

MASSACHUSETTS
STATE PLAN FOR ASSISTIVE TECHNOLOGY

10/1/05- 9/30/08

AMENDED
9/06

Submitted by the Massachusetts Rehabilitation Commission
Commissioner Elmer C. Bartels
September 2006

Part I: Attachments
OMB Control Number: 1820-0664
Expiration Date: 12-31-2005

Attachment 1: Basic Information

Name of Lead Agency: Massachusetts Rehabilitation Commission (MRC)

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

Address of Lead Agency:

Administrative Offices
27 Wormwood Street
Boston, MA 02210-1616

Name and Title of Certifying Representative for Lead Agency:

Elmer C. Bartels, Commissioner of MRC

Address for Certifying Representative:

Massachusetts Rehabilitation Commission
27 Wormwood Street
Boston, MA 02110

Telephone for Certifying Representative: 617-204-3600

E-mail for Certifying Representative: Elmer.Bartels@MRC.state.ma.us

Name and Title of Program Director: Karen Langley

Address for Program Director: Massachusetts Rehabilitation Commission

Telephone for Program Director: 617-204-3851 Extension 3623

E-mail for Program Director: Karen.Langley@MRC.state.ma.us

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

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

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.

The Massachusetts Rehabilitation Commission (MRC) has been designated as the Lead Agency and will be responsible for implementing the activities under the State Plan for AT. MRC is the Designated State Unit (DSU) for the provision of vocational rehabilitation and independent living services for individuals with disabilities in the Commonwealth of Massachusetts. (This does not include individuals who are legally blind for whom the Massachusetts Commission for the Blind is the DSU.) Under these programs, MRC has coordinated the delivery of AT and AT services to individuals from a cross-disability population on a statewide basis.

MRC is an agency within the Office for Disabilities and Community Services in the Massachusetts Executive Office of Health and Human Services. The collaborating agencies of the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH), the Massachusetts Commission for the Blind (MCB) and the Massachusetts Department of Mental Retardation (DMR) are also a part of the Office for Disabilities and Community Services.

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

MRC will implement the programs of the State Plan for AT through contracts awarded competitively to providers knowledgeable and experienced with delivering consumer-directed assistive technology related services as mandated by the AT Act. Indeed, over the last two decades MRC has partnered with community-based organizations, state agencies serving individuals with disabilities, and vendors to build a statewide network of AT service providers through MRC AT programs. To carry out this State Plan for AT, MRC will make use of these partnerships and build on the momentum Massachusetts has already achieved with providing consumer-directed, and consumer-responsive AT services statewide to people of all ages and with all types of disabilities.

Some of the organizations MRC has ongoing cooperative partnerships with include the following:

- University of Massachusetts Dartmouth SHARE Foundation (southeast MA)
- CLASS Inc. (northeast MA)
- Carroll Center for the Blind (statewide)
- Worcester Polytechnic Institute Assistive Technology Resource Center (central MA)
- Children's Hospital Communication Enhancement Center (statewide)
- Spaulding Rehabilitation Hospital (greater Boston area and statewide)
- United Cerebral Palsy of Berkshire County (western MA)

- Easter Seals (central MA, southeast MA, and greater Boston area)
- 11 Independent Living Centers (ILCs—throughout the state)

MRC currently coordinates statewide AT services to eligible adults and adolescents in transition through its Vocational Rehabilitation AT programs. The program includes the provision of vehicle modifications, adaptive housing, adaptive computer hardware and software, durable medical equipment, ergonomic assessment, devices for individuals who are deaf (such as TDDs, signalers, etc.), as well as training in the use of these devices to individuals from a cross-disability population. Individuals who are eligible for Title VII Part B of the 1992 reauthorization of the Rehabilitation Act of 1973 are served through MRC's network of eleven ILCs. At the ILCs, priority is given to consumers who are determined to be too severely disabled to benefit from Vocational Rehabilitation Services, and individuals with severe disabilities who are institutionalized, have been institutionalized, or are at risk of becoming institutionalized. These services include the provision of adaptive housing, vehicle modifications and the purchase of a range of assistive technology devices.

In addition, MRC has developed the following AT programs with federal and state funds to provide services and funding options for children, adults and seniors with disabilities. The intent of the following programs is to serve individuals not currently receiving services under Vocational Rehabilitation Services.

The programs are:

Assistive Technology—Independent Living Program (AT-IL Program). AT-IL provides AT evaluations, adaptive equipment and training for income eligible individuals. The program focuses on providing adaptive computer technology, environmental controls, alternative communication access and augmentative communication devices to help an individual with a significant disability to be more independent in the home. MRC contracts for these services through four regional AT providers serving the Western, Southeastern, Northeastern, Central and Greater Boston areas of the state.

Home Modification Loan Program (HMLP). HMLP serves people with disabilities of all ages statewide. HMLP is a state bond program that provides 0% and 3% interest loans to eligible homeowners to make access improvements in order to facilitate independence in the home and access to the community. MRC designed this program in 1999 and was allocated \$10 million over 5 years. A new \$25 million bond was authorized in 2004 for the next 5 years for MRC to administer through a network of 7 regional housing providers statewide.

Massachusetts Assistive Technology Loan Program (MATLP). MATLP is an Alternative Financing Program (AFP) created by a \$1.7 million award granted in October 2003. The State Legislature matched \$565,000 in August 2004 and the statewide program was opened in January 2005. The MATLP serves individuals

with all types of disabilities and of every age with guaranteed loans ranging from \$500 to \$25,000 (see Attachment 5 for more detail).

Through these programs, MRC has a history of providing AT and AT service in the areas of education, employment, community living, IT and telecommunications. The staff of MRC's Rehabilitation Technology Department coordinates the delivery of AT and AT services for the agency. They include:

- A Program Manager who is responsible for all AT programs, state and federally funded, including the MA AT Loan Program (AFP) and the Home Modification Loan Program (HMLP). She will oversee all AT Act programs and has over 27 years experience in the rehabilitation field.
- A Principal Engineer who is responsible for the vehicle modification program as well as ergonomic assessments for client/consumers, staff and other state employees. He has 20 years experience in the rehabilitation and assistive technology field.
- A Rehabilitation Engineer who is responsible for the VR funded adaptive assistance program and IL funded AT program. She has eight years experience in assistive technology and rehabilitation field.
- A Program Coordinator who is responsible for the adaptive housing program, both VR and IL funded. He also assists the manager in technical aspects of the HMLP and has sixteen years experience in the rehabilitation field.
- A part-time Administrative Assistant II who provides support to the department as well as determines eligibility for the MA Specialized Equipment Program. She has seven years experience in the rehabilitation field.

In order to implement the activities required by the AT Act, all staff members will consult and provide technical assistance as needed (in-kind). The Program Manager and Rehabilitation Engineer will also be directly involved in implementing the activities of the State Plan for AT.

In addition to MRC's expertise with carrying out diverse statewide AT programs, MRC has had 20 years of experience involving people with disabilities in the design and implementation of agency programs. Consumer-responsive programs include the Massachusetts Access Housing Registry (a service that matches people who have disabilities and are seeking housing with available accessible units across the state), the HMLP and the MATLP (described above), and the new Community- Based Housing Program (which is currently being designed to serve people with disabilities who are not eligible for the Department of Mental Retardation or the Department of Mental Health, and are institutionalized or at risk of being institutionalized).

MRC is also an active participant in the AT Act Planning Committee, which consists of representatives from the Department of Mental Retardation (DMR), the Massachusetts Commission for the Blind (MCB), the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH), and the Governor's Commission on Mental Retardation. This interagency committee is in charge of steering the State Plan for AT to address the AT needs of all residents of Massachusetts, and to do so in a consumer-responsive way. Indeed, to focus AT Act funds on state programs most needed in the community, MRC administered a "Survey of Assistive Technology Users in Massachusetts" which was released in January 2006 and distributed statewide through email, mailings, notices on the MRC website, word of mouth, at AT expos and trainings. By the June 2006 quarterly AT Advisory meeting, 390 responses had been received. Of the total responses, 239 (61%) were AT users themselves. Overall responses indicated that when choosing what an individual thought was most important from 3 choices (demo centers, device loan programs and reutilization programs), 44% chose AT demo centers as most important, 41% chose AT device loan program as most important and 20% chose an AT reutilization program as the most important. Allocation of program resources were based on these responses. (The survey responses are attached).

This survey will be re-administered in Year Two and three (and updated accordingly) to provide ongoing feedback on and assess the impact and effectiveness of the activities of the Massachusetts AT Act Project. The AT Utilization Survey was designed to assess the demographics of those accessing AT services, their satisfaction with AT services, their unmet AT needs, and a host of other data and issues critical towards gauging the success of the comprehensive State Plan for AT. The results collected in Year One has helped the AT Act Planning Committee and AT Act Advisory Council identify policy and program barriers and provide suggestions for improving and enhancing AT programs. Some preliminary results are listed below:

- 81% of respondents reported familiarity with the Massachusetts AT Financial Loan Program
- 75% of respondents reported that a Device Reutilization Program would benefit them or those they served
- 88% of respondents reported that a Device Loan Program would benefit them or those they served
- 100% of respondents reported that a Device Demonstration Centers would benefit them or those they served.
- 60% of respondents reported that there has not been sufficient ongoing AT conferences and training in Massachusetts.

Massachusetts's strength is its diverse network of AT service providers, an extensive infrastructure of highly-skilled professional organizations, agencies, and vendors that provide services to individuals with disabilities of all kinds statewide. Prior to this State Plan for AT, however, Massachusetts has not had

coordinated statewide initiatives to provide Device Demonstration Centers, Device Reutilization Programs, or Device Loan Programs. Over the next three years, MRC will create a cohesive network of existing efforts in these areas, expand their regional capacity and outreach, and create targeted goals to ensure access to appropriate AT devices by individuals of all ages with all types of disabilities, as well as their families, caretakers, and guardians. MRC will coordinate these initiatives with the state's Alternative Financing Program (the MATLP) and the HMLP to ensure goals are met for increasing access to AT in community living, education, employment, and telecommunications/IT.

In addition, and in response to feedback from the AT Advisory Council and other AT consumers, MRC will study the feasibility of an AT "mini loan" program. The AT Advisory Council has established the need for affordable access to low-cost, low-technology devices. The State Plan for AT will seek to address the need by creating a revolving loan fund by Year Three as an additional offering of the state's existing Massachusetts Assistive Technology Loan Program.

Integral to carrying out the state programs is a comprehensive AT public communications plan. Over the next three years, MRC will create the state's first comprehensive AT web site, toll-free hotline, statewide AT listserv, quarterly AT newsletter, and program of regional AT expositions statewide. Training and technical assistance opportunities will include workshops at regional AT expos, quarterly teleconferences, on-site technical assistance, and Transition Assistance training to interagency transition-planning teams who help people with disabilities successfully transition from school to work and institutions to community living. (See page 9 for an organizational flow chart on the implementation of the State Plan for AT).

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

Not applicable

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

Not applicable

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

When the original grant was awarded in 1990, the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) was designated as Lead Agency.

MCDHH guided the project to completion of its current goals working collegially with its affiliate agencies in the Office for Disabilities and Community Services of the Commonwealth's Executive Office of Health and Human Services. During the past fifteen years, the agencies were able to leverage initial funding of \$394,000 into a variety of state, federally funded AT projects totaling nearly \$30,000,000, a significant majority of which were implemented by MRC (see page 10 for a list of existing state AT programs).

In 2004, the agencies began planning the implementation of the new AT Act. In doing so, they formed an AT Act Planning Committee of five representatives from DMR, MCB, MCDHH, Governor's Commission on Mental Retardation, and MRC. The Committee reviewed AT-related activities in the past few years. The Committee concluded that the interests of the disability community in Massachusetts were best served by having MRC act as the Lead Agency for implementation of the AT Act. MRC has demonstrated the capability and capacity to manage numerous AT programs, including vehicle modification, adaptive housing, adaptive computer and medical equipment programs. In addition and equally important, is the Commission's successful track record managing two finance programs: the Home Modification Loan Program and an AFP Assistive Technology Loan Program (see Attachment 5).

This change will also expand and consolidate administrative resources and expertise in related services while maintaining the full and continued commitment and involvement of MCDHH, MCB, DMR, and Governor's Commission on Mental Retardation in the AT Act Planning Committee and Advisory Council.

Because of MRC's extensive background and exemplary track record in providing AT services, the several agencies within the Office for Disabilities and Community Services—MRC, MCDHH, MCB, and DMR—unanimously requested that the governor designate MRC as the Lead Agency for the State Plan for AT to implement activities required by the AT Act.

Massachusetts Assistive Technology Act Grant

Organizational Chart

The lead & implementing agency identified is the Massachusetts Rehabilitation Commission (MRC). MRC will have responsibility for fiscal administration, liaison with Rehabilitation Services Administration (RSA), quality assurance oversight and for contracting and formal supervision of projects.

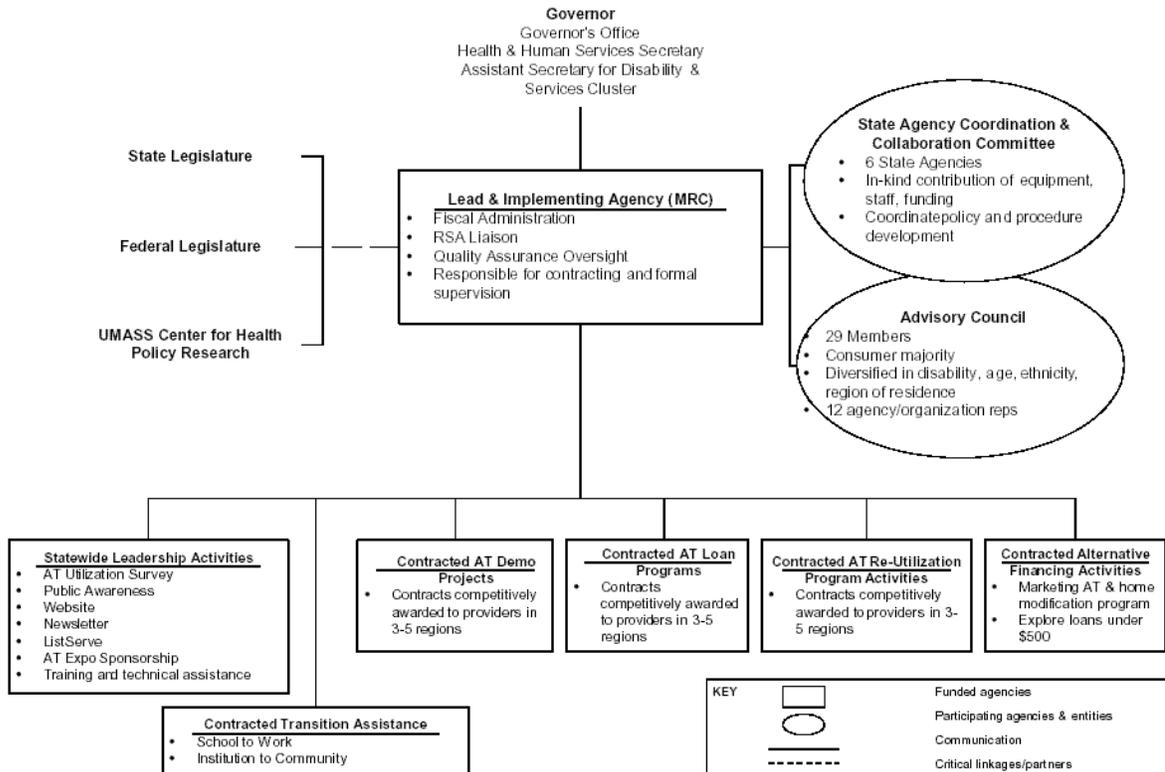
MRC reports directly to the Assistant Secretary for the Disability and Services Cluster within Health and Human Services who in turn reports to the Governor.

MRC will work directly with two groups; the State Agency Coordination and Collaboration Committee and the AT Act Advisory Council. The State Agency Coordination and Collaboration Committee has 6 state agency representatives, provides in-kind contribution of equipment, staff and funding, and coordinates policy and procedures development. The Advisory Council has 23 members, with a consumer majority, is diversified in disability, age, ethnicity and region of residence. It also has 12 agency/organization representatives.

MRC will also have indirect reporting relationships to the State Legislature, Federal Legislature and UMASS Center for Health Policy Research.

MRC has the responsibility for implementing Statewide Leadership Activities and 5 contracted Activities. The Statewide Leadership activities include the AT Utilization survey, public awareness, website, newsletter, list serve, AT Expo sponsorship and training and technical assistance. The contracted AT Demonstration Projects will have contracts competitively awarded to providers in 3-5 regions. The contracted AT Device Loan Programs will have competitively awarded contracts in 3-5 regions. The AT Re-utilization Program Activities will competitively award contracts in 3-5 regions. The Alternative Financing Activities will market AT and home modifications and explore loans under \$500. Transition assistance contracts will be in the area of school to work and institution to community.

Massachusetts Assistive Technology Act Grant



Office for Disabilities and Community Services
Assistive Technology Funding

Massachusetts Commission for the Deaf and Hard of Hearing

AT Act Grant	\$394,786
Assistive Technology Fund	\$40,000
Communication Access, Training and Technological Services	\$191,333
MA Equipment Distribution Program	\$21,783
Total Funding:	\$647,902

Massachusetts Commission for the Blind

ADP Professional Services	\$455,067
Equipment Maintenance	\$9,000
Engineer Individual and Group Consultant	\$122,007
Educational Equipment	\$146,506
ADP Equipment	\$214,437
Aids and Devices	\$129,215
Software	\$145,335
Employee's Salaries	\$138,190
Educational Equipment – Social Services	\$58,176
Aids and Devices – Social Services	\$162,559
Aids and Devices – Multi-handicapped	\$14,667
Modification - IL	\$73,165
Total Funding:	\$1,668,344

Department of Mental Retardation

Department of Education(DOE/DMR) Vehicle Modification Project	\$10,000
DOE/DMR Home Modification Project	\$47,185
DMR Family Support--Vehicle Modification Project	\$26,180
DMR Family Support-- Home Modification Project	\$223,154
Staff and Supplies	\$2,100,000
Total Funding:	\$2,406,519

Massachusetts Rehabilitation Commission

Vehicle Modification Program	\$752,820
Driving Evaluations	\$24,000
Adaptive Assistance Program	\$145,000
Adaptive Housing Program	\$258,035
Ergonomic Assessment	\$3,000
Hearing Aids Program	\$349,492
AT-IL Program	\$798,000
IL Purchase of Service	\$128,431
Home Modification Loan Program	\$25,000,000
MA Specialized Equipment	\$18,000
Massachusetts AT Loan Program	\$2,259,621
Total Funding:	\$29,736,399

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.

On February 11, 2005, the AT Act Planning Committee, which consists of representatives from state agencies of the Office for Disabilities and Community Services DMR, MCB, MCDHH, Governor's Commission on Mental Retardation, and MRC, held a statewide Assistive Technology Forum at which persons with disabilities and stakeholders were invited to assist the implementation of AT Act of 1998 as amended in two ways: 1) by setting goals for the State Plan for AT; and, 2) by participating in the statewide Assistive Technology Advisory Council. It was the joint goal of the interagency AT Planning Committee to invest in a council that would have tangible and substantive input into the goals and the implementation of the State Plan for AT.

How Members of the AT Advisory Council Were Solicited

Approximately 80 people from all corners of the Commonwealth attended the AT Forum. The event was promoted by contacting members of 25 groups that included independent living centers, community groups, seven state agencies, and two institutions of higher education.

Attendees included deaf, hard of hearing, late-deafened and deaf/blind persons; those with physical, cognitive, mental health or visual disabilities; those who use assistive technology for mobility, communications or other aspects of daily life or work; family members, advocates, state agency representatives, special education teachers and service providers.

Members of the Advisory Council were initially solicited from this group. Attendees could volunteer or nominate candidates for participation in the Council.

Composition of the Advisory Council

One outcome of the Forum was the formulation of an Advisory Council that is representative of the diverse disability community in Massachusetts. Since the initial selection of advisory members, a few people have resigned. There are currently 27 members of the Council (2 vacancies). Of the current 27 members of the Council:

- 11, or 41% are individuals with disabilities who use AT
- 3, or 11%, are parents or guardians of disabled individuals who use AT
- 13, or 48% are representatives of state agencies or other entities

Over 52% of the Advisory Council Members are people with disabilities or parents or guardians of disabled individuals.

- 25% individuals age 26-35, 13% ages 36-45, 31% ages 46-55, and 19% ages 56-65
- 63% individuals who are Caucasian and 37% individuals from other ethnic population

In addition to the Council reflecting the diverse interests of disabled individuals using Assistive Technology in Massachusetts, council members come from varied regions within the state. See page 15 for a map of regions from which Advisory Council members are drawn.

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

Meeting Frequency

The Advisory Council will meet quarterly each year and may meet an additional two times if necessary. The Council is guided by a written document, “Massachusetts Assistive Technology Act of 2004 Advisory Council Principles and Operating Procedures” (see Addendum B). This document was created based on input from Council members and compiled by staff from MCDHH. Council members serve three-year terms. They may be re-elected to a second term; however, no members may serve more than two consecutive terms.

How the Council Will Be Led and Organized

The Advisory Council elected Mr. C. Wayne Dore to serve as chairman. Mr. Tom Mercier was elected as vice chairman after Joe Kistner resigned. Council decisions are made either through consensus or by member vote. Minutes of each meeting will be taken and available to the council members and the general public via the MRC Home Page (www.state.ma.us/mrc). Once the AT web site is developed, the minutes will be archived there.

Advisory Council Term Limits

Advisory Council members are nominated and approved for a three-year term. Members may seek re-election to the council at the end of a term; however no members may serve for more than two consecutive terms. After the first three-year period, a phase-in process will facilitate orderly transition of incoming and retiring Council members as follows.

Year 2005 - 2008	All Council members appointed for a 3 year term
Year 2008 - 2011	One third of the members are re-appointed for 3 years
	One third of the members are re-appointed for 2 years
	One third of the members are re-appointed for 1 year

Advisory Council members who are unable to fulfill their responsibilities or complete their term of service may withdraw by submitting a letter of resignation to the Lead Agency. When a member of the Council steps down from participation, a process of outreaching across disability organizations for a new member will be followed.

Attachment 4: Measurable Goals

MRC will establish a baseline for each of the goals 4.1 through 4.7 during Year Two, and will submit after Year Two an amendment identifying the long-term goal and short-term goals set to improve upon this baseline during Years Three and subsequent years of the State Plan. This baseline will be established by using a data collection instrument and procedures to be determined by RSA. In addition, Massachusetts had developed and administered the MA AT Utilization Survey in Year One as a component of the data collection effort. The continue collection and analysis for this survey will provide additional data in measuring the impact and outcome of MA Statewide AT Act Project.

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 by using the RSA determined data collection instrument. MA Statewide AT Act Project will also re- administer the MA AT Utilization Survey.
 - Short-term goal for Year 1: Data collection was not established through instrument determined by RSA. MA AT Utilization Survey was administered. Analysis was completed on Year One survey responses.

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 by using the RSA determined data collection instrument. MA Statewide AT Act Project will also re- administer the MA AT Utilization Survey.
 - Short-term goal for Year 1: Data collection was not established through instrument determined by RSA. MA AT Utilization Survey was administered. Analysis was completed on Year One survey responses.

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 by using the RSA determined data collection instrument. MA Statewide AT Act Project will also re-administer the MA AT Utilization Survey.
 - Short-term goal for Year 1: Data collection was not established through instrument determined by RSA. MA AT Utilization Survey was administered. Analysis was completed on Year One survey responses.

4.4 Goal for Improving Access to IT and Telecommunications

- Long-term goal:
 - Short-term goal for Year 3:
 - Short-term goal for Year 2: Establish baseline of the percent of appropriate targeted individuals and entities who accessed device demonstration programs, and/or device loan programs and made a decision about an AT device or service that meets an IT/telecommunications need as a result of the assistance they received by using the RSA determined data collection instrument. MA Statewide AT Act Project will also re-administer the MA AT Utilization Survey.
 - Short-term goal for Year 1: Data collection was not established through instrument determined by RSA. MA AT Utilization Survey was administered. Analysis was completed on Year One survey responses.

4.5 Goal for Improving Acquisition of AT in Education

- Long-term goal:
 - Short-term goal for Year 3:
 - Short-term goal for Year 2: Establish baseline of the percentage of appropriate targeted individuals and entities who obtained devices or services from State Financing Activities or reutilization programs for educational purposes who could not have obtained the AT device or service as a result of the assistance they received by using the RSA determined data collection instrument. MA Statewide AT Act Project will also re-administer the MA AT Utilization Survey in Year 2.
 - Short-term goal for Year 1: Data collection was not established through instrument determined by RSA. MA AT Utilization Survey was

administered. Analysis was completed on Year One survey responses.

4.6 Goal for Improving Acquisition of AT in Employment

- Long-term goal:
 - Short-term goal for Year 3:
 - Short-term goal for Year 2: Establish baseline of the percentage of appropriate targeted individuals and entities who obtained devices or services from State Financing Activities or reutilization programs for employment purposes who could not have obtained the AT device or service as a result of the assistance they received by using the RSA determined data collection instrument. MA Statewide AT Act Project will also re-administer the MA AT Utilization Survey in Year 2.
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 - Short-term goal for Year 1: Data collection was not established through instrument determined by RSA. MA AT Utilization Survey was administered. Analysis was completed on Year One survey responses.

4.7 Goal for Improving Acquisition of AT in Community Living

- Long-term goal:
 - Short-term goal for Year 3
 - Short-term goal for Year 2: Establish baseline of the percentage of appropriate targeted individuals and entities who obtained devices or services from State Financing Activities or reutilization programs for community living who could not have obtained the AT device or service as a result of the assistance they received by using the RSA determined data collection instrument. MA Statewide AT Act Project will also re-administer the MA AT Utilization Survey in Year 2.
 - Short-term goal for Year 1: Data collection was not established through instrument determined by RSA. MA AT Utilization Survey was administered. Analysis was completed on Year One survey responses.
- **Additional Measurable Goals -- If applicable, describe any measurable goals that the State has set in addition to the goals established in items 4.1 through 4.7 for addressing the assistive technology needs of individuals with disabilities in the State related to education, employment, community living, and telecommunications and information technology.** Not Applicable.

Attachment 5: State-level Activities

The Commonwealth of Massachusetts has elected to implement the following state-level activities: State Financing, a Device Reutilization Program, a Device Loan Program, and a Device Demonstration Program.

MRC will accomplish this by linking and coordinating existing local, regional, and statewide AT services programs in order to provide a range of AT services available to all members of the disability community across the Commonwealth.

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.

Massachusetts has two innovative financing programs to provide low-interest funding resources to help people with disabilities purchase assistive technology. These are the Home Modification Loan Program (HMLP) and the Massachusetts Assistive Technology Loan Program (MATLP—an Alternative Financing Program).

MRC will use AT Act grant funds to obtain and manage the data of these two programs towards establishing and tracking performance measures (i.e. the percentage increases of applicants from targeted individuals). Additionally, funds will be used to coordinate funding activities with Device Demonstration and Device Loan Programs, thereby providing readily available options for people to purchase AT. AT Act funds will also be used to support AT financing program access sites, such as senior service organizations and independent living centers. These sites are currently contracted by Easter Seals of Massachusetts, the community-based organization that operates the MATLP; they provide outreach to communities and assistance to individuals who need help completing loan applications. Furthermore, MRC contracted with Easter Seals to determine the feasibility of setting up a revolving Mini-Loan Program for AT purchases under \$500, and thereby expand the offering of the MATLP by Year Three. The feasibility study is expected to be finalized by 9/30/06 and presented to the advisory committee in October 2006 for their review and consideration. Access sites will additionally provide assistance to applicants completing Mini-Loan applications.

Innovative Financing Programs

MRC currently administers both the HMLP and the MATLP through contracts with community-based organizations. In Year Two and Three of this state plan, MRC will increase the number of targeted individuals applying for these loans by partnering the financing programs with the Device Demonstration and Device Loan Programs that are also a part of this State Plan for AT. Device Demonstration and Device Loan Programs will help ensure that applicants are purchasing equipment appropriate to their needs and reach out to individuals who might benefit from creative financing opportunities to obtain AT. Outreach to

these financing programs will also be improved through promotion on the state AT web site and quarterly hard-copy AT newsletter in Year Two and Three, through workshops and kiosks at regional AT expositions statewide, and through referrals from the statewide hotline during the three years (see attachment 8).

The goal of both the HMPL and MATLP is to reduce the economic barriers associated with the cost of assistive technology. Both loan programs provide a more affordable and less stringent financing option for individuals to purchase AT. The programs demonstrate MRC's commitment to the acquisition goals of the AT Act in the areas of community living, employment, and education; for example, the provision of vehicle modifications can assist a person with a significant disability to go to work, attend a vocational, educational or training program and support living in the community.

What follows are descriptions of how the programs will continue to work:

Home Modification Loan Program

The HMLP is a state-funded bond that provides the loans necessary for elders, adults with disabilities, and families with children with disabilities to make access modifications to their primary, permanent residences. During the three years, eligible homeowners will borrow between \$1,000 and \$25,000 from a revolving-loan fund. An eligible individual will qualify for one of two types of loans, depending on income and household size. The first of these is a 0% deferred payment loan, which does not have to be repaid until the property is sold or has its title transferred. The second is a 3% amortizing loan, which must be paid within 5 to 15 years, depending on the amount of the loan. The program funds will continue to be contracted to Community Economic Development Assistance Corporation (CEDAC), a quasi-public entity that acts as the fiscal agent and subcontracts to seven regional housing providers. MRC will ensure that CEDAC and the regional housing providers maintain policies that do not discriminate based on race, age, type of disability, or kind of modifications needed.

MRC already has several years of experience managing the HMLP; it was originally funded in 1999 at \$10 million for the first five years. Since then, the agency has helped nearly 400 households receive loans to modify their homes. This has included providing lifts, elevators, ramps and enabling kitchen and bathroom modifications. The default rate on these loans has been less than one-fifth of one percent. In fiscal year 2005, the Massachusetts Legislature approved a new \$25 million bond for the next 5 years. MRC projects it will assist up to 1,000 households with funds from this new bond in addition to repaid funds from the previous bond. As already stated, outreach for the program will expand beyond the 7 regional housing providers during the three years to include local community partners and AT Demonstration and Device Loan programs across all regions of the state.

Massachusetts Assistive Technology Loan Program

The Massachusetts Assistive Technology Loan Program is an Alternative Financing Program (AFP) funded jointly by the federal government and the Commonwealth of Massachusetts. In October 2003, MRC received a federal award of \$1.7 million, which the Massachusetts Legislature matched with \$565,000. The program is an interest buy down and loan guarantee program enabling people with disabilities and families to access affordable credit to purchase AT. MRC's MATLP partners include the program administrator, Easter Seals of Massachusetts, and the lending partner, the Sovereign Bank. These partnerships will continue.

The program was formally opened in January of 2005. As of August 1, 2005 the program had made 25 loans, with an approval rate of 74%. Loans have provided AT such as vehicle modifications, adapted computers, computer software, durable medical devices and ramps. Broad ranges of AT and AT services are allowable under the MATLP.

During the three years of the state plan, the program will run as it has since January; eligible individuals can borrow between \$500 and \$25,000 for program-guaranteed loans. In addition, there will be no upper loan amount for loans provided directly by Sovereign Bank without a program guarantee. The rate will be negotiated every 12 months (it is currently 4%). Loan terms will be based on the expected life of the needed item, from 3 years for computers to 7 years for adapted vans. Guaranteed loan terms may be customized to meet an individual's repayment needs.

Throughout the three years, MRC will work with Easter Seals and Sovereign Bank to increase the percentage of applications taken per year from targeted individuals compared to baseline data collected by MATLP. The approval rate is projected to be in the range of 60 to 70%. Individuals seeking home modifications will be referred to the HMLP. Only those who are not eligible under the HMLP may receive adaptive housing under the MATLP.

To ensure that this funding is accessible by the Massachusetts disabilities community, the program administrator, Easter Seals, will contract with more than 20 AT Access Sites across the state in order to provide outreach, marketing and individual assistance with completing MATLP loan applications (when necessary). These access sites will include independent living centers, elder organizations, and disability-specific organizations, AT providers and rehabilitation facilities as well as statewide Device Demonstration and Device Loan programs in Year Two. Additionally, MATLP brochure and informational materials were translated into multiple alternative languages in Year One to outreach to persons with disabilities from under-served and un-served communities in Years Two and Three.

MATLP Mini-Loan Program

In addition to expanding outreach for these existing loan programs, during the three years MRC will expand MATLP's loan offering. Since a number of AT devices cost under \$500, but are still unaffordable for families and many individuals with disabilities, the AT Advisory Council has identified the availability of loans under \$500 as a priority area for program development. To address the need, MATLP will offer AT "mini loans" in order to dramatically expand the use of AT by those who need access to low-cost, low technology devices.

In Year One, MRC will determine the feasibility of offering loans under \$500 through a revolving loan fund established with resources provided by the AT Act. Through subcontract with Easter Seals, MRC conducted a feasibility study and designed a small pilot program. Preliminary results indicate the study will recommend a mini-grant program rather than a mini-loan program. The final report is expected 9/30/06 and will be reviewed at the next meeting of the advisory committee in October 2006. If approved, the pilot will be initiated in Year Two, and a fully operational revolving mini-loan or grant program will be implemented in Year Three through AT Act funds. By providing financing for low-cost devices of all kinds, MRC will enable more individuals with disabilities and their families to acquire AT for education, employment, community living, and telecommunications needs.

In general, Massachusetts's success with meeting its State Plan for AT state-financing program goals will be tracked through data collected from HMLP and MATLP; this data will be reported to the AT Act Advisory Council as well as within the annual State Plan report as required by RSA.

AT Act funds will be allocated to support the AT financing program access sites in order to provide outreach to communities and assistance to individuals who may need help with completing loan applications.

MRC believes that as the lead agency for implementing the State AT Plan, and as the home to two state financing programs for AT, it is well situated to ensure that the Commonwealth's financing activities support the goals of the AT Act.

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.

Often, high-tech AT devices are correspondingly high-cost items that are prohibitively expensive for individuals with disabilities and their family members. A statewide Device Reutilization Program will provide individuals across the state the option of purchasing less expensive used AT devices. With input from the AT Advisory Council, MRC and interagency AT Act Planning Committee (as described in Attachment 3) have developed a plan to focus on providing

exchange, repair, and recycling of AT equipment available to individuals of all ages with disabilities of any kind.

There are several local community-based organizations (CBOs) and state agency facilities with local or regional device reutilization programs. These programs have been designed to meet the needs of individuals with disabilities whom they serve. The programs receive donations of equipment from former clients or members of their community and recycle them to their own clients. In this way these programs are only available to individuals who are eligible for services through these CBOs and state agencies. Through a collaborative Device Reutilization Initiative, Massachusetts will create a statewide network universally accessible to all state residents.

The three-year plan to implement the program includes the following steps:

Year 1:

- **Identify Regional Needs for Reutilization Programs.** MRC administered the AT Utilization Survey in Year One, which had been translated to several alternative languages (e.g. Spanish, Russian, Chinese, and Portuguese), and distributed statewide to AT “stakeholders” (AT consumers and professionals of all kinds) in order to determine reutilization needs region by region, including: what equipment is most in-demand for accessing community living, employment, education, and for telecommunications/IT? What devices are considered desirable even when they are not new? And what regions of the state are most underserved by existing reutilization programs and would most benefit by a regional facility for AT reutilization? The results of the survey indicated that 97% of respondents thought a new AT Reutilization Program would be helpful in Massachusetts. 84% of respondents reported that they have never obtained AT devices from such an AT Reutilization program for themselves or for an AT user in their family or with whom they work. Among identifying barriers, which may have prevented respondent from using an AT Reutilization Program or prevented its use by an AT user in their family or with whom they work for, 35% reported no barrier, 24% reported Incompatibility with higher tech AT , and 26% reported Recycled AT outdated.
- **Identify Programs/Build the Network.** MRC has identified and met with existing community-based and state agency-based AT device reutilization programs in Massachusetts and out-of state to learn the past experiences in program development and existing organizational resources. MRC has sent representatives to national conference to obtain state of the art information about launching this initiative. The representatives have continued to collaborate as a workgroup and to discuss what aspects of education, employment, community living, and telecommunications/IT are addressed or poorly served by the programs presently; the needs of regional facilities to house incoming and outgoing AT devices; and potential program/policy models for refurbishing devices and distributing AT to individuals. Thus far,

Massachusetts has joined with several other New England states to create www.getatstuff.com, which will be an online AT exchange and reutilization program developed specifically for the northeast region.

Year 2:

- **Create an Accessible Online Device Reutilization Program.** As part the state AT website, an accessible online reutilization program will be established. Individuals will be able to post used AT devices desired for sale or donation through website modeled after the Delaware DATI online exchange system and the AT MATCH system of Kansas. Interested individuals will contact owners to inquire, purchase and receive AT devices. The program will help gauge the feasibility of and degree of consumer satisfaction with an online program towards the development of effective online access for the regional reutilization facilities in Year Three.
- **Develop Online Inventory for Regional Centers.** Providers will set-up online catalogues of recycled AT devices linked to the state AT web site. People with disabilities and their families will be able to see what is available at each regional center around the state.
- **Market Regional Reutilization Centers and Online Inventory.** Information on regional reutilization programs and their online inventories will be linked to the web sites of disability-related community-based organizations and state agencies, as well as featured in their newsletters, to promote these services statewide. Additionally, outreach will be conducted through public awareness activities such as regional AT expos, the AT quarterly newsletter, listserv, and state AT web site as described in Attachment 8.
- **Measure Performance.** The AT Utilization Survey will be administered at the end of Year Two to individuals who have accessed services from the regional Device Reutilization Centers. The results of the survey in conjunction with the RSA required data collection instrument will assist in determining whether MA has met its goals with increasing acquisition of AT for targeted individuals in the areas of community-living, education, employment, and telecommunications/IT. It will also set the reference point for Year Three.

Year 3:

- **Build Sustainability.** MRC and contracted community-based organizations will pursue collaborations with the Massachusetts Service Alliance and area universities to recruit service members, volunteers, and students to work with regional Device Reutilization Programs. Service opportunities will include donating engineering time and expertise to refurbish and/or customize equipment as well as help regional programs identify corporate sponsorships for supporting/donating needed equipment.

- The Massachusetts Service Alliance oversees many of the Corporation for National and Community Services (CNCS) programs in Massachusetts (e.g. AmeriCorps, Senior Corps and Learn and Serve America), consequently the Alliance is well-versed in volunteer recruitment. Additionally, CNCS spearheads the “Bridging the Digital Divide” initiatives in the un-served and under-served communities across the country. MRC will seek to collaborate with these national services programs to focus on bridging the digital divide for Massachusetts’s residents with disabilities, and for help building program sustainability.
 - The Massachusetts Service Alliance has already developed service learning programs that find corporate sponsorships for community-based efforts. To benefit the regional reutilization programs, corporate sponsorships to explore include technology firms with a presence in Massachusetts, such as Intel. In addition, creating equipment donation programs through banking partners, such as the Wainwright Bank, could also be explored (particularly for telecommunications/IT needs).
 - At present there are several academic engineering programs providing services to the disability community through student project initiatives. There is potential for CNCS’s Learn and Serve America division to help create university partnerships with regional reutilization programs for the purpose of refurbishing equipment.
- **Create Facility-Based Regional Device Reutilization Centers.** MRC will subcontract to 2-4 regional community-based organizations with experience operating Device Reutilization Programs. Centers will be located in regions that are determined to be most in need of a regional facility, and may include Western/Central, Northeast, Southeast and Greater Boston areas of Massachusetts.
 - MRC will examine the policies and procedures of existing programs to devise statewide program guidelines in consultation with the AT Advisory Council and interagency AT Act Planning Committee. Eligibility for these regional centers will be expanded beyond the current clients of subcontracted providers.
 - Subcontracted community-based organizations will lead outreach efforts to provide and expand services within their regional communities. Emphasis will be placed on reaching out to rural and urban areas of each region, and creating access to people with all types of disabilities from the cross-cultural, cross-socioeconomic status, and cross-life span populations in Massachusetts.

Measure Performance. The AT Utilization survey will be administered to individuals who have accessed services from the regional Device Reutilization Centers at the end of Year Three to help determine whether Massachusetts has met its goals in conjunction with the RSA required data collection instrument.

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.

During the three years of the state plan, MRC will create and administer a statewide Device Loan Program to respond to consumer feedback that short-term loans of assistive technology are urgently needed within a broad range of contexts and communities throughout the Commonwealth.

The interagency AT Act Planning Committee has received significant feedback from the AT Advisory Council on the need to provide short-term loans of AT devices to individuals, employers, public agencies, educators or others seeking to meet the needs of targeted individuals and families. Many consumers had been basing their AT purchase decisions on catalogues alone or recommendations from family, friends, and service providers. Without the opportunity to test an AT device prior to purchase, consumers are often ending up with equipment they cannot use due to a mismatch of functional capabilities or a limited understanding of the AT equipment.

Employers, too, are hampered by an inability to test AT equipment. Those seeking to purchase equipment in order to provide “reasonable accommodation” to an employee with a disability (as required by the Americans with Disabilities Act) are often purchasing devices before their employee can test the effectiveness of the accommodation; this leads to a waste of resources and frustration for all involved. Likewise, students with disabilities are often prevented from fully integrating into school activities due to a lack of opportunity for them to use AT devices suited to their abilities and due to the resulting delays in their receiving AT assessments and appropriate technology at the beginning of a school year. Furthermore, individuals seeking medical reimbursement for equipment are hindered in a similar way; insurance providers will often require proof that a short-term trial of the AT equipment took place before the individual’s request to purchase. Meanwhile, individuals may have few opportunities for such test trials due to the lack of vendors offering short rental programs or their inability to afford the fees associated with short-term AT device rentals.

For reasons mentioned above, MRC will create a statewide Device Loan Program. The program will be accessed through the state AT web site as well as through 2-4 regional facility-based centers. Referrals will be generated by Device Demonstration Centers, community-based AT service providers, schools, One-Stop Career Centers, early intervention programs, and other state agencies. While there has not been a comprehensive statewide Device Loan Program in Massachusetts, community-based disability organizations and regional-based

state agency facilities have developed local Device Loan Programs. However, these only serve clients with the specific types of disabilities in their individual programs. The statewide Device Loan Program will seek to partner with these existing programs to expand the limited eligibility and thereby increase the capacity for programs to serve individuals with all types of disabilities and of all ages.

What follows is MRC's plan to network existing programs, coordinate resources, and expand outreach to create a statewide initiative.

In Year 1:

- **Identify Regional Needs and Assets.** All existing community-based and state agency Device Loan Programs were asked to administer the AT Utilization Survey in Year One to their clients in order to create baseline statistics for satisfaction and degree of utilization of local Device Loan Programs (i.e. did the loan enable them to access education, employment, community living, and/or telecommunications/IT? Was the equipment in good working condition? Was staff adequately skilled to match them with appropriate devices? What devices did they require?) The survey was also administered to AT service providers and other stakeholders in the fields of education, employment, community living, and telecommunications/IT in order to assess what devices are most in demand for these environments region-by-region. The survey results stated that 98% of respondents thought a statewide device loan program would be helpful to individuals with disabilities in Massachusetts. 80% stated that they have borrowed AT from some type of device loan program. 45% of respondents reported that limited selection of AT was a barrier to utilizing device loan programs.

In Year 2:

- **Build the Network.** MRC will meet with all existing community-based and state agency-based AT Device Loan Programs in Massachusetts to discuss existing device resources. These programs will be solicited to participate in the statewide network of Massachusetts Device Loan Programs. The network will be linked so programs can serve the cross-disability; cross-cultural, cross-socio-economic status and cross-life span populations in Massachusetts. Members of the network will form workgroups to continue to discuss what types of devices are currently available and unavailable for short-term loan, how to foster effective cross-utilization of program resources, and what aspects of education, employment, community life, IT and telecommunication are addressed or unaddressed within the programs. Workgroups will explore the needs of regional facilities to house loan programs, and potential program/policy models for distributing AT to individuals.

- **Create Statewide Online Loan Library.** Existing programs will be invited to link their web sites to the statewide AT web site loan library page. In this way, MRC will provide an online inventory of equipment available for loan from state agencies and community-based organizations. Any individual, be they a consumer, family member, service provider or and clinician will be able to submit requests electronically and receive AT devices via the mail.

- **Create Regional Facility-based Device Loan Programs and Online Inventory.** MRC will sub-grant to 2-4 regional pre-existing AT Device Loan Programs to create regional loan programs in areas determined to be most in need of such a facility.
 - MRC will examine the policies and procedures of existing programs to devise statewide program guidelines in consultation with the AT Advisory Council and interagency AT Act Planning Committee. Eligibility for these regional programs will be expanded beyond the current clients of subcontracted providers.
 - Subcontracted community-based organizations will lead outreach efforts to provide and expand services within their regional communities. Emphasis will be placed on reaching out to rural and urban areas of each region, and creating access to people with all types of disabilities from the cross-cultural, cross-socioeconomic status, and cross-life span populations in Massachusetts.
 - Regional loan programs will be linked to provide “interlibrary loan” services. AT Device Loan Program staff will be able to help people with all kinds of disabilities access needed equipment through a statewide inventory made accessible at each regional site. This inventory will be accessible online at the state AT web site, as well, so that consumers can identify what is available at each regional facility.

- **Build Collaborations.** Regional Device Loan Programs will work with Demonstration Centers, schools, early intervention programs, AT assessment facilities, One-Stop Career Centers, and Aging Service Access Points to place and match appropriate devices in the hands of individuals for short-term loans. In this way they will enable people with disabilities to access community living, education, employment, and telecommunications/IT needs.

- **Market Regional Device Loan Programs and Online Inventory.** Information on regional loan programs and their online inventories will be linked to the web sites of disability-related community-based organizations and state agencies, as well as featured in their newsletters, to promote these services statewide. Additionally, outreach will be conducted through public awareness activities such as regional AT expos, the AT quarterly newsletter, listserv, and state AT web site as described in Attachment 8.

- **Measure Performance.** The AT Utilization Survey will be administered at the end of Year Two in conjunction with the RSA required data collection instrument will assist in determining whether Massachusetts has met its goals with increasing AT access to targeted individuals in the areas of community living, education, employment, and telecommunications/IT. It will also set the reference point for Year Three.

In Year 3:

- **Build Sustainability.** MRC and subcontracted organizations will explore partnerships with the Department of Education, local Workforce Investment Boards (that run One-Stop Career Centers), and the Department of Elder Affairs, to help identify resources to purchase needed in-demand equipment for employment, education, telecommunications/IT, and community living needs. In addition, subcontracted regional programs will strengthen partnerships with manufacturers, vendors and non-profit community organizations to provide additional necessary equipment resources for the statewide program. Information will also be disseminated to the public on donating AT equipment to these centers for the purposes of equipment loans through the public communications plan (see Attachment 8).
- **Measure Performance.** The AT Utilization survey will be administered at the end of Year Three to determine whether Massachusetts has met its goals with increasing AT access to targeted individuals in the areas of community living, education, employment, and telecommunications/IT in conjunction with the RSA required data collection instrument.

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.

Through input and guidance from the interagency AT Act Planning Committee and AT Advisory Council, MRC will develop a statewide Device Demonstration Center initiative. Regional sites will be created and staffed by expert AT specialists to provide equipment demonstration on a variety of AT devices. Massachusetts had numerous scattered device demonstration programs, but no comprehensive statewide program to provide universal access to new technologies for people with all kinds of disabilities. Current demonstration centers serve consumers eligible for services from the particular agencies or community-based organizations that house them. The statewide Device Demonstration Center initiative will build on existing community resources, link those resources, and expand eligibility, services and outreach to assist individuals, family members, clinicians, educators, AT service providers, employers, and others with making informed choices for AT devices.

As with other technology trends, AT manufacturers and developers are consistently introducing new products into the field. However, it is often difficult

to identify a forum in which information about new AT can reach individuals who would benefit most from it. Regional Device Demonstration Centers will provide comprehensive information on local AT vendors and providers, provide targeted in-service trainings (on particular devices for particular disability populations), and work with the state's Alternative Financing Program, the MATLP, to enable consumers to acquire needed and appropriate equipment.

Regional centers will additionally coordinate their activities closely with Device Loan Programs and Device Reutilization Programs to facilitate the holistic process of individuals gaining access and ability to acquire AT devices. The Device Demonstration Center Initiative will be promoted through regional expos and other public awareness activities outlined in Attachment 8. Each regional center will address issues related to employment, community living, education and IT. Since most centers will have more expertise in one area from serving a specific population in their pre-existing program, all regional sites will share resources and staff expertise to help prepare in-services for particular disability needs. Device Demonstration Centers will also coordinate in-service opportunities with needs identified by the Transition Assistance Program and other efforts to address training deficits within the state's system of human services; for example school AT specialists and other special educators will be targeted for training. In addition, Device Demonstration Centers will be available for individual teachers to come and test equipment with particular students to help facilitate quicker access to needed equipment. Likewise, employers will be able to refer employees with disabilities to test products for appropriate employment "accommodations."

For telecommunications access, regional centers will coordinate with MA Specialized Telephone Equipment Demonstration Centers and refer individuals who require those services. Regional centers will also identify additional community resources at other community-based organizations, state agencies, and other institutions to build a comprehensive community network and obtain needed technical assistance. In particular, Massachusetts has a wealth of expertise within its state universities system. To utilize these resources, MRC will work with each subcontracted regional center to build partnerships with local universities' allied health programs (those with a focus on AT) and rehabilitation engineering programs. Regional centers will be required to collaborate with these university programs through such programs as service learning (where, for example, students are brought into centers to apply academic knowledge through a field-based experience).

MRC, together with the interagency AT Act Planning Committee and the AT Advisory Council, has developed a plan for launching the Device Demonstration Program Initiative. The Committees have recommended the following framework:

In Year 1:

- **Identify Regional Needs for Device Demonstration Programs.** MRC will administer the AT Utilization Survey statewide to all AT “stakeholders” (AT consumers, family members, educators, clinicians, advocates, service providers, and professionals of all kinds) in order to establish the baseline on the satisfaction and degree of utilization for local Device Demonstration Programs in helping individuals with disabilities increase access to AT in education, employment, community life, IT and telecommunication areas. The survey will help MRC identify disability populations and geographic areas that are in the most need and poorly served. The survey results stated that 99% of respondents thought a statewide device demonstration program would be helpful to individuals with disabilities in Massachusetts. 78% stated that they have utilized services from some type of device demonstration program. Among barriers to access device demonstration program, 22% of respondents reported distant location of programs, 17% reported limited selection of AT and 25% reported the lack of staff expertise.
- **Identify Programs/Build the Network.** MRC will identify and meet with all existing community-based and state agency-based Device Demonstration Programs. They will be solicited to participate in the statewide network of regional Device Demonstration Centers. Members of the network will form workgroups to discuss fostering effective cross-utilization of program resources. Resources to share include equipment for demonstration, as well as staff expertise with different disability areas, populations, and ages.

In Year 2:

- **Create Regional Facility-based Demonstration Program Sites.** The Device Demonstration Center Initiative will be implemented through a regional center model. MRC will subcontract to two to four pre-existing programs and expand their activities through collaborative partnerships to serve the cross-disability, cross-cultural, cross-socioeconomic status and cross- life span populations in Massachusetts. The contracts will be competitively bid.

 - Centers will be located in regions that are determined to be most in need of a regional facility, and may include Western/Central, Northeastern, Southeastern and Greater Boston areas of Massachusetts. MRC will examine the policies and procedures of existing programs to devise statewide program guidelines in consultation with the AT Advisory Council and interagency AT Act Planning Committee. Eligibility for these regional centers will be expanded beyond the current clients of subcontracted providers.
 - Subcontracted community-based organizations will lead outreach efforts to provide and expand services within their regional communities. Emphasis will be placed on reaching out to rural and urban areas of each region, and creating access to people with all types of disabilities from the cross-cultural, cross-socioeconomic status, and cross-life span populations in Massachusetts.

- **Market the Centers.** The Device Demonstration Program will be widely publicized. The public information plan will include, without limitation: workshops at regional AT expos to explain the regional network, features in the AT quarterly newsletter, listserv, and Office of Disability and Community Service agencies web site, and links with other programs such as regional Device Loan Programs, regional Device Reutilization Programs, state financing programs, elder care service organization, and health fairs. Fact sheets and brochures will be developed and disseminated. Regional Device Demonstration Programs will also host open houses and invite community members to visit facilities.
- **Measure Performance.** The AT Utilization survey will be administered at the end of Year Two in conjunction with the RSA required data collection instrument will assist in determining whether MA has met its goals. Individuals who have accessed the demonstration centers will be asked to complete the survey on the web or through mailing. It will also set the reference point for Year Three.

In Year 3:

- **Build Sustainability.** MRC and regional Device Demonstration Centers will strengthen and explore partnerships with manufacturers, vendors and non-profit community-based organizations, as well as universities with rehabilitation engineering and allied health academic programs. Centers will work with manufactures and vendors to examine the resources needed to maintain ongoing in-service needs for different populations. Centers will also outreach to universities in their areas that have the capability to create customized AT devices for individuals. MRC has already begun such a partnership with Worcester Polytechnic Institute to address the needs of consumers with significant physical disabilities (mechanical engineering students are developing AT devices as specialized student projects in partnership with MRC programs). With MRC guidance, subcontracted regional centers will pursue similar partnerships. University relationships to explore include UMASS Lowell, MIT, and UMASS Dartmouth.
- **Expand Peer AT Trainer Network.** Massachusetts has a small network of Peer AT Trainers that has been effective in providing technical support to individuals new to using AT. To expand this network, the regional Device Demonstration Centers will seek ways to enhance the capacity of the pool through the “train-the-trainer model.” The model will be facilitated by training conducted by expert AT staff at demonstration centers or by AT specialists at MCDHH, MCB, MRC, DMR, DPH, DOE, and other state agencies as needed. Peer AT Trainers will be available through regional Device Demonstration Centers to help new AT users access and gains skills with appropriate AT for their needs. A diversity of peer trainers will be sought to expand these services to people with disabilities of all kinds.

- **Measure Performance.** The AT Utilization survey will be administered at the end of Year Three to determine whether Massachusetts has met its goals increasing the percentage of targeted individuals who have gained access to AT in the areas of community living, education, employment, and telecommunications/IT in conjunction with the RSA required data collection instrument.

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

Attachment 7: State Flexibility

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

The Commonwealth of Massachusetts has elected to carry out all State-level activities.

7.2 Maintenance of State wideness 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.

During the three years of this state plan, MRC will deliver statewide, comprehensive training and technical assistance (T/TA) through the following three channels based on input from the AT Advisory Council and interagency AT Planning Committee. These channels will allow MRC to reach the broadest target audience of educators, AT professionals, employers, allied health professionals, advocates, AT manufacturers, state agency staff, and others serving individuals with disabilities. They are:

Regional Expositions

Each year MRC will implement 2-3 annual Regional Assistive Technology Expositions (AT expos). In Year One, AT expos took place in Northeast and Southeast regions.

The AT expo model was developed several years ago with MRC support by a community-based organization in northeastern Massachusetts. The Northeastern regional expo annually brings together local educators, AT professionals, state agency staff, consumers and vendors to share ideas and information, and creates a forum for AT professionals and consumers to effectively network with each other. AT experts offer a variety of workshops, including general awareness trainings on the following topics: the benefits of AT for children, and acquiring AT; how to appropriately use AT devices; and how to access AT services in northeastern Massachusetts. The Northeastern regional expo has become an important resource for this AT community and helps build that region's capacity to effectively serve people with all types of disabilities.

During the three years of this state plan, MRC will expand and build on this model, subcontracting to 2-3 regional organizations with AT programs to organize similar events in their geographic communities. Emphasis will be placed on effective outreach to regional AT professionals, educators, representatives of state and local agencies, early intervention programs, hospitals, and health care organizations, and AT users and their families. Each expo will be required to create distinct areas to showcase AT within the areas of community-living, education, employment, and telecommunications/IT. Workshops will be provided by participating area experts on topics of relevance to each of these areas. The workshop topics developed in Year One consisted of: 1) Funding for AT, 2)

Accessible Recreation and Travel, 3) AT for Individuals with Visual Impairment, 4) Low Cost Environmental Control and Voice Recognition Systems, and 5) Ethics for Rehabilitation Counselors. Target AT workshop topics will continue to be created with the input from public and private AT providers and service professionals with expertise in these areas to ensure comprehensive coverage of the state's offerings for all applications of AT.

Teleconferences for AT Skills Development

While regional expos provide general training to a broad target audience, MRC recognizes that educators, early intervention specialists, AT professionals, state agency staff, and transition specialists for high school students and elders in institutional settings will benefit more directly from skills development training specific to their work. During Year Two, MRC will conduct a targeted 60-minute skills development teleconference each quarter of years two and three, presented by AT experts in the field. Teleconferences will be available for free, and promoted effectively to their appropriate target audience through the state AT public communications plan (see 8.2 below). The state AT web site will promote upcoming trainings and provide "download-able" Power Point guides to help facilitate topics and discussion among participants.

During Year Two and Three, teleconferences will be presented quarterly. They will each be themed around a training issue of importance to community-living, education, employment, and telecommunications/IT. AT Act program staff will decide each quarter which AT area to feature and what training issue to highlight through the teleconference. Each quarter's training theme will be coordinated with features of complementary relevance within the new quarterly AT newsletter, AT Consumer's Digest, and state's AT listserv (see 8.2 below) which will adopt the same cycle of themes. Potential topics for consideration include the following:

- AT for seniors with acquired disabilities to help them maintain independence at home and in the community;
- Universal design strategies for learning, to help educators (including those in higher education) adapt curriculum to foster effective learning of students of all abilities and cultural backgrounds;
- How employers can best accommodate employees with psychiatric disabilities and other "hidden" disabilities;
- How to find and make use of the built-in accessibility features common to PC and Mac platforms.

On Site Technical Assistance

For specific and time-sensitive AT issues related to education, transition services, community living, employment, and telecommunications, AT Act program staff will be available to provide on site technical assistance (TA). Staff will travel to local and state agencies such as early intervention programs, adult service programs, hospitals and health care providers, higher education institutions, as well as businesses on an as-needed basis. TA staff will provide

training and technical assistance on integrating AT into individual education plans (IEP), individual service plans (ISP), individual plan for employment (IPE), and other service plans created within various state human services agencies.

Transition Assistance

In addition to technical assistance provided through expos, teleconferences, and on-site consultations, during the three years MRC will assess current AT transition strategies and the level of awareness about AT within state and community-based programs that make up the state's network of transition-planning teams for individuals with disabilities who are: 1) transitioning from school to work, secondary education or community living and, 2) transitioning from institutional settings—including nursing facilities—to community living. After in-depth surveying, MRC will subcontract to regional disability organizations with expertise integrating AT into transition planning for individuals with disabilities in either type of transition. The sub-contractors will develop AT Transition Program to conduct regional outreach to and trainings for individuals with disabilities requiring transition services as well as agencies and programs that conduct transition assistance planning with people with disabilities and their families.

During Year One, Transition Assistance efforts were focused on the transition of youth with disabilities from school to work, secondary education or community living. One-time funding opportunities for innovative summer camp activities were offered through the Massachusetts State Request for Response (RFR) process. RFR applicants were asked to design curriculum that teaches youth to effectively use AT as a tool in performing summer camp activities and empowers youth with leadership skills to advocate for AT as he/she transitions into adulthood. In addition, summer camp activities should strategically connect transition youth to effective utilization of the AT Financial Loan Program and future AT Demonstration Centers, Equipment Loan Programs, and Reutilization Programs. Upon completion of proposed activities, subcontractors will develop training and technical assistance material for statewide dissemination.

During Year Two, Transition Assistance efforts will be directed towards individuals with disabilities transitioning from institutional settings—including nursing facilities—to community living. A similar RFR process as described above will be developed for subcontractor to carry out regional technical assistance activities. Input on the RFR will be solicited from the Office of Medicaid, the Department of Elder Affairs (including Aging Services Access Points), and Independent Living Centers.

During Year Three, Transition Assistance Program will specifically direct training and technical assistance to transition-planning staff in state and community-based programs and public agencies within the Office of Disability and Community Services. For those working on helping individuals make the transition from school to work or community living, technical assistance will focus

on educating the team about the role of AT in creating Individual Transition Plans (ITPs). The development of the ITP document is required by Massachusetts “Turning 22” state law for students eligible for special education services. ITPs ensure that students and their parents/guardians are informed of the services they may be eligible for in the adult services system and how to access those services once the student graduates or turns 22 years of age. Indeed, integrating AT planning into ITPs is particularly critical towards maintaining a student’s access to AT devices that they have learned to master. This is because AT purchased for individuals under the special education entitlement remains the property of the school district upon graduation; the student must identify another funding source for providing needed AT.

For reasons like this one, MRC will continue working closely with the Bureau of Transition Planning to coordinate training efforts with the Department of Education, school districts, families and other state agencies serving individuals with disabilities to address systems-based transition services issues. Correspondingly, MRC will ensure that the Transition Assistance Program, funded by the AT Act, is integrated into this interagency planning process. Both policy and services will be meaningfully reviewed.

For students, elders, and others with disabilities who are transitioning from institutional settings to community living, the availability of cutting edge AT can mean having the capacity to function more independently and more safely in the community—it can even mean the difference between institutional care and community living. For example, home modifications often enable individuals to leave hospitals, rehabilitation facilities, or nursing homes to live at home with family. At present, the governor’s “Community First” initiative is bringing together human and elder services agency staff to look at ways to correct the Medicaid-based institutional bias that favors nursing home placements over community-based long term care; the goal of “Community First” is to reverse that bias and render institutional care the setting of “last resort.” Aging Service Access points (ASAP’s), funded by the Department of Elder Affairs, and the Independent Living Centers, funded by MRC, will play a key role in identifying individuals with disabilities in institutional settings interested in living in the community and helping them develop plans for needed services. MRC will work to ensure that the AT Transition Assistance Program is integrated into these “Community First” efforts.

Throughout the three years, the Transition Assistance Program will link transition-planning teams with the newly created AT Demonstrations Centers, AT Equipment Loan Libraries, AT Reutilization Programs, and AT Financial Loan Programs to increase access to appropriate forms of AT. In particular, the program will offer technical assistance to transition-planning teams to facilitate a successful match of AT devices and services with the needs of the students with disability and individuals transitioning from institutional settings.

In order to gauge the effectiveness of training and technical assistance programs, MRC will implement the AT Utilization survey (see Attachment 2.1 above and Addendum A) to participants of all expos, teleconferences, and on site trainings to insure AT Plan training and technical assistance performance goals are being met and to provide feedback to the interagency AT Act Planning Committee and AT Advisory Council. Data and feedback will advise future planning and help revise training and technical assistance program models as needed.

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.

During the three years, MRC will implement the following multifaceted Public Communications Plan to reach AT consumers, their families/caretakers/guardians, educators, employers, allied health professionals, advocates, AT manufacturers, state agency staff, and others serving individuals with AT needs:

Regional Expos. As described in 8.1, MRC will sponsor 2-3 annual regional AT expos that provide training and promote public awareness. Expos will highlight and promote the emerging state network of Device Loan Programs, Device Demonstration Centers, and Device Reutilization Programs, as well as the AT Financial Loan Programs. Expos will additionally publicize the state AT web site, its services, and dedicated hotline (see below). Expos will directly increase public awareness of issues and technology relevant to the areas of community living, education, employment, and telecommunications/IT and will target participants with expertise in these areas to staff booths and provide workshops.

Web site. In Year Two, MRC will launch a state AT internet portal through subcontract and a competitive bidding process. The state AT web site will serve as a dynamic consumer-responsive public awareness service and “one-stop” for learning about state AT services and activities.

Web site development Year One:

In Year One, the site content has been collected, compiled and developed to include information on benefits, laws, and policies (including the AT Act and state AT Plan); information on accessing AT service providers in Massachusetts; information on applying for the Massachusetts Assistive Technology Loan Program and the Home Modification Loan Program; AT fact sheets on devices and services; a What’s New column; AT devices for donation or sale; archives of the AT Consumer’s Digest; links to national AT resources; and an archive of the AT Advisory Council minutes. MRC has developed the subcontract with detailed descriptions of creating a consumer responsive and friendly website. Entities will

be submitting proposals for the website development. Proposal review and final subcontractor decisions will be made by mid September 2006. It is expected that specific components of the website will be online by the end of Year One.

Web site development Years Two and Three:

During Years Two and Three the site will launch and expand to become a true one-stop AT resource for individuals with disabilities, family members/caretakers/guardians, service providers, state agencies, and others AT stakeholders. The site will house an Interactive AT Calendar where members of the disability community can post news of AT activities (such as meetings, trainings, and conferences). The web site will also provide an “Ask the Expert” service in which an MRC AT specialist will respond—within 72 hours—to any questions from the diverse AT community on a broad range of AT concerns. In addition, the site will provide a home for the online Device Loan and online Device Reutilization Programs, information on regional Device Loan and Device Reutilization Programs, and information on the regional Device Demonstration Centers. For instance, the website will house two types of online AT exchange systems adopted from the Delaware DATI and Kansas AT Match Model. MRC will additionally explore opportunities integrating the site into two existing statewide web resources: the Massachusetts Network of Information Providers (MNIP—a comprehensive statewide information/referral service for people with disabilities) and the Massachusetts State Government Virtual Gateway (which is currently under construction as a point of entry for all state human services).

AT Act Statewide Listserv. In Year One, MRC developed a listserv RFR which was posted on two occasions. MRC is in negotiations with a provider to contract for this service for Year Two. In Year Two, MRC will implement another internet-based medium, a listserv, to allow participants to share information, ask questions, provide comments or engage in discussions on AT. The listserv will be promoted at the state AT web site and be accessible to any interested party with an email address. The listserv will help build a “virtual” community of AT consumers, providers, advocates, educators and others to informally share information resources and expertise.

Newsletters. During Year One, MRC developed a quarterly hard-copy newsletter containing news of state AT activities, AT policy updates, and personal stories of AT users. The first edition of the newsletter will be released at the end of Year One or at the start of Year Two. Additionally, program staff will disseminate the new Massachusetts AT Consumer’s Digest, a short bi-monthly internet publication on the latest reviews of AT devices, over the listserv during Year Two.

- As described in 8.1 above, each quarter of Year One MRC AT Act staff will adopt a theme for public awareness that will be adopted by the quarterly AT Newsletter, AT Consumer’s Digest, and AT Listserv; themes will be coordinated with that quarter’s teleconference training opportunity. In this way

discussion of the new AT Listserv will be directed around relevant issues of community living, education, employment, and telecommunications/IT depending on that quarter's theme. The AT Consumer's Digest will highlight devices of relevance to the quarterly issue area as well, and the AT Newsletter will feature articles by AT experts on how to address disability challenges relevant to the chosen area of focus. In years two and three, these media will become more directly consumer-responsive as directed by feedback from the AT Utilization Survey (as will the teleconference trainings).

Toll-Free Hotline. Beginning in Year One information and referral will be additionally supported by the creation of a statewide hotline. In Year Two, a free statewide hotline will be available. The service will be available to professionals, consumers, employers, family members and others during regular business hours. The hotline will be staffed by AT Project Coordinator familiar with statewide AT services, AT devices costs and benefits, and funding resources to access needed devices. Both the hotline and the web site's "Ask the Expert" information and referral service will be marketed through the newsletters of a wide range of disability organizations and community-based organizations email and/or listserv lists to achieve broad outreach.

Survey. Throughout the three years, the AT Utilization Survey will be administered to serve both data collection and public awareness goals (see Attachment 2.1 and Addendum A). In addition to collecting data and consumer feedback, the survey will serve as an important public awareness activity to the comprehensive AT community. The first mailing will include a cover letter informing recipients of state AT Plan activities. The survey will be distributed to thousands of AT consumers, family members, clinicians, advocates, service providers, and other AT "stakeholders." The mailing list will be gleaned from the mailing lists of the Governor's Commission on Mental Retardation, the MRC Consumer Involvement Department, and Independent Living Centers to name a few sources. For many, this will be the first document to inform them of the scope of future AT Act activities in Massachusetts.

To implement the public communications plan, MRC will hire a part-time administrative assistant in Year One to work with MRC Rehabilitation Engineer and Project Director. A fulltime AT Project Coordinator will come onboard in Year Two. Both the project coordinator and administrative assistant will staff the toll-free hotline and respond to the "Ask the Expert" information and referral service on the state AT web site. Staff will also monitor, gather, and update information for the listserv, web site, consumers digest, and the quarterly newsletter. An MRC Rehabilitation Engineer will additionally assist MRC's Director of Independent Living and Assistive Technology with supervising program staff, coordinating the meetings of the AT Advisory Council, disseminating information, writing and soliciting program proposals, and monitoring contracted services. Contributions by the Rehabilitation Engineer and

Director of Independent Living and Assistive Technology will be provided in-kind (i.e. not funded by the AT Act).

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.

As mentioned in 8.1 above, MRC has supported past training activities to help create effective partnerships among AT professionals, educators, early intervention specialists, elder service providers and state agency staff. During the three years, MRC will help expand and build community capacity and public/private networks within Boston, and the Northeastern, Western, Central, and Southeastern areas of Massachusetts.

In addition, MRC will continue to work with the Bureau of Transitional Planning and the Executive Office of Elder Affairs on AT transition assistance planning statewide.

AT Act Planning Committee: MRC works closely with the other state disability agencies within the Executive Office of Health and Human Services through the AT Act Planning Committee and will continue to do so over the next three years. The planning committee enables MRC to help strengthen state agency partnerships among the Massachusetts Commission for Deaf and Hard of Hearing (MCDHH), the Massachusetts Commission for the Blind (MCB), the Department of Mental Retardation (DMR), MRC, the Department of Medicaid's Office of Long Term Care, and the Governor's Commission on Mental Retardation. The planning committee—comprised of representatives from these agencies—has helped develop the state AT Plan and will assist in monitoring future AT activities mandated by the AT Act. During the three years, the planning committee will involve additional members from other public and private entities including the Executive Office of Elder Affairs, the Department of Public Health, and the Department of Education, as needed, to recommend revisions to policies and procedures pertaining to improved access and acquisition of assistive technology.

The AT Act Planning Committee ensures that feedback and recommendations from the AT community and, particularly, the AT Act Advisory Council are reviewed by and acted upon at the highest levels of state government. The committee also works to provide technical assistance and guidance to assure the success of the AT Advisory Council with fulfilling its mandate.

The AT Act Planning Committee will meet minimally two times a year to review agencies' involvement and to identify issues that need to be addressed. The committee will be kept current on the progress of the State Plan for AT by MRC. MRC will also coordinate providing feedback from the wider AT community through distributing and compiling results from the AT Utilization Survey.

Assistive Technology Task Force: The development of a cross secretariat Assistive Technology Task Force by the assistant secretary of the Executive Office for Disability and Community Services is under consideration. The task force would be co-lead by MRC and UMASS's Center for Health Policy Research (CHPR) to look at how to change the state systems within Massachusetts's human services agencies to foster greater access to assistive technology for employment, community living, education and telecommunication for all individuals with disabilities of any age. UMASS's CHPR is the recipient of several Real Choice Systems Change grants for Massachusetts from the Federal Centers for Medicare and Medicaid Services, and is, therefore, well-situated to provide leadership in this area. Should the assistant secretary move forward with the task force, MRC will team with CHPR to coordinate the "systems change" strategies with state AT Plan activities.

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.

Two of the four state-level activities (Device Demonstration Center and the Device Loan Program) and several of the state leadership activities will be competitively bid. Since we intend to build on existing programs in the community with a goal to better coordinate services and activities on a regional basis, the Request for Responses for these activities will require the bidder to identify the resources they bring to the particular program, whether state or private resources. The amount and extent of resources to be committed is not known at this time.

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).

Council members attended the first meeting in June 2005. At the inaugural meeting the Council provided MRC and the Planning committee with program recommendations in the following areas:

1. a Device Reutilization program
2. a Device Demonstration program
3. a Device Loan Program
4. an Alternative Financing Program

These recommendations have been incorporated into the program design and are discussed in Attachment 5.

The Council also provided valuable input for creating the State Plan for AT by serving as an initial pilot group for the AT Utilization Survey. The pilot results, for example, showed overwhelming awareness of our AT Financial Loan Program, a strong need for more AT conferences and training, and a universal belief that AT Demonstration Centers would be beneficial.

According to the results:

- 81% of respondents reported familiarity with the Massachusetts AT Financial Loan Program

- 75% of respondents reported that a Device Reutilization Program would benefit them or those they served
- 88% of respondents reported that a Device Loan Program would benefit them or those they served
- 100% of respondents reported that a Device Demonstration Centers would benefit them or those they served.
- 60% of respondents reported that there has not been sufficient ongoing AT conferences and training in Massachusetts.

Additionally, drafts of the State Plan for AT were provided to the Council twice prior to submission for their review and comment.

In the first year the Council met four times. On-going Council meetings in years 2 and 3 will also be quarterly. The goals of the meetings were to

- review the work to date by MRC on the State Plan Activities
- review the results of the AT Utilization Survey and make recommendations on the allocation of funds to the 4 state level activities
- provide input and suggestions on work completed and upcoming tasks
- review reports and evaluate the work of MRC and the service providers relative to achievement of the state's goals for AT.

Since all of the state-level activities except the Device Reutilization and State Financing Activities will be competitively bid, the Council members will be solicited to participate on the proposal review teams.

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).

MRC and MCDHH have committed to utilizing “lag” funds in their state funded AT programs to purchase AT to be used in the Demonstration Centers and Device Loan program. These funds are not guaranteed, but are based on underutilization of existing programs.

MCDHH has also committed to providing AT devices for demonstration and loan that the agency purchased with state funds. These devices will be made available for individuals who are deaf or hard of hearing, as well as individuals with other disabilities who could benefit from them. The agency has also committed MCDHH AT staff time for technical assistance at demonstration sites on request.

MCB has committed to providing AT devices for demonstration that they have purchased with state funds; they have also made available their Rehabilitation Engineers from their Boston and regional offices for demonstrating devices and/or answering technical questions as needed. They have also made available the use of their “Help Desk” staff for answering AT toll-free hotline questions relative to computer hardware and software issues for individuals who are blind.

DMR has committed DMR Assistive Technology Center (ATC) staff to provide grant consultation support and contact information for manufacturers of AT durable medical equipment on an as needed basis in order to help with the development of the demonstration and reutilization programs.

MRC receives funds for administering and managing AT financing programs in the form of its Home Modification Loan Program and Massachusetts Assistive Technology Loan Program (an Alternate Financing Mechanisms Program). The Commonwealth of Massachusetts has approved a \$25 million state bond for the Home Modification Loan Program. This is intended to provide loans through state Fiscal Year 2009. The Massachusetts Assistive Technology Loan Program is funded with a federal grant of \$1.7 million matched by a state grant of \$565,000 for state Fiscal Year 2005. Both of these programs help the Commonwealth achieve its goals in the area of acquisition of AT for community Living and employment.

Additionally, MRC will support the salaries, fringe and indirect costs of two staff that will oversee, guide, implement and monitor the AT State Plan activities. The Director of IL & AT will devote 15% of her time and the Rehabilitation Engineer

will devote 20%. IT and fiscal staff will also provide in-kind support with processing payments, drawing down funds, accounting etc.

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.

Advisory Council: It is anticipated that the costs associated with holding Advisory Council meetings will exceed the amount supported by AT Act funds. The MCDHH has committed state funds for supporting some of the costs of communication access for committee members through the use of CART (Communication Access Real Time Interpreting), sign language interpreters, and alternative listening devices. The MCB has committed to supporting some of the costs of providing materials in alternate formats for members who are blind with state funds. MRC will also use state funds to support some of the costs of the Council as well, including but not limited to chair car transportation, Personal Care Attendants and other costs (such as space, food, materials etc.).

AT Utilization Survey: MRC will provide in-kind support with state funds for the IT staff to assist in developing of a database for the responses to the survey and will assist the program staff in designing and producing reports. The Governor's Commission on Mental Retardation has committed to helping with providing for the cost of mailing and distributing the AT Utilization Survey. The Department of Mental Retardation has committed \$5000 towards the cost of translating the survey.

Training and Technical Assistance: MRC, MCB and MCDHH have all committed to making their state funded AT specialists available to provide technical assistance and training expertise to support "Ask the Expert" and toll-free hotline queries. They will also staff kiosks at regional expos, provide teleconference training support, and contribute columns to the AT Newsletter.

Public Awareness: All agencies that are members of the AT Act Planning Committee are committed to using their state resources to help publicize the AT State Plan activities and to participate in program development and procurement processes.

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).

MRC has received and administered many federal grants. Each program has an excel spreadsheet that is managed at the program level which includes a listing of all contracts and activities funded, the amount budgeted by category and provider, contract provider name, monthly invoiced amount, YTD spending and balance remaining. The budget spreadsheet will include two categories; expenses for state level activities and another for state leadership areas. Each will specify the total allocation allowed so as to not exceed the 40% on state leadership and not less than 60% on state level. In addition, the Commonwealth of MA. has a sophisticated financial accounting database called MMARS, Massachusetts Management Accounting and Receivables System, which tracks and records all contracts and expenditures, by grant, commodity, vendor etc. The data is warehoused and can be retrieved in various formats by program fiscal staff. Each month we will compare the program spreadsheet against the MMARS report to ensure program funds were disbursed correctly and make adjustments when necessary.

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

Massachusetts formula allocation for FY 2005 is \$394,796, of which 60% is allocated for State-level activities and 40% is allocated for State Leadership activities.
State Leadership Activities Budget: \$157,918
State Level Activities Budget: \$236,878

As reported in Attachment 9, the advisory council recommended that all four state level activities be funded but with the State Financing Activities at a lower level due to the significant state resources in those 2 programs.

The AT Advisory Council reviewed the results of the AT Utilization Survey in the third quarter of the first year. The Advisory Council used the survey results to inform their recommendations for the level of allocation for each State-Level activity.

State Level Activities Year 1 Budget: \$236,878 (FY'05 funds)

- \$206,578 for Device Demonstration/Device Loan Projects
- \$ 8,000 for Reutilization Programs
- \$ 22,300 for ATLP/HMLP (State Financing Activities)

Subcontracts for these programs will stipulate that the indirect rate must be 10% or less.

State Leadership Activities Year 1 Budget: \$157,918 (FY'05 funds)

Staff: .5 FTE (8 weeks)	\$ 7,000
Fringe @ .27	1,890
Indirect @ .04	356
Temp help	25,000
Consultants/Technical Writers	10,500
Travel in state	500
Travel out of state	5,618
Reasonable accommodations	1,160
Foreign language translation	3,000
Phone, supplies, mail, fax	21,044

Public Awareness

Toll free hotline	500
website development	25,500
website hosting	400
newsletter production/mailing	5,000
list serve	200

Training and Technical Assistance

Toll free hotline (cost above)	
List serve (cost above)	
AT Expos (2)	11,000
Conferences/trainings	4,250
Teleconferences	0
AT Act website (costs above)	
Transition Related Services	17,000
Peer AT consultations	0

Advisory Meeting Costs	18,000
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Total	\$157,918
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Proposed Year 2 Budget:

The Year 2 (FY'06) allocation is \$415,436. State leadership activities at 40% of the budget is \$166,174 and State Level activities at 60% of the budget is \$249,262.

State Level Activities Year 2 Budget: \$249,262 (FY'06 funds)

\$218,962 for Device Demonstration/Device Loan Projects
\$ 8,000 for Reutilization Programs
\$ 22,300 for ATLP/HMLP (State Financing Activities)

Subcontracts for these programs will stipulate that the indirect rate must be 10% or less.

Proposed State Leadership Activities Year 2 Budget: \$166,174 (FY'06 funds)

Staff: 1.0 FTE	\$62,000
Fringe @ .27	16,740
Indirect @ .04	3,150
Temp help	5,000
Consultants/Technical Writers	5,500
Travel in state	1,000
Travel out of state	5,000
Reasonable accommodations	1,000
Foreign language translation	1,000
Phone, supplies, mail, fax	8,000

Public Awareness

Toll free hotline	500
website development	10,500
website hosting	400
newsletter production/mailing	5,000
list serve	200

Training and Technical Assistance

Toll free hotline (cost above)	
List serve (cost above)	
AT Expos (2)	11,000
Conferences/trainings	4,250
Teleconferences	2,000
AT Act website (costs above)	
Transition Related Services	15,000
Peer AT consultations	5,000

Advisory Meeting Costs	8,934
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Total	\$166,174
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Other than the lobbying certification, none of the assurances are necessary.

CERTIFICATION REGARDING LOBBYING

Applicants must review the requirements for certification regarding lobbying included in the regulations cited below before completing this form. Applicants must sign this form to comply with the certification requirements under 34 CFR Part 82, "New Restrictions on Lobbying." This certification is a material representation of fact upon which the Department of Education relies when it makes a grant or enters into a cooperative agreement.

As required by Section 1352, Title 31 of the U.S. Code, and implemented at 34 CFR Part 82, for persons entering into a Federal contract, grant or cooperative agreement over \$100,000, as defined at 34 CFR Part 82, Sections 82.105 and 82.110, the applicant certifies that:

(a) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the making of any Federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal grant or cooperative agreement;

(b) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form - LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions;

(c) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including sub grants and contracts under grants and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

As the duly authorized representative of the applicant, I hereby certify that the applicant will comply with the above certification.

NAME OF APPLICANT / OR PROJECT NAME	PR/AWARD NUMBER AND
Massachusetts Rehabilitation Commission Technology	State Plan for Assistive
PRINTED NAME AND TITLE OF AUTHORIZED REPRESENTATIVE	
Elmer C. Bartels, Commissioner of Rehabilitation	
SIGNATURE	DATE

Survey of Assistive Technology Users' Needs in Massachusetts

Before you begin, please indicate who is completing this survey:

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
AT user myself	239/390	61.3%
Educator of AT users	83/390	21.3%
Family member of AT user	82/390	21.0%
Service provider of AT users	66/390	16.9%
Advocate of AT users	47/390	12.1%
Clinician of AT users	36/390	9.2%
Other	10/390	2.6%

Other:

- Disability Services Community College Coordinator
- Home care RN
- Want my family member to be an AT user (2)
- Librarian
- Mobility specialist for the legally blind
- Supporter of ARC
- Technology specialist
- URC Rehab Counselor
- Would like to be an AT user

Please answer questions in this section if you are an AT user yourself or completing the survey on behalf of an individual AT user.

1. What is your age?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
0-3	4/233	1.7%
4-22	77/233	33.0%
23-59	121/233	51.9%
60+	31/233	13.3%

2. Where do you live?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Cape & Island	8/230	3.5%
Central MA	23/230	10.0%
Greater Boston	68/230	29.6%
Northeast MA	36/230	15.7%
Southeast MA	51/230	22.2%
Western MA	44/230	19.1%

3. Where do you get most AT supports?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Cape & Island	5/217	2.3%
Central MA	19/217	8.8%
Greater Boston	84/217	38.7%
Northeast MA	24/217	11.1%
Southeast MA	42/217	19.4%
Western MA	43/217	19.8%

4. What is your ethnicity?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
American Indian/Alaska Native	6/236	2.5%
Asian	5/236	2.1%
Black/African American	15/236	6.4%
Hispanic/Latino	7/236	3.0%
Native Hawaiian/Pacific Islander	0/236	0.0%
White	203/236	86.0%

5. What disability best describes you?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Physical disability	125/226	55.3%
Visual disability	38/226	16.8%
Intellectual disability	32/226	14.2%
Learning disability	46/226	20.4%
Legally blind	40/226	17.7%
Psychiatric disability	11/226	4.9%
Deaf	30/226	13.3%
Brain injury	14/226	6.2%
Hard of hearing	17/226	7.5%
Nonverbal	5/226	2.2%
Multi-handicapped	2/226	0.8%
Fine motor & dexterity	1/226	0.4%

6. Do you have difficulty with the following sensory-motor function?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Seeing	74/226	32.7%
Learning	58/226	25.7%
Remembering	37/226	16.4%
Lifting	67/226	29.6%
Speaking	91/226	40.3%
Walking	115/226	50.9%
Interacting with others	39/226	17.3%
Thinking	37/226	16.4%
Listening (auditory processing)	33/226	14.6%
Hearing	48/226	21.2%
Long term emotional, psychological or psychiatric condition	15/226	6.6%
Cardiopulmonary	3/226	1.3%
3D orientation	1/226	0.4%
Dyslexia	1/226	0.4%
Fine motor	1/226	0.4%
Reading	1/226	0.4%

7. Do you work?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Yes	112/231	48.5%
No	119/231	51.5%

8. If yes, what is your work status?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Full-time	54/112	48.2%
Part-time	30/112	26.8%
Internship	1/112	0.9%
Volunteer	13/112	11.6%
Student	7/112	6.3%
Other	7/112	6.3%

9. What is your current living situation?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Living alone	37/228	16.2%
Living with family members	163/228	71.5%
Living with roommates	14/228	6.1%
Living in a group home	2/228	0.9%
Living in a nursing facility	4/228	1.8%
Living in an institution	2/228	0.9%
Living at college	2/228	0.9%
Living with a PCA	2/228	0.9%
Living in a rehab facility	1/228	0.4%
Living in a residential school	1/228	0.4%

10. Has your living situation changed in the last 5 years?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Yes	46/226	20.4%
No	180/226	79.6%

Please Answer these questions if you are either an AT user yourself or if you have a family member who uses AT or if you provide any service to AT users.

11. To what extent do you agree that AT contributes to your independence or to that of the AT users in your family or with whom you work?

<i>Answer</i>	<i>Strongly Agree (4)</i>	<i>Agree (3)</i>	<i>Disagree (2)</i>	<i>Strongly Disagree (1)</i>	<i>Average</i>
Living independently	68.3%	25.9%	2.9%	2.9%	3.59
Working	71.6%	22.2%	3.8%	2.3%	3.63
Participating in the community	62.8%	30.9%	5.0%	1.3%	3.55
Learning	72.5%	20.4%	2.8%	4.3%	3.61

12. What are the biggest barriers that you faced in getting the right AT or that were faced by the AT users in your family or with whom you work?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Frustration using AT	84/379	22.2%
High cost	245/379	64.6%
Lack of funding	202/379	53.3%
Lack of training	119/379	31.4%
Long insurance approval process	103/379	27.2%
Purchased wrong AT	32/379	8.4%
Lacks access to a local resource center	87/379	23.0%
Lack of AT loaner equipment to try out for short-term	146/379	38.5%
Lack of knowledge on what AT devices are available	139/379	36.7%
Lack of skilled professionals to make good recommendations	110/379	29.0%
Equipment failure	3/379	0.8%
School	10/379	2.6%
Other	11/379	2.9%
No barriers	38/379	10.0%

Other:

- Applying existing technology to special populations
- Chronic fatigue
- Community ambulation
- Implementing AT across settings
- Insurance
- Lack of formal AT implementation strategy
- Lack of time for PCA to accompany me when I'm in wheelchair
- Sometimes appropriate AT doesn't exist
- The ball was dropped during hand-off from MATP at Children's Hospital (under MCDHH's inept, incompetent micromanagement).
- The barrier of not being able to have a duplicate device such as a CCTV to use at home due to lack of portability
- Very limited resources for customization of commercial AT equipment

13. Are you familiar with the Massachusetts Assistive Technology Loan Program (MATLP) which is low-interest financial loan program?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Yes	133/404	32.9%
No	271/404	67.1%

14. If yes, how did you learn about this program? (Check all that apply)

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Workshop	19/133	14.3%
Newsletter	18/133	13.5%
Newspaper	1/133	0.8%
Word of mouth	44/133	33.1%
Website	18/133	13.5%
Mass AT toll-free hotline	2/133	1.5%
Local community disability-related organization	59/133	43.6%
Email	2/133	1.5%
Spaulding rehab	2/133	1.5%
School	1/133	0.8%

15. In your opinion, what would be the best strategy to further advertise the Massachusetts Assistive Loan Program? (check one)

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Workshop	40/333	12.0%
Newsletter	49/333	14.7%
Newspaper	32/333	9.6%
Word of mouth	14/333	4.2%
Website	78/333	23.4%
Mass AT toll-free hotline	13/333	3.9%
Local community disability-related organization	71/333	21.3%
Email	4/333	1.2%
Advertisements/PSAs	6/333	1.8%
School	16/333	4.8%
TV	5/333	1.5%
Healthcare providers	3/333	0.9%
Active programming	1/333	0.3%

Calls	1/333	0.3%
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16. In your opinion, would a new AT Reutilization Program – that allows one to swap, repair, recycle, or otherwise re-use various second-hand AT devices – be helpful in our state?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Yes	365/378	96.6%
No	13/365	3.4%

17. Have you ever obtained AT devices from such an AT Reutilization program for yourself or for an AT user in your family or with whom you work?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Yes	59/372	15.9%
No	313/372	84.1%

18. If yes, how satisfied were you with the following aspects of that AT Reutilization Program?

<i>Answer</i>	<i>Strongly Agree (4)</i>	<i>Agree (3)</i>	<i>Disagree (2)</i>	<i>Strongly Disagree (1)</i>	<i>Average</i>
Choice of AT Devices	22.6%	56.5%	19.4%	1.6%	3.00
Condition of the AT devices	38.7%	51.6%	9.7%	0.0%	3.29
Knowledge of the staff	42.4%	47.5%	8.5%	1.7%	3.31
Technical support offered	35.6%	33.9%	23.7%	6.8%	2.98

19. If yes, to what extent did you find the services of that AT Reutilization program to be:

<i>Answer</i>	<i>Strongly Agree (4)</i>	<i>Agree (3)</i>	<i>Disagree (2)</i>	<i>Strongly Disagree (1)</i>	<i>Average</i>
Reliable	42.1%	49.1%	7.0%	1.8%	3.32
Essential for pursuing educational goals	41.3%	47.8%	10.9%	0.0%	3.3
Critical for independence in the community	52.7%	40.0%	7.3%	0.0%	3.45
Helpful for using telecommunication and information technology	37.3%	54.9%	7.8%	0.0%	3.29

20. What barriers, if any, prevented you from using an AT Reutilization Program or prevented its use by an AT user in your family or with whom you work?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
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Lack of warranty protections	10/88	11.4%
Recycled AT outdated	23/88	26.1%
No interest in second-hand AT	4/88	4.5%
Poor quality of second-hand AT device	7/88	8.0%
Incompatibility with higher tech AT	21/88	23.9%
No barriers	31/88	35.2%
Availability	8/88	9.1%
Did not qualify	1/88	1.1%
Lack of knowledge	5/88	5.7%
Lack of time to feel comfortable teaching use of AT devices	1/88	1.1%
No access to program	2/88	2.3%
Slow	1/88	1.1%

21. In your opinion, would an AT Lending Program – that allows individuals to borrow AT devices for short periods of time – be helpful in our state?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Yes	370/377	98.1%
No	7/377	1.9%

22. Have you ever borrowed AT devices from such an AT Lending Program for yourself or for an AT User in your family or with whom you work?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Yes	288/361	79.8%
No	73/361	20.2%

23. If yes, how satisfied were you with the following aspects of that AT Lending Program?

<i>Answer</i>	<i>Strongly Agree (4)</i>	<i>Agree (3)</i>	<i>Disagree (2)</i>	<i>Strongly Disagree (1)</i>	<i>Average</i>
Selection of devices	34.7%	45.8%	19.4%	0.0%	3.15
Condition of devices	42.5%	52.1%	5.5%	0.0%	3.37
Staff level of expertise	45.8%	43.1%	11.1%	0.0%	3.35
Loan period	47.9%	40.8%	9.9%	1.4%	3.35

24. If yes, to what extent did you find the services of the AT Lending Program to be:

<i>Answer</i>	<i>Strongly</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly</i>	<i>Average</i>
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	<i>Agree (4)</i>	<i>(3)</i>	<i>(2)</i>	<i>Disagree (1)</i>	
Reliable	45.8%	50.0%	4.2%	0.0%	3.42
Essential for pursuing educational goals	67.2%	31.0%	1.7%	0.0%	3.66
Critical for independence in the community	56.5%	41.9%	1.6%	0.0%	3.55
Helpful for using telecommunication and information technology	64.3%	32.1%	1.8%	1.8%	3.59

25. What barriers, if any, prevented you from borrowing from an AT Lending Program or prevented its use by AT Users in your family or with whom you work?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Limited AT selection	44/97	45.4%
Loan period too short	15/97	15.5%
Program already exists in my community	4/97	4.1%
No barriers	29/97	29.9%
My income is too high	1/97	1.0%
Item needed for AT show and never made available for us to actually use after we contacted them	1/97	1.0%
Lack of availability	1/97	1.0%
Lack of knowledge	11/97	11.3%
Location of program	4/97	4.1%
School not willing to give us any AT devices	1/97	1.0%

26. In your opinion, would a new AT Demonstration Center – that displays the newest AT devices and allows people to try them out with assistance from technical staff –be helpful?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Yes	377/382	98.7%
No	5/382	1.3%

27. If yes, how far would you be willing to travel to reach such an AT Demonstration Center or how far would AT users in your family or with whom you work willingly travel?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
0-25 miles	178/375	47.5%
26-50 miles	143/375	38.1%
51-75 miles	25/375	6.7%
76-100 miles	29/375	7.7%

28. Have you ever used such an AT Demonstration Center for yourself or for an AT User in your family or with whom you work?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Yes	292/373	78.3%
No	81/373	21.7%

29. If yes, how satisfied were you with the following aspects of the AT Demonstration Center's services?

<i>Answer</i>	<i>Strongly Agree (4)</i>	<i>Agree (3)</i>	<i>Disagree (2)</i>	<i>Strongly Disagree (1)</i>	<i>Average</i>
Demonstration of AT devices	50.0%	41.7%	6.0%	2.4%	3.39
Expertise of staff	57.1%	31.0%	8.3%	3.6%	3.42
Preliminary evaluation	38.5%	46.2%	11.5%	3.8%	3.19
Training to use equipment	32.9%	41.5%	13.4%	12.2%	2.95
Technical support	33.8%	35.0%	23.8%	7.5%	2.95

30. If yes, to what extent did you find the services of the AT Demonstration Center to be:

<i>Answer</i>	<i>Strongly Agree (4)</i>	<i>Agree (3)</i>	<i>Disagree (2)</i>	<i>Strongly Disagree (1)</i>	<i>Average</i>
Reliable	43.1%	48.6%	5.6%	2.8%	3.32
Essential for pursuing educational goals	54.9%	39.4%	2.8%	2.8%	3.46
Critical for independence in the community	50.0%	41.9%	6.8%	1.4%	3.41
Helpful for using telecommunication and	41.7%	48.6%	4.2%	5.6%	3.26

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31. What barriers, if any, prevented you from using an AT Demonstration Center or prevented its use by AT users in your family or with whom you work?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Center already exists in my community	9/156	5.8%
Center located too far away	34/156	21.8%
Centers have limited AT devices	27/156	17.3%
Staff unequipped to address needs	14/156	9.0%
No barriers	53/156	34.0%
Center built into college, but with "trade show" aspects	1/156	0.6%
Cost of training	4/156	2.6%
Not goal related	1/156	0.6%
I used on at a conference	1/156	0.6%
Lack of knowledge	39/156	25.0%
Schedule	2/156	1.3%
An equipped RV similar to older mobile libraries would be wonderful for folks not in Boston area	1/156	0.6%

32. Please put the following proposed new AT programs for Massachusetts in order of importance to you by ranking them from 1 to 3. (1 = most important, 3 = least important)

<i>Answer</i>	<i>1</i>	<i>2</i>	<i>3</i>
AT Reutilization Program	20.5%	29.1%	50.4%
AT Lending Program	41.4%	43.9%	14.6%
At Demonstration Center	44.4%	24.4%	31.2%

33. In your opinion, have you received ongoing strong support and advocacy for your AT needs in Massachusetts or have AT users in your family or with whom you work received such quality assistance?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Yes	146/336	43.5%
No	190/336	56.5%

34. In your opinion:

- a. What forms of advocacy are needed to improve AT services in Massachusetts?
- b. What AT supports are difficult to obtain in Massachusetts?

35. Have there been enough AT Conference and trainings held in Massachusetts?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Yes	56/328	17.1%
No	272/328	82.9%

36. How frequently have you attended?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
None	165/343	48.1%
Once a year	143/343	41.7%
Twice a year	28/343	8.2%
Three or more times a year	7/343	2.0%

37. How often would you attend if there were more AT conferences and trainings?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
None	16/342	4.7%
Once a year	124/342	36.3%
Twice a year	107/342	31.3%
Three or more times a year	95/342	27.8%

38. How often each year would you likely use a toll-free hotline that answers questions about AT?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Never	41/355	11.5%
1-3 times	123/355	34.6%
4-6 times	82/355	23.1%
7-9 times	39/355	11.0%
10+ times	70/355	19.7%

39. In your opinion, how helpful would an email distribution list – that automatically broadcasts information over the internet – be in sharing AT information amongst residents of Massachusetts?

<i>Answer</i>	<i># Responded</i>	<i>Percentage</i>
Very helpful	259/366	70.8%
Somewhat helpful	96/366	26.2%
Not at all helpful	11/366	3.0%

40. Are there any other recommendations you would like to make about how Massachusetts can better meet the AT needs of persons with disabilities in our state?

