**State Grants for Assistive Technology Program**

# Massachusetts

# State Plan for Assistive Technology

# Federal Fiscal Years 2018-2020

*According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection is* ***0985-0048****. The time required to complete this information collection is estimated to average* ***73*** *hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection.* ***If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to:*** *U.S. Department of Health and Human Services, Washington, D.C. 20201.* ***If you have comments or concerns regarding the status of your individual submission of this form, write directly to:*** *Robert Groenendaal, Administration for Community Living, 330 C Street, SW, Washington, DC 20201.*

*Expiration Date: March 31, 2021*

Assistive Technology State Grant Program

State Plan for FY 2018-2020

Table of Contents

[Section A. Identification and Description of Lead Agency and Implementing Entity; Change in Lead Agency or Implementing Entity](#_Toc30492491)

[Screen 1: Identification & Description of Lead Agency and Implementing Entity](#_Toc30492492)

[Screen 2: Change in Lead Agency or Implementing Entity](#_Toc30492493)

[Section B. Advisory Council, Budget Allocations and Actual Expenditures, and Identification of Activities Conducted](#_Toc30492494)

[Screen 3: Advisory Council](#_Toc30492495)

[Screen 4: Actual Expenditures and Budgeted Allocations](#_Toc30492496)

[Screen 5: Activities Conducted](#_Toc30492497)

[Section C. State Financing Activities](#_Toc30492498)

[Screen 6: Financial Loan Program -](#_Toc30492499)

[Screen 7: Other State Financing Activities Directly Provide AT](#_Toc30492500)

[Screen 8: Other State Financing Activities Create AT Savings](#_Toc30492501)

[Section D. Device Reutilization Activities](#_Toc30492502)

[Screen 9: Device Exchange](#_Toc30492503)

[Screen 10: Device Refurbish and Reassignment and/or Open-ended Loan](#_Toc30492504)

[Section E. Device Short-term Loan Activity](#_Toc30492505)

[Screen 11: Short-term Device Loan](#_Toc30492506)

[Section F. Device Demonstration Activity](#_Toc30492507)

[Screen 12: Device Demonstration](#_Toc30492508)

[Section G. State Leadership Activities](#_Toc30492509)

[Screen 13: Training](#_Toc30492510)

[Screen 14: Technical Assistance](#_Toc30492511)

[Screen 15: Public Awareness](#_Toc30492512)

[Screen 16: Information & Assistance](#_Toc30492513)

[Section H. Assurances & Measurable Goals](#_Toc30492514)

[Screen 17: Assurances](#_Toc30492515)

Assistive Technology State Grant Program

State Plan for FY 2018-2020

## Identification and Description of Lead Agency and Implementing Entity; Change in Lead Agency or Implementing Entity

Section 4(d)(2) of the AT Act requires that the State Plan contain information identifying and describing the Lead Agency and Implementing Entity (if applicable) designated by the state’s governor. A state either has a Lead Agency alone or has both a Lead Agency and an Implementing Entity. The Implementing Entity is a subcontractor separate from the Lead Agency who is responsible for implementing the State AT Program activities. The Lead Agency does not also name itself or a unit within the agency as the Implementing Entity.

If there is an Implementing Entity, section 4(d)(4)(B) requires that the State Plan include a description of the mechanisms established to ensure coordination of activities and collaboration between the Implementing Entity and the Lead Agency. If the governor chooses to re-designate the Lead Agency or Implementing Entity, section 4(c)(1)(C) requires that good cause for this change be shown in the State Plan, including why that previously designated agency or entity no longer should serve. If the Lead Agency or Implementing Entity is changing, the information provided in this State Plan should pertain to how the new agency or entity will conduct the Statewide AT Program. The following items are intended to satisfy the requirements just described.

### Identification & Description of Lead Agency and Implementing Entity

|  |  |
| --- | --- |
| **Statewide AT Program (Information to be listed in national State AT Program Directory)** | |
| 1. State Program Title MassMATCH | |
| 2. State AT Program URL (home page for State AT Program) [www.massmatch.org](http://www.massmatch.org) | |
| 3. Mailing address 600 Washington St. | 5. State MA |
| 4. City Boston | 6. Zip code 02111 |
| 7. Main email address (for general public to use to contact State AT Program) info@massmatch.org | |
| 8. Main phone number (for general public to use to contact State AT Program) 617-204-3851 | |
| 9. Separate TTY number (for general public to use to contact State AT Program) 617-204-3815 | |
| **Lead Agency** | |
| 10. Agency name Massachusetts Rehabilitation Commission | |
| 11. Mailing address 600 Washington St | 13. State MA |
| 12. City Boston | 14. Zip code 02111 |
| 15. Lead Agency URL [www.mass.gov/mrc](http://www.mass.gov/mrc) | |
| **Implementing Entity** | |
| 16.Does your Lead Agency contract with an Implementing Entity to carry out the Statewide AT Program on its behalf? Yes  No  *If yes, complete Items 17–22.* | |
| 17. Name of Implementing Entity | |
| 18. Mailing address | 20. State |
| 19. City | 21. Zip code |
| 22. Implementing Entity URL | |
| **Program director and other contacts** | |
| 23. Program Director for State AT Program (last, first) Shor, Ann | |
| 24. Title Director, Independent Living and Assistive Technology Services | |
| 25. Phone 617-204-3602 | |
| 26. E-mail [Ann.shor@massmail.state.ma.us](mailto:Ann.shor@massmail.state.ma.us) | |
| 27. Primary Contact at the Lead Agency (last, first) Bonney, Kobena | |
| 28. Title MassMATCH Program Coordinator | |
| 29. Phone 617-204-3826 | |
| 30. E-mail [Kobena.bonney@massmail.state.ma.us](mailto:Kobena.bonney@massmail.state.ma.us) | |
| 31. Primary Contact at Implementing Entity (last, first) – If applicable | |
| 32. Title | |
| 33. Phone | |
| 34. E-mail | |
| **Person Responsible for completing this form if other than State AT Program Director** | |
| 34. Name (last, first) | |
| 35. Title | |
| 36. Phone | |
| 37. E-mail | |
| **Certifying Representative** | |
| 38. Name (last, first) Wolf, Toni | |
| 39. Title Commissioner | |
| 40. Phone 617-204-3600 | |
| 41. E-mail Toni.Wolf@massmail.state.ma.us | |

### Change in Lead Agency or Implementing Entity

* + 1. **Describe the mechanisms established to ensure coordination of activities and collaboration between the Implementing Entity and the state if you have a designated Implementing Entity identified above.**

N/a

* + 1. **Is the Lead Agency named in this State Plan a new or different Lead Agency from the one designated by the Governor in your previous State Plan?**

N/a

**If you answered no to this question, and you do not use an Implementing Entity, you may skip ahead to the next section. Otherwise, you must answer the following questions.**

* + 1. **Explain why the Lead Agency previously designated by the Governor should not serve as the Lead Agency. Answer only if Question 2 above is yes.**

N/a

* + 1. **Explain why the Lead Agency newly designated by the Governor should serve as the Lead Agency. Answer only if Question 2 above is yes.**
    2. **Is the Implementing Entity named in this State Plan a new or different Implementing Entity from the one designated by the Governor in the previous State Plan?**

N/a

**If you answered no to this question, you may skip ahead to the next section. Otherwise, you must respond to Items 6 and 7 below.**

* + 1. **Explain why the Implementing Entity previously designated by the Governor should not serve as the Implementing Entity. Answer only if Question 5 above is yes.**
    2. **Explain why the Implementing Entity newly designated by the Governor should serve as the Implementing Entity. Answer only if Question 5 above is yes.**

Assistive Technology State Grant Program

State Plan for FY 2018-2020

## Advisory Council, Budget Allocations and Actual Expenditures, and Identification of Activities Conducted

Section 4(c)(2) of the AT Act requires the Statewide AT Program to establish a consumer-majority advisory council that provides consumer-responsive, consumer-driven advice to the state for planning of, implementation of, and evaluation of the activities carried out through the grant, including setting measurable goals*.* Exceptions to these requirements are allowed under section 4(c)(2)(E) if the requirements will affect existing state statutes, rules, or official policies relating to advisory bodies or require changes to existing governing bodies of incorporated agencies. The following items provide assurances related to and identify compliance with the requirements of section 4(c)(2).

### Advisory Council

* + 1. **In accordance with section 4(c)(2) of the AT Act of 1998, as amended our state has a consumer-majority advisory council that provides consumer-responsive, consumer-driven advice to the state for planning of, implementation of, and evaluation of the activities carried out through the grant, including setting measurable goals. This advisory council is geographically representative of the State and reflects the diversity of the State with respect to race, ethnicity, and types of disabilities across the age span, and users of types of services that an individual with a disability may receive. Answer yes or no.**

Yes

* + 1. **The advisory council includes a representative of the designated State agency, as defined in section 7 of the Rehabilitation Act of 1973 (29 U.S.C. 705). Answer yes/no/NA.**

Yes

* + 1. **The advisory council includes a representative of the State agency for individuals who are blind (within the meaning of section 101 of that Act (29 U.S.C. 721)). Answer yes/no/NA.**

Yes

* + 1. **The advisory council includes a representative of a State center for independent living described in part C of title VII of the Rehabilitation Act of 1973 (29 U.S.C. 796f et seq.). Answer yes/no/NA.**

Yes

* + 1. **The advisory council includes a representative of the State workforce development board established under section 101 of the Workforce Innovation and Opportunity Act). Answer yes/no/NA.**

No

* + 1. **The advisory council includes a representative of the State educational agency, as defined in section 9101 of the Elementary and Secondary Education Act of 1965 as reauthorized. Answer yes/no/NA.**

No

* + 1. **The advisory council includes other representatives (list below).**

Thomas Mercier, Dept. of Developmental Services

Robert Dias, Mass. Office on Disability

Jonathan O’Dell, Mass. Commission for the Deaf and Hard of Hearing

Linda Landry, Disability Law Center

Theresa Kane, Polus Center

* + 1. **The advisory council includes a majority of individuals with disabilities that use assistive technology or their family members or guardians:**

A. Enter the number of individuals with disabilities that use AT or their family members or guardians on the advisory council - 13

B. Enter the total number of individuals on the advisory council - 21

C. Calculate the percentage (divide A/B) – 62%

*If the ratio is less than 51% you must provide explanation of why advisory council does not include a consumer majority in Item 9 below.*

* + 1. **If the Statewide AT Program does not have the composition and representation required under section 4(c)(2)(B), explain here.**

MassMATCH is presently working with the State Workforce Investment Board and the State Dept. of Elementary and Secondary Education to appoint representatives to the AT Advisory Council.

### Actual Expenditures and Budgeted Allocations

* + 1. **Actual Expenditures Carryover Year Close-out (annual update required-table reset)**

In the following table provide the actual expenditure data for the closed-out carryover fiscal year AT grant award (liquidated the previous December 31). Please note, this data is for a specific year AT Act grant award amount, NOT any specific 12- month period of time as funds from a grant award can be obligated over a 24-month period. (For a State Plan submitted in the spring of 2018, the most recent closed-out carryover year grant award will be the FY16 grant award that began 10/1/2015 with the first year ending on 9/30/2016 and the second carryover year ending on 9/30/2017 with 3-month liquidation period ending 12/31/2017).

| **Actual Expenditures for Closed-out Carryover Year Award** | **Final Expenditures** | **Percentage** |
| --- | --- | --- |
| **A. All State Level Activities** | **$422,441.48** | **77%** |
| **B. All State Leadership Activities,** | **$128,622.52** | **23%** |
| **C. Transition Training & Technical Assistance** | **$6,671.00** | **5%**  **at least 5% required** |
| **D. Total Expenditures** | **$551,064.00** |  |
| **E. Total Award** | **$551,064.00** | **100%** |
| **F. Lapsed Amount** | **$ 0** | **0%** |

Note: The final expenditure amount on line D must equal the amount drawn down in the ACL Payment Management System.

**Actual YTD Expenditures and Budgeted Allocations for Immediately Preceding Year Award (annual update required-table reset)**

In the following table provide year-to-date (YTD) obligated and liquidated expenditure data for the immediately preceding fiscal year AT grant award along with planned budget allocations for the unobligated remainder of that award. Please note, this data is for a specific year AT Act grant award amount, NOT any specific 12-month period of time as funds from a grant award can be obligated over a 24-month period. (For a State Plan submitted in the spring of 2018, the immediately preceding fiscal year award will be the FY17 grant award that began 10/1/2016 with the first year ending 9/30/2017 and the second carryover year ending 9/30/18).

| **Actual & Planned Immediately Preceding Year Award Expenditures** | **YTD Obligated not Liquidated Expenditures** | **YTD Liquidated Expenditures** | **Planned not yet Obligated Expenditures** | **Total** |
| --- | --- | --- | --- | --- |
| **All State Level Activities** | **$69,926** | **$459,792** | **$0** | **$529,717** |
| **All State Leadership Activities** | **$6,519** | **$11,792** | **$2,346** | **$20,657** |
| **Transition Training & Technical Assistance** | **$0**  **(not included in total)** | **$6127**  **(not included in total)** | **$2,346**  **(not included in total)** | **$8,473**  **(not included in total)** |
| **Total** | **$76,445** | **$471,583** | **$2,346** | **$550,374** |

### Activities Conducted

* + 1. **State Level Activities Conducted and Program Structure**

Using the table below, identify all types of state level activities that will be conducted by the Statewide AT Program, who is conducting the activity, from where it is conducted and if a fee is charged. Please remember that annual progress report data is required for any activity identified as conducted in this State Plan.

| **AT Act State Level Activities** | **Activity Conducted?** | **Who conducts? State** | **Who conducts? Other** | **Who conducts? Both** | **Where conducted? Central** | **Where conducted? Regional** | **Where conducted? Both** | **Fee Charged** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **State Financing-Financial Loan** | **Yes** |  | **X** |  | **X** |  |  | **No** |
| **State Financing-Other that Directly Provides AT** | **No** |  |  |  |  |  |  |  |
| **State Financing-Other that Creates Savings for AT** | **No** |  |  |  |  |  |  |  |
| **Reuse-Device Exchange** | **Yes** | **X** |  |  | **X** |  |  | **No** |
| **Reuse-Device Open Ended Loan or Reassign** | **Yes** |  | **X** |  |  |  | **X** | **No** |
| **Device short-term loan** | **Yes** |  | **X** |  |  | **X** |  | **No** |
| **Device demonstration** | **Yes** |  | **X** |  |  | **X** |  | **No** |

* + 1. **Comparability and Flexibility**

For any of the four State Level Activities that are not conducted, the Statewide AT Program must claim comparability or flexibility in the table below. The table below repeats the yes/no from the previous table identifying the activities the state is conducting and requires identification of flexibility or comparability for those activities the Statewide AT Program is not conducting.

| **Comparability & Flexibility** | **Yes/No** | **State Level Activities** | **Not Performed Claiming --** |
| --- | --- | --- | --- |
| **Financial Loan** | **Yes** | State Financing | Comparability/Flexibility (required if all 3 are No) |
| **Other State Financing that Directly Provides AT** | **No** | State Financing | Comparability/Flexibility (required if all 3 are No) |
| **Other State Financing that Creates Savings for AT** | **No** | State Financing | Comparability/Flexibility (required if all 3 are No) |
| **Device Exchange** | **Yes** | Reuse | Comparability/Flexibility (required if both are No) |
| **Device Reassignment or Open-Ended Loan** | **Yes** | Reuse | Comparability/Flexibility (required if both are No) |
| **Device short-term loan** | **Yes** | Short-term Loan | Comparability/Flexibility |
| **Device demonstration** | **Yes** | Demonstration | Comparability/Flexibility |

*Flexibility* - Section 4(e)(6) of the AT Act allows a state to carry out any two or more of the required state-level activities, meaning a state can choose not to conduct up to two activities. If the state claims flexibility in a given fiscal year, do not report data for that activity during that fiscal year and the grant award for that fiscal year will be subject to a maximum 30% of total expenditures for state leadership activities.

*Comparability* - Section 4 (e)(1)(B) of the AT Act provides that a state shall not be required to carry out a required state-level activity if the amount of financial support provided from the state or other nonfederal resources or entities for that activity is comparable or greater than the amount that the state would have expended for the activity. When a Statewide AT Program claims comparability; the state will not report data for any state-level activities for which the state claimed comparability.

For any activity for which the Statewide AT Program is claiming comparability, describe the comparable activity and comparable financial support. In the text box, explain in the simplest terms possible what the comparable activity is, who conducts the activity, who supports the activity, and what makes it comparable both in terms of resources supporting the activity and how the activity is related to the purposes of the AT Act.

Assistive Technology State Grant Program

State Plan for FY 2018-2020

## State Financing Activities

The AT Act describes state financing activities as activities that increase:

“access to, and funding for, assistive technology devices and assistive technology services (which shall not include direct payment for such a device or service for an individual with a disability but may include support and administration of a program to provide such payment), including development of systems to provide and pay for such devices and services, for targeted individuals and entities described in section 3(16)(A), including—

1. support for the development of systems for the purchase, lease, or other acquisition of, or payment for, assistive technology devices and assistive technology services; or
2. support for the development of State-financed or privately financed alternative financing systems of subsidies (which may include conducting an initial 1-year feasibility study of, improving, administering, operating, providing capital for, or collaborating with an entity with respect to, such a system) for the provision of assistive technology devices, such as—
3. a low-interest loan fund;
4. an interest buy-down program;
5. a revolving loan fund;
6. a loan guarantee or insurance program;
7. a program providing for the purchase, lease, or other acquisition of assistive technology devices or assistive technology services; or
8. another mechanism that is approved by the Secretary.”

For the purposes of this State Plan, state financing activities include financial loan programs, programs that directly provide AT such as home modification programs, telecommunications distribution programs, and last resort funds, and programs that create savings for AT acquisition such as cooperative buying programs and AT leasing programs. Each of these activities is defined in the corresponding section of this State Plan.

Section 4(d)(5) of the AT Act requires that the State Plan include a description of how the Statewide AT Program will implement its State-level and State Leadership activities. Further, section 4(d)(4) requires that the State Plan describe how various public and private entities will be involved in the implementation of those activities, including a description of the nature and extent of resources that will be committed by public and private collaborators. Section 4(d)(7) also requires that the State Plan include a description of the State-level and State Leadership Activities the state will support with state funds. Section 4(e)(3)(B)(iii) requires that states coordinate and collaborate their State-level and State Leadership activities among public and private entities. The following items are intended to meet these requirements for State Financing Activities. Respond only to the items that correspond with the State Financing Activities selected in Section B of this Plan.

### Financial Loan Program

A financial loan program provides financial loans for purchase of AT devices and services. A financial loan program may make loans directly (revolving loans) or may make partnership loans using dollars from another source, usually a financial institution.

* + 1. **If you conduct this activity through a formal written agreement, by providing financial support to other entities or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

| **Collaborating organizations conducting this activity** | **Have written agreement with this entity** | **Provide financial support to this entity** | **Receive financial support from this entity** |
| --- | --- | --- | --- |
| **Banks/financial institution** |  |  |  |
| **Independent Living Center** |  |  |  |
| **Easter Seals** | **Yes** | **Yes** |  |
| **Disability/AT Organizations** |  |  |  |
| **Federal Entities/Agencies** |  |  |  |
| **State Entities/Agencies** |  |  |  |
| **Local/Community Entities** |  |  |  |
| **Private Entities** |  |  |  |
| **Other** *(describe)* |  |  |  |

* + 1. **This activity offers the following types of assistance (identify all that apply).**

◼ **Revolving loans**

€ **Loan guarantees**

◼ **Interest buy-downs**

◼ **Combined loan guarantee and interest buy-down**

* + 1. **The lowest interest amount for loans as established by the policies of the activity (leave blank if NA). Provide a percentage in XX.XX% form.**

00.00%

* + 1. **The highest interest amount for loans as established by the policies of the activity (leave blank if NA). Provide a percentage in XX.XX% form.**

03.75%

* + 1. **The lowest loan amount provided as established by the policies of the activity (leave blank if N/A). Provide dollar amount.**

$100

* + 1. **The highest loan amount provided as established by the policies of the activity (leave blank if N/A). Provide dollar amount.**
    2. **Describe the activity.**

Massachusetts carries out its State Financing activities through the Massachusetts Alternative Finance Program (AFP), formerly the MA AT Loan Program. The original fund was established using Title III and state funds, as well as private donations, which are on deposit with our community bank partner (presently Santander Bank). In 2018, the Massachusetts Rehabilitation Commission applied for and received additional funding from the Administration for Community Living to establish a revolving loan fund (AT Mini Loan Program), and those funds are held in a separate account with another banking partner and directly managed by the AFP Coordinating Entity. The AFP is administered on behalf of the Massachusetts Rehabilitation Commission by Easterseals of Massachusetts. Expenses for administration of the program are covered by the principal and revenue generated by the deposits. MRC does not anticipate using AT Act Funds for the operation of the AT Loan Program during the course of this State Plan. Instead, MRC will continue to use AT Act resources to promote awareness of and access to the AFP's offerings. In addition, AT Act Program staff devote some of their time coordinating MRC's relationship with the AFP, including data collection and reporting, quality control and assurance, and oversight to ensure full compliance with the requirements of the AT Act.

The MA-AFP offers two financial loan options to individuals with disabilities and/or their families and can be used to purchase all kinds of AT. Any item defined as assistive technology is allowed.

The Mini Loan Program provides zero percent interest loans of $100 to $2,000 for the purchase of all kinds of assistive technology devices and/or services.

The Financial Loan Program provides reduced interest-rate loans of $2,000 or higher for individuals with disabilities and/or their families to purchase all kinds of assistive technology devices and/or services. There is no established upper limit to loan amounts.

* + 1. **The online page for this specific activity can be found at:**

Website: <https://www.massalternativefinance.org/>

### Other State Financing Activities Directly Provide AT

* + 1. **If other state financing activities that directly provide AT are conducted through a formal written agreement, by providing financial support to other entities or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

| **Collaborating organizations conducting this activity** | **Have written agreement with this entity** | **Provide financial support to this entity** | **Receive financial support from this entity** |
| --- | --- | --- | --- |
| **Banks/financial institution** |  |  |  |
| **Independent Living Center** |  |  |  |
| **Easter Seals** |  |  |  |
| **Disability/AT Organizations** |  |  |  |
| **Federal Entities/Agencies** |  |  |  |
| **State Entities/Agencies** |  |  |  |
| **Local/Community Entities** |  |  |  |
| **Private Entities** |  |  |  |
| **Other** *(describe)* |  |  |  |

* + 1. **The following activities are conducted**

| **Activities** | **Check if Conducted** |
| --- | --- |
| **Telecommunications Equipment Distribution Program (EDP)-State** |  |
| **Deaf/Blind Telecommunications EDP-Federal** |  |
| **Last Resort Fund** |  |
| **Home Modification Program** |  |
| **Other** *(describe)* |  |

* + 1. **Describe the activity or activities.**

Massachusetts does not carry out any State Financing Activities that directly provide AT.

* + 1. **The online page (or pages) for this specific activity can be found at:**

N/a

### Other State Financing Activities Create AT Savings

* + 1. **If other state financing activities that create AT savings are conducted through a formal written agreement, by providing financial support to other entities and/or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

| **Collaborating organizations conducting this activity** | **Have written agreement with this entity** | **Provide financial support to this entity** | **Receive financial support from this entity** |
| --- | --- | --- | --- |
| **Banks/financial institution** |  |  |  |
| **Independent Living Center** |  |  |  |
| **Easter Seals** |  |  |  |
| **Disability/AT Organizations** |  |  |  |
| **Federal Entities/Agencies** |  |  |  |
| **State Entities/Agencies** |  |  |  |
| **Local/Community Entities** |  |  |  |
| **Private Entities** |  |  |  |
| **Other** *(describe)* |  |  |  |

* + 1. **The following activities are conducted**

| **Activities** | **Check if Conducted** |
| --- | --- |
| **Cooperative Buying Program** |  |
| **AT Lease Program** |  |
| **AT Fabrication Program** |  |
| **Other** *(describe)* |  |

* + 1. **Describe the activity.**

Massachusetts does not carry out any state financing activities that create AT savings.

* + 1. **The online page (or pages) for this specific activity can be found at:**

N/a

Assistive Technology State Grant Program

State Plan for FY 2018-2020

## Device Reutilization Activities

The AT Act describes the State-level activity of device reutilization as follows:

“DEVICE REUTILIZATION PROGRAMS. —The State shall directly, or in collaboration with public or private entities, carry out assistive technology device reutilization programs that provide for the exchange, repair, recycling, or other reutilization of assistive technology devices, which may include redistribution through device sales, loans, rentals, or donations.”

For the purposes of this State Plan, device reutilization activities are categorized as either device exchange activities, device refurbish and reassign activities or open-ended loan activities. Device exchange activities are those in which the Statewide AT Program facilitates the transfer of a device from a consumer who does not need the device to a consumer who could use the device without the organization taking possession of the device at any time. Devices are listed in a “want ad” or other type of posting and consumers can contact and arrange to obtain the device (either by purchasing it or obtaining it for free) from the current owner. Exchange activities do not involve warehousing inventory and do not include repair, sanitization or refurbishing of used devices. In some cases, a Statewide AT Program serves as an intermediary directly involved in making this exchange; in others the consumer and current owner make this exchange without the involvement of the Statewide AT Program.

Section 4(d)(5) of the AT Act requires the State Plan include a description of how the Statewide AT Program will implement State-level and State Leadership activities. Further, section 4(d)(4) requires that the State Plan describe how various public and private entities will be involved in the implementation of those activities, including a description of the nature and extent of resources that will be committed by public and private collaborators. Section 4(d)(7) requires that the State Plan include a description of the State-level and State Leadership Activities the state will support with state funds. Section 4(e)(3)(B)(iii) requires that states coordinate and collaborate their State-level and State Leadership activities among public and private entities.

### Device Exchange

* + 1. **If device exchange activities are conducted through a formal written agreement, by providing financial support to other entities and/or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

| **Collaborating organizations conducting this activity** | **Have written agreement with this entity** | **Provide financial support to this entity** | **Receive financial support from this entity** |
| --- | --- | --- | --- |
| **Banks/financial institution** |  |  |  |
| **Independent Living Center** |  |  |  |
| **Easter Seals** |  |  |  |
| **Disability/AT Organizations** |  |  |  |
| **Federal Entities/Agencies** |  |  |  |
| **State Entities/Agencies** |  |  |  |
| **Local/Community Entities** |  |  |  |
| **Private Entities** |  |  |  |
| **Other** *(describe)* |  |  |  |

* + 1. **Select the option that best describes what happens when a device is exchanged. Identify only one.**

◼ **The transaction is direct consumer-to-consumer**

◼ **The Statewide AT Program is involved in the transaction**

*The transaction is direct consumer-to-consumer -* The exchange is set up so that the person who wants the device directly contacts the person who has the device and the two of them work out the details of the exchange without the involvement of the Statewide AT Program. Occasionally, an individual may not want to post contact information on the exchange and requests that the Statewide AT Program be the contact. In these cases, the Statewide AT Program’s only responsibility is providing the contact information to those who ask.

*The Statewide AT Program is involved in the transaction* - A consumer who wants a device **must** go through the Statewide AT Program to connect with the person who has the device. The role of the Statewide AT Program may vary once this connection has been made, but the Statewide AT Program undertakes some level of control over the exchanges made through its program.

* + 1. **Describe the activity.**

## *Massachusetts offers a device exchange program – GetATstuff-MA. This is a successor to the erstwhile Assistive Technology Exchange in New England and New York, also known as GetATstuff, which ceased operation in 2018. MassMATCH Program staff are responsible for approving the AT devices that are posted by users.  They also maintain ongoing communication about any items of question or concern. Items can be posted for sale, best offer or free.  A user can search for items posted statewide or limit the search to items in their own region of the state.  When an item is removed from the site, the user is sent the Performance Measures for data collection purpose.*

## *The MassMATCH program coordinator is the administrator of GetATstuff-MA. He is responsible for all operational issues and marketing strategies for promoting the exchange website. If a user does not have a computer, they may contact MassMATCH Program staff for help with listing their AT item(s).*

* + 1. **The online page for this specific activity can be found at:**

<https://getatstuff.massmatch.org/>

### Device Refurbish and Reassignment and/or Open-ended Loan

* + 1. **If device refurbish and reassignment and/or open-ended loan activities are conducted through a formal written agreement, by providing financial support to other entities and/or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

| **Collaborating organizations conducting this activity** | **Have written agreement with this entity** | **Provide financial support to this entity** | **Receive financial support from this entity** |
| --- | --- | --- | --- |
| **Banks/financial institution** |  |  |  |
| **Independent Living Center** | **Yes** | **Yes** |  |
| **Easter Seals** | **Yes** | **Yes** |  |
| **Disability/AT Organizations** | **Yes** | **Yes** |  |
| **Federal Entities/Agencies** |  |  |  |
| **State Entities/Agencies** |  |  |  |
| **Local/Community Entities** |  |  |  |
| **Private Entities** |  |  |  |
| **Other** *(describe)* |  |  |  |

* + 1. **Select the option(s) that describe how a reutilized device is provided to a recipient. Identify as many as apply.**

◼ **Device ownership is transferred to the recipient**

◼ **Device is loaned for as long as the recipient needs it with no ownership transfer.**

*Device ownership is transferred to the recipient –* After the device is reassigned it is not tracked or in any way controlled by the State AT Program or its supportive agencies.

*Device is on open-ended loan -* A recipient has possession of the device as long as they need it but the State AT Program or its partner agencies retain ownership of the device.

* + 1. **Describe the activity.**

*MassMATCH operates three distinct reassignment services:*

* + 1. *MassMATCH runs a device reassignment program we call DME Reuse Program. The program is a partnership with UCP of Western Mass. and the Stavros Center for Independent Living. They accept donations of DME, repair/refurbish them and reassign them to consumers in their local area.  As much as possible, program staff deliver the items to consumers, however, consumers are welcome to pick up the item if they are able to. This program offers a wide range of DME, including types of equipment or older equipment that may not be accepted by the DME REquipment program, or equipment which donors specify must remain in the geographic area or only be given to specified populations.*

## *In order to obtain a device, consumers contact DME Reuse program staff directly and describe their need.  It is not necessary to provide medical or other documentation. Program staff have experience with DME, and interview the consumer to help them choose the most appropriate device from their available inventory.  They take into consideration the consumer's past experience using that type of device.*

*A second device reassignment program we offer is DME REquipment. The program makes available free gently-used, refurbished wheelchairs and other DME. The DME REquipment program accepts a more limited range of devices than the DME Reuse program described above, and is more selective in the age and quality of the devices accepted. The program is coordinated by a single organization, which coordinates operations with all partners, including the donations, refurbishment and assignment across the state. In addition to the coordinating organization, the program involves four reuse partners and three drop-off sites. Donated DME is brought to one of the reuse partners, where it is sanitized, refurbished, and posted in a public on-line inventory. Devices may be requested by and reassigned to individuals anywhere in the state. Most reassigned devices are delivered by program staff, however recipients are encouraged to pick up the device if possible.  There is no charge for devices, but recipients may be asked for a donation to help cover the cost of delivery.  This program is a collaborative effort between the Massachusetts Rehabilitation Commission (MassMATCH), the Mass. Dept. of Developmental Services, the Pappas Rehabilitation Hospital for Children, UCP of Western Mass, the Stavros Center for Independent Living, the Boston Home as well as three Independent Living Centers which act as drop-off sites.*

*To obtain a device, consumers can browse available items online or contact DME REquipment program staff by phone or email to request a device from the inventory and describe the nature of their need.  No documentation of need is required. Program staff interview the consumer to help them choose the most appropriate device from their available inventory. They take into consideration the consumer's past experience using that type of device.*

Website: <https://dmerequipment.org/>

* + 1. *Massachusetts also offers an open-ended loan program. The Long Term Device Loan program is operated by Easterseals MA on behalf of MassMATCH.   Devices costing less than $500 are loaned to applicants in open-ended loans. Applicants must meet income limits, and the program maintains three priority categories, to ensure that individuals with the most significant need are served first.  Program operations are funded with AT Act funds and the investment revenue generated by deposits of AT Act Title III funds. MassMATCH retains ownership of devices, and individuals borrowing devices are required to return devices to the program when they are no longer needed. When applicants are approved for device(s), the device is shipped to the borrower. Consumers demonstrate their need for devices by the information they include on their application, which could be a professional recommendation, or personal knowledge of the device and its purpose. Program staff do not provide training or other support on how to use the device to consumers. Instead, consumers are informed how to obtain such support from other entities if necessary.*

*AT Act Program staff devote some of their time coordinating MRC's relationship with the partner programs, including data collection and reporting, quality control and assurance, and oversight to ensure full compliance with the requirements of the AT Act.*

Website: <https://www.massalternativefinance.org/>

* + 1. **The online page (or pages) for this specific activity can be found at:**

DME REquipment**:** Website: <https://dmerequipment.org/>

Long Term Device Loan:Website: <https://www.massalternativefinance.org/>

Assistive Technology State Grant Program

State Plan for FY 2018-2020

## Device Short-term Loan Activity

The AT Act indicates that Statewide AT Programs are to “directly or in collaboration with public or private entities, carry out device loan programs that provide short-term loans of assistive technology devices to individuals, employers, public agencies, or others seeking to meet the needs of targeted individuals and entities, including others seeking to comply with IDEA, ADA and Section 504.” The purpose of a device loan may be -- (1) to assist in decision making, (2) to serve as a loaner while the consumer is waiting for device repair or funding, (3) to provide an accommodation on a short-term basis for a time limited event or situation or (4) to conduct training, self-education or other professional development activity.

Section 4(d)(5) of the AT Act requires that the State Plan include a description of how the Statewide AT Program will implement its State-level and State Leadership activities. Further, section 4(d)(4) requires that the State Plan describe how various public and private entities will be involved in the implementation of those activities, including a description of the nature and extent of resources that will be committed by public and private collaborators. Section 4(d)(7) also requires that the State Plan include a description of the State-level and State Leadership Activities the state will support with state funds. Section 4(e)(3)(B)(iii) requires that states coordinate and collaborate their State-level and State Leadership activities among public and private entities. The following items are items intended to meet these requirements for device loan activities.

### Short-term Device Loan

* + 1. **If short-term device loan activities are conducted through a formal written agreement, by providing financial support to other entities and/or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

| **Collaborating organizations conducting this activity** | **Have written agreement with this entity** | **Provide financial support to this entity** | **Receive financial support from this entity** |
| --- | --- | --- | --- |
| **Banks/financial institution** |  |  |  |
| **Independent Living Center** |  |  |  |
| **Easter Seals** | **Yes** | **Yes** |  |
| **Disability/AT Organizations** | **Yes** | **Yes** |  |
| **Federal Entities/Agencies** |  |  |  |
| **State Entities/Agencies** |  |  |  |
| **Local/Community Entities** |  |  |  |
| **Private Entities** |  |  |  |
| **Other (***describe)* |  |  |  |

* + 1. **Select the option that describes how the majority of devices loaned are delivered to and returned from a borrower. Identify only one.**
* **The majority of devices are shipped via mail or other delivery service.**

◼ **The majority of devices are delivered or picked up in-person.**

Statewide AT Programs use one of two methods for getting devices to borrowers using their short-term loan program. Choose the option that is used for the majority of the device loans issued.

* + 1. **Describe the activity.**

## *The Massachusetts short-term device loan program is operated on behalf of MassMATCH by two partner agencies – Easterseals of Massachusetts and UCP of Western Massachusetts. The program is offered under the name Assistive Technology Regional Center (ATRC) and at three regional locations in Boston, Worcester, and Pittsfield, MA. The program is available to any agencies, entity or school districts in the state.  Equipment is available for loan that meets the needs of adults and children of all ages with all types of disabilities. While no fees are charged to borrow devices, applicants must sign a Loan Agreement before they can borrow devices.  The program includes a wide range of equipment including switches and mounts, computer access devices, environmental controls, hearing devices, home modifications, vision devices and augmentative communication devices and the entire inventory is viewable online. Each loan period is up to four weeks.*

## *Items are shipped and returned by commercial delivery service except for a few exceptionally heavy devices that must be delivered and picked up in person.  All loans are tracked in a database with routine follow-up to ensure timely return of devices.  All devices are sanitized and checked for functionality before being loaned out again.  All device loans include manufacturer’s instructions and/or a “cheat sheet” developed by the program with basic instructions about set-up and use to support the borrower(s). The device loan program inventory is updated as resources will allow and priority is given to purchasing devices to reduce waiting lists and provide current high demand items.*

## *In an attempt to ensure that consumers are successful with the devices they borrow, we identify certain devices as requiring support from another individual to the person using it.  Those devices are not loaned until the borrower has identified a support person. Borrowers use the devices for a broad range of uses such as evaluations, assessments and training.*

## *AT Act Program staff devote some of their time coordinating MRC's relationship with the partner programs, including data collection and reporting, quality control and assurance, and oversight to ensure full compliance with the requirements of the AT Act.*

## *In Massachusetts the telecommunication Equipment Distribution Program is operated by another agency with state funds, so there is minimal activity in the MassMATCH Device Loan Program in this area.*

* + 1. **The online page for this specific activity can be found at:**

## Website: <https://www.massmatch.org/inventory/>

Assistive Technology State Grant Program

State Plan for FY 2018-2020

## Device Demonstration Activity

The AT Act describes device demonstrations as activities to “directly, or in collaboration with public and private entities, such as one-stop partners, as defined in section 101 of the Workforce Investment Act of 1998 (29 U.S.C. 2801), demonstrate a variety of assistive technology devices and assistive technology services (including assisting individuals in making informed choices regarding, and providing experiences with, the devices and services), using personnel who are familiar with such devices and services and their applications.” Section 4(e)(2)(D)

Device demonstrations compare the features and benefits of AT devices to enable informed decision-making. In a device demonstration, guided experience with the device(s) is provided to the participant with the assistance of someone who has technical expertise related to the device(s). This expert may be in the same location as the participant or may assist the participant through Internet or distance learning mechanism that provides real-time, effective communication to deliver the necessary device exploration.

A demonstration is characterized by its interactive nature whereby the participant can interact with the device and an expert to increase their knowledge and understanding about the details and functions of a device; the participant drives the demonstration and has the ability to interact and have their individual questions about the device addressed. If the demonstration is conducted via the internet or distance learning mechanism it must be a real-time, interactive demonstration that provides one-on-one assistance to the participant. A web-based demonstration that is archived or is a static presentation without interaction is considered an awareness activity, not a demonstration.

Section 4(d)(5) of the AT Act requires that the State Plan include a description of how the Statewide AT Program will implement its State-level and State Leadership activities. Further, section 4(d)(4) requires that the State Plan describe how various public and private entities will be involved in the implementation of those activities, including a description of the nature and extent of resources that will be committed by public and private collaborators. Section 4(d)(7) also requires that the State Plan include a description of the State-level and State Leadership Activities the state will support with state funds. Section 4(e)(3)(B)(iii) requires that states coordinate and collaborate their State-level and State Leadership activities among public and private entities. The following items are items intended to meet these requirements for device demonstration activities.

### Device Demonstration

* + 1. **If device demonstration activities are conducted through a formal written agreement, by providing financial support to other entities and/or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

| **Collaborating organizations conducting this activity** | **Have written agreement with this entity** | **Provide financial support to this entity** | **Receive financial support from this entity** |
| --- | --- | --- | --- |
| **Banks/financial institution** |  |  |  |
| **Independent Living Center** |  |  |  |
| **Easter Seals** | **Yes** | **Yes** |  |
| **Disability/AT Organizations** | **Yes** | **Yes** |  |
| **Federal Entities/Agencies** |  |  |  |
| **State Entities/Agencies** |  |  |  |
| **Local/Community Entities** |  |  |  |
| **Private Entities** |  |  |  |
| **Other** *(describe)* |  |  |  |

* + 1. **Describe the activity.**

*The Massachusetts device demonstration program is operated on behalf of MassMATCH by two partner agencies – Easterseals of Massachusetts and UCP of Western Massachusetts. The program is offered through our three Assistive Technology Regional Centers (ATRC) in Boston, Worcester, and Pittsfield, MA. The program is available to any individual, agency, entity or school district in the state.  The program has a wide range of equipment to demonstrate either in person or remotely to meet the needs of adults and children of all ages with all types of disabilities. Program staff demonstrate multiple devices and provide an overview as well as guided exploration of the main features of devices to help consumers understand which devices might be best for addressing their specific functional limitations.  If devices are identified that will meet individual needs, referrals and resources are provided to support acquisition. All the services provided are free of charge.*

*AT Act Program staff devote some of their time coordinating MRC's relationship with the partner programs, including data collection and reporting, quality control and assurance, and oversight to ensure full compliance with the requirements of the AT Act.*

**3. The online page for this specific activity can be found at:**

Website: <https://www.massmatch.org/>

.

Assistive Technology State Grant Program

State Plan for FY 2018-2020

## State Leadership Activities

Training Activities

The AT Act describes training as follows:

“(i) TRAINING AND TECHNICAL ASSISTANCE. —

(I) IN GENERAL. —The State shall directly, or provide support to public or private entities with demonstrated expertise in collaborating with public or private agencies that serve individuals with disabilities, to develop and disseminate training materials, conduct training, and provide technical assistance, for 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.

(II) AUTHORIZED ACTIVITIES. —In carrying out activities under sub clause (I), the State shall carry out activities that enhance the knowledge, skills, and competencies of individuals from local settings described in sub clause (I), which may include—

(aa) general awareness training on the benefits of assistive technology and the Federal, State, and private funding sources available to assist targeted individuals and entities in acquiring assistive technology;

(bb) skills-development training in assessing the need for assistive technology devices and assistive technology services;

(cc) training to ensure the appropriate application and use of assistive technology devices, assistive technology services, and accessible technology for e-government functions;

(dd) training in the importance of multiple approaches to assessment and implementation necessary to meet the individualized needs of individuals with disabilities; and

(ee) technical training on integrating assistive technology into the development and implementation of service plans, including any education, health, discharge, Olmstead, employment, or other plan required under Federal or State law.”

Training activities are instructional events, usually planned in advance for a specific purpose or audience, and are designed to increase participants’ knowledge, skills, and competencies regarding AT. Such events can be delivered to large or small groups, in-person, or via telecommunications or other distance education mechanisms. In general, participants in training can be individually identified and could complete an evaluation of the training. Examples of training include classes, workshops, and presentations that have a goal of increasing skills, knowledge, and competency, as opposed to training intended only to increase general awareness of AT. Training activities have more depth and breadth than public awareness activities and are focused on skill building and competency development.

Section 4(d)(5) of the AT Act requires that the State Plan include a description of how the Statewide AT Program will implement its State-level and State Leadership activities. Further, section 4(d)(4) requires that the State Plan describe how various public and private entities will be involved in the implementation of those activities, including a description of the nature and extent of resources that will be committed by public and private collaborators. Section 4(d)(7) also requires that the State Plan include a description of the State-level and State Leadership Activities the state will support with state funds. Section 4(e)(3)(B)(iii) requires that states coordinate and collaborate their State-level and State Leadership activities among public and private entities. The following items are items intended to meet these requirements for training activities.

### Training

* + 1. **If training activities are conducted through a formal written agreement, by providing financial support to other entities and/or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

| **Collaborating organizations conducting this activity** | **Have written agreement with this entity** | **Provide financial support to this entity** | **Receive financial support from this entity** |
| --- | --- | --- | --- |
| **Banks/financial institution** |  |  |  |
| **Independent Living Center** |  |  |  |
| **Easter Seals** |  |  |  |
| **Disability/AT Organizations** | **Yes** | **Yes** |  |
| **Federal Entities/Agencies** | **Yes** | **Yes** |  |
| **State Entities/Agencies** |  |  | **Yes** |
| **Local/Community Entities** |  |  |  |
| **Private Entities** |  |  |  |
| **Other** *(describe)* |  |  |  |

* + 1. **Provide a short description of at least one and no more than three planned training activities. One of the activities described must be planned Information and Communication Technology (ICT) accessibility training that will provide the required ICT Training performance measures. If the Statewide AT Program is meeting the transition requirements of the AT Act through training, please describe that planned activity. If the Statewide AT Program sponsors or co-sponsors a statewide conference please include that event as one you describe.**

**Planned ICT Accessibility Training (required)**

*MassMATCH Program staff as well as staff from the three AT Regional Center locations provide ongoing AT trainings. These are offered either through webinars or as in-person workshops offered as standalone trainings or as part of AT expos and other conferences. In addition, MassMATCH staff collaborate with AT professionals from other private and state agencies, particularly staff from the Massachusetts Commission for the Blind (MCB), the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH), and the Massachusetts Department of Developmental Services (DDS) on joint trainings. Our current training activities include training for staff working with individuals transitioning from institutions to the community and youth transitioning to adulthood, general training on available AT resources, and training on accessible information and communication technology (ICT).*

*In the case of youth transitioning to adulthood, MassMATCH is partnering with Humanitas to provide a two-part training series to America's Job Corps staff to introduce them to assistive technology resources around the country. The training will be by webinar.  Participants will learn about what is AT, where to obtain AT services and/or services such as assessments or evaluations. They will also be introduced to an example of an Individual Plan for Employment (IPE) developed after consultation with the MA AT Program and how AT is featured. The primary objective of the training is to provide Job Corp professionals enough information to guide their decision-making regarding the positive role AT can play in the transition process. The workshop will provide tips on issues to consider relative to AT and also introduce the broad range of AT resources that already exist in Massachusetts and around the country.*

*Regarding transition from institutional living to living in the community, MassMATCH will continue to provide trainings on the use of the Transition Assessment to Community Living Environment (TACLE) tool. Plans are underway to provide a series of at least 3 TACLE Trainings to staff of the Massachusetts Rehabilitation Commission’s Homecare Department and their providers as well as staff of the Massachusetts MFP/ABI Waiver Program and their provider partner agencies. In addition to diversifying the locations where these trainings will be held to make them more accessible to folks who live outside Greater Boston, extra efforts will be made to reach more diverse audiences such as language and racial minorities. This will be achieved by working with organizations that serve specific ethnic or language minorities and may include holding the training in those communities or providing translation into those languages.*

*As for ICT accessibility, MassMATCH plans to host at least one training workshop in FY20. Discussions are under way to determine the date and content of the workshop. The two primary topics we intend to address are how to create/remediate Microsoft Word and Microsoft Excel documents. Participants will be introduced to tools and techniques they can use to assess the accessibility of such documents and if they are not accessible, what to do to remediate those documents.*

*MassMATCH anticipates that all trainings over the remainder of this State Plan period will be done remotely.*

**Planned Transition Training or Other Training Activity (optional)**

*Regarding transition from institution to community, MassMATCH will continue to provide trainings on the use of the Transition Assessment to Community Living Environment (TACLE) tool. Extra efforts will also be made to reach more diverse audiences such as language and racial minorities.*

**Planned Statewide Conference or Other Training Activity (optional)**

* + 1. **The online page for this specific activity can be found at:**

Instructions: Enter the URL for training activities (not the general home page URL) or enter N/A if information about this activity is not available online.

Technical Assistance Activities

The AT Act describes training as follows:

“(i) TRAINING AND TECHNICAL ASSISTANCE. —

(I) IN GENERAL. —The State shall directly, or provide support to public or private entities with demonstrated expertise in collaborating with public or private agencies that serve individuals with disabilities, to develop and disseminate training materials, conduct training, and provide technical assistance, for 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.

(II) AUTHORIZED ACTIVITIES. —In carrying out activities under sub clause (I), the State shall carry out activities that enhance the knowledge, skills, and competencies of individuals from local settings described in sub clause (I), which may include—

(aa) general awareness training on the benefits of assistive technology and the Federal, State, and private funding sources available to assist targeted individuals and entities in acquiring assistive technology;

(bb) skills-development training in assessing the need for assistive technology devices and assistive technology services;

(cc) training to ensure the appropriate application and use of assistive technology devices, assistive technology services, and accessible technology for e-government functions;

(dd) training in the importance of multiple approaches to assessment and implementation necessary to meet the individualized needs of individuals with disabilities; and

(ee) technical training on integrating assistive technology into the development and implementation of service plans, including any education, health, discharge, Olmstead, employment, or other plan required under Federal or State law.”

Technical Assistance (TA) is direct problem-solving services provided by Statewide AT Program staff to assist programs and agencies in improving their services, management, policies and/or outcomes. TA may be provided in person, by electronic media such as telephone, video or e-mail and by other means. The following are examples of technical assistance: needs assessment, program planning or development, curriculum or materials development, administrative or management consultation, program evaluation and site reviews of external organizations, and policy development.

Section 4(d)(5) of the AT Act requires that the State Plan include a description of how the Statewide AT Program will implement its State-level and State Leadership activities. Further, section 4(d)(4) requires that the State Plan describe how various public and private entities will be involved in the implementation of those activities, including a description of the nature and extent of resources that will be committed by public and private collaborators. Section 4(d)(7) also requires that the State Plan include a description of the State-level and State Leadership Activities the state will support with state funds. Section 4(e)(3)(B)(iii) requires that states coordinate and collaborate their State-level and State Leadership activities among public and private entities. The following items are items intended to meet these requirements for technical assistance activities.

### Technical Assistance

* + 1. **If technical assistance activities are conducted through a formal written agreement, by providing financial support to other entities and/or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

| **Collaborating organizations conducting this activity** | **Have written agreement with this entity** | **Provide financial support to this entity** | **Receive financial support from this entity** |
| --- | --- | --- | --- |
| **Banks/financial institution** |  |  |  |
| **Independent Living Center** |  |  |  |
| **Easter Seals** |  |  |  |
| **Disability/AT Organizations** |  |  |  |
| **Federal Entities/Agencies** |  |  |  |
| **State Entities/Agencies** |  |  |  |
| **Local/Community Entities** |  |  |  |
| **Private Entities** |  |  |  |
| **Other** *(describe)* |  |  |  |

* + 1. **Provide a short description of at least one and no more than two planned technical assistance activities. If the Statewide AT Program is meeting the transition requirements of the AT Act through technical assistance, please describe that planned activity.**

**Planned Transition Technical Assistance or Other Technical Assistance Activity (required)**

*In addition to new Technical Assistance opportunities that may arise in the course of our interactions with other private and state agencies, MassMATCH will continue our ongoing TA efforts with state agencies to ensure the accessibility of their programs and services. One ongoing activity involves working with the Massachusetts Bay Transit Authority (MBTA) to make their mobile application accessible and the interface user-friendly for individuals with disabilities.*

*In early September 2019, MassMATCH participated in a focus group organized by the Massachusetts Bay Transit Authority MBTA's System-Wide Accessibility Department which was aimed at soliciting in-person feedback from MBTA customers who are blind or have low vision. The purpose was to share information about ongoing projects designed to improve access for blind and low-vision customers. As a direct result of the participation in the focus group, Kobena Bonney, the MassMATCH Program Coordinator, who is himself blind, began to work with staff from the MBTA's Customer Technology Unit on a mobile application they are developing. The app, which is still in the testing and development stages, is an iPhone application that makes it easier for travelers who are blind or visually impaired to take advantage of the MBTA’s offerings. MassMATCH intends to continue this initiative.*

**Planned Other Technical Assistance Activity (optional)**

Public Awareness Activities

The AT Act says the following about Public Awareness:

“The State shall conduct public-awareness activities designed to provide information to targeted individuals and entities relating to the availability, benefits, appropriateness, and costs of assistive technology devices and assistive technology services, including—

(aa) the development of procedures for providing direct communication between providers of assistive technology and targeted individuals and entities, which may include partnerships with entities in the statewide and local workforce investment systems established under the Workforce Innovation and Opportunities Act (29 U.S.C. 3101 et seq.), State vocational rehabilitation centers, public and private employers, or elementary and secondary public schools;

(bb) the development and dissemination, to targeted individuals and entities, of information about State efforts related to assistive technology; and

(cc) the distribution of materials to appropriate public and private agencies that provide social, medical, educational, employment, and transportation services to individuals with disabilities.”

Public awareness activities are designed to reach large numbers of people, including activities such as public service announcements, radio talk shows and news reports, newspaper stories and columns, newsletters, brochures, and public forums.

Section 4(d)(5) of the AT Act requires that the State Plan include a description of how the Statewide AT Program will implement its State-level and State Leadership activities. Further, section 4(d)(4) requires that the State Plan describe how various public and private entities will be involved in the implementation of those activities, including a description of the nature and extent of resources that will be committed by public and private collaborators. Section 4(d)(7) also requires that the State Plan include a description of the State-level and State Leadership Activities the state will support with state funds. Section 4(e)(3)(B)(iii) requires that states coordinate and collaborate their State-level and State Leadership activities among public and private entities. The following items are items intended to meet these requirements for public awareness activities.

### Public Awareness

* + 1. **If public awareness activities are conducted through a formal written agreement, by providing financial support to other entities and/or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

| **Collaborating organizations conducting this activity** | **Have written agreement with this entity** | **Provide financial support to this entity** | **Receive financial support from this entity** |
| --- | --- | --- | --- |
| **Banks/financial institution** |  |  |  |
| **Independent Living Center** |  |  |  |
| **Easter Seals** | **Yes** | **Yes** |  |
| **Disability/AT Organizations** | **Yes** | **Yes** |  |
| **Federal Entities/Agencies** |  |  |  |
| **State Entities/Agencies** |  |  |  |
| **Local/Community Entities** |  |  |  |
| **Private Entities** |  |  |  |
| **Other** *(describe)* |  |  |  |

* + 1. **Provide a short description of at least one and no more than two planned major public awareness activities**. **If the Statewide AT Program conducts a major ongoing public awareness activity such as an annual AT awareness day with a Governor’s Proclamation, please include that activity.**

**Major Annual Planned or Other Public Awareness Activity (required)**

*MassMATCH carries out a wide range of public awareness activities on an ongoing basis including presentations at workshops, operation of a listserve; distribution of materials at seminars or program sites; mass mailings to human service agencies and public service announcements. Each of these activities is focused on informing individuals and agencies of the range of AT services available through the MassMATCH Program and that of its partners. MassMATCH staff will continue their public awareness activities involving Durable Medical Equipment providers working with MassHealth, Elder Service agencies, Medicaid program staff, Councils on Aging, Vocational Rehabilitation staff, job placement staff and employers.*

*In preparation towards our first ICT accessibility training in Massachusetts, MassMATCH intends to mount a very extensive public awareness campaign to promote the upcoming training to a very wide audience. The activities we plan to carry out include producing electronic documents to be distributed to MassMATCH mailing lists; creating and disseminating announcements about the training via direct mail, blog posts and other social media channels; and promoting the training at regional and statewide conferences and events.*

*Another innovative and high impact public awareness activity we intend to carry out is the introduction of the concept of Community Ambassador. This initiative will be part of the Empowering Choices project. It will be in partnership with Easterseals of MA and Southeast Center for Independent Living (SCIL). One unique feature of the project is the introduction of the concept of Community Ambassadors as an innovative way to conduct public awareness or outreach for the project. The plan is to recruit two individuals from the target communities to work as Community Ambassadors to outreach to the members of the underserved populations. . They will promote the financial literacy trainings, assistive technology and other disability or elder service resources to the targeted communities. The Community Ambassadors will adopt multiple forms of outreach such as, fliers, social media, newsletters, and being present at community events/resource fairs. They will seek to speak with people at community agencies, neighborhood meetings, shelters, libraries, housing authorities, and apartment complexes.*

*Additionally, in FY20, MassMATCH intends to carry out one major public awareness activity. The plan is to conduct a series of radio and TV interviews to promote the MassMATCH Program and the AT services and resources we offer statewide. We will seek to reach every corner of the state including urban and rural areas. We will use paid and free community radio and TV as well as the internet. We will also endeavor to target audiences whose primary language is not English.  In other words, audiences that prefer to communicate in other widely spoken foreign languages such as Chinese, Haitian Creole, Portuguese, Russian, Spanish and Vietnamese.*

**Planned Other Public Awareness Activity (optional)**

Information and Assistance Activities

The AT Act says the following about information and referral activities, which for the purpose of this State Plan are called information and assistance activities:

“(aa) IN GENERAL. — The State shall directly, or in collaboration with public or private (such as nonprofit) entities, provide for the continuation and enhancement of a statewide information and referral system designed to meet the needs of targeted individuals and entities.

(bb) CONTENT. — The system shall deliver information on assistive technology devices, assistive technology services (with specific data regarding provider availability within the State), and the availability of resources, including funding through public and private sources, to obtain assistive technology devices and assistive technology services. The system shall also deliver information on the benefits of assistive technology devices and assistive technology services with respect to enhancing the capacity of individuals with disabilities of all ages to perform activities of daily living.”

Section 4(d)(5) of the AT Act requires that the State Plan include a description of how the Statewide AT Program will implement its State-level and State Leadership activities. Further, section 4(d)(4) requires that the State Plan describe how various public and private entities will be involved in the implementation of those activities, including a description of the nature and extent of resources that will be committed by public and private collaborators. Section 4(d)(7) also requires that the State Plan include a description of the State-level and State Leadership Activities the state will support with state funds. Section 4(e)(3)(B)(iii) requires that states coordinate and collaborate their State-level and State Leadership activities among public and private entities. The following items are items intended to meet these requirements for information and assistance activities.

### Information & Assistance

* + 1. **If information and assistance activities are conducted through a formal written agreement, by providing financial support to other entities and/or by receiving financial support from other entities please identify that coordination and collaboration in the table below.**

| **Collaborating organizations conducting this activity** | **Have written agreement with this entity** | **Provide financial support to this entity** | **Receive financial support from this entity** |
| --- | --- | --- | --- |
| **Banks/financial institution** |  |  |  |
| **Independent Living Center** |  |  |  |
| **Easter Seals** | **Yes** | **Yes** |  |
| **Disability/AT Organizations** | **Yes** | **Yes** |  |
| **Federal Entities/Agencies** |  |  |  |
| **State Entities/Agencies** |  |  |  |
| **Local/Community Entities** |  |  |  |
| **Private Entities** |  |  |  |
| **Other** *(describe)* |  |  |  |

* + 1. **Describe the activity.**

*The Massachusetts Statewide AT Program has five public facing sites where members of the public can obtain Information and Assistance services. Three of the sites are operated by our device demonstration and loan partners and one by our primary DME Reuse partner. Our main site for Information and Assistance is the MassMATCH Help Line: P: 877.508.3974; TTY: 617.204.3815; Email:* [*info@massmatch.org*](mailto:info@massmatch.org)*. Each site has at least one staff person who can answer information and assistance calls and emails. All staff have received extensive training to be able to respond to most inquiries. Interested parties can contact any of the five sites and either speak to the staff or leave a message via voicemail.  They can also reach each of the sites by email.*

*We provide Information and Assistance services to individuals, family members, or agency representatives who are seeking answers to specific questions or problems. These often relate to how to acquire specific AT or how to find funding. If staff from the four sites funded through AT Act funds are unable to respond to an inquiry, the request is forwarded to more knowledgeable staff or to the MassMATCH Program Coordinator. In some cases, the MassMATCH Program Coordinator consults with Advisory Council members from other state or private agencies who are also AT experts in order to provide the most useful assistance or referral.*

Assistive Technology State Grant Program

State Plan for FY 2018-2020

## Assurances & Measurable Goals

Section 4(d) of the AT Act prescribes the duties of the Lead Agency receiving a grant under section 4 of the AT Act and requires the State to provide a number of assurances in its application for funds. 34 CFR part 76 also requires that any State Plan include certain assurances. The Statewide AT Program certifying representative will attest to these assurances and other requirements below and by submitting the State Plan, will affirm that to the best of his or her knowledge and belief all information provided in the State Plan is true and correct and the State Plan fully discloses all known weaknesses concerning the accuracy, reliability, and completeness of the information.

### Assurances

* + 1. **As the Certifying Representative of the Lead Agency for the State of Massachusetts, I hereby assure the following:**
    2. **The Lead Agency prepared and submitted this State Plan on behalf of the State of Massachusetts.**
    3. **The Lead Agency submitting this plan is the State agency that is eligible to submit this plan and if an Implementing Entity is identified it is designated to implement the required AT Act activities.**
    4. **The State agency has authority under State law to perform the functions of the State under this program.**
    5. **The State legally may carry out each provision of this plan.**
    6. **All provisions of this plan are consistent with State law.**
    7. **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.**
    8. **The State officer who submits this plan, specified by title in this certification, has authority to submit this plan.**
    9. **The agency that submits this plan has adopted or otherwise formally approved this plan.**
    10. **The plan is the basis for State operation and administration of the program.**
    11. **The Lead Agency will maintain and evaluate the program under this State Plan.**
    12. **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.**
    13. **The Lead Agency will submit the annual progress report on behalf of the State.**
    14. **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.**
    15. **The Lead Agency will control and administer the funds received through the grant.**
    16. **The Lead Agency will make programmatic and resource allocation decisions necessary to implement the State Plan.**
    17. **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.**
    18. **The Lead Agency will ensure conformance with all applicable Federal and State accounting requirements.**
    19. **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.**
    20. **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.**
    21. **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.**
    22. **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)**
    23. **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)**
    24. **The Lead Agency will coordinate the activities of the State Plan among public and private entities, including coordinating efforts related to entering into interagency agreements.**
    25. **The Lead Agency will coordinate efforts related to the active, timely, and meaningful participation by individuals with disabilities and their family members, guardians, advocates, or authorized representatives, and other appropriate individuals, with respect to activities carried out through the grant.**

General Description of Measurable Goals:

Section 4(d)(3) of the AT Act requires that the State include information on the measurable goals, and a timeline for meeting those goals, that the State, with the advice of the Advisory Council required in section 4(c)(2), has set for addressing the assistive technology needs of individuals with disabilities in the State related to education, employment, community living, and telecommunications and information technology).

* Section 4(d)(3)(A)(i) of the AT Act states that education goals include goals involving the provision of assistive technology to individuals who receive services under the Individuals with Disabilities Education Improvement Act (20 U.S.C. 1400 et seq.). This includes infants and toddlers receiving early intervention services under Part C.
* Education also includes the provision of assistive technology to individuals who receive services under section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.) and individuals in institutions of higher education and vocational education, including community colleges.
* Section 4(d)(3)(A)(ii) of the AT Act states that employment goals include goals involving the State vocational rehabilitation program carried out under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.).

ACL has established three types of measurable goals for Section 4 grantees:

* *Access to AT Goals* relate to the activities of device loan for a decision-making purpose and device demonstration. The State will show that it has improved access to AT by reaching or exceeding the ACL set target percentage of individuals and entities who accessed device demonstration programs or device loan programs and made a decision about an AT device or service as a result of the assistance they received. The Access Goal performance measure data is found in the Annual Progress Report (APR) for State Assistive Technology Programs.
* *Acquisition of AT Goals* relate to the activities of state financing, device reutilization, and device loan for purposes other than decision-making. The State will show that it has improved acquisition by reaching or exceeding the ACL set target percentage of individuals and entities who obtained devices or services from State financing activities or reutilization programs who would not have obtained that AT device or service. The Acquisition Goal performance measure data is found in the APR for State Assistive Technology Programs.
* *Information and Communication (ICT) Accessibility Goal* is focused on obtaining an outcome/result from information and communication technology accessibility training including improvement of policies procedures or practices in the areas of website and software development and procurement. The State will show that is has improved ICT training results by reaching or exceeding the ACL set target percentage of participants reporting a targeted outcome. The ICT Training performance measure data is found in the APR for State Assistive Technology Programs.