

State: Washington

Part I: Attachments  
OMB Control Number: 1820-0664  
Expiration Date: 10/31/2006

State: Washington

State: Washington

Attachment 1: Basic Information

Name of Lead Agency: University of Washington

Name of Applicable Division and/or Subdivision of Lead Agency: Center for Technology and Disability Studies

Address of Lead Agency: Box 357920, Seattle, WA 98195-7920

Name and Title of Certifying Representative for Lead Agency: Carol Zuiches, Executive Director, Office of Sponsored Programs

Address for Certifying Representative: 1100 NE 45th St, Suite 300, Seattle, WA 98105

Telephone for Certifying Representative: (206) 543-4043

E-mail for Certifying Representative: osp@u.washington.edu

Name and Title of Program Director: Kurt Johnson, Ph.D., CTDS Director

Address for Program Director: Box 357920, Seattle, WA 98195-7920

Telephone for Program Director: 206-685-4181

E-mail for Program Director: kjohnson@u.washington.edu

Name and Title of Program Contact (if different from Program Director): Debbie Cook, WATAP Director

Address for Program Director: Box 357920, Seattle, WA 98195-7920

Telephone for Program Director: 206-685-4181

E-mail for Program Director: debcook@u.washington.edu

Name of Implementing Entity: Not applicable

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

Address of Implementing Entity:

Name and Title of Program Director:

Address for Program Director:

State: Washington

State: Washington

Telephone for Program Director:

E-mail for Program Director:

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

Address for Program Director:

Telephone for Program Director:

E-mail for Program Director:

State: Washington

State: Washington

## Attachment 2: Lead Agency and Implementing Entity

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

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

Since 1993, the University of Washington Center for Technology & Disability Studies (UWCTDS) has been responsible for overseeing and conducting the activities of the Statewide Assistive Technology (AT) Program which was called Washington Assistive Technology Alliance and is now known as Washington Assistive Technology Act Program (WATAP). The mission of WATAP is to increase the provision of, access to, and funding for assistive technology for Washingtonians of all ages and all disabilities through a variety of comprehensive activities and services available statewide. For the 12 years prior to this AT State Plan, WATA provided Washingtonians free access to information and referral, an accessible web site, the online AT-Exchange, an electronic AT discussion forum, publications in accessible formats on extensive topics related to disability rights, laws, policies, and funding opportunities for AT, training and consultation for consumers and professionals on selecting and using AT, And consultation related to accessibility of web sites and other information technology.

In 2002, Governor Gary Locke designated the University of Washington as the lead agency for the Statewide AT Program in Washington state. Under the Assistive Technology Act of 1998, as amended, the University of Washington will continue to serve as the lead agency responsible for the Statewide AT Program, and WATAP will continue or begin programs to achieve it's mission.

The University of Washington is a public, four year, nationally accredited, comprehensive institution of higher education. Because the university is not limited in scope to specific programs that promote limited activities or serve limited populations, WATAP will have the flexibility to assist individuals with AT needs across the lifespan and in any environment or for any purpose. This flexibility also means that access to WATAP programs will not be limited by eligibility criteria such as income, age, type of disability, or the reason that an individual needs AT. WATAP is located in the state's population center of Seattle, and will make its programs available statewide through a toll-free number, an accessible web site, and by conducting activities in all regions of the state on a regular basis.

WATAP employs eleven educated and motivated professionals on a full or part-time basis, many of whom have at least 20 years of technical expertise in the field of AT and disability. WATAP will provide Washingtonians with access to expertise that addresses AT needs in all areas of life, with particular emphasis on education, employment, information technology and telecommunication, and community living. WATAP accomplishes this by employing staff and consultants with education and experience in

State: Washington

State: Washington

the fields of speech language pathology, occupational therapy, blindness and low vision, rehabilitation engineering, computer technology, special education, rehabilitation counseling, and management. The majority of staff are AT specialists, and two program consultants hold an Assistive Technology Practitioner credential from the Rehabilitation Engineering and Assistive Technology Society of North America. WATAP will continue to ensure that the skills of its staff remain current by providing them with training opportunities during year two of this State Plan.

Since 1993, WATAP has a history of established relationships with public and private entities in the state. Specifically, WATAP staff members participate on boards, advisory councils, workgroups, and committees that address the needs of Washingtonians with disabilities across the lifespan with agencies such as: the Workforce Training & Education Coordinating Board, Office of the Secretary of State, Department of Information Services, Developmental Disabilities Council, Governor's Committee on Disability Issues & Employment, National Governor's Association Policy Academy on Improving Outcomes for Youth with Disabilities in Washington State, and Washington State Self-directed Services Taskforce. WATAP works with school districts throughout the state on AT-related issues as well. WATAP also participates in initiatives with organizations such as ARC of Washington, Washington Council of the Blind, and Greater Washington Chapter of the National Multiple Sclerosis Society, to increase the availability of AT for the consumers they serve. WATAP will continue these activities, and will provide training and technical assistance to the above organizations and other entities within the state. WATAP also will work with these agencies and others on new and ongoing initiatives in the state to address the AT needs of individuals with disabilities.

WATAP will continue to operate a state-of-the-art device demonstration and consultation Center located in Seattle. WATAP will make these devices and services available statewide through a traveling demonstration and consultation service. The devices in the demonstration center will also be available for short-term loan statewide to professionals and consumers. WATAP also will continue to collaborate with WATF to operate both the Alternative Financing Program and the Access to Telework Program described in attachment 5.1 of this plan. In year two, WATAP will begin providing funding consultations to individuals who may be eligible for AT funding but who need significant technical assistance in order to obtain that funding.

WATAP will continue to provide two new opportunities for Washington residents with disabilities to obtain a wide range of used AT equipment. WATAP will participate in the ATMatch.com AT device reutilization auction site, operated by the Kansas Assistive Technology program. WATAP will also continue to subcontract with Easter Seals of Washington to operate the statewide Computer Reuse and Long-term Loan program.

In addition to the Advisory Council described in attachment 3 of this plan, WATAP will continue to ensure that its program is consumer responsive by seeking direct feedback from those who access the program, either through on-site interviews with participants or follow-up surveys.

State: Washington

State: Washington

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

Not applicable.

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

Not applicable.

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

Not applicable.

State: Washington

State: Washington

### Attachment 3: State Advisory Council

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

During year two of this State Plan, the WATAP Advisory Council will continue to provide consumer-driven, consumer-responsive advice to the state for planning and implementation of the activities of Washington's Statewide Assistive Technology Program.

The WATAP Advisory Council is composed of eleven members. Six members, (54%), are individuals with disabilities who use AT. The remaining five members of the Council represent agencies as required under the Assistive Technology Act, as amended. Although several agency representatives have disabilities, they are not counted toward the majority membership of people with disabilities and family members. In Year one, membership was distributed as follows:

- Individuals with Disabilities – 6 members
- Parent or Family Representative – 0 member
- Agency Representatives: Department of Services for the Blind, Division of Vocational Rehabilitation, Independent Living Center, Office of Superintendent of Public Instruction, and State Workforce Training and Education Coordinating Board

Members of the Advisory Council who use assistive technology use a range of AT devices such as mobility devices, communication devices, reading technologies, and computer adaptations. The members of the Advisory Council represent rural and urban areas of Washington. During year one, the Advisory Council included representation from the African-American community. WATAP will continue to seek representation from other racial and ethnic communities to reflect the diversity of the population of Washington state.

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

Members of the WATAP Advisory Council become part of the Council in two ways: agency representatives are appointed by their respective agencies; consumer representatives are volunteers who were solicited through a notice in the WATA Bulletin, recommendation of the Governor's Committee on Disability Issues & Employment, and outreach to organizations of individuals with disabilities throughout the state. Agency representatives serve at the discretion of the agency they represent. Consumer members are invited to serve one year with possible reappointment up to three years. Two consumer members and one agency member have indicated they will be unable to serve on the Council in year two. WATAP is currently recruiting to fill these vacancies by or before October 1, 2006.

State: Washington

State: Washington

The Advisory Council is an advisory body. It does not have a formal structure or bylaws, and does not elect a Chair. It may, from time to time, determine the need for subcommittees which may include representation of individuals not on the Advisory Council who are interested in the topic being discussed by the subcommittee.

The Advisory Council will meet in-person two times per year in Seattle. Periodic conference calls, video conferences or other types of meetings will be arranged by request of the Advisory Council or by request of the WATAP Director. WATAP has also established an e-mail listserv for Council members and staff. WATAP staff will make the meeting room arrangements, develop materials for information packets for members, and will ensure that the meeting site and materials are accessible. WATAP staff will update the Advisory Council on the activities of the program, share recent data with the Council, and present any planned initiatives so the Advisory Council can provide input. The WATAP director will facilitate discussion throughout the meeting to gain input and provide guidance in planning program activities. Minutes of the meeting will be recorded by staff.

State: Washington

State: Washington

#### Attachment 4: Measurable Goals

WATAP will establish a baseline for each of the goals 4.1 through 4.7 during year two, and will submit after year two an amendment identifying the long term goal and short-term goals set to improve upon this baseline during year three 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.

##### 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.

##### 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.

##### 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.

##### 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

State: Washington

State: Washington

about an AT device or service that meets an IT/telecommunications need as a result of the assistance they received.

#### 4.5 Goal for Improving Acquisition of AT in Education

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

#### 4.6 Goal for Improving Acquisition of AT in Employment

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

#### 4.7 Goal for Improving Acquisition of AT in Community Living

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

4.8 Additional Measurable Goals -- If applicable, describe any measurable goals that the State has set in addition to the goals established in items 4.1 through 4.7 for addressing the assistive technology needs of individuals with disabilities in the State related to education, employment, community living, and telecommunications and information technology.

Not applicable.

State: Washington

State: Washington

## Attachment 5: State-level Activities

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

In year two of this State Plan, WATAP will continue to collaborate with the Washington Assistive Technology Foundation (WATF) to conduct two state financing activities: an Alternative Financing Program (AFP) which is called the Technology Access Fund, and the Access to Telework Loan Program. In year two, WATAP will establish a new service called Funding Consultation which is designed to assist individuals who are likely to be eligible for AT funding from a public resource but who will need extensive assistance in order to obtain that funding.

#### **TECHNOLOGY ACCESS FUND**

The state of Washington's AFP which is operated by Washington Assistive Technology Foundation (WATF), will continue to provide loans to individuals with disabilities and their families for the purchase of AT devices such as hearing aids, home and vehicle modifications, and computers, as well as loans for services such as evaluations, training and device maintenance.

WATF was established in 2001 with administrative support from WATAP, and received 501(c)(3) status in that year. In 2002, WATF was approved as a Community Development Financial Institution (CDFI). In 2003, WATF was awarded a grant under Title III of the Assistive Technology Act of 1998 to operate the AFP for Washington state which is called the Technology Access Fund.

As a CDFI, WATF is directly responsible for all aspects of lending including processing applications, acceptance or denial of loans, disbursement of funds, and receipt of loan payments. The loan application is available in hard copy and in an accessible format on the WATF web site. Applicants can borrow as little as \$250 and as much as \$10,000. The interest rate is prime to prime plus 2 (currently 4.75-6.75%) with terms from one to five years, based on individual circumstances.

Applications are reviewed for approval by the Loan Review Committee which is a subcommittee of the WATF Board of Directors. WATF maintains policies and procedures to ensure that a loan will not be denied to an individual based on race, age, type of disability, or type of device needed. However, an applicant may be denied a loan based on credit history or financial consideration, other than income, that may limit the applicant's ability to pay the loan back. In this case, the individual will be referred to WATAP for assistance from the device reutilization programs at ATMatch.com and Easter Seals, and for help to identify other possible funding sources.

#### **Access to Telework Loan Program (Telework)**

State: Washington

State: Washington

Washington state's Access to Telework Loan Program supports financial loans for individuals with disabilities to purchase computers and other equipment so they can telework. Teleworking helps individuals with disabilities become employed or stay employed when they face transportation or other barriers to work, by allowing them to become self-employed or to work from home or other remote sites away from an office. Telework loans can be used by individuals with disabilities who are currently unemployed, underemployed, self-employed, or needing to maintain employment on a full time or part time basis. In year one of this Plan, WATF made two financial loans in the Telework Program.

The application process for Telework Loans is similar to the Technology Access Fund. However, applicants must also be able to demonstrate that they are requesting a loan for the purposes of telework. Because these loans are provided specifically to purchase computers and other equipment for use in telework, the Telework Loan Program is not comprehensive like the Technology Access Fund. The Telework program generally will be used by adults, and the equipment purchased will be used for employment purposes. Not all equipment purchased with a Telework loan will be AT, so its impact as a state financing activity will be limited.

Applicants for financial loans from WATF will have the opportunity to access the device loan and device demonstration programs offered by WATAP (described in 5.3 and 5.4 of this plan) in order to try out devices before they take out loans to purchase them. Similarly, those who access device loan and demonstration programs and are interested in taking out a loan will be able to access the services of WATF.

WATAP will continue to fund a toll-free number to be shared by WATAP and WATF, and will continue to provide funding to support coordination of service delivery between WATAP and WATF. In year one, WATAP updated information about programs offered by WATF on WATAP's fully accessible web site and flyers distributed to disability-related agencies and organizations. WATF also maintains its own accessible web site with information about the Technology Access Fund and Telework Loan Program.

Individuals and their families benefit from the AFP and Telework programs in several ways. First, individuals will be able to purchase the assistive technology they want or need on more affordable terms when it cannot be provided by another funding source such as an agency or medical provider. Second, the simple application and eligibility process means that many individuals will be able to obtain assistive technology more quickly than might otherwise be possible through a serviced provider. Third, the individual will own the technology. This means that if he or she moves out of the area or if other circumstances affecting the individual's eligibility for a service change, a providing agency will not be able to take the technology away from the individual.

In year one of this state plan, WATAP worked with WATF, in consultation with the WATAP Advisory Council, to expand and improve services offered through the Technology Access Fund and Telework Loan Program. Activities included initiation of Memorandums of Understanding between WATAP and Advisory council member

State: Washington

State: Washington

agencies (described in Attachment 8.3), and distribution of program information in awareness presentations of both WATAP and WATF.

Data since 2003 show that WATF rarely provides financial loans to individuals living in rural parts of Washington state and that the majority of applicants for the Technology Access Fund are directly referred from WATAP. In year two, the WATAP subcontract with WATF will include activities to improve outreach to rural communities, outreach to other organizations that can provide referrals to WATF, and marketing to the general public.

In year one, in partnership with community collaborators such as Boeing Employees Credit Union, WATF developed and offered community classes on financial literacy topics including: IS SELF-EMPLOYMENT RIGHT FOR YOU? Understanding Credit, Better Budgeting, Where to find Start-up Business Funding, and Home Ownership for People with Disabilities. WATAP and WATF will continue working together in order to identify additional resources for services which would be of benefit to borrowers who have limited credit history or financial experience.

In addition to WATF, there are several agencies and organizations in Washington state that provide limited funding, under specific circumstances, to purchase AT devices and services when an individual does not qualify for other types of assistance. Examples include: the Office of Aging & Disability Services and the National Multiple Sclerosis Society, Greater Washington Chapter. During year one of this state plan, WATAP conducted surveys and community interviews in order to update its database of funding resources and the qualification requirements for funding from those resources. In year two, WATAP will conduct forums and other activities in order to establish collaborations with organizations such as these, and will continue efforts to identify alternative financing resources throughout the state to ensure that individuals with disabilities have increasing opportunities to obtain assistive technology devices and services.

## FUNDING CONSULTATION

Our goal at WATAP is to help individuals with disabilities identify the most appropriate and effective way to pay for the assistive technology devices and services they need for employment, education and independent living. Sometimes the best source is WATF, ATMatch, the Computer Loan Program, or a combination of these resources. Often, however, the most appropriate and effective funding source to pay for part or all of the AT may be a public program such as Vocational Rehabilitation, Education or Medical assistance. Many individuals with disabilities are eligible to receive AT funding from these programs, but often are unable to obtain AT funding because they do not have the skills or knowledge to write a letter of justification, or do not know how to respond to questions which will likely be asked in interviews with the funding source. In year two, WATAP will begin to provide Funding Consultation services for individuals who are likely to be eligible for AT funding from a public program, and who would probably not obtain that funding without significant consultation. The consultation will be designed to meet the specific needs of the individual, and may include help with writing letters of

State: Washington

State: Washington

justification, role playing to practice conversations that might take place between the individual and funding agency representatives, or other similar services identified by WATAP and the individual who is seeking funding for AT. Individuals who might benefit from legal representation regarding their eligibility for AT devices and services will be referred to the Washington Protection & Advocacy System AT Program and to other resources that provide legal consultation.

Funding Consultation services will particularly benefit individuals with disabilities who need customized AT devices that are not available or appropriately acquired from a reuse program and may be difficult to afford from a financial assistance program. Funding Consultation services also will benefit individuals with low income who may not have sufficient resources to make financial loan payments, or may need to use their limited financial resources to purchase AT or other services which will not be provided by a public program such as AT devices needed to participate in recreation activities.

At the end of year two, in consultation with the Advisory council, WATAP will evaluate the effectiveness of this service and will determine whether to continue or modify this activity in year three of this state plan.

**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.**

WATAP will continue to provide opportunities for Washington residents with disabilities to obtain a wide range of used AT equipment: (1) The ATMatch.com AT device reutilization auction site, operated by the Kansas Assistive Technology program. (2) Statewide Computer Reuse and Long-term Loan Program at Easter Seals of Washington. And (3) CCTV Long-Term Rental Program operated by WATF.

**ATMATCH.COM INTERNET AUCTION SITE**

For the five years prior to this state plan, WATAP operated the AT-Exchange which was an online database for the exchange, sale, and donation of assistive technology devices. The purpose of this electronic marketplace was to link a person or an agency that has an assistive technology device that they no longer need with someone in Washington state who can use it to increase their independence, quality of life or level of participation in work, school, or community living. The AT-Exchange has been well received by consumers, family members and professionals. However, it was limited in scope because WATAP did not have enough resources to support buyers and sellers outside Washington state. In September 2005, WATAP discontinued the AT-Exchange in favor of a nationwide resource under development by the Kansas AT program which will offer increased opportunities for consumers and professionals in Washington state to buy and sell used AT devices.

During the three years of this state plan, WATAP will participate in ATMatch.com which is an internet auction site developed specifically to help individuals with disabilities locate or sell used AT devices. Users of ATMatch.com will be able to find specific AT

State: Washington

State: Washington

devices at reasonable prices, can post equipment for sale, and in year two of this state plan, will be able to connect to the AT resources available in Washington state that are provided by WATAP and WATF. At the end of year one, users are now able to visit ATMatch.com directly, or can access it from WATAP's web site.

It is possible to browse the main sections of ATMatch.com without registering. Registration is free, and is accomplished by selecting the My Match icon in the toolbar at the top of the page, and then selecting the Register Now link to go to a registration form. After the required fields are filled in, the site will create a personalized page for the user which, when fully implemented in year two, will include links to WATAP and to WATF. For example, you can use the search engine to locate desired items in an auction, a direct sale or look for donated items. You will be able to select the link to WATF in order to learn more about how to obtain a financial loan through the Technology Access Fund to pay for the device. Or, you can click on a link to contact WATAP and learn more about public funding sources that might pay for the device. From this same page, you can also list items for sale. Categories of devices listed on ATMatch.com include: aids for daily living, automotive, books, communication, computers and peripherals, environmental controls, hearing, home & hobby accessories, mobility, positioning, recreation aids, software, switches & accessories, toys, vision, and worksite modifications. Washington state residents who do not have access to the internet, or who do not have access to a credit or debit card (required for transactions on ATMatch.com) can call WATAP's statewide toll-free number for assistance in browsing the database, posting an item, or making a transaction on ATMatch.com.

The seller pays a basic listing fee to have an item posted on ATMatch.com. If the item sells, an additional fee, based on the selling price, is charged to the seller. The fees are the same, whether the item is listed for Direct Purchase or for Auction. No fees are charged to the buyer.

WATAP will not warrant the condition of any device listed on ATMatch.com. WATAP also accepts no liability that may result between the transaction of the buyer and the seller.

WATAP's participation in ATMatch.com will help individuals with disabilities obtain AT devices in many ways. First, because the devices are used, sellers usually will offer them at a low price, meaning they are more affordable. Second, individuals with disabilities do not need to meet eligibility criteria to obtain devices from ATMatch.com. Third, ATMatch.com will potentially make available devices that are not covered by other private and public funding. Fourth, some devices made available will no longer be manufactured, so ATMatch.com is a resource for such a device. Fifth, individuals with disabilities often will get devices sooner through ATMatch.com than if they waited for funding from public or private sources.

During year one, WATAP conducted interviews and surveys in order to update the database of resources throughout the state that recycle medical equipment. One example is the Bridge Ministries Equipment Lab in King County which recycles medical

State: Washington

State: Washington

equipment such as wheelchairs and walkers. Staff at these recycling centers tell us that they often have requests from consumers that they cannot fill, and sometimes have equipment available that is not placed with a consumer due to lack of marketing. In year two, WATAP will offer technical assistance and information to help these local equipment recycling resources establish a communication network, including use of ATMatch.com, for both listing available equipment and locating needed items. The network will benefit consumers by offering a centralized location to list devices offered by these scattered resources, and will make it easier for these resources to connect consumers to WATAP and WATF for financial loans and other AT services.

## STATEWIDE COMPUTER REUSE & LONG-TERM LOAN PROGRAM

Under a subcontract with WATAP, the Easter Seals Computer Reuse and Long-Term Loan Program will serve children and adults in Washington state who have a documented disability, who need a computer in order to participate in employment, education or community living, and who have access to resources for setup and training with the technology. In addition to computers, the program will also provide other technologies, when available, including: printers, monitors, mice/trackballs, and computer adaptations. Computers and other technologies are donated by major corporations throughout the state who no longer need the devices for their employees. Volunteers will inspect the equipment to make sure it is in good condition, and will prepare it for distribution including installation of any assistive technology devices provided through the program.

Individuals may apply for the Computer Reuse and Long-Term Loan Program by contacting Easter Seals via mail, email, or toll-free telephone. The program is marketed on the Easter Seals, WATAP and WATF web sites and through community outreach activities. WATAP will assist consumers to identify resources to assist with setup and training in order to maximize use of this program.

All services of the Computer Reuse and Long-Term Loan Program are free of charge to eligible individuals in Washington state. Costs that will be incurred by the consumer include delivery/pick-up of equipment, periodic maintenance of equipment, upgrades of equipment, and specialized hardware or software if not available through the program.

For many individuals with disabilities, a computer is itself the assistive technology needed to open the door to independence and communication in employment, education and community living. For example, an individual who cannot hold or manipulate a pen for writing may be able to use a computer keyboard to perform writing tasks. In other cases, receiving the computer at no cost saves money so the individual with a disability or family members can more easily pay for the adaptations needed in order for that individual to successfully use the computer.

## CCTV LONG-TERM RENTAL PROGRAM

In year two of this state plan, WATAP will collaborate with WATF to operate the CCTV Long-Term Rental Program which makes a limited number of "closed circuit TV

State: Washington

State: Washington

magnifiers” (CCTV’s) available for long-term rental to Washington citizens of all ages. These devices provide the magnification that many people with significant vision loss need to read, write, work, study for school, monitor their health (e.g., read prescriptions and blood sugar monitors) and/or pursue hobbies.

This program was initially funded through a grant from the department of Services for the Blind, and in year one of this state plan was expanded through a grant from the Shoomann Trust. WATF also accepts donations of used working units. There is always a waiting list for this program, so in year two of this plan WATAP and WATF will develop strategies to increase the number of available devices.

Applications are available on the WATF web site or by calling WATF toll-free in Washington State. Fees range from \$25 to \$35 per month and can be negotiated for individuals with very low incomes.

Individuals with disabilities who are not eligible to receive particular AT devices from other funding sources benefit from opportunities to rent expensive AT devices at affordable fees instead of purchasing them. Rental rates for the CCTV Program are less than typical payments for a financial loan. This means this program can serve individuals with very low incomes, such as individuals living in nursing homes, who lack the resources to obtain these devices any other way.

**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 year one of this state plan, WATAP established a short-term AT Device Loan Program. WATAP marketed the AT Device Loan Program on its fully accessible web site, through articles in disability-related publications, at training events conducted by WATAP, and through flyers distributed to disability-related agencies and organizations.

By allowing individuals with disabilities and professionals to borrow AT devices, the short-term AT Device Loan Program will offer Washington residents an opportunity to try out a device before they buy it and will allow AT professionals a chance to use a device to assess the AT needs of clients. It will also meet interim needs of individuals with disabilities whose own devices are being repaired by providing a loaner device.

WATAP will operate the AT Device Loan Program at the AT Device Demonstration Center which is located in Seattle. During year one of this state plan, WATAP purchased a variety of AT devices for short-term loan that support employment, education, community living, and the information technology needs of individuals with sensory, physical and cognitive disabilities. The devices support specific activities such as: daily living, communication, computer access, literacy, and recreation.

WATAP will accept applications for AT device loans from a person with a disability, family members, advocates, or service providers (e.g. therapist, teacher, rehabilitation counselor). WATAP will not deny a loan based on the age, race, type of disability,

State: Washington

State: Washington

income, or location in the state of the borrower. The only reasons a loan would be denied is if the device is not in stock, or if the borrower does not have sufficient knowledge or resources to support the device . If the device is currently in stock, WATAP staff will ship that device to any location in the state. If the device is not in stock, the borrower will be put on a waiting list. If an individual requests a device that WATAP does not have in its inventory, the individual will be referred to the appropriate vendor.

Some devices available for loan may require specialized support for their use, therefore, the person requesting the loan will be asked to identify who recommended the device and who will provide support during the loan period. Support persons may include centers for independent living staff, vocational rehabilitation counselors, teachers, OTs, PTs, Home Health staff, etc.

During year one of this state plan, WATAP established a sliding scale rental fee. The rental fees will allow WATAP to sustain the AT Device Loan Program and update the inventory as needed. In consultation with the Advisory Council, WATAP set policies regarding the number of devices that can be borrowed by an individual at one time, the time length for device loans, and the fee scale. WATAP will not charge a shipping fee which will make the AT Device Loan Program available on an equal basis throughout the state.

WATAP currently does not have the capacity to conduct the short-term AT Device Loan Program in a comprehensive manner with regard to all types and variety of devices. WATAP expects to expand the inventory of devices offered during years two and three of the state plan based on input from borrowers, consultation with the Advisory Council, and negotiations with local vendors.

WATAP is not including durable medical equipment (DME) in the loan inventory because of the prohibitive costs and manpower needs associated with purchasing, storing, shipping, maintaining, and retrieval of this technology. During year one of this state plan, WATAP conducted interviews and surveys to identify vendors and other resources who can loan DME, and in years two and three will attempt to identify strategies to increase availability of this loan resource.

School districts in Washington state can currently borrow a wide range of AT devices from the Central Washington University Special Education Technology Center, the School for the Blind, and the School for the Deaf. These short-term AT device loan programs are funded through a grant from the state Office of Superintendent of Public Instruction (OSPI). In year one of this state plan, WATAP worked with staff from OSPI and the Special Education Technology Center to identify areas and strategies for possible collaboration in order to increase access to device demos and loans for students in K-12. A Memo of Understanding describing how WATAP and the Tech center will coordinate service delivery including sharing AT devices and personnel resources was drafted, and will be completed in year two of this state plan. Also in year two, WATAP and OSPI anticipate that a work group will be convened to include the Special Education Technology Center, the School for the Blind, the School for the Deaf, the Center for

State: Washington

State: Washington

Transition and Change, Vocational Rehabilitation, Services for the Blind and other interested stakeholders to expand the model developed between WATAP and OSPI in order to better coordinate AT service delivery across programs, including AT device demonstration and loan, for K-12 students in Washington state.

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

**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.**

During the three years of this state plan, WATAP will conduct AT device demonstrations using a variety of methods and in many different settings in order to meet the diverse needs of individuals with disabilities in Washington state. WATAP will provide AT device demonstrations in the following ways: (1) AT Device Demonstration Center housed in Seattle; (2) hands-on activities and labs offered at conferences, exhibits, and trainings; (3) traveling AT device demonstration lab.

**AT Device Demonstration Center**

In year one of this state plan, WATAP established an AT device demonstration and consultation center which is temporarily housed at the UW Center on Technology & Disability Studies. Initially it was planned that WATAP and WATF would co-locate, but it was mutually determined that this is not feasible. WATAP is now negotiating a lease for space in Seattle and anticipates relocating the Demonstration Center early in year two.

WATAP staff will provide guidance and consultation to individuals with disabilities, family members, and professionals to assist them in making informed decisions about the selection and use of AT devices and services. Program services are available by appointment during week days. All of the types of AT devices described in Section 5.3 of this state plan will be available for demonstration at the Center.

Individuals who visit the AT Demonstration Center will be given an opportunity for hands-on trial of the available AT devices that they feel would assist them in employment, education, community living or to meet their information technology and telecommunications needs. Individuals can then borrow devices from the center to assist them in making an informed decision, as described in Section 5.3 of this state plan. If necessary, WATAP staff will assist individuals to identify possible funding sources for the AT devices they have chosen, including referral to WATF to learn about the Technology Access Fund and Telework programs. Individuals will also be given information and assistance in order to explore options on ATMatch.com or the services of the Easter Seals Computer Reutilization Program to find out if a used AT device can meet the individual's needs.

State: Washington

State: Washington

## Activities and labs offered at conferences, exhibits, and trainings throughout Washington state

Since 1993, WATAP has provided hands-on AT device demonstrations to consumers, family members and professionals to help them select and use AT in employment, education, community living and for information technology and telecommunications access.

All of the devices available in the AT Demonstration Center are also made available for hands-on demonstration and trial on a regular basis at community events, conferences and in other settings. At these events, WATAP staff will schedule time for individualized consultation and guided exploration of the devices in order to assist the individual in making an informed decision about the selection and use of AT devices and services, and to identify possible next steps in the process in order for the individual to obtain those devices and services. Some of these individuals will borrow devices from the AT device Loan program as a direct result of their participation in the demonstrations.

## Traveling AT device demonstration lab

In preparing to write this three-year state plan, WATAP surveyed individuals with disabilities, AT professionals and service providers to determine the most critical AT needs of individuals with disabilities in Washington state. One of the most critical needs is hands-on AT device demonstration and consultation provided by qualified AT professionals for individuals with multiple disabilities, their families, and service providers in situations where the individual or family would not have access to these resources due to lack of funding or lack of availability.

To provide experiences and information so that these individuals have increased opportunity to make decisions about the selection and use of AT devices and services, WATAP will travel to communities throughout the state on a regular basis, beginning in year two of this state plan, to provide hands-on AT demonstrations and short-term “mini” consultations. Whenever possible, these mini consultations will be conducted in collaboration with local service providers who can assist in meeting the on-going AT needs of the consumer. All of the AT devices in the AT Demonstration Center are available for use in providing mini consultations across the state.

For example, an Independent Living provider working for Services for the Blind requests a mini consultation for an individual in a rural area who has sensory limitations, limited mobility, and memory loss due to age-related disabilities. WATAP will arrange a mini consultation with the consumer and service provider in order to explore and try AT solutions for community living that take into account the unique limitations of this individual. The consumer will be able to borrow AT devices from the short-term AT Device Loan Program, and will be referred to WATF, public resources and the AT reutilization programs at ATMatch.com and Easter Seals.

State: Washington

State: Washington

Regardless of the method for delivering AT device demonstrations, WATAP programs will be designed to offer individuals with disabilities, their families, and professionals the opportunity to experience a number of different devices while being guided by experts. Allowing them to compare and contrast different devices will help them to make an informed decision about what device to purchase or whether to purchase a device at all.

## ADDITIONAL DEMONSTRATION RESOURCES AT WATAP

WATAP is pleased to be a Microsoft Accessibility Resource Center (MARC). WATAP provides video and hands-on demonstrations of Microsoft accessibility features in Windows XP and Internet Explorer. Free tutorials on CD provided by Microsoft are also available for visitors to take home.

In year two of this state plan, WATAP will be a demonstration center for Recordings for the Blind & Dyslexic (RFB&D). This membership organization provides audio books in DAISY format for individuals with print disabilities. In order to help consumers make informed decisions about this service and its options, WATAP will demonstrate a wide range of playback devices available to assist students and adults with print disabilities who may use the audio books program from RFB&D. WATAP will also assist individuals to complete a membership application if desired, and will have information about the RFB&D services.

State: Washington

State: Washington

Attachment 6: Comparable Support

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

Not Applicable.

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

Not Applicable.

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

Not Applicable.

State: Washington

State: Washington

Attachment 7: State Flexibility

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

Not Applicable.

**7.2 Maintenance of Statewideness and Comprehensiveness – Demonstrate that the Statewide AT Program will continue to be comprehensive without conducting this activity.**

Not Applicable.

**7.3 Achievement of Measurable Goals - Demonstrate that the State can reach its measurable education goals, employment goals, telecommunications and information technology goals, and community living goals without conducting such activities.**

Not Applicable.

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

Not Applicable.

State: Washington

State: Washington

## Attachment 8: State Leadership Activities

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

### TRAINING:

In year two of this state plan, WATAP will continue to engage in training activities designed to expand AT service delivery capacity throughout the state. In partnership with other programs at the UW Center On Technology & Disability Studies, WATAP has developed comprehensive training modules designed to increase the knowledge and skills of service providers who assist individuals with disabilities in the selection and use of AT devices and services. Topics such as: augmentative communication; reading, writing and learning; seating and positioning; computer adaptations; technology solutions for people with hearing loss; technology solutions for people with vision loss; making information and information technology accessible for people with disabilities; and other requested modules, are tailored to meet the unique needs of service providers in employment, education, community living and information technology. Examples of training that WATAP provided in year one include:

- AT Summer Institute: Comprehensive 4-day training offered in June including hands-on AT device demonstration labs, video clips, and interactive case studies designed to increase skill levels of vocational rehabilitation personnel, educators, employers and other service providers in selecting and implementing AT solutions.
- On-line instruction in Augmentative and Alternative Communication for speech and language pathologists, and a follow-up live course.
- Graduate course on Disability Policy and Technology offered annually for on campus students, vocational rehabilitation counselors, school district personnel, and employers.

### TECHNICAL ASSISTANCE:

Because WATAP provides technical assistance to agencies and organizations by request, it is difficult to predict the type of technical assistance that will

State: Washington

State: Washington

be provided over the next two years. In year one, WATAP provided technical assistance such as the following:

- In partnership with the WorkSource Disability Network, WATAP provided technical assistance to implement AT and accessible information technology solutions in thirty-six WorkSource employment centers and affiliates throughout the state.
- Technical assistance was provided to the Office of Financial Management to develop and implement policy regarding design and procurement of accessible information technology. Additional TA was provided regarding the design of particular applications to ensure that they would work with assistive technology devices commonly used by state government employees.
- Technical assistance was provided to the Workforce Board regarding accessibility of work readiness assessment tools under consideration for use in Washington state.
  - Office of the secretary of State, Voting Machine Certification Advisory Board: Evaluation of voting machine technologies for compliance with accessibility requirements of the Help America Vote Act.

#### TRANSITION:

The AT Act requires that WATAP specifically focus on training and TA around transition. This includes transition for students with disabilities who are leaving high school for employment or post-secondary education and transition for those entering or maintaining community living.

- In year one of this plan, WATAP delivered two sessions of a course called AT for Educators which is designed to provide special educators, vocational rehabilitation counselors, parents, and students involved in transition with the skills and knowledge they need to successfully include AT in all transition planning. Elements of this training are also infused in the general AT training provided to education professionals and vocational rehabilitation counselors as explained above.
- A second training module, also delivered in year one of this plan, is called Community Living. This comprehensive workshop on selecting, funding, and supporting AT is designed to increase skills of Aging and Adult Services and Division of Developmental Disabilities staff.

State: Washington

State: Washington

In year one, WATAP developed two AT Funding guides related to transition which will be distributed in hard copy, in alternative formats and on the WATAP web site. One AT funding guide provides information about funding sources and strategies to meet the AT service delivery needs of students with disabilities who are transitioning from the K-12 school system to post-secondary education and employment. The other AT funding guide provides information about funding sources and strategies to meet the AT service delivery needs of adults with disabilities who are transitioning to community living.

**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 of this state plan, WATAP will use a multifaceted approach (mailings, Internet, exhibits, presentations, and trainings) to increase awareness about the benefits of assistive technology devices and services, the types of AT devices and services available, funding for AT devices and services, and policies related to AT.

WATAP conducted the following public awareness activities in year one:

- The toll free INFO-line provides free information and referral services on AT for people of all ages with all disabilities. Family members, service providers and the general public may also use this service. WATAP staff provide information on the availability, benefits, appropriateness and cost of AT devices and services.
- The WATAP Bulletin was published once and is distributed in hard copy, in alternative formats, and on the WATAP web site. It includes information on AT devices and services, legislative updates related to AT, a calendar of events, and reports on AT-related events. Currently approximately 4,500 consumers, agencies, service providers, advocates, teachers, and vendors access the Bulletin. WATAP will resume quarterly publication of the Bulletin in year two.
- The AT online Discussion Forum provides technical assistance, and links experts and consumers statewide. More than 350 postings are received each year.
- The WATAP web site was revised to reflect new activities and services at WATAP. It features in-depth information on the alternative financing, reutilization, device demonstration, and short-term device loan programs funded under the Assistive technology Act of 1998, as amended, information on other programs WATAP is involved with outside of the AT Act of 1998, as amended, publications, resources on accessible information technology, Legislation, and AT resources. The web site also provides an opportunity for individuals to directly contact WATAP to provide feedback, request information and referral, apply for the computer

State: Washington

State: Washington

reutilization program, connect to ATMatch.com to list or buy AT devices, and link to the on-line application for the Technology Access Fund and Telework program.

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

Because coordination and collaboration with public and private entities often is based on emerging, new, or changing policies and procedures, it is difficult to anticipate all of the coordination and collaboration activities that WATAP will undertake over the next two years. In the past, coordination and collaboration involved the proposal of new or changes to current AT policies, providing input on proposed AT policies, and analysis of the impact of current AT policies. WATAP does this by participating on task forces sponsored by state agencies, by being a member of consumer groups, advocacy groups, and disability networks throughout the state, and through independent efforts. In year one, WATAP engaged in the following collaborative activities not mentioned elsewhere in this plan:

- Developmental Disabilities Council: Provide leadership in implementing AT initiatives in the state strategic plan.
- Governor’s Committee on Disability Issues & Employment: Collaboration on a variety of AT-related issues regarding employment, education and community living.
- National Governor’s Association Policy Academy on Improving Outcomes for Youth with Disabilities in Washington State: Collaboration on variety of issues, including AT, for students transitioning from the K-12 school system.
- Washington State Self-directed Services Taskforce: Coordination of resources to meet AT needs of individuals with developmental disabilities in transition to community living and maintaining independence in the community.

State: Washington

State: Washington

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.**

Easter Seals of Washington will provide in-kind contributions for the operation of the Computer reutilization Program. These include: office space, supplies, and a toll-free telephone line. Similarly, WATF will provide office space, telephones, office support and other services necessary to carry out the activities of the subcontract.

In year one of this plan, WATAP successfully negotiated with several local and national AT device resellers and benefited from discounted pricing for the purchase of AT devices for the AT Demonstration Center described in Section 5.4 of this plan.

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

Not Applicable.

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

The WATAP Advisory Council met once in person and once by conference call before the submittal of this plan in order to set general goals and objectives and to provide advice on how activities are to be carried out. The Advisory Council expressed particular interest in helping WATAP measure performance results in order to set measurable goals for subsequent years of this state plan in accordance with Attachment 4. The plan for providing device demonstrations throughout Washington state (attachment 5) is directly based on suggestions of the Council and other stakeholders.

The Council met in person twice during year one, and meets by phone as needed. Once measurable goals are established, as described in Section 4 of this plan, the measurable goals will be reviewed and evaluated quarterly, and any adjustments necessary will be made in response to and under the guidance of the Advisory Council.

State: Washington

State: Washington

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).**

Not Applicable.

**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.**

Not Applicable.

State: Washington

State: Washington

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).**

All departments and units of the University of Washington use the same web-based Financial Accounting System (FIN) to record and track income and expenditures. An elaborate coding system has been developed within FIN to enable detailed accounting by “business unit” and type of expenditure. In year one, WATAP established separate sub-budgets for State Level and State Leadership Activities under this grant and will continue to code expenditures accordingly. At any time, a report can be obtained to monitor expenditures to assure that WATAP is in compliance with the percentages and budget amounts as per the State Plan. It will be the responsibility of the WATAP Director and Project Manager to monitor expenditures on a monthly basis.

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

State: Washington