

MASSACHUSETTS

STATE PLAN FOR ASSISTIVE TECHNOLOGY

10/1/05- 9/30/08

Submitted by the Massachusetts Rehabilitation Commission
Commissioner Elmer C. Bartels
August 2005

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 are 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 Verizon 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 has already designed an AT Utilization Survey (see Addendum A) that will be distributed to thousands of AT users, family members, educators, clinicians, advocates and other AT “stakeholders” over the next three years (and updated accordingly). The AT Utilization Survey is 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 survey will be implemented early in year one to help establish baseline information (in consultation with the Rehabilitation Services Administration) as mandated by the AT Act, and subsequently over the following two years to assess the impact and effectiveness of AT Plan programs towards meeting goals. It will help the AT Act Planning Committee and AT Act Advisory Council identify policy and program barriers and provide suggestions for improving and enhancing AT programs. The survey has already been piloted with the AT Advisory Council and with some members of the State Independent Living Council to inform the development of this state AT Plan.

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.

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
Verizon 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
Verizon 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. There are 29 members of the Council as identified in the following list:

	Consumer Name	Category
1	Julian Banerji	Physical/BI/Cog/Emo/Multi
2	Michael Gonzalez	Deaf
3	Larry Haile	Legally Blind
4	Melodee Whitman	Physical/Visual Dis/Cognitive
5	Jean Des Roches	Parent/Guardian
6	Joe Kistner	Parent/Guardian

7	Susan LaSante	Parent/Guardian
8	Lisa Chiango	Deaf/Visual Disability
9	Paul Gambina	Hard of Hearing
10	Linda Sakin	Hard of Hearing
11	C. Wayne Dore	Deaf
12	Lee Nettles	Deaf
13	Scott Putnam	Physical
14	Brian Charlson	Legally Blind
15	Billie Burnstein	Parent/Physical/Learning/Cog
16	Edmund Bielecki	Parent/Guardian

State Agency, Independent Living, and Non-Profit Representatives

17	Sue Lin	Massachusetts Rehabilitation Commission
18	Joe Lazzaro	Massachusetts Commission for the Blind
19	Nancy Rumbolt-Trzcinski	Independent Living
20	Janet Maurer	Workforce Investment
21	Susan Hargrave	Department of Education
22	Jon O'Dell	Massachusetts Commission for the Deaf and Hard of Hearing
23	Cathy Mylotte	Massachusetts Department of Mental Health
24	Barbara Mazzella	Governor's Commission on Mental Retardation
25	Barbara Lybarger	Massachusetts Office on Disability
26	Tom Mercier	Massachusetts Department of Mental Retardation
27	Annette Shea	Medicaid
28	Lynda Scully	Medicaid—Office Long Term
29	Dr. Les Cory	UMASS—Dartmouth Project Share

Of the 29 members of the Commission:

- 12, or 41% are individuals with disabilities who use AT
- 4, or 14%, are parents or guardians of disabled individuals who use AT
- 13, or 45% are representatives of state agencies or other entities

Over 55% 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 has elected Mr. C. Wayne Dore to serve as chairman. Mr. Joe Kistner was elected as vice chairman. 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.

Massachusetts Assistive Technology Act Grant

MAP of Massachusetts depicting the geographic distribution of advisory council members.

Essex County- 1 member who is deaf

Suffolk County- 1 member who has a cognitive/physical/visual disability

Norfolk County- 1 member who is blind. 1 member who is a parent of a child with a physical/cognitive disability

Bristol County- 1 member who is hard of hearing, 1 member who is a parent

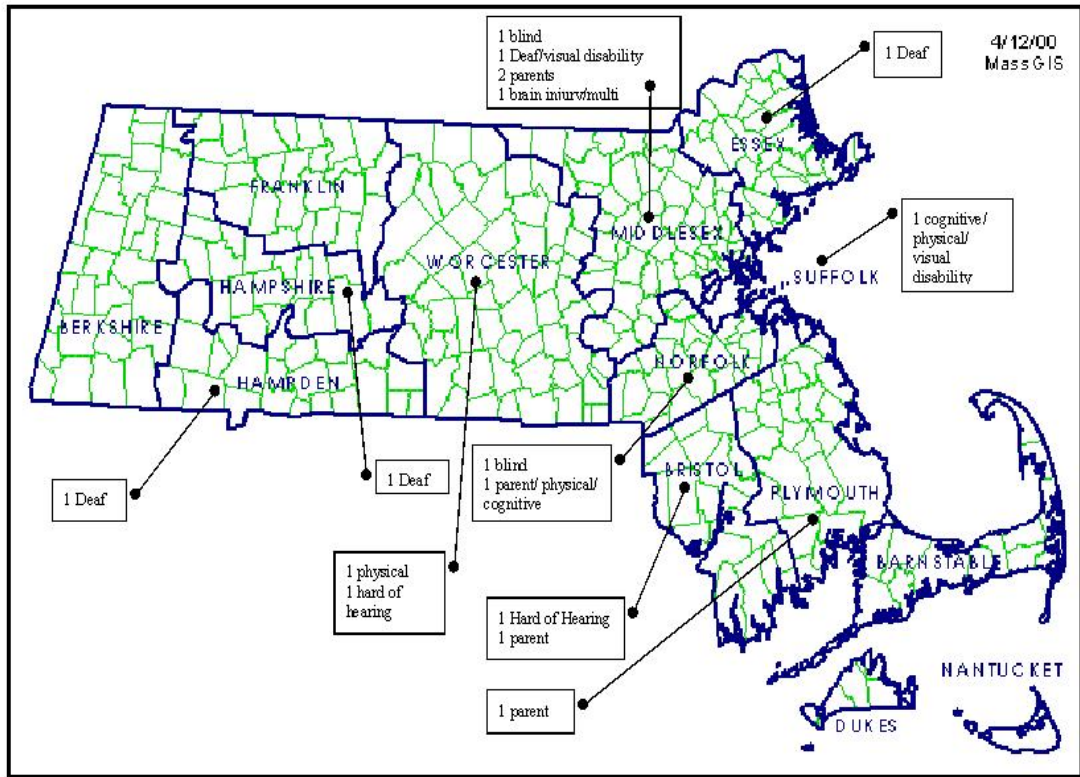
Plymouth County- 1 member who is a parent

Worcester County- 1 member with a physical disability, 1 member who is hard of hearing

Hampshire County- 1 member who is deaf

Hampden County- 1 member who is deaf

Middlesex County- 1 member who is blind, 2 members who are parents, 1 member who is deaf and has a visual disability, 1 member with a brain injury and multiple disabilities



Attachment 4: Measurable Goals

MRC will establish a baseline for each of the goals 4.1 through 4.7 during year one, and will submit after year one an amendment identifying the long-term goal and short-term goals set to improve upon this baseline during years two and three of the State Plan. This baseline will be established by using the AT Utilization survey data collection instrument and procedures to be determined by RSA after the State Plan process has been completed.

4.1 Goal for Improving Access to AT in Education

- Long-term goal:
 - Short-term goal for Year 3:
 - Short-term goal for Year 2:
 - Short-term goal for Year 1: Establish a baseline percentage of targeted individuals who accessed device demonstration programs or device loan programs, resulting in a decision about an AT device or service for educational purposes.

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:
 - Short-term goal for Year 1: Establish a baseline percentage of targeted individuals who accessed device demonstration programs or device loan programs, resulting in a decision about an AT device or service for employment purposes.

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:
 - Short-term goal for Year 1: Establish a baseline percentage of targeted individuals who accessed device demonstration programs or device loan programs, resulting in a decision about an AT device or service for community living.

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:
 - Short-term goal for Year 1: Establish a baseline percentage of targeted individuals who accessed device demonstration programs or device loan

programs, resulting in a decision about an AT device or service to meet their information technology or telecommunications needs.

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:
 - Short-term goal for Year 1: Establish a baseline percentage of targeted individuals who obtained devices or services through State financing, reutilization or loan programs for educational purposes who would not otherwise have obtained that 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:
 - Short-term goal for Year 1: Establish a baseline percentage of targeted individuals who obtained devices or services through State financing, reutilization or loan programs for employment purposes who would not otherwise have obtained that 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:
 - Short-term goal for Year 1: Establish a baseline percentage of targeted individuals who obtained devices or services through State financing, reutilization or loan programs for community-living purposes who would not otherwise have obtained that device or service.
- **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.

At present, 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 will use the funds 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. 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. Over the next three years, 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, through workshops and kiosks at regional AT expositions statewide, and through referrals from the statewide toll-free hotline (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. Over the next 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 six 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 over the next 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.

Over the next three years 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.

Over the next 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, disability-specific organizations, AT providers and rehabilitation facilities as well as statewide Device Demonstration and Device Loan programs (as they emerge in year two).

MATLP Mini-Loan Program

In addition to expanding outreach for these existing loan programs, over the next 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 the first year, 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, MRC will conduct a needs assessment and design a small pilot program with technical assistance from RESNA. The pilot will be initiated in year two, and a fully operational revolving loan 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.

At present, 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 the current 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 will administer the AT Utilization Survey statewide to all 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?

- **Identify Programs/Build the Network.** MRC will identify and meet with all existing community-based and state agency-based AT device reutilization programs in Massachusetts to discuss existing resources and program development. These programs will be solicited to participate in the statewide network of Massachusetts Device Reutilization Programs. MRC will form workgroups comprised of community-based organizations and state agency programs to discuss what aspects of education, employment, community living, and telecommunications/IT are addressed or poorly served by the programs; 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.
- **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 (similar to “Craig’s List”). 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 two.
- **Market the Reutilization Program Network and Online Service.** Information on existing reutilization programs and information on the online reutilization program will be linked to the websites 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.

Year 2:

- **Create Facility-Based Regional Device Reutilization Centers.** MRC will subcontract to 3-5 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.

- **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 will determine 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.

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 determine whether Massachusetts has met its goals.

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.

Over the next three years 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. At present, many consumers are 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 such as these, MRC will create a statewide Device Loan Program. The program will be accessed through the state AT web site as well as through 3-5 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. At the time of this writing, there is no comprehensive statewide Device Loan Program in Massachusetts. Community-based

disability organizations and regional-based state agency facilities have developed local Device Loan Programs, but 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 will be asked to administer the AT Utilization Survey 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 will also be 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.
- **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.
- **Market the Online Loan Library.** The online library will be linked to the websites of disability-related community-based organizations and state agencies, as well as featured in their newsletters to promote program and 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.

In Year 2:

- **Create Regional Facility-based Device Loan Programs and Online Inventory.** MRC will sub-grant to 3-5 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 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. 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.

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. At present, Massachusetts has 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 Verizon 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 exploit 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.
- **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 three to five pre-existing programs and expand their activities 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.
- **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 gain 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.
- **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 to determine 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.
- **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.

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

Not Applicable

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

Not applicable

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

Not applicable

Attachment 8: State Leadership Activities

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

Over the next three years, 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 annual Regional Assistive Technology Expositions (AT expos).

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.

Over the next three years, MRC will expand and build on this model, subcontracting to 3-5 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 "territories" of community-living, education, employment, and telecommunications/IT. Workshops will be provided by participating area experts on topics of relevance to each of these territories. Targets will be created for participation from among 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 will 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. For this reason, professionals attending the regional expos will be surveyed to determine the most needed training topics. Based on these responses, 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.

In year one, teleconferences will also be presented quarterly, but 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, over the next three years MRC will subcontract to an AT provider

organization with expertise integrating AT into transition planning for individuals with disabilities who are: 1) transitioning from school to work or community living and, 2) transitioning from institutional settings—including nursing facilities—to community living. The sub-grantee will develop a Transition Assistance Program to conduct statewide outreach to and trainings for agencies and programs that conduct transition assistance planning with people with disabilities and their families.

In the first year the program 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. The program will then develop and implement training modules to expand AT awareness and refine strategies with transition-planning staff. To ensure a comprehensive statewide initiative, the Transition Assistance Program will specifically direct training and technical assistance to transition-planning staff in the following state and community-based programs: agencies within the Office of Disability and Community Services, the Office of Medicaid, the Department of Elder Affairs (including Aging Services Access Points), the Department of Education, and Independent Living Centers.

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.

In the second year, 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. All of these activities will be continued in year three.

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.

Over the next 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 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 toll-free 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. MRC will create 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 will be 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. 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.

Web site development years two and three:

During years two and three the site will expand to become a true one-stop resource for individuals with disabilities, family members/caretakers/guardians, service providers, state agencies, and others with an interest in AT. 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. MRC will additionally explore 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 will create 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. Beginning with year one, MRC will develop a quarterly hard-copy newsletter containing news of state AT activities, AT policy updates, and personal stories of AT users. 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.

- 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 toll-free hotline. The service will be available to professionals, consumers, employers, family members and others during regular business hours. The hotline will be staffed by AT information specialists 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 next 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 fulltime AT information specialist and a part-time administrative assistant in year one. Both will staff the toll-free hotline and respond to the "Ask the Expert" information and referral service on the state AT web site. New 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. Over the next 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. Over the next 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: at the time of this writing, the assistant secretary of the Executive Office for Disability and Community Services is considering the development of a cross secretariat Assistive Technology Task Force. 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.

Three of the four state-level activities (Device Demonstration Center, Device Loan Program and AT Reutilization Programs) 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.

It is anticipated that in the first year the Council will meet four to six times and quarterly thereafter. The goals of the meetings will be 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 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 who 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 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 will review the results of the AT Utilization Survey (to be distributed this fall) in the second quarter of the first year. The Advisory Council will use the survey results to inform their recommendations for the level of allocation for each State-Level activity. For year one, the allocations projected for State-Level Activities (subject to AT Utilization Survey results and Advisory Council review) are as follows:

- \$60,000-\$100,000 for Device Demonstration Projects
- \$60,000-\$100,000 for AT Loan Programs
- \$60,000-\$100,000 for Reutilization Programs
- \$12,000-\$18,000 for ATLP/HMLP (State Financing Activities)

The amounts to be allocated by programs above will be determined in year one and the State Plan will be amended to reflect these. Subcontracts for these programs will stipulate that the indirect rate must be 10% or less.

State Leadership Activities Budget: \$157,918

Staff: 1.5 FTE's	\$63,000
Fringe @ .27	17,010
Indirect @ .04	3,200
Travel in state	3,000
Travel out of state	3,000
Reasonable accommodations	8,000
Foreign language translation	3,000
Phone, supplies, mail, fax	8,408
Public Awareness	
Toll free hotline	1,200
website development	1,500
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)	10,000
Teleconferences	2,000
AT Act website (costs above)	
Transition Related Services	8,000
Peer AT consultations	10,000
Advisory Meeting Costs	11,000
Total	\$157,918

Part II – Assurances
OMB Number: 1820-0664
Expiration Date: 12-31-2005

Section 1 – Recordkeeping, Data Collection, and Reporting

1.1 The State will annually collect data related to the required activities implemented by the State under this section in order to prepare the progress reports required under subsection 4(f) of the Act. *Section 4(d)(6)(A)*

1.2 The State will prepare reports to the Secretary in such form and containing such information as the Secretary may require to carry out the Secretary's functions under this Act and keep such records and allow access to such records as the Secretary may require to ensure the correctness and verification of information provided to the Secretary. *Section 4(d)(6)(H)*

1.3 The Lead Agency will submit the State Plan for AT on behalf of the State to ensure conformance with Federal and State accounting requirements. *Section 4(c)(1)(A)(i)(II)*

1.4 The Lead Agency will submit the progress report on behalf of the State. *Section 4(f)*

Section 2 – Administration of Funds

2.1 The Lead Agency will control and administer the funds received through the grant. *Section 4(d)(6)(C)*

2.2 Funds received through the grant will be expended in accordance with Section 4 of the Act, and will be used to supplement, and not supplant, funds available from other sources for technology-related assistance, including the provision of assistive technology devices and assistive technology services. *Section 4(d)(6)(B)*

2.3 The State will adopt such fiscal control and accounting procedures as may be necessary to ensure proper disbursement of and accounting for the funds received through the grant. *Section 4(d)(6)(D)*

2.4 Funds made available through a grant to a State under this Act will not be used for direct payment for an assistive technology device for an individual with a disability. *Section 4(e)(5)*

2.5 A public agency or an individual with a disability holds title to any property purchased with funds received under the grant and administers that property. *Section 4(d)(6)(F)*

Section 3 – Accessibility of Programs

3.1 The physical facility of the Lead Agency and Implementing Entity, if any, meets the requirements of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding accessibility for individuals with disabilities. *Section 4(d)(6)(E)*

3.2 Activities carried out in the State that are authorized under this Act, and supported by Federal funds received under this Act, will comply with the standards established by the Architectural and Transportation Barriers Compliance Board under section 508 of the Rehabilitation Act of 1973 (20 U.S.C. 794d). *Section 4(d)(6)(G)*

Section 4 – Requirements of 34 CFR 76.104

- 4.1 The plan is submitted by the State agency that is eligible to submit this plan.
- 4.2 The State agency has authority under State law to perform the functions of the State under this program.
- 4.3 The State legally may carry out each provision of this plan.
- 4.4 All provisions of this plan are consistent with State law.
- 4.5 A State officer, specified by title in this certification, has authority under State law to receive, hold, and disburse Federal funds made available under the plan.
- 4.6 The State officer who submits this plan, specified by title in this certification, has authority to submit this plan.
- 4.7 The agency that submits this plan has adopted or otherwise formally approved this plan.
- 4.8 The plan is the basis for State operation and administration of the program.

After having carefully reviewed sections 1-4 of Part II of the State Plan for AT and the corresponding statute, the undersigned, authorized to sign the document on behalf of their respective organizations, hereby affirm that the State of Massachusetts is in compliance and will remain in compliance with the aforementioned assurances during the three-year period of this STATE PLAN FOR AT.

SIGNATURE

DATE

Elmer C. Bartels, Commissioner of Rehabilitation
Massachusetts Rehabilitation Commission

PHONE NO. 617-204-3600

GEPA Provision

The Massachusetts Rehabilitation Commission (MRC) will ensure equitable access to and participation in all AT Act activities for all resident of the Commonwealth regardless of gender, race, national origin, color, disability, or age. All program activities, partners, and subcontractor will be in compliance with General Education Provision Act (GEPA) Section 427.

Program Materials

All program material developed for state level activities and state leadership activities outlined in attachment 5 and 8 will be accessible to children, adults, and seniors with disabilities and of diverse cultural background. In particular:

- All public awareness materials will be provided in alternative format including Braille, large print, and audiotape upon request.
- All website content and design will be in compliance with Section 508 guidelines. Any content will be tested for web accessibility.
- Training and Technical Assistance (T/TA) teleconference will accommodate individuals who are Deaf or hard of hearing with web-based CART service.
- Regional Expos, State Financing Programs, Device Reutilization Programs, Device Loan Programs, and Demonstration Programs will be located in physically accessible locations.
- MRC will work with minority community-based organizations to develop culturally responsive materials in foreign languages as needed. Massachusetts

Department of Mental Retardation will provide financial support towards the cost of translating the survey.

- MRC and subcontractors will conduct ongoing outreach to un-served and under-served populations in rural and urban communities throughout the Commonwealth.

Advisory Council Meetings

MRC will make all necessary provisions to ensure accessibility for Advisory Council Members to attend council meetings. Beyond federal grant resources, MRC also has commitments of support from other state agencies. In particular, the Massachusetts Commission for the Blind (MCB) will assist in providing materials available in Braille. Similarly, the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) will help provide support for CART reporters and sign language interpreters. Additional accommodations such as foreign language translators, readers, Personal Care Attendant (PCA) supports, and accessible transportation will be provided upon requested.

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 subawards at all tiers (including subgrants and contracts under grants and cooperative agreements) and that all subrecipients 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	PR/AWARD NUMBER AND / OR PROJECT NAME
Massachusetts Rehabilitation Commission	State Plan for Assistive Technology
PRINTED NAME AND TITLE OF AUTHORIZED REPRESENTATIVE	
Elmer C. Bartels, Commissioner of Rehabilitation	
SIGNATURE	DATE

ED 80-0013
06/04

August 19, 2005

Edward Anthony, Ph.D.
Acting Commissioner for the Rehabilitation Services Administration
U.S. Department of Education
400 Maryland Avenue, S.W.
Washington, D.C. 202-2800

Dear Commissioner Anthony:

Acting pursuant to my authority as Governor of the Commonwealth of Massachusetts, and in consultation with my Secretary of Health and Human Services, Timothy Murphy, I am designating the Massachusetts Rehabilitation Commission (MRC) as Lead Agency and its Commissioner, Elmer C. Bartels, as representative of the Lead Agency responsible for implementing the activities authorized under the Assistive Technology (AT) Act State Plan. To develop the most comprehensive plan possible, MRC is working with nine state agencies and numerous stakeholder representatives who are members of the State Assistive Technology Advisory Council to plan and coordinate AT State Plan activities.

Please note that in designating MRC as the Lead Agency under the direction of Commissioner Bartels, I am re-designating the Lead State Agency for administration of the Commonwealth's AT Act Programs. The Lead Agency role under the prior Act was performed by the Massachusetts Commission for the Deaf and Hard of Hearing and will now be carried out by the MRC. This is based on my determination that the MRC, as detailed in Attachment 2 of the AT State Plan submission, is the state agency best suited to serve as Lead Agency for AT Act activities in Massachusetts.

Sincerely,

Mitt Romney

August 18, 2005

Edward Anthony, Ph.D.
Acting Commissioner for the Rehabilitation Services Administration
U.S. Department of Education
400 Maryland Avenue, S.W.
Washington, D.C. 202-2800

Dear Dr. Anthony:

On behalf of ASSETS, Inc., and as a parent of a child with disabilities, this letter conveys full support of the Commonwealth of Massachusetts' proposal for a grant under the Reauthorized Assistive Technology Act of 2004.

ASSETS, Inc. (Assistive School System Educational Technology Services Inc.) is a non-profit organization founded as a grass-roots effort by parents and friends concerned about the lack of services available in the area of assistive technology. ASSETS, Inc. is dedicated to being a leader in improving the quality of life for residents of Southeastern New England. As the focal point for innovative action, the agency provides and advocates for community-based services, which promote independence and dignity for its clients.

Some of the benefits of assistive technology include greater control over one's life by allowing for increased participation in and contributions to activities within the home, school, community, and work environments. Greater independence and improved interaction improves the quality of contribution. Students benefit from assistive technology planning, training and monitoring services enabling them access to the general curriculum, as well as be included in daily school and social activities which were previously unavailable to them. Adults in the community will be empowered by having the ability to make their wishes known with regard to both medical and personal care, as well as realizing a greater level of independence while interacting within their communities.

Our agency is looking forward to working with MRC and other key partners in the Commonwealth in advancing new efforts through which people with disabilities will increase access to and acquisition of assistive technology.

Sincerely,

Jean K. Des Roches
Parent
President, ASSETS, Inc.

THE COMMONWEALTH OF MASSACHUSETTS

Governor's Commission on Mental Retardation

Two Boylston Street, Fourth Floor

Boston, MA 02116

Tel: 617-988-3200 Fax: 617-988-3311

August 18, 2005

Edward Anthony, Ph.D.

Acting Commissioner for the Rehabilitation Services Administration

U.S. Department of Education

400 Maryland Avenue, S.W.

Washington, D.C. 202-2800

Dear Dr. Anthony:

On behalf of the Governor's Commission on Mental Retardation, I would like to offer my support and endorsement of the Commonwealth of Massachusetts' proposal for a grant under the Reauthorized Assistive Technology Act of 2004. The proposed project reflects a statewide commitment to advancing the Act's goal of "putting technology in the hands of individuals with disabilities" by combining the expertise of people who actively utilize assistive technology with the experience and dedication of public and private entities whose mission is to support consumers in accessing and receiving essential services.

The lead agency, MRC has demonstrated expertise and a proven track record in assisting individuals and administering programs that support the use of assistive technology. Most notably, MRC has worked with key stakeholders to develop and implement a variety of exemplary Assistive Technology projects which now total nearly \$30,000,000. These programs address a variety of essential needs including adaptive housing, vehicle modification, computer and medical equipment and loans.

The Governor's Commission on Mental Retardation is committed to working collaboratively with MRC in advancing the use of Assistive Technology and pledges our continued support as a participant on the planning and development phase of program design and active supporter and contributor on the Advisory panel. Specifically, we will assist in the costs of mailing and distribution of the Assistive Technology utilization survey to solicit essential feedback and advice and provide technical assistance as needed on an ongoing basis.

We look forward to working with MRC and other key partners in the Commonwealth as they move forward with this grant application and wholeheartedly support their continued involvement and leadership for this critical service.

Sincerely,

Barbara Mazzella
Administrator
Governor's Commission on Mental Retardation

August 19, 2005

Edward Anthony, Ph.D.
Acting Commissioner for the Rehabilitation Services Administration
U.S. Department of Education
400 Maryland Avenue, S.W.
Washington, D.C. 202-2800

Dear Dr. Anthony:

On behalf of the Massachusetts Department of Education, I want to express my full support of the Commonwealth of Massachusetts' proposal for a grant under the Reauthorized Assistive Technology Act of 2004. The proposed project reflects statewide commitment to advancing the Act's goal of "putting technology in the hands of individuals with disabilities" by combining the expertise of people who actively use assistive technology with the knowledge and experience of public and private entities.

The lead agency, the Massachusetts Rehabilitation Commission (MRC), has worked with key partners to develop and implement exemplary Assistive Technology (AT) projects, which now total nearly \$30,000,000 in our state. MRC's extensive background and track record in overseeing programs related to adaptive housing, vehicle modification, computer and medical equipment and loans will vitally enhance the new project.

The Department of Education looks forward to working collaboratively with MRC in advancing the use of assistive technology. As the Commonwealth's focal point for students in grades Pre-kindergarten through grade twelve, we have undertaken a number of initiatives relating to the use of assistive technology in schools, including training teachers, disseminating information on assistive technology, and offering the use of assistive technology as an option or students in our statewide testing.

We look forward to working with MRC and other key partners in the Commonwealth in developing new efforts through which individuals with disabilities will have increased access to assistive technology. We have designated a member of our staff to represent the Department on the project's Advisory Council in order to more closely integrate our own assistive technology efforts with those of these partners throughout the state. Thank you.

Sincerely,

David P. Driscoll
Commissioner
Massachusetts Department of Education

DRAFT June 20, 2005

Dear Survey Participant,

On October 25, 2004, President Bush signed into law the Assistive Technology Act of 2004 to expand and strengthen assistive technology programs by refocusing resources to provide more direct aid to individuals with disabilities. Assistive technology (AT) is any item, piece of equipment, or system, whether acquired commercially, modified, or customized, that is commonly used to increase, maintain, or improve functional capabilities of individuals with disabilities.

(http://www.cio.noaa.gov/itmanagement/508_Glossary.html)

Examples of AT include wheelchairs, communication devices, hearing aids, assistive listening devices, reachers, talking watches, electronic aids to daily living, large print materials, text-to-speech screen readers, alternative keyboards and mice, head pointing devices, voice recognition software, and screen magnification software etc.

Massachusetts is assessing the current assistive technology needs of individuals with disabilities. Your responses will help to determine future activities aimed to improve individual's access to assistive technology. Please take a few moments to complete this survey.

Sincerely,

Massachusetts Assistive Technology Act 2004 Advisory Committee

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

- Assistive Technology Consumer/Individual with a disability
- Family Member
- Educator
- Clinician

- Advocate
 Other: Please specify_____

Section I

This set of questions relates to improving assistive technology.

1. Has assistive technology (AT) significantly increased the level of independence for you **OR** the AT consumer in your family, in your classroom, in your clinic, or for whom you advocate in the following areas?

Daily living

- Yes No

Learning

- Yes No

Working

- Yes No

Participation in community activities

- Yes No

If No, what are barriers in using AT do you **OR** the AT consumer in your family, in your classroom, in your clinic, or for whom you advocate perceive? (Please select all that apply).

- Frustration using AT
 Cost of high-tech AT
 Lacks access to a local resource center
 Lack of AT loaner equipment to try out for short-term
 Lack of funding
 Lack of knowledge on what AT devices are available
 Lack of skilled professionals to make good recommendations
 Lack of training
 Long insurance approval process
 Purchased wrong AT

Other: Please specify _____

2. Are you familiar with the Massachusetts Assistive Technology Financial Loan Program?

Yes No

If Yes, How did you hear about the program? (Please select all that apply).

- AT workshop
 Local community disability-related organization
 Newsletter
 Newspaper
 Word of mouth
 Other: Please specify _____

AT Device Reutilization Program is a program that provides for the exchange, repair, recycling, or other re-use of AT devices, which may include redistribution through device sales, loans, rentals, or donations.

3. Would AT Device Reutilization Program benefit you **OR** the AT consumer in your family, in your classroom, in your clinic, or for whom you advocate?

Yes No

If No, please indicate why. (Please select all that apply).

- Lack of warranty protections
 Quality of second-hand AT device
 Recycle AT outdated
 Reluctance to second-hand AT device
 Other: Please specify _____

AT Equipment Loan Library is a program that lets individuals, family members, clinicians, educators, AT service providers, employers, and others borrow AT devices for short periods of time.

4. Would an AT Equipment Loan Library benefit you **OR** the AT consumer in your family, in your classroom, in your clinic, or for whom you advocate?

Yes No

If No, please indicate the reason. (Please select all that apply).

- Loan libraries have limited AT selection
- Loan period too short
- This program already exists in my community
- Other: Please specify_____

AT Demonstration Centers provides a display of various AT devices and offers AT services to assist individuals, family members, clinicians, educators, AT service providers, employers, and others in making good choices for AT devices. Center will have staff members, who are familiar with such AT devices, services and their applications.

5. Would an AT Demonstration Center benefit you **OR** the AT consumer in your family, in your classroom, in your clinic, or for whom you advocate?

Yes No

If Yes, please indicate how far you are willing to travel to an AT Demonstration Center.

- 0 – 25 miles 26 -50 miles 51 – 75 miles 76 – 100 miles
- 100 + miles

If No, please indicate why. (Please select all that apply).

- AT Demo center already exists in my community
- Center location faraway
- Centers have limited AT devices
- Center staff could not address AT needs
- Other: Please specify_____

6. Please number the following in order of importance to you.

(1 = Most Important, 2 = Important, and 3 = Least Important)

- AT Device Reutilization Program
- AT Equipment Loan Library
- AT Demonstration Center

Section II

This next set of questions relates to state level activities.

7. In Massachusetts, assistive technology (AT) consumers **OR** the AT consumer in your family, in your classroom, in your clinic, or in your community have received ongoing strong support and advocacy for their assistive technology needs.

- Yes No

8. Have there been sufficient ongoing assistive technology conferences and trainings held in Massachusetts?

- Yes No

If Yes, please indicate how frequently you have attended.

- None Once a year Twice a year Three or more times a year

If No, please indicate how often you would attend if there are more AT conferences, workshops and training.

- None Once a year Twice a year Three or more times a year

9. How often do you or will you access a toll-free telephone hotline that answers questions regarding assistive technology per month?

- None 1 - 3 times 4-6 times 7 - 9 times 10 or more times

10. An email distribution list such as listserv that automatically broadcasts information to everyone on the list would help share assistive technology information for people living in Massachusetts.

- Strongly Agree Agree Disagree Strongly Disagree

Section III

This next set of questions relates to demographic information.

11. Please select the age group that best describes you as the assistive technology (AT) consumer **OR** the age of the AT consumer in your family, in your classroom, in your clinic, or for whom you advocate. (Please select all that apply).

0 – 3 years old 4 – 22 years old 23 – 59 years old 60 years old +

12. What geographic region do you live in?

Cape & Island Central MA Greater Boston
 Northeast MA Southeast MA Western MA

13. In what region do you obtain most of your assistive technology supports?

Cape & Island Central MA Greater Boston
 Northeast MA Southeast MA Western MA

14. Please select the ethnicity that best describes you **OR** the AT consumer in your family, in your classroom, in your clinic, or for whom you advocate.

African American Asian American Caucasian
 Hispanic American Native American Other: Please specify _____

15. Please select the disability that best describes you **OR** the AT consumer in your family, in your classroom, in your clinic, or for whom you advocate. (Please select all that apply).

Physical disability Visual disability Intellectual disability
 Hearing disability Legally Blind Psychiatric disability
 Deaf Brain Injury Learning disability
 Other: Please Specify _____

16. Do you **OR** the AT consumers in your family, in your classroom, in your clinic, or whom you advocate have difficulty with the following sensory-motor functions? Check all that apply.

- Interacting with others
- Hearing
- Learning
- Lifting
- Listening (auditory processing)
- Long-term emotional, psychological or psychiatric condition
- Seeing
- Speaking
- Thinking
- Remembering
- Walking
- Other (Please specify): _____

17. Did Assistive Technology services and devices impact the ability to live independently for you **OR** the AT consumer in your family, in your classroom, in your clinic, or whom you advocate?

- Yes No

18. What is the current living situation of you **OR** the AT consumer in your family, in your classroom, in your clinic, or whom you advocate?

- Living alone
- Living with family members
- Living with roommates
- Living in a group home
- Living in a nursing facility
- Living in an institution
- Other: Please specify _____

19. Has the living situation of you **OR** the AT consumer in your family, in your classroom, in your clinic, or whom you advocate changed in the last five years?

- Yes (Goto Question 19A) No (Goto Question 19B)

19A. If Yes, what was the living situation of you **OR** the AT consumer in your family, in your classroom, in your clinic, or whom you advocate before?

- Living alone
 Living with family members
 Living with roommates
 Living in a group home
 Living in a nursing facility
 Living in an institution
 Other: Please specify_____

19B. Has the living situation changed in last ten years?

- Yes No

If Yes, what was the living situation of you **OR** the AT consumer in your family, in your classroom, in your clinic, or whom you advocate before?

- Living alone
 Living with family members
 Living with roommates
 Living in a group home
 Living in a nursing facility
 Living in an institution
 Other: Please specify_____

Comments:

Thank you for completing this survey.