Maximizing Assistive Technology in Consumers' Hands

2015 Annual Report

**Massachusetts Rehabilitation Commission**

**Commissioner Adelaide "Nicky" Osborne**

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## Introduction: Meeting the Requirements of the AT Act of 1998, as amended

MassMATCH is one of 56 state initiatives federally funded through the AT Act of 1998 as amended in 2004. Its goals are to improve awareness of and access to assistive technology for people with all kinds of disabilities, of all ages, and for all environments.

The AT Act of 1998, as amended does not directly pay for AT devices. Instead the emphasis is on funding initiatives that create better access to affordable and appropriate equipment. Each state is required to carry out the following:

### State-level Activities

* State finance systems (for individuals to affordably purchase AT)
* Device reutilization programs (to exchange, repair or recycle used equipment)
* Device loan programs (for short-term trials of equipment)
* Device demonstration programs (to see and try out equipment)

### State Leadership Activities

* Training (with a portion focused on transition assistance)
* Technical Assistance (with a portion focused on transition assistance)
* Public awareness, information and assistance
* Coordination and collaboration (among entities responsible for AT policies, procedures and/or funding of AT devices/services)

In addition, states must have an advisory council to provide consumer-responsive, consumer-driven advice on the design, implementation, and evaluation of all state-level and leadership activities funded by the AT Act grant.

## State-level Accomplishments

### State Financing: The Massachusetts Assistive Technology Loan Program

Massachusetts Assistive Technology Loan Program

The Massachusetts Assistive Technology Loan Program is an interest buy down and loan guarantee program enabling individuals with disabilities and families to access affordable credit to purchase AT. The program is administered by Easter Seals of Massachusetts, and Santander Bank is the program’s lending partner.

To be eligible for a loan, applicants must meet the following requirements:

* They must have a disability or represent someone with a disability. For example, a parent might submit the application for a child with a disability.
* The devices being sought must be used primarily to increase the independence of someone with a disability.
* Applicants must have been Massachusetts residents for the past six months.

The program allows eligible individuals to borrow between $500 and $25,000 for program-guaranteed loans. There is no upper loan amount for loans provided directly by Santander Bank without a program guarantee. The interest rate is negotiated every twelve months (during FFY15 it was 3.75%). Loan terms are based on the expected life of the needed item, from three years for computers to seven years for adapted vans. Guaranteed loan terms may be customized to meet an individual’s repayment needs.

Table: AT Loan Program Overview FFY10 to FFY15

| AT Loan Program | FFY10 | FFY11 | FFY12 | FFY13 | FFY14 | FFY15 |
| --- | --- | --- | --- | --- | --- | --- |
| # applications | 129 | 124 | 140 | 148 | 108 | 100 |
| # applications approved | 96 | 84 | 96 | 104 | 69 | 72 |
| # loans made | 72 | 67 | 78 | 76 | 39 | 44 |
| $ loaned | $1,245,578 | $1,226,252 | $1,357,290 | $1,255,601 | $526,921 | $640,996 |
| % of loans guaranteed | 46% | 31% | 49% | 50% | 26% | 34% |
| % of loans in default | 9% | 9% | 5% | 4% | 3% | 2% |
| Response rate to satisfaction survey | 31% | 30% | 55% | 41% | 41% | 98% |
| % reporting 'highly satisfied' | 68% | 95% | 88% | 77% | 63% | 81% |
| Performance measure - goal 75% as of FY12 | 81% | 88% | 88% | 91% | 90% | 82% |

#### Loan Applications

For FFY15 the AT Loan Program loaned $640,996 to 44 borrowers, an additional 28 applicants were approved but chose not to take out a loan. The AT Loan Program loan approval rate was 72%.

Table: Applicant Approval Rate by Year

| Applications | FFY10 | FFY11 | FFY12 | FFY13 | FFY14 | FFY15 |
| --- | --- | --- | --- | --- | --- | --- |
| % Approved | 75% | 68% | 69% | 70% | 64% | 72% |
| % Denied | 25% | 32% | 31% | 30% | 36% | 28% |
| Total # Processed | 128 | 124 | 140 | 148 | 108 | 100 |

Table: Percentage of Total Loans Made Each Year by Applicant Income Level

| Annual income | FFY10 | FFY11 | FFY12 | FFY13 | FFY14 | FFY15 |
| --- | --- | --- | --- | --- | --- | --- |
| $15,000 or Less | 22% | 18% | 19% | 20% | 26% | 26% |
| $15,001 to $30,000 | 8% | 31% | 27% | 25% | 44% | 36% |
| $30,001 to $45,000 | 3% | 15% | 13% | 14% | 5% | 14% |
| $45,001 to $60,000 | 6% | 10% | 15% | 9% | 5% | 9% |
| $60,001 to $75,000 | 6% | 12% | 6% | 7% | 5% | 0 |
| $75,001 or More | 56% | 13% | 19% | 25% | 5% | 11% |

Chart: Percentage of Total Loans Made in Each Year by Applicant Income

#### Loan Type and Purpose

66% of the loans granted were preferred interest (greater than prime) without guarantee and 34% were preferred interest with both interest buy-down and loan guarantee (extending credit to applicants who would not otherwise have been approved by the lender). The highest loan amount made in FFY15 was for $62,299; the lowest loan amount was $500.

Broad ranges of AT and AT services are allowable under the AT Loan Program. The loans are commonly used to help purchase modified vehicles, adapted computers, computer software, durable medical devices and portable ramps. In addition, the AT Loan Program offers funding for assistive technology services to help people determine which device may be right for them. These services help people locate and purchase items, train them on their use, and provide maintenance and repair. As the table below demonstrates, in FFY15 84% of the total amount financed went to vehicle modifications and transportation needs.

Table: Number and Value of Loans Made by AT Device/Service Type in FFY15

|  |  |  |  |
| --- | --- | --- | --- |
| Type of AT Device/Service | Number of Devices Financed | Total Value of Loans | % of Amount Loaned |
| Vehicle modification and transportation | 19 | $541,100 | 84% |
| Hearing | 17 | $69,198 | 11% |
| Mobility, seating and positioning | 5 | $26,498 | 4% |
| Vision | 1 | $2,900 | <1% |
| Computers and related | 2 | $1,300 | <1% |
| **Total** | **44** | **$640,996** | **100%** |

#### Loan Defaults and Net Losses

The program’s default rate is 2.4%. In FFY15 there were 2 loans in default. The net dollar loss to the program was $23,668. Overall, there were 82 active loans with a net value of $572,918.

#### AT Loan Program Customer Satisfaction

| Customer Rating of Services | Consumers | Percent of Responders |
| --- | --- | --- |
| Highly satisfied | 35 | 81% |
| Satisfied | 4 | 9% |
| Satisfied somewhat | 2 | 5% |
| Not at all satisfied | 2 | 5% |
| **Subtotal (responders)** | **43** |
| Non respondent | 1 |
| **Total** | **44** |
| Response rate % | 98% |

### Device Reutilization

Reuse programs help devices that are no longer being used to find new homes with individuals and families who need them. MassMATCH supports device reutilization through several initiatives: the AT Exchange in New England and New York (GetATStuff.org), the Long-Term Device Loan Program, REquipment, and the reuse efforts of Stavros Center for Independent Living and UCP-Berkshire.

Table: Overview of Reuse Activities FFY10-FFY15

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Reutilization | FFY10 | FFY11 | FFY12 | FFY13 | FFY14 | FFY15 |
| # Transactions in AT Exchange (GetATStuff) | 15 | 33 | 35 | 19 | 28 | 51 |
| # Devices refurbished & reused | 18 | 0 | 53 | 207 | 351 | 414 |
| # Long-Term Device Loans | 67 | 71 | 69 | 91 | 81 | 108 |
| Total reutilized | 100 | 104 | 157 | 317 | 441 | 573 |
| Performance measure - goal 75% as of FY12 | 84% | 64% | 98% | 98% | 88% | 100% |

#### GetATStuff.org



GetATStuff.org is the website of the Assistive Technology Exchange in New England and New York. GetATStuff’s goal is to put AT that is currently not being used into the hands of someone who can benefit from it. The exchange offers a free "classified ad" so people can buy, sell, give away, or post their need for equipment (on the website we call it a “virtual AT porch sale”). Residents in neighboring states may post as well. Users may sort postings by geography and/or device category or keyword.

In FFY15 there were 51 completed exchanges, saving consumers an estimated $206,970 over retail. There were also 262 new users registered, 2,738 hits to items on the website, and 266 requests for contact information (between posters and respondents).

Table: Community Participation FFY07 – FFY15

| Activity | FFY07 (02/07-09/07) | FFY08 | FFY09 | FFY10 | FFY11 | FFY12 | FFY13 | FFY14 | FFY15 |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| New Users to Register | 183 | 283 | 290 | 264 | 270 | 274 | 245 | 275 | 262 |
| Items Posted for Sale/Free | 65 | 75 | 106 | 137 | 143 | 173 | 99 | 153 | 142 |
| Items Posted as Needed | 18 | 23 | 39 | 38 | 21 | 20 | 27 | 16 | 26 |
| Completed Device Exchanges | 1 | 23 | 27 | 15 | 33 | 35 | 19 | 28 | 51 |

Table: Hits to Listings FFY07 – FFY15

| Activity | FFY07 (02/07-09/07) | FFY08 | FFY09 | FFY10 | FFY11 | FFY12 | FFY13 | FFY14 | FFY15 |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Hits to Listings | 687 | 3,580 | 4,229 | 4,735 | 4,982 | 4,547 | 3,546 | 2,988 | 2,738 |

The equipment category with the highest number of postings for both “for sale” and “as needed” was mobility, seating and positioning.

Table: Items Posted for Sale/Donation in FFY15

| Category | Number |
| --- | --- |
| Mobility, Seating & Positioning | 94 |
| Daily Living | 31 |
| Vision | 3 |
| Transportation and Vehicle Modifications | 3 |
| Environmental Adaptations | 5 |
| Computers and Computer-related | 2 |
| Recreation, Sports, and Leisure | 1 |
| Learning, Cognitive, Developmental | 1 |
| Other | 2 |
| **Total** | **142** |

Table: Items Posted As Needed in FFY15

| Category | Number |
| --- | --- |
| Daily Living | 11 |
| Mobility, Seating and Positioning | 9 |
| Computers and Computer-related | 3 |
| Hearing | 1 |
| Environmental Adaptations | 1 |
| Recreation, Sports, and Leisure | 1 |
| **Total** | **26** |

Table: Total Savings to Consumers FFY10 – FFY15

| Device Exchange | FFY10 | FFY11 | FFY12 | FFY13 | FFY14 | FFY15 | Since Inception (2008) |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Savings to Consumers as Reported by Sellers | $25,107 | $80,965 | $195,426 | $54,714 | $115,643 | $206,970 | $737,728 |

Chart: Total Savings to Consumers FFY10 – FFY15

Table: Savings to Consumers by Category in FFY15

| Device Exchange | # Devices | Current Price | Sale Price | Savings |
| --- | --- | --- | --- | --- |
| Mobility, Seating, and Positioning Devices | 36 | $135,547 | $1,140 | $134,407 |
| Vehicle Modifications and Transportation | 1 | $45,000 | $8,000 | $37,000 |
| Daily Living Devices | 5 | $17,040 | $- | $17,040 |
| Speech Communication Devices | 3 | $16,100 | $- | $16,100 |
| Vision Devices | 3 | $2,034 | $- | $2,034 |
| Hearing Devices | 1 | $299 | $- | $299 |
| Computers/Related Devices | 1 | $50 | $- | $50 |
| Environmental Adaptation Devices | 1 | $40 | $- | $40 |
| **Total** | **51** | **$216,110** | **$9,140** | **$206,970** |

##### GetATStuff User Satisfaction

100% of recipients who provided feedback were highly satisfied or satisfied with the service.

Table: Feedback from Recipients

| Customer Rating of Services | Consumers | Percent of Responders |
| --- | --- | --- |
| Highly satisfied | 19 | 86% |
| Satisfied | 3 | 14% |
| Satisfied somewhat | 0 | 0% |
| Not at all satisfied | 0 | 0% |
| **Subtotal (responders)** | **22** |
| Non respondent | 29 |
| **Total** | **51** |
| Response rate % | 43% |

#### Long-Term Device Loan Program (LTDLP)

The Long-Term Device Loan Program is operated by Easter Seals-MA through a partnership with MassMATCH. The program loans AT devices valued at under $500 to applicants who demonstrate financial need. The loans are “open-ended” which means that borrowers may use the devices for as long as they need them to live more independently. The program is available to residents of Massachusetts with a disability and family members who are applying on behalf of their relative with a disability.

Easter Seals purchases new devices based on applicant needs. When these items are no longer needed, they are returned and made available to future borrowers.

In FFY15, the program saved 108 borrowers a total of $30,778. The program provided hearing and vision aids, mobility aids, and computers.

Table: Long-Term Device Loans by Category FFY10– FFY15

| Type of AT Device/Service | FFY10 | FFY11 | FFY12 | FFY13 | FFY14 | FFY15 |
| --- | --- | --- | --- | --- | --- | --- |
| Hearing | 0 | 33 | 31 | 43 | 47 | 83 |
| Mobility, seating and positioning | 1 | 5 | 13 | 19 | 13 | 13 |
| Computers and related | 44 | 30 | 13 | 5 | 7 | 11 |
| Vision | 1 | 0 | 2 | 3 | 9 | 1 |
| Learning, cognition, and development | 0 | 0 | 0 | 17 | 4 | 0 |
| Speech communication | 16 | 0 | 9 | 4 | 0 | 0 |
| Daily Living | 0 | 0 | 0 | 0 | 0 | 0 |
| Environmental adaptations | 5 | 3 | 1 | 0 | 1 | 0 |
| Vehicle modification and transportation | 0 | 0 | 0 | 0 | 0 | 13 |
| Recreation, sports, leisure | 0 | 0 | 0 | 0 | 0 | 0 |
| **Total** | **67** | **71** | **69** | **91** | **81** | **108** |

##### Long-Term Device Loan Program Performance Measures

Table: Primary Purpose for the Need for AT in FFY15

| Response | Education | Employment | Community Living | Total |
| --- | --- | --- | --- | --- |
| I could only afford the AT through this program | 6 | 0 | 102 | 108 |
| The AT was only available to me through this program | 0 | 0 | 0 | 0 |
| The AT was available to me through other programs, but the system was too complex or the wait time was too long | 0 | 0 | 0 | 0 |
| None of the above | 0 | 0 | 0 | 0 |
| Non respondent | 0 | 0 | 0 | 0 |
| **Total** | **6** | **0** | **102** | **108** |

##### Long-Term Device Loan Program User Satisfaction

Table: Feedback from Borrowers in FFY15

| Recipient Rating of Services | Number |
| --- | --- |
| Highly satisfied | 38 |
| Satisfied | 1 |
| Satisfied somewhat | 0 |
| Not at all satisfied | 0 |
| Non respondent | 69 |
| **Total** | **108** |

#### REquipment



*REquipment* is a durable medical equipment (DME) reuse program serving Greater Boston and now central Massachusetts. REquipment refurbishes donated wheelchairs, ramps, shower chairs, rollators, adapted strollers and other gently-used high-quality devices. MassMATCH partners with The Boston Home, the Mass Hospital School and the Department of Developmental Services (DDS) to refurbish and redistribute equipment at no cost to individuals with disabilities and families who need it. In FFY15 administrative support also came from The Boston Foundation and Spaulding Rehabilitation.

REquipment redistributed 316 donated devices in FFY15. All were in the category of Mobility, Seating and Positioning. The program saved recipients a total of $590,731 (compared with $73,848 in FFY14).

Table: Number of Devices and Savings to REquipment Recipients in FFY15

| Type of DME | Devices | Current Price | Sale Price | Savings |
| --- | --- | --- | --- | --- |
| Mobility, Seating, and Positioning Devices | 316 | $590,731 | 0 | $590,731 |

Table: Total Savings to REquipment Recipients

| DME Reuse | FFY14 | FFY15 | Since Inception |
| --- | --- | --- | --- |
| Savings | $73,848 | $590,731 | $664,579 |

##### Additional Reuse Efforts

MassMATCH also supports the reuse work of Stavros Center for Independent Living and United Cerebral Palsy-Berkshire, both in western Massachusetts. Stavros and UCP redistribute donated DME as well as AT for independent living. The work of these organizations helps individuals and families acquire AT they otherwise often cannot afford. Depending on the inventory, reuse programs may also provide equipment more quickly than the process of obtaining DME through public or private insurance providers.

During FFY15, 97 devices were redistributed, saving recipients $120,620.

Table: Savings to AT Reuse Recipients in FFY15

| Device Type | Devices | Current Price | Sale Price | Savings |
| --- | --- | --- | --- | --- |
| Mobility, Seating and Positioning | 97 | $115,770 | 0 | $115,770 |
| Daily Living | 33 | $4,850 | 0 | $4,850 |
| **Total** | **130** | **$120,620** | **0** | **$120,620** |

### 3. Device Loan: AT Regional Centers Short-Term Device Loan Program

See, Touch and Try.  Assistive Technology Regional Centers.

MassMATCH funds two AT Regional Centers to provide a variety of AT services to people who need them. United Cerebral Palsy (UCP) in Pittsfield operates the AT Regional Center serving western Massachusetts, and Easter Seals (ES) in Boston operates the AT Regional Center serving eastern Massachusetts. One of the MassMATCH services they provide is the short-term device loan program.

Short-term device loans offer people with disabilities the opportunity to use equipment up to four weeks free of charge. Short-term device loans serve several functions:

* Consumers use them to “test drive” and learn about equipment before purchasing.
* Employers use them to find appropriate “reasonable accommodations” for employees with disabilities (as required by the Americans with Disabilities Act) and to avoid wasting resources on uninformed decisions.
* Educators use them to integrate their students with disabilities into school activities at the start of the school year as they assess what equipment works best and while equipment is being procured.
* People with disabilities use them to help justify the purchase of durable medical equipment (DME). (Insurance providers often require proof of a short-term trial of the equipment before providing reimbursement for DME expenses, and equipment vendors do not always provide trials or they may have prohibitive fees).

Table: Overview of Short-Term Device Loan Program FFY10-FFY15

| Device Loans | FFY10 | FFY11 | FFY12 | FFY13 | FFY14 | FFY15 |
| --- | --- | --- | --- | --- | --- | --- |
| # devices loaned | 932 | 965 | 1,137 | 893 | 864 | 990 |
| # loan participants | 586 | 603 | 722 | 558 | 523 | 539 |
| Response rate to satisfaction survey | 38% | 44% | 63% | 69% | 62% | 71% |
| % reporting 'highly satisfied' | 69% | 76% | 73% | 74% | 48% | 82% |
| Performance measure - goal 70% as of FY12 | 40% | 61% | 79% | 90% | 91% | 67% |

In FFY15 a total of 990 devices were loaned by the AT Regional Centers. As the table below illustrates, the most utilized device loan categories were Computers and Computer-related. The category accounted for 36% of devices loaned.

Table: Devices Loaned by Device Category FFY15

| Types of Devices Loaned | UCP | ES | Combined | % Total |
| --- | --- | --- | --- | --- |
| Computers/Related Devices | 27 | 325 | 352 | 36% |
| Vision Devices | 24 | 136 | 160 | 16% |
| Speech Communication Devices | 10 | 111 | 121 | 12% |
| Daily Living Devices | 9 | 105 | 114 | 12% |
| Environmental Adaptation Devices | 54 | 38 | 92 | 9% |
| Learning, Cognition, and Developmental | 12 | 71 | 83 | 8% |
| Hearing Devices | 13 | 33 | 46 | 5% |
| Mobility, Seating, and Positioning Devices | 4 | 11 | 15 | 2% |
| Recreation, Sports and Leisure Devices | 1 | 3 | 4 | <1% |
| Vehicle Modifications and Transportation | 0 | 3 | 3 | <1% |
| **Total** | **154** | **836** | **990** | **100%** |

Equipment loans are used by a broad range of professionals as well as individuals with disabilities and their families. In FFY15 the AT Regional Centers were particularly effective at reaching individuals with disabilities and their family members (46% combined).

Table: Device Loan Borrowers by Category FFY15

| Borrowers | UCP | ES | Combined | % Total |
| --- | --- | --- | --- | --- |
| Individuals with disabilities | 57 | 100 | 157 | 29% |
| Reps of Technology | 1 | 116 | 117 | 22% |
| Representatives of Education | 10 | 85 | 95 | 18% |
| Family members | 39 | 54 | 93 | 17% |
| Reps of Health, Allied Health, Rehab | 9 | 44 | 53 | 10% |
| Reps of Employment | 6 | 6 | 12 | 2% |
| Reps of Community Living | 0 | 12 | 12 | 2% |
| Others | 0 | 0 | 0 | 0% |
| **Total** | **122** | **417** | **539** | **100%** |

The majority of FFY15 device loan participants used the program to help make a purchasing decision (76%).

Table: Loans by Purpose FFY15

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Loan Purpose | UCP | ES | Combined | % Total |
| Decision | 93 | 319 | 412 | 76% |
| Loaner | 10 | 28 | 38 | 7% |
| Accom | 14 | 32 | 46 | 9% |
| Other | 5 | 38 | 43 | 8% |
| **Total** | **122** | **417** | **539** | **100%** |

#### Device Loan Customer Satisfaction and Performance Measures

95% of borrowers who provided feedback were satisfied or highly satisfied with their device loan experience.

Table: Device Loan Customer Satisfaction FFY15

| Customer Rating of Services | UCP | ES | Both | Percentage Responders UCP | Percentage Responders  ES | Both |
| --- | --- | --- | --- | --- | --- | --- |
| Highly satisfied | 65 | 245 | 310 | 69% | 86% | 82% |
| Satisfied | 17 | 34 | 51 | 18% | 12% | 13% |
| Satisfied somewhat | 5 | 5 | 10 | 5% | 2% | 3% |
| Not at all satisfied | 7 | 2 | 9 | 7% | <1% | 2% |
| **Subtotal (responders)** | **94** | **286** | **380** |
| Non respondent | 28 | 131 | 159 |
| **Total** | **122** | **417** | **539** |
| Response rate % | 77% | 69% | 71% |

Most device loan users who provided feedback, and who were borrowing AT in order to make a purchase decision, went on to decide the AT met their needs. As the table below demonstrates, these were 224 of 348 responders (64%).

Table: Device Loan Access Performance Measures—Totals and Combined

| Performance Measure | Loan Participants UCP | Loan Participants ES | Both | % Combined Responders |
| --- | --- | --- | --- | --- |
| AT meets needs | 42 | 182 | 224 | 64% |
| AT won’t meet needs | 10 | 78 | 88 | 25% |
| No decision | 13 | 23 | 36 | 10% |
| **Subtotal (responders)** | **65** | **283** | **348** |
| Non respondent | 28 | **74** | 102 |
| **Total** | **93** | **357** | **450** |
| Response rate | 70% | 79% | 77% |

4. Device Demo: AT Regional Centers Device Demonstration Program

Table: Overview of Device Demonstration Program FFY10-FFY15

| Device Demonstrations | FFY10 | FFY11 | FFY12 | FFY13 | FFY14 | FFY15 |
| --- | --- | --- | --- | --- | --- | --- |
| # demos | 147 | 198 | 282 | 224 | 211 | 131 |
| # participants in demos | 349 | 312 | 341 | 329 | 377 | 161 |
| Response rate to satisfaction survey | 66% | 75% | 67% | 90% | 85% | 81% |
| % reporting 'highly satisfied' | 69% | 71% | 73% | 78% | 82% | 76% |
| Performance measure - goal 70% as of FFY12 | 62% | 60% | 61% | 75% | 86% | 68% |

Device demonstration is the opportunity for an individual or group to see AT in action. It is an essential part of the MassMATCH AT Regional Centers’ holistic approach to AT services. Individuals with disabilities, their family members, teachers, human service providers and others come to the centers to learn about new AT products, see how they work, and find AT solutions appropriate to their or their clients’ needs, desires, and functional capabilities. Device demonstrations can be for a particular device or multiple device options. Device demonstrations may lead to a short-term device loan, and, perhaps, help with a Mass. AT Loan Program application.

In FFY15, the AT Regional Centers provided a total of 131 demonstrations. As the following table shows, these were primarily for Vision, Speech Communication and Computers/Computer-related devices.

Table: Demonstration by Device Category FFY15

| Demonstrations | UCP | ES | Combined | % Total |
| --- | --- | --- | --- | --- |
| Speech Communication Devices | 4 | 14 | 18 | 14% |
| Vision Devices | 13 | 33 | 46 | 35% |
| Hearing Devices | 4 | 4 | 8 | 6% |
| Computers/Related Devices | 13 | 14 | 27 | 21% |
| Daily Living Devices | 5 | 3 | 8 | 6% |
| Learning, Cognition, and Developmental | 5 | 6 | 11 | 8% |
| Environmental Adaptation Devices | 8 | 0 | 8 | 6% |
| Mobility, Seating, and Positioning Devices | 1 | 2 | 3 | 2% |
| Vehicle Modifications and Transportation | 0 | 0 | 0 | 0% |
| Recreation, Sports and Leisure Devices | 2 | 0 | 2 | 2% |
| **Total** | **55** | **76** | **131** | **100%** |

161 individuals participated in device demonstrations in FFY15. 72% were individuals with disabilities and their family members.

Table: Demonstration Participants by Category FFY15

| Category of Participant | Demos UCP | Demos  ES | Combined | % Total |
| --- | --- | --- | --- | --- |
| Individuals with disabilities | 26 | 54 | 80 | 50% |
| Family members | 10 | 26 | 36 | 22% |
| Reps of Community Living | 12 | 9 | 21 | 13% |
| Reps of Health, Allied Health, Rehab. | 2 | 0 | 2 | 1% |
| Reps of Education | 4 | 5 | 9 | 6% |
| Reps of Employment | 5 | 8 | 13 | 8% |
| Reps of Technology | 0 | 0 | 0 | 0% |
| Others | 0 | 0 | 0 | 0% |
| **Total** | **59** | **102** | **161** | **100%** |

#### Device Demonstration Customer Satisfaction and Performance Measures

Of the 123 participants who provided feedback, 84 found AT that met their needs (68%).

Table: Device Demonstration Performance Measures—Totals and Combined

| Performance Measure | UCP | ES | Both | % Responders |
| --- | --- | --- | --- | --- |
| AT meets needs | 38 | 46 | 84 | 68% |
| AT won’t meet needs | 4 | 1 | 5 | 4% |
| No decision | 13 | 21 | 44 | 36% |
| **Subtotal (responders)** | **55** | **68** | **123** |
| Non respondent | 0 | 5 | 5 |
| **Total** | **55** | **73** | **131** |
| Response rate | 100% | 93% | 94% |

98% of device demonstration customers who provided feedback were satisfied; 76% of these were highly satisfied.

Table: Device Demonstration Customer Satisfaction FFY15

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Customer Satisfaction | Consumers  UCP | Consumers  ES | Both | Percentage Responders  UCP | Percentage Responders  ES | Both |
| Highly satisfied | 39 | 60 | 99 | 67% | 83% | 76% |
| Satisfied | 16 | 12 | 28 | 28% | 17% | 22% |
| Satisfied somewhat | 3 | 0 | 3 | 5% | 0% | 2% |
| Not at all satisfied | 0 | 0 | 0 | 0% | 0% | 0% |
| **Subtotal (responders)** | **58** | **72** | **130** |
| Non respondent | 1 | 30 | 31 |
| **Total** | **59** | **102** | **161** |
| Response rate % | 98% | 71% | 81% |

## State Leadership Accomplishments

### 1. Training

Training activities are instructional events, usually planned in advance for a specific purpose or audience, designed to increase participants’ knowledge, skills, and competencies regarding AT. MassMATCH provides trainings through its AT Regional Centers and directly from MassMATCH program staff at the Massachusetts Rehabilitation Commission.

Table: Number of Training Participants FFY15 – FFY10

| Training | FFY10 | FFY11 | FFY12 | FFY13 | FFY14 | FFY15 |
| --- | --- | --- | --- | --- | --- | --- |
| # UCP Participants | 166 | 150 | 26 | 295 | 440 | 147 |
| # ES Participants | 194 | 328 | 360 | 393 | 301 | 107 |
| # MRC Participants | 142 | 82 | 149 | 90 | 68 | 0 |
| **# Total Participants** | **502** | **560** | **535** | **778** | **809** | **254** |

#### Training Topics

Trainings funded by MassMATCH cover a blend of topics to best suit their intended audience. The AT Act calls for a portion of each state’s training or technical assistance activities to be related to transition. “Transition related” means the training or assistance provided information to support individuals navigating the transition from school to work or post-secondary education, or from institutions into community living. It may also provide AT information to help people remain in their communities. In FFY15, MassMATCH provided training to a total of 254 individuals statewide.

An example of a training provided in FFY15:

In May of 2015, the MassMATCH Assistive Technology Regional Center in Pittsfield hosted a training workshop for the general public in the Berkshire county area on the topic of Augmentative and Alternative Communication technologies. 15 elementary and high school teachers attended. The workshop introduced participants to a broad range of AAC options, including mobile apps, and compared different AAC devices. Attendees also learned how to customize devices to address the unique needs of particular individual users. As a direct result of the training, one of the participants realized that not only could a speech communication device help some of her students, but could also be an effective tool for her own son who has autism.

Table: Number of Training Participants by Topic

| Primary Topics of Trainings | Participants  UCP | Participants  ES | Combined |
| --- | --- | --- | --- |
| AT Products/Services | 4 | 107 | 111 |
| AT Funding/Policy/Practice | 0 | 0 | 0 |
| IT/Telecommunication Access | 0 | 0 | 0 |
| Combination of any/all of the above | 143 | 0 | 143 |
| Transition | 0 | 0 | 0 |
| Other Topic (specify) | 0 | 0 | 0 |
| **Total** | **147** | **107** | **254** |

#### Training Participants

Representatives of health, allied health and rehabilitation were the most common participants of AT trainings in FFY15.

Table: Number and Type of Training Participants

| Category of Participants | Trainings UCP | Trainings  ES | Combined | % Total |
| --- | --- | --- | --- | --- |
| Reps of Health, Allied Health, Rehab. | 98 | 55 | 153 | 60% |
| Reps of Education | 39 | 25 | 64 | 25% |
| Individuals with disabilities | 2 | 15 | 17 | 7% |
| Reps of Community Living | 0 | 0 | 0 | 0% |
| Reps of Employment | 4 | 0 | 4 | 2% |
| Reps of Technology | 4 | 12 | 16 | 6% |
| Family members | 0 | 0 | 0 | 0% |
| **Total** | **147** | **107** | **254** | **100%** |

### 2. Technical Assistance

Technical assistance (TA) is a direct problem-solving service provided by the statewide AT program staff to public or private agencies, groups, or programs. TA helps improve services, management, policies, and/or outcomes and may be a single meeting or involve multiple contacts over an extended duration.

An example of TA provided in FFY15:

Kobena Bonney, the MassMATCH AT Program Coordinator**,** started a series of conversations with representatives from Beth Israel Deaconess Medical Center in Boston to advise them on their initiative to ensure their programs, facilities and services are accessible. In addition to physical access, other issues such as employee training and sensitivity to the needs of personswith disabilities were explored. The discussions are ongoing and are directed at encouraging Beth Israel to revise its policies and procedures andbecome a more welcoming medical service provider, as well as one that promotes the smooth transition of patients back into their communities.

### 3. Information & Assistance

MassMATCH provides information and assistance (I & A) through its AT Regional Centers and directly from MassMATCH program staff at the Massachusetts Rehabilitation Commission. This may be referral assistance to other agencies/entities for services, products or AT information, or assistance with other related disability topics.

Table: Number of I & A Recipients FFY10 – FFY15

| I & A | FFY10 | FFY11 | FFY12 | FFY13 | FFY14 | FFY15 |
| --- | --- | --- | --- | --- | --- | --- |
| #UCP Recipients | 604 | 475 | 689 | 742 | 1,047 | 90 |
| # ES Recipients | 270 | 297 | 234 | 209 | 173 | 173 |
| # MRC Recipients | 144 | 203 | 108 | 42 | 87 | 945 |
| **# Total Recipients** | **1018** | **975** | **1031** | **993** | **1,307** | **1,208** |

In FFY15, MassMATCH provided I & A to 1,208 recipients. 43% were family members, 23% were representatives of health, allied health and rehabilitation; 14% were individuals with disabilities.

Table: Combined I & A Recipients by Category and Types of Assistance Received FFY15

| Recipient Category | I&A for Device/Service | I&A for  AT Funding | Total | % of Total |
| --- | --- | --- | --- | --- |
| Family members | 524 | 1 | 525 | 43% |
| Reps of Health, Allied Health, Rehab. | 278 | 1 | 279 | 23% |
| Individuals with disabilities | 165 | 2 | 167 | 14% |
| Reps of Community Living | 137 | 1 | 138 | 11% |
| Reps of Education | 90 | 1 | 91 | 8% |
| Reps of Employment | 1 | 0 | 1 | <1% |
| Reps of Technology | 6 | 1 | 7 | <1% |
| Others | 0 | 0 | 0 | 0% |
| **Total** | **1,201** | **7** | **1,208** | **100%** |

### 4. Public Awareness

Public awareness activities are designed to reach large numbers of people. These can include public service announcements, radio talk shows and news reports, newspaper stories and columns, newsletters, brochures, and public forums. MassMATCH.org is also a public awareness initiative.

Table: Number of Individuals Reached by Public Awareness FFY10 – FFY15

| Public Awareness | FFY10 | FFY11 | FFY12 | FFY13 | FFY14 | FFY15 |
| --- | --- | --- | --- | --- | --- | --- |
| # UCP Recipients | 36,814 | 31,137 | 76,475 | 288,317 | 212,667 | 62,123 |
| # ES Recipients | 10,189 | 12,245 | 13,517 | 19,235 | 51,874 | 15,183 |
| # MRC Recipients | 28,008 | 16,487 | 20,888 | 29,521 | 27,073 | 37,832 |
| **# Total Recipients** | **75,011** | **59,869** | **110,880** | **337,073** | **291,614** | **115,138** |

In FFY15, MassMATCH reached 115,138 individuals through its public awareness activities. Public awareness was accomplished through a blend of different media and venues.

Table: Individuals Reached by Public Awareness Activities FFY15

| Public Awareness Activity | UCP | ES | MRC | Combined |
| --- | --- | --- | --- | --- |
| PSA/radio/TV | 47,000 | 0 | 0 | 47,000 |
| Internet Information | 12,000 | 1,956 | 25,808 | 39,764 |
| Newsletters | 1,920 | 11,253 | 1,009 | 14,182 |
| Other Print Materials | 40 | 0 | 6,000 | 6,040 |
| Presentations/expos/conferences | 541 | 1,974 | 4,515 | 7,030 |
| Listserv | 622 | 0 | 0 | 622 |
| Other | 0 | 0 | 500 | 500 |
| **Total** | **62,123** | **15,183** | **37,832** | **115,138** |

Table: FFY15 MassMATCH.org Usage

| New Visitors | Returning Visitors | Unique Visitors Monthly | Average Pages Per Session | Average Session Duration (minutes) |
| --- | --- | --- | --- | --- |
| 15,946 | 5,309 | 1,270 | 2.71 | 2:16 |

### 5. Coordination & Collaboration

Coordination and collaboration involves working with other entities to improve access to AT devices and services. During FFY15, MassMATCH worked to improve access to AT services through the following collaborative efforts:

#### REquipment

REquipment is an ongoing public/private collaboration between MRC, the Department of Developmental Services, The Boston Home, the Department of Public Health’s Mass Hospital School, Spaulding Rehabilitation, and in 2015, the Boston Foundation. With the assistance of a Department of Developmental Services technician, REquipment operates a DME Reuse Center in Worcester that serves as a Central Massachusetts hub for receiving, refurbishing and delivering donated DME. The Mass Hospital School stores, refurbishes and delivers donated REquipment DME within Greater Boston. Administrative support is provided by The Boston Home, Spaulding and The Boston Foundation as well as MRC (which has also provided specialized equipment).

During FFY15, the program’s success was acknowledged during the state budget-making process with the approval of a new, funded, FFY16 budget earmark through MRC’s Community Living Program. $250,000 in new funds will grow the collaboration in FFY16, extending REquipment services statewide with additional regional reuse partners.

#### AT School Share

MassMATCH continued its effort to encourage AT resource sharing among Massachusetts schools and school systems. AT School Share (ATSS) welcomed the Somerville School District during FFY15 and has now registered a total of 26 organizational members.

The goal of AT School Share is to create and coordinate a community of schools, districts, and educational collaboratives to share their unused AT devices and device “know-how.” MassMATCH recruits school entities by emphasizing ATSS as a tool for AT inventory management; this is an unmet need for most schools and an essential first step toward the objective of schools tracking what they have and sharing devices with other participating schools and school systems. To date, 12 participating school entities have listed inventories, totaling more than 1300 AT devices. In addition, the state of Rhode Island joined the ATSS in 2014. MassMATCH enhanced features on the ATSS website during FFY15 to improve device tracking and smooth the inventory upload experience.

#### Mobility and Adaptive Seating Clinics

MassMATCH, the Department of Developmental Disabilities (DDS) and the Stavros Center for Independent Living (CIL) collaborate to offer adaptive seating clinics to persons with disabilities living in the Pioneer Valley. In FFY15, four clinics were are held at the CIL’s office, offering persons with seating and positioning needs the opportunity to meet with specialists from DDS Assistive Technology Centers. Using their expertise in design, modification and fabrication, DDS personnel solve the seating and positioning issues that existing community services have been unable to address for these individuals. In FFY15, 18 individuals used this service to resolve problems that jeopardized their health and safety, or restricted their independence.

#### Abilities Expo Returns for 2015

In September, MassMATCH again sponsored Abilities Expo for a third consecutive year. In 2013 MassMATCH was instrumental in bringing Abilities back to the area after a long hiatus. Thanks to the success of that event—over 4,000 attendees—Abilities has been making this an annual event at the Boston Convention Center. Abilities is a high-spirited expo offering workshops, demonstrations and opportunities to learn about the latest AT devices, adapted vans and durable medical equipment.

#### EdCamp Access

MassMATCH was pleased to gold sponsor the 3rd Annual EdCamp Access Boston held at Marshall Simonds Middle School in Burlington last March. The "unconference" event draws special and general educators, therapists, students, parents and others who are passionate to support struggling learners in K-12 education and, often, with technology. Close to 100 people attended to learn from one another. The event proved a great venue for capturing interest in MassMATCH services and resources. 50 new subscribers were obtained for the AT Tips for Education list and others learned more about ATSS and the AT Regional Centers.

Stay up to date year-round with MassMATCH programs and resources at [MassMATCH.org](http://www.massmatch.org/).

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