



## **2016 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

### 1. **State Financing: The 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 FFY16 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 FFY11 to FFY16**

AT Loan Program	FFY11	FFY12	FFY13	FFY14	FFY15	FFY16
# applications	124	140	148	108	100	115
# applications approved	84	96	104	69	72	55
# loans made	67	78	76	39	44	47
\$ loaned	\$1,226,252	\$1,357,290	\$1,255,601	\$526,921	\$640,996	\$755,698
% of loans guaranteed	31%	49%	50%	26%	34%	19%
% of loans in default	9%	5%	4%	3%	2%	5%
Response rate to satisfaction survey	30%	55%	41%	41%	98%	61%
% reporting 'highly satisfied'	95%	88%	77%	63%	81%	93%
Performance measure - goal 75% as of FY12	88%	88%	91%	90%	82%	89%

**Loan Applications**

For FFY16 the AT Loan Program loaned \$755,698 to 47 borrowers. An additional 38 applicants were approved but chose not to take out a loan. The AT Loan Program loan approval rate was 74%.

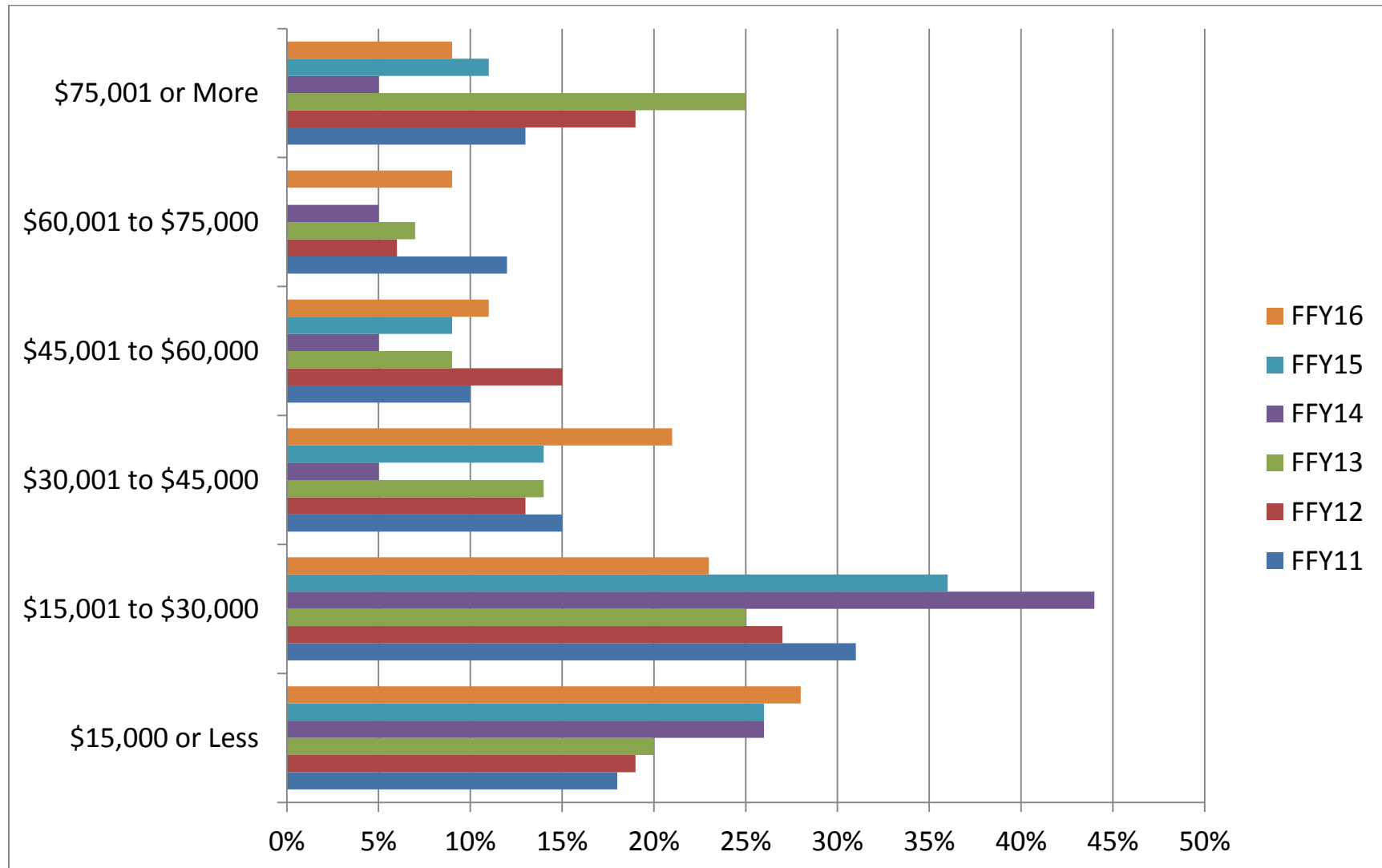
**Table: Applicant Approval Rate by Year**

Applications	FFY11	FFY12	FFY13	FFY14	FFY15	FFY16
% Approved	68%	69%	70%	64%	72%	48%
% Denied	32%	31%	30%	36%	28%	52%
Total # Processed	124	140	148	108	100	115

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

Annual income	FFY11	FFY12	FFY13	FFY14	FFY15	FFY16
\$15,000 or Less	18%	19%	20%	26%	26%	28%
\$15,001 to \$30,000	31%	27%	25%	44%	36%	23%
\$30,001 to \$45,000	15%	13%	14%	5%	14%	21%
\$45,001 to \$60,000	10%	15%	9%	5%	9%	11%
\$60,001 to \$75,000	12%	6%	7%	5%	0	9%
\$75,001 or More	13%	19%	25%	5%	11%	9%

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



## Loan Type and Purpose

60% of the loans granted were low interest (prime or less) without guarantee and 40% were low 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 FFY16 was for \$63,500; 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, hearing devices, 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 FFY16, 92% of the total amount financed went to vehicle modifications and transportation needs. However, 20 of the 47 devices financed were from other AT categories: hearing, mobility, and computers/related.

**Table: Number and Value of Loans Made by AT Device/Service Type in FFY16**

Type of AT Device/Service	Number of Devices Financed	Total Value of Loans	% of Amount Loaned
Vehicle modification and transportation	27	\$693,221	92%
Hearing	16	\$55,480	7%
Mobility, seating and positioning	2	\$5,997	<1%
Computers and related	2	\$1,000	<1%
<b>Total</b>	<b>47</b>	<b>\$755,698</b>	<b>100%</b>



## Loan Defaults and Net Losses

The program's default rate was 4.5%. In FFY16 there were 3 loans in default. The net dollar loss to the program was \$15,941.36. Overall, there were 67 active loans with a net value of \$426,562.07.

## AT Loan Program Customer Satisfaction

Customer Rating of Services	Consumers	Percent of Responders
Highly satisfied	65	93%
Satisfied	6	7%
Satisfied somewhat	0	0%
Not at all satisfied	0	0%
<b>Subtotal (responders)</b>	<b>70</b>	
Non respondent	45	
<b>Total</b>	<b>115</b>	
Response rate %	61	

## **2. 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 FFY11-FFY16**

Reutilization	FFY11	FFY12	FFY13	FFY14	FFY15	FFY16
# Transactions in AT Exchange (GetATStuff)	33	35	19	28	51	30
# Devices refurbished & reused	0	53	207	351	414	924
# Long-Term Device Loans	71	69	91	81	108	117
Total reutilized	104	157	317	441	573	1071
Performance measure - goal 75% as of FY12	64%	98%	98%	88%	100%	100%

## GetATStuff.org



GetATStuff.org is the website of the Assisted 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 FFY16 there were 30 completed exchanges, saving consumers an estimated \$119,056 over retail. There were also 247 new users registered, 2,743 hits to items on the website, and 246 requests for contact information (between posters and respondents).

**Table: Community Participation FFY08 – FFY16**

Activity	FFY08	FFY09	FFY10	FFY11	FFY12	FFY13	FFY14	FFY15	FFY16
New Users to Register	283	290	264	270	274	245	275	262	247
Items Posted for Sale/Free	75	106	137	143	173	99	153	142	144
Items Posted as Needed	23	39	38	21	20	27	16	26	10
Completed Device Exchanges	23	27	15	33	35	19	28	51	30

**Table: Hits to Listings FFY08 – FFY16**

Activity	FFY08	FFY09	FFY10	FFY11	FFY12	FFY13	FFY14	FFY15	FFY16
Hits to Listings	3,580	4,229	4,735	4,982	4,547	3,546	2,988	2,738	2,743

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 FFY16**

Category	Number
Mobility, Seating & Positioning	87
Daily Living	35
Environmental Adaptations	8
Transportation and Vehicle Modifications	7
Vision	2
Recreation, Sports, and Leisure	2
Other	2
Computers and Computer-related	1
<b>Total</b>	<b>144</b>

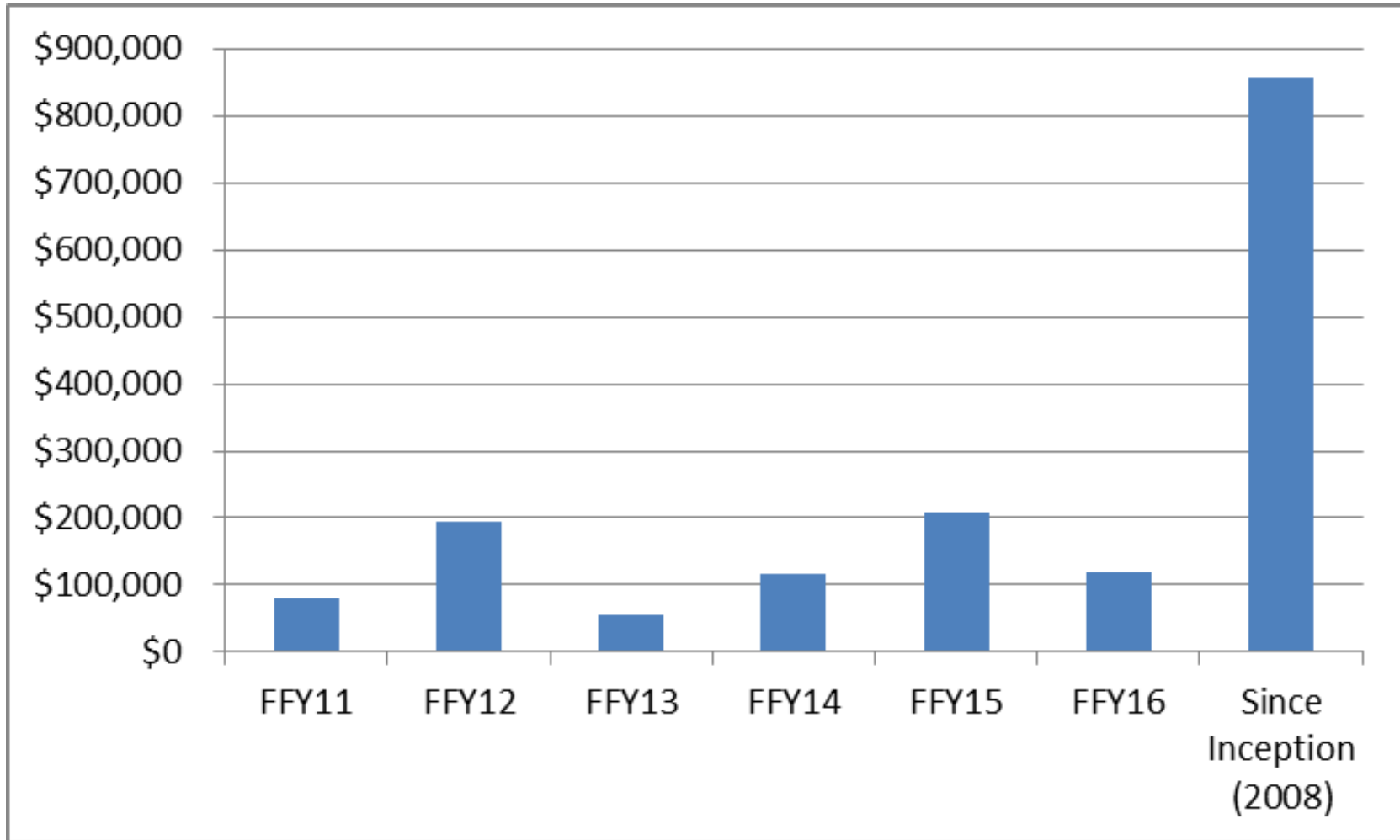
**Table: Items Posted As Needed in FFY16**

Category	Number
Daily Living	3
Mobility, Seating and Positioning	3
Transportation and Vehicle Modifications	2
Computers and Computer-related	1
Speech Communication	1
<b>Total</b>	<b>10</b>

**Table: Total Savings to Consumers FFY11 – FFY16**

Device Exchange	FFY11	FFY12	FFY13	FFY14	FFY15	FFY16	Since Inception (2008)
Savings to Consumers as Reported by Sellers	\$80,965	\$195,426	\$54,714	\$115,643	\$206,970	\$119,056	\$856,784

**Chart: GetATStuff Total Savings to Consumers FFY11 – FFY16**



**Table: Savings to Consumers by Category in FFY16**

Device Exchange	# Devices	Current Price	Sale Price	Savings
Mobility, Seating, and Positioning Devices	27	\$117,676	\$1,700	\$115,976
Vehicle Modifications and Transportation	1	\$21,000	\$20,000	\$1,000
Daily Living Devices	2	\$2,080	\$-	\$2,080
<b>Total</b>	<b>30</b>	<b>\$140,756</b>	<b>\$21,700</b>	<b>\$119,056</b>

***GetATStuff User Satisfaction***

95% of recipients who provided feedback were highly satisfied with the service.

**Table: Feedback from Recipients**

Customer Rating of Services	Consumers	Percent of Responders
Highly satisfied	21	95%
Satisfied	1	5%
Satisfied somewhat	0	0%
Not at all satisfied	0	0%
<b>Subtotal (responders)</b>	<b>22</b>	
Non respondent	8	
<b>Total</b>	<b>30</b>	
Response rate %	73%	



## **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 FFY16, the program saved 117 borrowers a total of \$31,052. The program provided hearing and vision aids, mobility aids, computers and a device for learning/cognition/development.

**Table: Long-Term Device Loans by Category FFY11– FFY16**

Type of AT Device/Service	FFY11	FFY12	FFY13	FFY14	FFY15	FFY16
Hearing	33	31	43	47	83	74
Mobility, seating and positioning	5	13	19	13	13	20
Computers and related	30	13	5	7	11	17
Vision	0	2	3	9	1	5
Learning, cognition, and development	0	0	17	4	0	1
Speech communication	0	9	4	0	0	0
Environmental adaptations	3	1	0	1	0	0
Vehicle modification and transportation	0	0	0	0	13	0
<b>Total</b>	<b>71</b>	<b>69</b>	<b>91</b>	<b>81</b>	<b>108</b>	<b>117</b>

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

**Table: Primary Purpose for the Need for AT in FFY16**

Response	Education	Employment	Community Living	Total
I could only afford the AT through this program	12	4	101	117
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
<b>Total</b>	<b>12</b>	<b>4</b>	<b>101</b>	<b>117</b>

## Long-Term Device Loan Program User Satisfaction

Table: Feedback from Borrowers in FFY16

Recipient Rating of Services	Number
Highly satisfied	0
Satisfied	0
Satisfied somewhat	0
Not at all satisfied	0
Non respondent	117
<b>Total</b>	<b>117</b>

### REquipment



*REquipment* is a statewide durable medical equipment (DME) reuse program. REquipment refurbishes donated wheelchairs, ramps, shower chairs, rollators, adapted strollers and other gently-used high-quality devices. In FFY16, MassMATCH partnered with The Boston Home, Pappas Rehabilitation Hospital, the Department of Developmental Services (DDS), Stavros CIL and United Cerebral Palsy-Berkshire to refurbish and redistribute equipment at no cost to individuals with disabilities and families who need it. Spaulding Rehabilitation provided outreach to its sites about REquipment and funding for the development of the program newsletter.

REquipment refurbished and redistributed 669 donated devices in FFY16. Most were in the category of Mobility, Seating and Positioning. The program saved recipients a total of \$1,173,361 (compared with \$590,731 in FFY15).

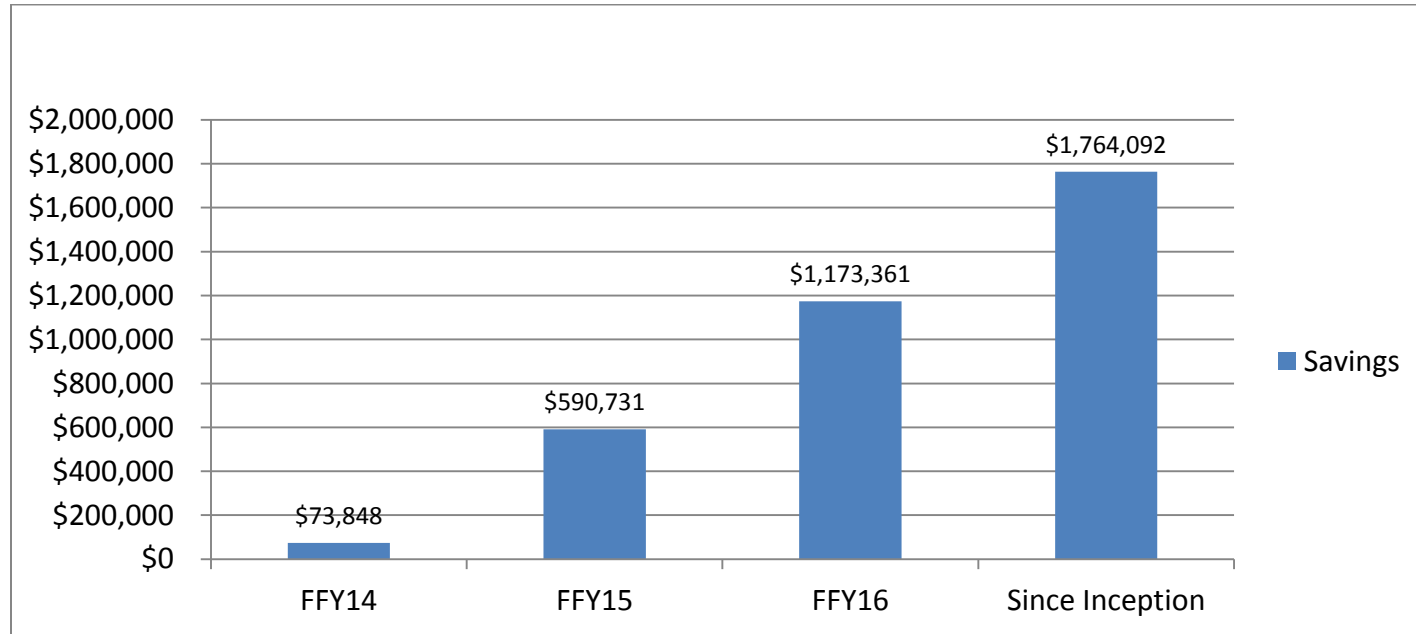
**Table: Number of Devices and Savings to REquipment Recipients in FFY16**

Type of DME	Devices	Current Price	Sale Price	Savings
Mobility, Seating, and Positioning Devices	491	\$1,108,563	0	\$1,108,563
Daily Living Devices	176	\$64,373	0	\$64,373
Environmental Adaptation Devices	2	\$425	0	\$425
<b>Total</b>	<b>669</b>	<b>\$1,173,361</b>	<b>0</b>	<b>\$1,173,361</b>

**Table: Total Savings to REquipment Recipients**

REquipment	FFY14	FFY15	FFY16	Since Inception
Savings	\$73,848	\$590,731	\$1,173,361	\$1,764,092

**Chart: REquipment Total Savings to Consumers FFY14 – FFY16**



**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 FFY16, 269 devices were redistributed, saving recipients \$218,824.

**Table: Savings to Additional AT Reuse Recipients in FFY16**

Device Type	Devices	Current Price	Sale Price	Savings
Mobility, Seating and Positioning	119	\$198,404	0	\$198,404
Daily Living	136	\$20,420	0	\$20,420
<b>Total</b>	<b>255</b>	<b>\$218,824</b>	<b>0</b>	<b>\$218,824</b>

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



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 FFY11-FFY16**

Device Loans	FFY11	FFY12	FFY13	FFY14	FFY15	FFY16
# devices loaned	965	1,137	893	864	990	1169
# loan participants	603	722	558	523	539	618
Response rate to satisfaction survey	44%	63%	69%	62%	71%	75%
% reporting 'highly satisfied'	76%	73%	74%	48%	82%	66%
Performance measure - goal 70% as of FY12	61%	79%	90%	91%	67%	62%



In FFY16 a total of 1169 devices were loaned by the AT Regional Centers. As the table below illustrates, the most utilized device loan category was Computers and related devices.

**Table: Devices Loaned by Device Category FFY16**

Types of Devices Loaned	Devices	% Total
Computers/Related Devices	410	35%
Daily Living Devices	198	17%
Speech Communication Devices	153	13%
Environmental Adaptation Devices	123	11%
Vision Devices	106	9%
Hearing Devices	80	7%
Learning, Cognition, and Developmental	79	7%
Mobility, Seating, and Positioning Devices	17	1%
Recreation, Sports and Leisure Devices	3	<1%
<b>Total</b>	<b>1169</b>	<b>100.00%</b>

Equipment loans are used by a broad range of professionals as well as individuals with disabilities and their families. In FFY16 the AT Regional Centers were particularly effective at reaching individuals with disabilities and their family members. They represented 58% all device loan borrowers.

**Table: Device Loan Borrowers by Category FFY16**

Type of Borrower	Number	% Total
Family members	218	35%
Individuals with disabilities	144	23%
Reps of Technology	125	20%
Representatives of Education	75	12%
Reps of Health, Allied Health, Rehab	45	7%
Reps of Community Living	6	1%
Reps of Employment	5	1%
Others	0	0%
<b>Total</b>	<b>618</b>	<b>100%</b>

The majority of FFY16 device loan participants used the program to help make a purchasing decision (75%).

**Table: Loans by Purpose FFY16**

Loan Purpose	Number	% Total
Decision	466	75%
Loaner	42	7%
Accommodation	66	11%
Other	44	7%
<b>Total</b>	618	100%

**Device Loan Customer Satisfaction and Performance Measures**

97% of borrowers who provided feedback were satisfied or highly satisfied with their device loan experience.

**Table: Device Loan Customer Satisfaction FFY16**

Customer Rating of Services	Consumers	% Total
Highly satisfied	410	88%
Satisfied	44	9%
Satisfied somewhat	7	2%
Not at all satisfied	3	1%
Subtotal (responders)	464	100%
Non respondent	154	25%

Customer Rating of Services	Consumers	% Total
<b>Total</b>	<b>618</b>	<b>100%</b>
Response rate %	75%	

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 211 of 359 responders (69%).

**Table: Device Loan Access Performance Measures—Totals and Combined**

Access Performance Measure	Participants	% Responders
AT meets needs	211	59%
AT won't meet needs	76	21%
No decision	72	20%
<b>Subtotal (responders)</b>	<b>359</b>	<b>100%</b>
Non respondents	107	
<b>Total</b>	<b>466</b>	
Response rate %	77%	

#### **4. Device Demo: AT Regional Centers Device Demonstration Program**

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 an AT Loan Program application for financing a purchase.

**Table: Overview of Device Demonstration Program FFY11-FFY16**

Device Demonstrations	FFY11	FFY12	FFY13	FFY14	FFY15	FFY16
# demos	198	282	224	211	131	155
# participants in demos	312	341	329	377	161	237
Response rate to satisfaction survey	75%	67%	90%	85%	81%	99%
% reporting 'highly satisfied'	71%	73%	78%	82%	76%	78%
Performance measure - goal 70% as of FFY12	60%	61%	75%	86%	68%	80%

In FFY16, the AT Regional Centers provided a total of 155 demonstrations. As the following table shows, these were provided for a range of AT categories.

**Table: Demonstration by Device Category FFY16**

Demonstrations	Number	% Total
Computers/Related Devices	38	25%
Speech Communication Devices	24	15%
Vision Devices	21	14%
Learning, Cognition, and Developmental	21	14%
Hearing Devices	18	12%
Daily Living Devices	13	8%
Environmental Adaptation Devices	9	6%
Mobility, Seating, and Positioning Devices	9	6%
Recreation, Sports and Leisure Devices	2	1%
Vehicle Modifications and Transportation	0	0%
<b>Total</b>	<b>155</b>	<b>100%</b>

237 individuals participated in device demonstrations in FFY16. 51% were individuals with disabilities and their family members.

**Table: Demonstration Participants by Category FFY16**

Demonstration Participants	Number	% Total
Individuals with disabilities	80	34%
Family members	41	17%
Reps of Health, Allied Health, Rehab	41	17%
Reps of Education	36	15%
Reps of Community Living	25	11%
Reps of Technology	9	4%
Reps of Employment	5	2%
Others	0	0%
<b>Total</b>	<b>237</b>	<b>100%</b>

## Device Demonstration Customer Satisfaction and Performance Measures

Of the 153 participants who provided feedback, 113 found AT that met their needs (74%).

**Table: Device Demonstration Access Performance Measures**

Access Performance Measure	Total	% Responders
AT meets needs	113	74%
AT won't meet needs	11	7%
No decision	29	19%
<b>Subtotal (responders)</b>	<b>153</b>	
Non respondent	2	
<b>Total</b>	<b>155</b>	
Performance %	80%	



93% of device demonstration customers who provided feedback were satisfied; 81% of these were highly satisfied.

**Table: Device Demonstration Customer Satisfaction FFY16**

Customer Rating of Services	Consumers	% Total
Highly satisfied	189	81%
Satisfied	28	12%
Satisfied somewhat	11	5%
Not at all satisfied	6	3%
<b>Subtotal (responders)</b>	<b>234</b>	<b>100%</b>
Non respondent	3	
Total	237	
<b>Response rate %</b>	<b>99%</b>	

## 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 FFY11 – FFY16**

Training	FFY11	FFY12	FFY13	FFY14	FFY15	FY16
<b># Total Participants</b>	<b>560</b>	<b>535</b>	<b>778</b>	<b>809</b>	<b>254</b>	<b>705</b>

### **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 FFY16, MassMATCH provided training to a total of 705 individuals statewide.

An example of a training provided in FFY16:

The director of the Mass. Assistive Technology Loan Program provided training on financial literacy and assistive technology to 25 high school students with disabilities as well as some of their parents. The training was provided in conjunction with the Transition to Adulthood Program (TAP), which is funded by MRC and operated by a regional Independent Living Center. TAP assists young people with disabilities ages 14 to 22 develop their skills for living independently in their communities. Training topics covered included banking basics, balancing a checkbook, developing and keeping a budget, organizing paperwork, credit and debt, in addition to information about assistive technology, resources and funding.

**Table: Number of Training Participants by Topic in FFY16**

Primary Topics of Trainings	# Participants
AT Products/Services	207
AT Funding/Policy/Practice	224
IT/Telecommunication Access	17
Combination of any/all of the above	129
Transition	128
<b>Total</b>	<b>705</b>

Individuals with disabilities were the most common participants of AT trainings in FFY16.

**Table: Number and Type of Training Participants in FFY16**

Type of Participant	# Participants	% Total
Individuals with disabilities	349	50%
Reps of Health, Allied Health, Rehab	220	31%
Reps of Education	49	7%
Family members	41	6%
Reps of Technology	17	2%
Reps of Employment	15	2%
Reps of Community Living	14	2%
<b>Total</b>	<b>705</b>	<b>100%</b>

## **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 FFY16:

Kobena Bonney, the MassMATCH Program Coordinator has been working with staff members from two Massachusetts career one-stop centers (funded under the Workforce Innovations and Opportunities Act). The centers are located in Fitchburg and Cambridge. Bonney is advising the centers as they seek to review the assistive technology they currently have and consider upgrading to improve their services to persons with disabilities. Bonney is helping the centers to think broadly about what it means to provide accessible programs and services, and encouraging them to include physical access as well as accessible technology. This TA activity is ongoing.

## **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 FFY11 – FFY16**

I & A	FFY11	FFY12	FFY13	FFY14	FFY15	FY16
# Total Recipients	975	1031	993	1,307	1,208	3,271

In FFY16, MassMATCH provided I & A to 3,271 recipients. 30% were individuals with disabilities; 26% were representatives of health, allied health, or rehabilitation; and 20% were representatives of education.

**Table: Combined I & A Recipients by Category and Types of Assistance Received FFY16**

Types of Recipients of Information and Assistance	AT Device/ Service	AT Funding	Related Disability Topics	Total	% Total
Individuals with disabilities	143	832	7	982	30%
Reps of Health, Allied Health, Rehab	119	706	10	835	26%
Reps of Education	121	521	6	648	20%
Reps of Employment	16	422	1	439	13%
Family members	121	70	5	196	6%
Reps of Community Living	46	82	8	136	4%
Reps of Technology	26	1	1	28	1%
Others	5	0	2	7	0%
<b>Total</b>	<b>597</b>	<b>2634</b>	<b>40</b>	<b>3271</b>	<b>100%</b>

#### **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.

In FFY16, MassMATCH reached an estimated 593,490 individuals through its public awareness activities. Public awareness was accomplished through a blend of different media and venues.

**Table: Number of Individuals Reached by Public Awareness FFY11 – FFY16**

Public Awareness	FFY11	FFY12	FFY13	FFY14	FFY15	FY16
# Total Recipients	59,869	110,880	337,073	291,614	115,138	593,490

**Table: Individuals Reached by Public Awareness Activities FFY16**

Public Awareness Activity	# Individuals Reached
Internet Information	492,293
PSA/radio/TV	68,500
Other Print Materials	12,040
Presentations/expos/conferences	12,150
Newsletters	7,457
Listserv/email	1050
<b>Total</b>	<b>593,490</b>

**Table: FFY16 MassMATCH.org Usage**

New Visitors	Returning Visitors	30 Day Active Users	Average Pages Per Session	Average Session Duration (minutes)
18,321	9,028	2,278	3.18	2:59

## **5. Coordination & Collaboration**

Coordination and collaboration involves working with other entities to improve access to AT devices and services. During FFY16, MassMATCH worked to improve access to AT services through the following collaborative efforts:

### **“No Wrong Door”**

Ann Shor, Director of MassMATCH and other state AT programs, has been working with the Executive Office of Elder Affairs (EOEA) and other state human services agencies as they implement the No Wrong Door system in Massachusetts. No Wrong Door is a model of service delivery that is designed to connect people with the help they need regardless of where they call or visit.

Shor has been advising on curriculum development for two series of trainings on assistive technology to be provided to staff throughout the No Wrong Door system. The trainings will give Transition Coordinators, Options Counselors, Case Managers, Skills Trainers and other staff the skills and tools to help transitioning consumers identify and obtain AT that can facilitate their independence in the community. The EOEA and MRC administer the No Wrong Door model in partnership with 27 Aging Service Access Points (ASAPs), one free-standing Area Agencies on Aging, and 11 Independent Living Centers serving people of all ages with disabilities. The trainings will begin in FY17 with a goal of training approximately 150 staff in the first year.

### **REquipment**

REquipment is a public/private collaboration between MRC, REquipment, Inc. (a new nonprofit), the Department of Developmental Services, Pappas Rehabilitation Hospital for Children, Stavros Center for Independent Living, United Cerebral Palsy-Berkshire and The Boston Home.

During FFY16, new state funding transformed REquipment into a statewide initiative. REquipment, Inc. began administering the program and DME reuse sites were established through its program partners in Boston, Canton, Worcester, Amherst, and Pittsfield.

In eastern Massachusetts, Pappas Rehabilitation has expanded its capacity to accept donations, refurbish and redistribute DME. As a collaborator, Pappas donates space, a technician for refurbishing equipment, use of a lift-equipped van, and driver for DME transport. The Boston Home serves as an additional donation drop-off site.

In central Massachusetts, the Department of Developmental Services provides space, a technician and a part-time driver for REquipment's DME Reuse Center co-located with the DDS AT Center. This Worcester Reuse Center serves as a Central Massachusetts hub for receiving, refurbishing and delivering donated DME.

In Western Mass, Stavros CIL and United Cerebral Palsy-Berkshire are sites for DME donations, refurbishment and redistribution. All REquipment reuse partners coordinate with one another to move devices, as necessary, to the individuals and families who need and request them, regardless of their location.

### **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 FFY16, three clinics were held at the CIL's office.

The clinics offer persons with seating and positioning challenges 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 FFY16, 18 individuals used this service to resolve problems that jeopardized their health and safety, or restricted their independence.

### **Abilities Expo**

In September, MassMATCH again sponsored Abilities Expo for a fourth 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 4th Annual EdCamp Access Boston held at Marshall Simonds Middle School in Burlington last April. 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. The event is a venue for capturing interest in MassMATCH services, including the AT Regional Centers, the AT School Share device management system, and for expanding our subscriber-base for the AT Tip for Education and additional communications.



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

This document was created with the assistance of the following individuals:

Kobena Bonney, MassMATCH Program Coordinator, MRC  
Ann Shor, Director of Independent Living & Assistive Technology, MRC  
Leo Tonevski, Director of Assistive Technology Services, Easter Seals-MA  
Cash McConnell, ATRC Coordinator, UCP-Berkshire  
Catherine Bly, ATRC Coordinator, Easter Seals-MA  
Eliza Anderson, MassMATCH Technical Writer, MRC

*MassMATCH is funded by the Administration for Community Living (ACL) of the U.S. Department of Health and Human Services (HHS), and managed by the Massachusetts Rehabilitation Commission (MRC).*

*This publication does not necessarily reflect the position or the policy of ACL/HHS, and no official endorsement of the material should be inferred.*