helps individuals with disabilities to become employed or stay employed when they face transportation or other barriers to work by allowing them to become self-employed or to work from home or other remote sites away from an office. In 2003, this program received a federal award in the amount of \$431,032, which was matched with a combination of public and private funds in the amount of \$47,893 in 2004, bringing the total fund capitalization to \$478,925.

The DTELP is structured and will operate in the same manner as the DATLP, the alternative financing program. The primary exception to this is that funds cannot be used for all types of AT, only those that enable the individual to engage in telework. Another difference is that funds may be used for equipment that is not considered assistive technology, such as computers, fax machines, and other office equipment, provided that it supports telework. Finally, applicants must meet an additional requirement, specifically the submission of an acceptable business plan. Technical assistance in the development of business plans will not be provided by the DTELP; rather, referral will be made to other entities in the community, such as the Delaware Small Business Development Center Network, the Service Corps of Retired Executives, and the YWCA's Microenterprise Center, which have the capacity for in-depth technical assistance that may be needed by those exploring self-employment options for the first time.

Because the Telework Program will operate so similarly to the AFP, it will ensure that individuals with disabilities can purchase AT they would not be able to obtain in the

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same way that the AFP accomplishes this. However, not all equipment purchased with a telework loan will be AT, so its impact as a state financing activity will be limited.

**The Borrow-to-Own Low Vision Devices (BOLD) Program.** This program was added to the DATI's alternative financing offerings in Spring 2006 as a result of a partnership between the State AT Program and the Tobin Foundation. This local foundation, headquartered in Wilmington, is dedicated to assisting individuals who are blind or visually impaired by providing funding for guide dogs, training, and AT. The group had become frustrated by the barriers to accessing low-cost AT for Delawareans with visual limitations, citing overly restrictive eligibility policies among state agencies serving those in need as the primary obstacle. The BOLD program, which is partially funded by the Tobin Foundation, will make it much easier for Delawareans with visual limitations to acquire needed low-cost visual ATs. Individuals seeking assistance through the program will visit one of the DATI Assistive Technology Resource Centers to learn about the array of products that might meet their needs. They will have the opportunity to try a variety of devices, and then borrow some to determine which are most effective in home, school, employment, or other community settings. If the product they eventually select costs less than \$100, the DATI will arrange for them to receive that item for their personal use free of charge. Tobin funds cover the cost of the devices, and DATI funds support the device demonstration and device loan components that precede the individual's acquisition of technology for personal use.

Program guidelines are as follows:

1. DATI does not require evidence of visual impairment other than self-report (no doctor's statement is required.)
2. Currently, there is no income limit on persons who receive assistive technology through BOLD.
3. Individuals may receive up to \$100 worth of equipment each calendar year. That can be a single item or several items, but the total cost cannot exceed \$100.
4. DATI requires an individual to borrow the equipment before the organization will provide the individual with a device to keep.
5. The recipient of the assistive technology device must be a Delaware resident.
6. BOLD is not a cash grant program. BOLD will *not* make cash awards of \$100 that may be applied toward the purchase price of a more costly device. The program is intended for the purchase of devices with a cost of \$100 or less.

**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.

The DATI currently administers an AT Exchange Program (ATEX), which enables individuals to buy, sell, or give away used AT through “want ads.” This program was established in 1993, at which time it operated through telephone calls to a central number, with a listing of devices available and devices needed published quarterly in *The AT Messenger*, the DATI's newsletter. With the launch of the Program's website in March 2004, the service became automated and much more interactive and efficient. In Year 1 of the State Plan, DATI implemented Version 2 of the ATEX, which introduced a host of

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new features, including the addition of a login requirement to enhance system security and data tracking.

If individuals choose to interact with the ATEEx through the website, they type in the URL ([www.dati.org](http://www.dati.org)) and select the AT Exchange tab. They first encounter a page explaining how the system works, which specifies the following:

1. The ATEEx program is designed to facilitate transactions between Delawareans, and is not for the sale or procurement of equipment by vendors or distributors.
2. The DATI and University of Delaware do not profit from the sale of listed devices.
3. The DATI does not warrant the condition or terms of sale of any device offered for reutilization by an existing owner or borrower under the AT Program. The DATI shall not be liable for any claims, liabilities, damages, losses, costs, expenses (including but not limited to settlements, judgments, court costs and reasonable attorney's fees) fines and penalties, arising out of any actual or alleged injury, loss or damage of any nature whatsoever in connection with the sale or use of any device purchased or sold under the AT Program. It shall be the responsibility of the seller to provide accurate and detailed information about the device's specifications and condition to any buyer. The DATI functions solely as an information-sharing communication channel.
4. DATI reserves the right to edit or refuse listings and/or photographs based on the item description and condition.
5. Listings must be refreshed every 90 days. If the listing has not been updated, it is automatically removed.
6. Contact information is coded for Exchange use only. No personal information is listed. If an item is listed on the Exchange, the first name of the seller and an automatically assigned Item ID number will appear in *The AT Messenger* newsletter.

To move beyond the introductory page, the user must accept the terms listed above. Once into the main ATEEx module, the user is offered four primary choices:

1. To view items available (the user is not able to see the seller's contact information)
2. To view items needed (the user is not able to see the seller's contact information)
3. To login to the ATEEx System
4. Sign up for an ATEEx account

Users may also access a list of *Frequently-asked Questions* that explains how the ATEEx works.

Only users who have an account and who are logged-in to the system are able to see the contact information of individuals who are selling items on the ATEEx. Signing up for an

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ATEX account is simple to do. Visitors are asked to provide DATI with the following information:

1. Name
2. Street address
3. City
4. State
5. Zipcode
6. Phone number
7. Email address (not required)
8. Preferred method of contact (via phone or email)
9. Username
10. Password
11. Confirmation of password

Once a visitor has created an account, logging-in is simple to do as well. The user enters his/her Username and Password. Once logged-in, a user has six primary choices:

1. View items available (contact information is now visible)
2. View items needed (contact information is now visible)
3. Post an item for sale/exchange
4. Post an item needed
5. View account
6. Logout

If a user chooses to look at items available, the user is shown a list of all items that are available. This listing can then be filtered by device category (10 categories) or by how recently the item was posted on the ATEX. Each listing links to a page that includes a more detailed description, a manufacturer name, the condition of the product, the price of the product when new, the asking price, and a photograph (if supplied by the lister). It also specifies the date that the item was posted, the date the item was last modified, age of the intended user, if the lister wishes to limit the availability of the equipment, and the first name and contact information of the lister. Any portion of the website may be printed for the convenience of those without Internet access. The full listing of products available and products needed continues to be published in *The AT Messenger* every quarter, but those lists are not as up-to-date as the information on the website.

When items are submitted to the ATEX via the online module, they are first screened by a staff member for appropriateness and completeness. Once approved, they are automatically uploaded to the site and included in the ATEX. When items are submitted to the ATEX via telephone or other means, a staff member gathers the required information from the caller and assumes responsibility for posting the information on the website. For those participants who do not wish to post their names and/or phone numbers, the staff member overseeing the exchange will list his/her name and phone number and will serve as the intermediary between the exchanging parties. In all cases, the seller and buyer are responsible for negotiating the terms of exchanging the device, including price and shipping, between themselves without the substantive involvement of the DATI.

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A wide range of devices may be listed on the ATEEx, although devices that constitute a hygiene or safety risk are not accepted. Items of a personal medical nature, such as catheters, ventilators, and oxygen equipment, are also not accepted. The DATI advises against selling (and buying) used software. If a lister decides to sell used software through the ATEEx, the DATI advises the lister to comply with the terms outlined in the license agreement that accompanied the software.

Through the 'My Account' section of the ATEEx, a user can tend to any needs regarding his/her listings. On the 'My Account' home page, a user has four options:

1. Edit an item previously posted
2. Remove an item previously posted
3. Edit your profile
4. Change your password

While on the 'My Account' home page, users are also able to see how many items they currently have posted and how many items are awaiting DATI approval before they are listed on the ATEEx. If a user does not have Internet access, they can contact the DATI and a staff member will help them edit or remove a previously posted item and edit their profile as well.

Although the ATEEx is primarily considered a service for Delawareans, the public nature of the program makes it accessible to those beyond Delaware's borders. The system was designed generically making it possible for other states and organizations to adopt the module in its entirety. DATI has offered the source code for the current ATEEx module to other state programs free of charge, and to date approximately seven states have pursued this option.

A workshop was held in Philadelphia on February 27-28, 2006 by The National Assistive Technology Technical Assistance Partnership titled "Enhancing an Existing Web-based System for AT Device Exchange 'Classified' Program." This workshop introduced the DATI's ATEEx system to other state programs and was also used to assess the interest of states in participating in the development of a Version 3 of the ATEEx. This Version 3 would incorporate new features as well as additional reporting standards required by the Rehabilitation Services Administration under the United States Department of Education. To date, 19 states have agreed to participate in the development of Version 3 of the AT Exchange, splitting the cost of development amongst them.

The ATEEx helps individuals with disabilities obtain AT devices in a variety of ways. First, because the devices are used, sellers often offer them for free or at a greatly-reduced price, making them more affordable. Second, individuals with disabilities do not need to meet any eligibility criteria to access the ATEEx. Third, the ATEEx provides a means of procuring many devices that are not covered by other private or public funding sources. Fourth, the ATEEx may be the only viable source for certain products that are no longer manufactured, but are nonetheless desirable. Finally, the ATEEx may enhance the

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efficiency of the device acquisition process, allowing the individual to avoid the delays encountered in the pursuit of other funding sources.

In Years 2 and 3 of the State Plan, DATI will work to expand and improve the AT Exchange. Plans include:

1. The implementation of a feedback capability that will allow program staff to follow-up with beneficiaries of the system to examine satisfaction with the system and device acquisition outcomes.
2. Modification of the web version to enable enhanced product search options including keyword searches, additional filters, and proximity searches.
3. Modification of the website to allow listers to view their ad before it is posted to the website.
4. Modification of the ATEx to include additional intelligence that will allow the system to suggest 'similar items' that are available on the ATEx for a person posting an 'item needed.'
5. Implementation of an automatic notification system that will let a user register to receive an email if an item is posted that matches his/her need.
6. Exploration of collaboration with neighboring states to expand the pool of available devices and the market for devices that are no longer needed.
7. The establishment of a task force in collaboration with Delaware Medicaid to explore mechanisms to effectively reclaim and repurpose equipment purchased by Medicaid when it is no longer needed by the original beneficiaries.
8. The development and implementation of an awareness campaign to increase the utilization of this service, particularly targeted toward discharge planners, home health care providers, and rehabilitation specialists.

With regard to data collection, the DATI intends to participate in the pilot data collection effort for exchange programs. We are grateful for RSA's acknowledgement that data collection for a program such as ours is challenging, and we appreciate having an opportunity to explore what works and what does not.

We explicitly designed our initial system to empower our constituents with information without the need for our interference in the transactions among buyers and sellers. We have made, and will continue in Year 2 to make, modifications to the system that insert us back into the process for the sake of data collection. We have instituted a login procedure for the website so that contact information cannot be accessed without first logging in. As we also circulate a print version of the ATExchange, we have substituted item numbers for contact information, forcing interested parties to go through our office for the contact information. The DATI Advisory Council and staff are concerned that our constituents may find the added security layers and requests for additional information to be so burdensome or intrusive that the new features serve as disincentives to system use. Already, we have found that many constituents are reluctant to tell us what they paid for an item, either initially or during the exchange process (even when we assure them that the information is for our internal purposes only).

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In the first year of the pilot, we will attempt to secure feedback from both buyers and sellers. We intend to use multiple approaches to securing this information, including email, phone, and mail contacts with buyers and sellers, as well as sending feedback forms to a seller at the time of the listing with the request that the form is transferred to the buyer at the time of the exchange. We will analyze utilization patterns, customer feedback, and expenditures to determine whether our current approaches to system management and data collection are both effective and efficient.

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.

For the past 14 years, the DATI has operated a device loan program through its network of Assistive Technology Resource Centers (ATRCs). Over the years, we have added to the equipment inventory available at the ATRCs, resulting in a statewide inventory that includes hundreds of augmentative communication devices, assistive listening devices, technologies for persons who are blind or low vision, aids for daily living, telecommunications products, memory and organizational aids, mobility equipment, computer hardware, software, and peripherals, and computer access tools.

Our borrowers include individuals with disabilities and their families; service providers who want to learn how to use the technology or who wish to try it out in education, employment, and community living settings; and professors, school district AT personnel, and others who intend to use the equipment for the purpose of training consumers, families, or other professionals.

All equipment in the DATI inventory is available statewide. If a consumer's local ATRC does not routinely house a particular device, it can be transferred from another location to enable the device loan in a manner convenient for the consumer. The DATI has an established equipment loan transaction protocol, which includes the execution of a loan document describing the equipment being loaned and detailing the borrower's rights and responsibilities.

The DATI website enables consumers and other potential borrowers to peruse the entire equipment inventory online. Devices are organized into 10 categories, and visitors to the site can search for a product by the product name or the manufacturer name, or they can look at the entire list of products in a particular category. When looking at an entire category, the user will see a list of product names and thumbnail photographs of the products (much like an "ebay" display). Clicking on a particular item will take the user to a more detailed description that includes the retail price, manufacturer contact information, and a link to the manufacturer's website, if available. From each product page, the user also has the option of contacting the ATRC closest to him/her to discuss arrangements for trying out or borrowing that particular device. The source code for the online inventory module has also been offered to other state AT programs at no cost; currently one state has chosen to pursue this opportunity.

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The staff in the ATRCs are very knowledgeable about the products in the DATI inventory. They routinely compare and contrast device features for borrowers to help them narrow their options and select products for trial use that best meet their needs. Our device loan policy enables individuals to borrow up to four devices at one time, with a standard loan period being two weeks, although loans may be extended providing that there are no names on the waiting list and/or that an extension will not interfere with an existing reservation. The maximum loan period is four weeks.

Borrowers must be Delaware residents, and borrowed equipment must remain in Delaware during the period of the loan. Other conditions of the loan, to which the borrower agrees in the loan documentation, include that:

- The loaned equipment remains the property of the DATI and must be returned promptly to the ATRC in the condition in which it was borrowed.
- The borrowed equipment must be used in a careful and responsible manner. It must be protected from damage or loss while in the borrower's custody. The borrower shall use the loaned property only in accordance with the directions of the manufacturer. In the event of any failure, damage, or loss, the borrower will notify DATI/ATRC immediately, take all steps to avoid further loss, and comply with ATRC instructions regarding repair or disposition. If the ATRC staff determines that damage was incurred as the result of negligent use, the borrower may be responsible for the cost of the replacement.
- The borrowed equipment may not be loaned, sold, or otherwise disposed of, or used by other persons than the borrower/intended user(s), without the express written approval of the DATI/ATRC.
- The borrower will notify the ATRC of any change of address.
- Failure to comply with the terms of this agreement may prevent future eligibility for assistive technology equipment loans. The DATI shall not be liable for any claims, liabilities, damages, losses, costs, expenses (including but not limited to settlements, judgments, court costs and reasonable attorney's fees) fines and penalties, arising out of the use of a device borrowed and on loan under the AT Program.

There are several challenges in maintaining a statewide inventory. One is keeping the inventory current so that borrowers can have access to products reflecting the commercial marketplace. This is obviously an expensive undertaking, and AT Act funds are not sufficient to allow us to keep the "latest and greatest" equipment on our shelves. Another challenge relates to damage and loss of equipment. Although we have had very few items disappear over the years, we have encountered difficult situations in which consumers refused to honor the terms of the loan agreement because their need for the technology was so great. Repossession of products in these instances is necessary, but difficult. We refer persons in this situation to the DATI staff with funding and policy expertise to try to locate sources of funding that would enable them to purchase the technology for themselves.

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The DATI equipment loan service helps individuals with disabilities in many ways. First, it enables them to have free, convenient access to equipment for trial use periods. Such experience is invaluable in helping people decide if a specific product truly meets their needs in their typical environments. Second, it strengthens applications for public or private funding for the AT when the applicant can offer data about a product's suitability and compatibility. For example, Delaware Medicaid strongly encourages individuals to avail themselves of trial use periods in the process of acquiring communication devices, often delaying approval until a trial use period has generated definitive evidence that the selected product is appropriate. Third, it enables service providers to conduct more authentic evaluations and device prescriptions because assessments can be conducted with the actual products being considered. Finally, the use of borrowed AT in training for consumers and professionals increases the overall awareness and capacity statewide.

During the three-year State Plan period, the DATI will expand and strengthen its device loan program in the following ways:

1. Public and private resources for inventory expansion will be pursued. The DATI forged a collaborative relationship with the state chapter of the Hearing Loss Association (HLA) in which HLA funds the purchase of new assistive listening devices for the DATI inventory, and DATI supports HLA's outreach and education missions through its device demonstration, device loan, awareness, and training activities. In Year 1 of the State Plan, HLA provided \$10,000 for the purchase of assistive listening devices. Inventory enhancements were also accomplished with funds from the Tobin Foundation (\$5,000 for vision technologies), the Delaware Developmental Disabilities Council (\$6,000 for learning technologies supporting UDL implementation), and the Delaware Division of Vocational Rehabilitation (\$6,500 for employment-related technologies). We will continue to implement this successful strategy of forging alliances with organizations and agencies serving a target market, as it enhances both the agencies' and DATI's ability to respond to their respective constituencies.
2. Loan policies and procedures will be revised to enhance efficiency and security. In Year 1, specification were finalized for the conversion of the DATI's inventory management system to a barcode system. Prior to implementation, the organization of the DATI inventory will need to be modified to conform with RSA's proposed equipment classification taxonomy. The barcode inventory management system will become fully operational in Year 2 of this State Plan.
3. Data collection methods will be expanded to enable program staff to follow-up with customers of the equipment loan program to examine satisfaction with the program and the impact of the program on borrowers' decision-making. In Year 1, DATI piloted a new data collection and follow-up protocol based on the data collection requirements in the AT Act of 2004. Protocols developed for each DATI service were used in the ATRCs in Spring and Summer 2006, and additional modifications (primarily of a streamlining nature) were made

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based on the pilot and on the proposed RSA data collection guidelines presented at a national conference in June 2006.

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.

The DATI's device demonstration program operates in conjunction with the device loan program that has been in place at our three Assistive Technology Resource Centers for the past 14 years. All equipment in the inventory is available for demonstration, and our resident AT Specialists are very skilled at helping consumers, family members, and others to recognize the commonalities and differences among similar products. A very typical scenario in our ATRCs is that family members visit, looking for something that can help a loved one be more independent. For example, the adult child of an older woman came to the center saying that her mother's macular degeneration has progressed to a point where the woman could no longer read her recipe books, and it was causing the woman—who prided herself on her gourmet meals—great sadness. The AT Specialist showed the daughter a number of products, ranging from low tech magnifiers to a CCTV. The daughter subsequently borrowed the CCTV for her mother to try at home, and the mother was so delighted with her restored independence that she bought a CCTV and installed it in the kitchen!

In addition to offering device demonstrations for individuals and families, we often host larger groups of students, vocational rehabilitation counselors, and educators in the ATRCs for extended equipment demonstrations. We also frequently pack our large, hardsided rolling cases with a variety of equipment and take it to schools, community organizations, and health care facilities for on-site device demonstrations.

Although our ATRCs are open five days a week during typical business hours and welcome drop-in visitors, we encourage individuals who are seeking device demonstrations to schedule an appointment with the resident AT Specialist in advance for several reasons. First, the AT Specialists are frequently off-site conducting awareness activities, trainings, and technical assistance, and it is prudent for visitors to claim some time in which they will have the AT Specialist's undivided attention. Second, if the visitor is seeking demonstrations of a wide range of devices, some of which may be located in other ATRCs or are out on loan, a scheduled appointment gives the staff sufficient time to collect all of the products at a single site. Third, while the operation of many of the devices in the centers is self-explanatory, other products—such as access hardware and software, communication devices, and many high-tech vision and hearing devices—require guidance in their configuration and operation.

The DATI equipment demonstration service helps individuals with disabilities in several ways. First, it helps them become aware of the wide range of technologies that address particular needs. Second, it helps them become knowledgeable about the features of each device, allowing them to compare and contrast similar products. Third, sometimes it helps them recognize that a device they thought would be perfect for their needs falls

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short of their expectations. Finally, it prepares them for a device loan by acquainting them with the features and operation of products that they intend to borrow for a trial use period.

During the three-year State Plan period, the DATI will strengthen and expand its device demonstration service in the following ways:

1. By continuing to send its AT Specialists to one major AT conference per year, the program ensures that staff will maintain the knowledge and skill needed to a) conduct high-quality device demonstrations and b) offer comprehensive features comparisons to our customers.
2. The expansion of the inventory (as described relative to Section 5.3 above) will enable DATI to conduct demonstrations with products representative of the current AT marketplace. Has any of this expansion taken place? You reference 5.3 above, but the only expansion you speak of is HLA. If that is it, that's fine, but the reader needs to understand what expansion means and what has been accomplished or is planned.

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## 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.

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## 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.

## 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 year period of this State Plan, the DATI will engage in a number of training activities. DATI already has developed numerous training modules—ranging from one- and two-hour sessions to a training series that spans six full days—for specific audiences and on specific topics. We anticipate continuing to develop and deliver such trainings, both as isolated contributions to conferences and as a part of extended collaborations with state agencies, provider organizations, and advocacy groups.

Examples of these include:

- Training for educators. DATI has provided leadership in introducing the concepts of Universal Design for Learning to the state. Contracted by the Delaware Department of Education to provide training and technical assistance in this area for the past three years, the DATI has hosted conference sessions and trainings (ranging from a few hours to multiple days) for groups of educators at the DATI ATRCs, at school sites, and at large conference facilities. In May 2006, the DATI offered a full-day course at the state’s Inclusion Conference, the largest gathering of this type for special educators, families, and administrators held each year in Delaware. In August 2006, the DATI will offer a full-day training on access to text at a statewide Literacy Conference that will be kicked off by the Governor.
- Training for employment professionals. The DATI recently completed work on a contract from the Delaware Division of Vocational Rehabilitation to provide training and technical assistance to all of VR’s offices statewide. This effort involved the delivery of two half-day training modules about technologies that support employment, with the focus on computer access, ergonomics, and equipment for learning, seeing, hearing, and communicating. Subsequently, DATI staff provided consultation to VR personnel regarding workplace design and identification of appropriate AT. We are currently awaiting notification from the Delaware Developmental Disabilities Council regarding a proposal to expand this training and implement it with public sector employers in the largest of Delaware’s three counties.
- Preservice and inservice training for human service professionals through institutions of higher education. The DATI collaborates with several colleges and universities throughout the state on the delivery of AT training to students pursuing or enhancing careers in education, nursing, early childhood, engineering, occupational therapy, and vocational counseling. Among the institutions of higher education with which we collaborate are the University

of Delaware, Delaware State University, Wilmington College, Wesley College, and Delaware Technical and Community College. DATI staff provide guest lectures on various technologies, policies, and funding mechanisms, and students frequently either visit one of the ATRCs with their entire class or as an out-of-class assignment.

- Training for case managers. The DATI has a long history of collaboration with the Delaware Division of Developmental Disabilities Services (DDDS) that has included initiatives relative to needs assessment, policy development, and training. Recognizing that case managers function as gatekeepers to AT access, an intensive training series was developed for this audience. Twelve half-day training modules cover the full scope of AT as well as AT access policy and funding issues. The series also includes several practicum activities, the most comprehensive of which requires the trainee to select a client, facilitate the completion of an AT Screening, and then pursue resolution of any unmet needs revealed by the screening process. Completion of this training is a requirement for DDDS case managers, and recent courses have also included case managers and other staff from service provider agencies in the community. The series is typically offered at least once each year, with the most recent series concluding in June 2006. It is expected that the training will be offered all three years of the State Plan.

The DATI will also customize training for organizations that request training on specific topics or for specific audiences.

The DATI also functions as a sponsor and organizer for Delaware's two largest annual disability-related conferences. The LIFE Conference, typically held in January, attracts approximately 550 attendees, and features an AT strand that spans the entire day. DATI provides leadership in the selection of the AT topics and speakers (often our own staff). The LIFE Conference also features a large exhibition of products and services, and many AT vendors, as well as the DATI, participate in the exhibition. The Inclusion Conference, which recently moved from the fall to the spring, also features a full-day strand on AT. DATI traditionally selects the presenter(s) and covers the cost. At the most recent Inclusion Conference, the AT strand was presented by DATI staff.

### *Technical Assistance*

Because the DATI provides technical assistance to agencies and organizations by request, it is not possible to anticipate the full range of TA we will provide in the next three years. Technical assistance activities that began in Year 1, and that will continue at least through Year 2, include:

- With support from the Developmental Disabilities Council and the State Department of Education, we are assisting educators to implement principles of Universal Design for Learning in their classrooms. This is different from the training mentioned above, as in the technical assistance component our staff work one-on-one with selected teachers, providing

them in-depth exposure to principles of UDL, and then supporting them, with AT, technical expertise, and instructional expertise, at the school site as they modify their lesson plans to incorporate multiple means of representation, multiple means of expression, and multiple means of engagement. (One of the teachers to whom we provided technical assistance was recently named Teacher of the Year for her district; her teaching demonstration incorporated UDL principles.) The scope of this technical assistance has expanded in the past year to include support to state Department of Education personnel responsible for developing the statewide recommended curriculum. One element of this work is the development of model lessons from the curriculum, which will be offered on the Department website as examples of best practice. Over the past year, DATI staff have provided technical assistance to all curriculum teams (e.g., math, science, language arts, visual and performing arts, etc.), helping them to understand UDL principles and incorporate them into the model lessons.

- We are providing technical assistance regarding accessible voting machines and strategies to the Department of Elections on the request of the State Council for Persons with Disabilities.
- We are assisting the Division of Services for Aging and Adults with Physical Disabilities with the planning of a regional conference for planners. These are individuals who develop community infrastructures nationwide, and we are helping them identify local and national speakers who can address issues of accessibility and universal design in transportation and housing. In addition to being speakers at the conference, DATI will host an exhibit.
- We are also providing technical assistance to the Department of Education and the Division for the Visually Impaired regarding implementation of the NIMAS standard in Delaware schools. We are offering a one-hour presentation to the State Special Education Leadership Group as well as the District Curriculum Directors in September 2006 on the ramifications of NIMAS, and will coordinate the establishment and management of a NIMAS Work Group on behalf of the Delaware Department of Education beginning in October 2006. We anticipate offering assistance in a variety of formats to help educators and education administrators to understand their responsibilities to ensure that the curriculum is accessible to students with print disabilities.

### *Transition*

The AT Act requires that the DATI specifically focus on training and technical assistance related to transition. This includes transitions for students from early intervention to education and from education to employment or post-secondary education, as well as transition for those entering or maintaining community living. In the next three years, it is anticipated that the DATI will address each of these areas.

With regard to transition from early intervention to education, the DATI has been asked to assist the state's Early Intervention System in identifying ways in which principles of Universal Design for Learning can be extended into early childhood environments. One awareness session in this regard has already been conducted, and it is anticipated that the DATI will provide ongoing technical assistance as the state agency attempts to raise awareness of UDL among early childhood providers and assist them in modifying their practices.

Assistance from the DATI was requested by the Division of Vocational Rehabilitation to assist in the transition of students with autism from the public schools into employment training and work settings. The first step in this process will be training for educators, employment specialists, and advocates relative to technologies with potential to support students in organization, completion of work tasks, and communication. It is anticipated that this initial training will be followed by provision of technical assistance for school programs, transition specialists, employment facilitators, and employers.

Finally, the DATI has been very active in supporting the transition of individuals with developmental disabilities from restrictive institutional settings into community placements. Our twelve-module training series for DDDS case managers has a direct impact on this population, as does the technical assistance provided by our staff to residential and habilitation service providers in the community. In Year 1, Technical assistance was provided to the Delaware Developmental Disabilities Council relative to the accessibility of medical facilities; it is likely that an RFP will be issued in Year 2 of this State Plan for a study of health care facility accessibility in Delaware. It is anticipated that both the training and technical assistance supports will continue in the next three years.

**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, the DATI will continue its multifaceted approach to increasing awareness about the benefits of AT devices and services, the types of AT devices and services available, funding for AT devices and services, and policies related to AT. Among the DATI's public awareness activities are:

**Information and Referral.** The toll-free 1-800-870-DATI telephone line, as well as our accessible website, enables Delawareans to access free information and referral services as well as to connect to all program sites. The toll-free number can be used by individuals with disabilities, their families, service providers, businesses, advocates—essentially anyone with an AT-related need, question, or concern. DATI staff provide information to those who call on the availability, benefits, appropriateness, and cost of AT devices and services. Our I&R service routinely

sends follow-up materials to those who have contacted us to provide more detailed information about products or services.

In this State Plan period, we will implement a follow-up procedure to assess the value of our I&R services as well as our customers' satisfaction with the services they received.

**Newsletter.** *The AT Messenger*, DATI's quarterly newsletter, is developed by the DATI's Information and Outreach Coordinator with assistance from the rest of the staff. A free subscription—in either hard copy or electronic format—of the newsletter is provided to any Delawarean who requests one. Currently, there are in excess of 2,500 subscribers. An archive of the newsletters is also available on the website. Regular sections of the newsletter include: profiles of new products; a feature column written by the Disabilities Law Program (our state P&A organization) related to policy and funding; news about new programs, resources, and funding sources in Delaware; updates on federal and state legislation that impact individuals with disabilities; a comprehensive listing of all items on the AT Exchange; and the ever-popular “AT Bargain Basement,” a column devoted to reasonably-priced AT solutions. The newsletter also includes occasional testimonials from AT users and their families about the benefits they derived from AT or about difficulties they encountered in the course of accessing needed AT.

During the three-year State Plan, we will continue to publish the newsletter on a quarterly basis, and will seek to increase the number of subscribers. We will also expand our “bulk mailing” of newsletter bundles to state agencies, state service centers, and other relevant organizations.

**Website.** Our completely redesigned, multifeatured website, which debuted in March 2004, is a key component of our awareness toolkit. The site, which is fully accessible, is arranged in modules devoted to DATI history and information (including locations and directions), funding, equipment demonstration/loan, the AT Exchange, AT Providers, library, news, and events. The Funding module includes the extensive, user-friendly, searchable *Guide to Funding Resources for Assistive Technology in Delaware*, a series of *Funding Fact Sheets*, information about our low-interest loan programs, and a *Frequently-asked Questions* feature. The AT Exchange feature was described previously in Section 5.2. The AT Providers section is an interactive database that enables individuals to search for AT providers relative to a variety of characteristics, including name, provider location, and type of AT needed. Provider listings contain extensive information about the providers, including data about their qualifications, years of experience, third-party payment accepted, and the like. The Library module, which is undergoing expansion, currently includes fact sheets about different categories of AT and a large collection of resource links. The Equipment Demonstration/Loan module, which includes the online inventory and equipment reservation system, was described previously in Section 5.3. The News module offers “breaking news” items as well as an archive of all past issues as well as the current issue of *The AT Messenger*. Finally, the Events module is a calendar tool, available to

the entire disability community in Delaware, that enables agencies and organizations to post news of their upcoming events. This module also contains details of upcoming DATI trainings and downloadable registration materials.

During this three-year State Plan period, we intend to expand most aspects of the website. The Library module will undergo significant enhancement, and a subscription feature will be added to the AT Exchange module to allow visitors to sign up for instant notification when products of special interest are added to the Exchange. The Funding module will be updated routinely as policies and practices evolve, and new providers will be added to the provider database.

**Community Events.** DATI staff routinely participate in community events such as health fairs, senior events, college nights, and other public forums for the exchange of information. In this three year State Plan period, we will expand the number of individuals that we reach through this mechanism by attending more such events, and will increase the visibility of DATI at these events through creative approaches to marketing such as giveaways of low-cost AT and increasing the visibility of our display through the addition of eye-catching signage and interesting table displays.

**Publications.** Training materials and publications that cover AT information have been developed and disseminated for all types of audiences across the life span on a broad array of AT-related issues, such as our *Funding Fact Sheet* and *AT Fact Sheet* series, our brochures explaining various elements of the program (e.g., the AT Exchange), and our very popular booklet *Wood Ramp Design: How to Add a Ramp that Looks Good and Works Too*, which we developed in collaboration with the Center for Universal Design at North Carolina State University. All publication materials will continue to be provided free of charge, be downloadable from the website, and made available in any requested alternate format. During this three-year State Plan period, we will revise and update existing publications and develop new publications as the need arises. In Year 1 of the State Plan, new editions of several brochures (*Selecting and Obtaining Assistive Technology*, the main DATI brochure, the ATExchange brochure, and brochures for the two alternative financing programs) were designed and produced, and all program brochures were translated into Spanish. In addition, a new booklet, titled *Assistive Technology: Devices That Make Life Easier as You Age*, was developed in support of a new outreach initiative (see next paragraph for additional details). These publications were produced using non-AT Act funds.

**Targeted Awareness Presentations.** For many years, the DATI has offered relatively brief presentations (typically 90 minutes or less) designed to acquaint members of the community with the breadth of available AT. These sessions, which we term *AT Overviews*, were at one time considered a part of our training activities. Because they are not designed to develop new competencies among attendees, however, the new federal reporting guidelines require that they be considered Public Awareness activities.

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A new awareness series will be launched in Year 2 of the State Plan. It targets older individuals and the benefits of AT in maintaining independence and productivity. In Year 2 of the State Plan, we will develop the presentation package, which includes a set of slides, a script, and handout materials. Kits of AT for demonstration purposes have already been assembled with funding from non-AT Act sources, and the companion booklet, *Assistive Technology: Devices That Make Life Easier as You Age*, has already been produced in both Spanish and English versions. It is possible that the rollout of this program will occur in conjunction with a multi-state effort funded by the Agrability Program.

**Statewide Conferences.** As mentioned in Section 8.1, the DATI sponsors two conferences each year in conjunction with other agencies and organizations. These events provide both training and public awareness.

**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 is often prompted by the evolving status of laws, policies, procedures, or practices, it is difficult to anticipate all of the ways that the DATI might collaborate and coordinate with other organizations and agencies in the next three years. The DATI's 14-year history is characterized by extensive collaboration and coordination, and many of the program's current initiatives were a direct result of such coordination and collaboration efforts. Current examples include:

- Collaboration with the Division of Developmental Disabilities Services to reinstate coverage for environmental modifications in the state's Medicaid waiver for individuals living in community residences. Advocacy is also underway to extend such coverage to a new waiver that provides support for individuals with developmental disabilities who reside with their families.
- Collaboration with the Delaware Department of Education to ensure that educators understand the process of AT "consideration" (as required by IDEA) in the development of a student's IEP. This work resulted in the development of an additional section for the technical assistance manual that accompanies Delaware's administrative guidelines for special education.
- Collaboration with Delaware Medicaid, the Division of Developmental Disabilities Services, and the Division of Services for Aging and Adults with Physical Disabilities in the design of a research project examining the costs and benefits of access to environmental and vehicular modifications through Medicaid waivers.
- Collaboration with other state AT programs in the Mid-Atlantic region to increase the accessibility of information technology in K-12 and post-secondary educational settings. This is accomplished using a variety of strategies, including

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- training, technical assistance, and awareness activities such as a web accessibility contest for all K-12 schools in the region.
- Collaboration with the State Department of Education, the Division for the Visually Impaired, and other stakeholders to implement the NIMAS provisions of the new Individuals with Disabilities Improvement Act.
  - Collaboration with several State AT Programs on the development and implementation of Version 3 of the AT Exchange.

During this three-year State Plan period, we intend to continue with these collaborations and develop new collaborative and cooperative relationships to address issues related to AT access and enhanced education, employment, and community living opportunities through effective AT use.

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## 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.

DATI secured a grant in the amount of \$10,800 from the Hearing Loss Association (HLA) of Delaware to assist in the expansion of the equipment inventory and to increase awareness of hearing technologies in the community. Another \$10,000 grant from the Tobin Foundation has provided seed funding for the BOLD program (see Section 5.1).

Funding in the approximate amount of \$44,000 was awarded to the DATI for the Universal Design in Learning initiative from the Delaware Department of Education in the first year of the State Plan. Funding at a similar level is expected for the second year of the State Plan as well.

Participation in the Mid-Atlantic Consortium on Accessible Information Technology in Education resulted in programmatic support in the range of \$50,000 in the first year of the State Plan. This funding was provided via a subcontract from the Mid-Atlantic Disability and Business Technical Assistance Center.

As the Community-based Organization responsible for the implementation of the Delaware Assistive Technology Loan Program and the Delaware Telework Equipment Loan Program, the DATI receives programmatic funds annually from the Delaware Division of Vocational Rehabilitation. The annual cost for the combined programs is approximately \$72,000. Capitalization of the loan program funds in the range of \$1.7 million ensures that resources will be available for the administration of these programs throughout the duration of this State Plan.

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 Advisory Council met prior to the submission of this Plan in order to discuss the scope of activities, review the mechanisms and ramifications of the new data collection requirements, provide advice on how activities might be carried out, suggest collaborations beyond those already anticipated, review the budget, and to endorse the overall Plan.

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The Council continues to meet on a quarterly basis to evaluate progress toward established goals and to offer suggestions for improvement and change. Measurable goals addressed in this plan are reviewed and evaluated on a quarterly basis and any adjustments necessary will be made in response to and under the guidance of the Advisory Council.

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## 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).

There are currently no recurring sources of operational funds deriving from state sources in support of State-level Activities. As indicated in Section 9.1, the Division of Vocational Rehabilitation, as the Fiscal Agent for the loan programs, contracts with the DATI as the Community-based Organization, yet the bulk of the resources in the loan capitalization fund are derived from federal sources.

The Advisory Council resolved that pursuit of recurrent state support must be a priority for the program in the coming years.

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.

There are currently no recurring sources of operational funds deriving from state sources in support of State Leadership Activities. As indicated in Section 9.1, the Department of Education and the Developmental Disabilities Council are currently supporting DATI's Universal Design for Learning training and technical assistance initiatives, yet these resources are derived from federal sources.

The Advisory Council resolved that pursuit of recurrent state support must be a priority for the program in the coming years.

## 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).

The University of Delaware system for recording and tracking income and expenditures is tied to the traditional budget categories such as Personnel, Supplies, Equipment, Travel, Rent, Other (e.g., phone, copying, training expenses, etc.), and Indirect Costs. In order to track expenditures in a manner required by the statute, we will implement a PeopleSoft-based internal tracking procedure associated with activities. In this manner, all expenditures in the categories of Supplies, Travel, and the sub-categories under Other will be associated with one of the State-Level Activities or State Leadership Activities.

Our proposed approach relative to Personnel funds is different and quite new for us. Traditionally, staff devoted their time to a variety of activities (device demonstration, device loan, training, etc.), but we did not distinguish among the activities for budget-related purposes, as the funding earmarked for the operation of the Assistive Technology Resource Centers was intended to support all appropriate activities in a holistic manner. We know, for example, that the Assistive Technology Specialists devote the majority of their time to device demonstration, device loan, awareness, training and technical assistance, but we do not know the relative proportions of time spent relative to each activity.

In the first year of this State Plan, we proposed to track staff time by program activity, requiring that staff document the proportion of each work day that is allocated to a particular activity. This was undesirably burdensome for staff, but we could not determine any other mechanism for tracking expenditures as required. We proposed to conduct time tracking for a period of three months and, if the allocation of staff time across activities turned out to be consistent across those months, we would use those data as our standards for time allocation (as long as the distribution of activities remained relatively constant).

This time tracking activity was undertaken in April, May, and June of 2006. Near the conclusion of this period, project staff attended the Baltimore NATTAP meeting. The new definitions for services shared at that meeting rendered much of our time study invalid, as staff had been interpreting such categories as “technical assistance” and “training” using earlier definitions. For example, we have always counted our “AT Overviews” as training, but henceforth we are required to count them as Public Awareness. What we used to consider “technical assistance” is now considered “individual assistance,” which is also in the Public Awareness category. We felt that our time tracking data were inadequate for purposes of State Plan revision.

In preparation for submission of this updated State Plan, staff were asked to estimate their time allocations over the course of a typical week using the new definitions. Those results, combined with the results of an analysis of non-personnel spending, were used to generate the estimates for the budget in Section 11.2. We will conduct another time study

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in Year 2 to validate the personnel allocation estimates used in the Year 2 budget and to guide modifications if necessary.

Of the total grant award of \$358,730 from RSA in Year 2, \$334,556 is considered direct funds. These direct funds have been committed to each of the mandated activities, resulting in 62% of the direct funds (\$206,889) committed to State-level Activities, and 38% of the direct funds (\$127,669) committed to State Leadership Activities. Specifically, 24% of the direct funds are committed to Device Demonstration, 24% to Device Loan, 5% to Alternative Financing, 8% to the AT Exchange, 9% to Training and Technical Assistance (which includes the Transition allocation), 29% to Public Awareness, and 1% to Collaboration & Coordination. It is important to note that this reflects only the effort covered with State AT Program funds. Significant additional funds, particularly in the areas of Alternative Financing, Training, and Technical Assistance, support these activities as well.

It will continue to be the responsibility of the DATI Director to monitor expenditures on a monthly basis, and the responsibility of the DATI Coordinator to collect the data from all staff and translate it into dollar figures.

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

The following is the proposed budget allocation for State Leadership and State-level Activities for Year 2 of the State Plan. The Year 3 budget will be determined at a future date.

Be aware that this budget represents only the allocation of funds deriving from the AT Act of 1998, as amended. Additional resources in the approximate amount of \$275,000 will support the overall operation of the Delaware Assistive Technology Initiative.

Activity	Year 2	Overall %
Demonstration	81,563	62% of direct costs
Device loan	79,758	
AT Exchange	27,718	
Financing	17,850	
Training & TA	27,380	38% of direct costs
*transition	1164	
Awareness	95,647	
Collab/Coord	3,476	
Indirect Cost	24,174	8%
<b>Total</b>	<b>\$358,730</b>	