**State Grants for Assistive Technology Program**

# North Carolina

# State Plan for Assistive Technology

# Federal Fiscal Years 2018-2020

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*Expiration Date: March 31, 2021*

Assistive Technology State Grant Program

North Carolina’s State Plan for FY 2018-2020

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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: NC Assistive Technology Program (NCATP) |
| 2. State AT Program URL (home page for State AT Program):<https://www.ncdhhs.gov/divisions/vocational-rehabilitation-services/north-carolina-assistive-technology-program>  |
| 3. Mailing address: 805 Ruggles Drive, MSC 2801 | 5. State: North Carolina |
| 4. City: Raleigh | 6. Zip code: 27699-2801 |
| 7. Main email address (for general public to use to contact State AT Program): atintake@dhhs.nc.gov or tammy.koger@dhhs.nc.gov  |
| 8. Main phone number (for general public to use to contact State AT Program): 919-855-3500 |
| 9. Separate TTY number (for general public to use to contact State AT Program): N/A |
| **Lead Agency** |
| 10. Agency name: NC Department of Health and Human Services |
| 11. Mailing address: 805 Ruggles Drive, MSC 2801 | 13. State: NC |
| 12. City: Raleigh | 14. Zip code: 27699 |
| 15. Lead Agency URL: <https://www.ncdhhs.gov/>  |
| **Implementing Entity** |
| 16.Does your Lead Agency contract with an Implementing Entity to carry out the Statewide AT Program on its behalf? Yes x No [ ]  *If yes, complete Items 17–22.*  |
| 17. Name of Implementing Entity: NC Division of Vocational Rehabilitaion Services (DVRS) |
| 18. Mailing address: 805 Ruggles Drive, MSC 2801 | 20. State: NC |
| 19. City: Raleigh | 21. Zip code: 27699-2801 |
| 22. Implementing Entity URL: <https://www.ncdhhs.gov/divisions/dvrs>  |
| **Program director and other contacts** |
| 23. Program Director for State AT Program (last, first): Koger, Tammy |
| 24. Title: Director, NCATP |
| 25. Phone: 919-855-3544 |
| 26. E-mail: tammy.koger@dhhs.nc.gov |
| 27. Primary Contact at the Lead Agency (last, first): Cohen, Mandy |
| 28. Title: Secretary, Health and Human Services  |
| 29. Phone: 919-85504800 |
| 30. E-mail: mandy.cohen@dhhs.nc.gov  |
| 31. Primary Contact at Implementing Entity (last, first) – If applicable: Tammy Koger |
| 32. Title: Director, NCATP |
| 33. Phone: 919-855-3544 |
| 34. E-mail: Tammy.koger@dhhs.nc.gov |
| **Person Responsible for completing this form if other than State AT Program Director** |
| 34. Name (last, first): N/A |
| 35. Title |
| 36. Phone |
| 37. E-mail |
| **Certifying Representative** |
| 38. Name (last, first): Cohen, Mandy |
| 39. Title: Secretary, Department of Health and Human Services |
| 40. Phone: 919-855-4800 |
| 41. E-mail: mandy.cohen@dhhs.nc.gov  |

### 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.**

There has been no change in the lead agency or the implementing entity. The implementing entity is a program under the lead agency and there is direct reporting between the implementing entity and the lead agency.

* + 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?** No
		2. **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
		3. **Explain why the Lead Agency newly designated by the Governor should serve as the Lead Agency. Answer only if Question 2 above is yes.** N/A
		4. **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?** No

**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.**

Instructions: Follow the same instructions for Item 3 above.

* + 1. **Explain why the Implementing Entity newly designated by the Governor should serve as the Implementing Entity. Answer only if Question 5 above is yes.**

Instructions: Follow the same instructions for Item 4 above.

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
		2. **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
		3. **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
		4. **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.** Yes
		5. **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.** Yes
		6. **The advisory council includes other representatives (list below).**

Disability Rights of NC.

NC Council on Developmental Disabilities

Self-Help Credit Union (representative of Alternative Finance Program)

ADA Center

**The NC Grant Advisory Council also has ex-officio members who attend meetings and have input, but do not have an official vote. These members include the following representatives:**

Easter Seals/UCP

NCATP Program Staff

NC Dept of Public Safety and Emergency Management

NC Division of Aging and Adult Services

NC AgrAbility Program Manager

* + 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 - 9

B. Enter the total number of individuals on the advisory council – 17 (not counting ex-officio members)

C. Calculate the percentage (divide A/B) – 52%

*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.**

N/A

### 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** | **$ 435,000** | **73.11%** |
| **B. All State Leadership Activities** | **$ 159,979.00** | **26.89%** |
| **C. Transition Training & Technical Assistance** | **9,000.00** | **5.63%** |
| **D. Total Expenditures** | **$ 594,979.00** | **100%** |
| **E. Total Award** | **$ 594,979.00** | **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.

Instructions: Section 4(e)(3)(A) of the AT Act requires States to use not more than 40% of an annual award to carry out state leadership activities if the state does not use flexibility. If a state does claim flexibility in their approved State Plan, Section 4(e)(6)(B)(ii) of the AT Act requires the State to use not more than 30% of an annual award to carry out state leadership activities. (See next paragraph for definition of flexibility). In both cases, Section 4(e)(3)(A) of the AT Act requires all States to use at least 5% of the state leadership funds for transition training or technical assistance activities.

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 has claimed flexibility for a state level activity in a given fiscal year, the state does not report data for that activity during that fiscal year and the grant award for that fiscal year would be subject to a maximum 30% of total expenditures for state leadership activities.

States must have a mechanism in place to accurately track all AT Act expenditures by grant award FY and by the state level and state leadership categories. Most direct expenditures like salaries and benefits, contractual expenses, etc. will be clearly attributable to a state level or state leadership activity. For example, expenditures for purchasing equipment for a device loan program will be state level expenses while staff salaries and travel expenses to deliver training will be state leadership. A helpful way of determining state level or state leadership will be to identify where the data reported in the annual progress report for an expenditure activity will be reported. Since most all activities should have associated data reported, if the data is state level (state financing, reuse, device loan or device demonstration) then the activity and associated expenditure is state level. Most staff salaries and benefits can be assigned in total or in portions to state level or state leadership depending on staff job responsibilities and any time and effort logs they are required to keep for federal reporting purposes.

For very generic administrative and operational expenditures, like paper or similar general office supplies, an arbitrary ratio allocation can be used such as a 50/50 split. These very generic expenditures should not be a large portion of the total fiscal year AT Act expenses especially if an indirect rate is used to cover overhead costs. The same arbitrary ratio allocation can be applied to any indirect costs claimed.

* + 1. **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** | **$** | **$202,584** | **$213,673.00** | **$416,275.00** |
| **All State Leadership Activities** | **$133,500.00** | **$** | **$45,000** | **$178,500** |
| **Transition Training & Technical Assistance** | **$** | **$3,500.00** | **$8,921.00** | **$12,421.00** |
| **Total**  | **$133,500.00** | **$202,584.00** | **$258,673.00** | **$594,757.00** |

### 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.

Instructions: Enter “yes” or “no” to indicate each of the activities conducted in the table below.

| **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/No | **No** | **Yes** |  |  | **Yes** |  | **0** |
| **State Financing-Other that Directly Provides AT**  | Yes/No | **No** | **No** |  |  |  |  |  |
| **State Financing-Other that Creates Savings for AT** | Yes/No | **No** | **No** |  |  |  |  |  |
| **Reuse-Device Exchange**  | Yes/No | **Yes** |  |  |  | **Yes** |  | **0** |
| **Reuse-Device Open Ended Loan or Reassign**  | Yes/No | **Yes** |  |  |  | **yes** |  | **0** |
| **Device short-term loan**  | Yes/No | **Yes** |  |  |  | **Yes** |  | **0** |
| **Device demonstra-tion**  | Yes/No | **Yes** |  |  |  | **Yes** |  | **0** |

For each activity conducted, select the one option that best describes who conducts each state level activity from the choices of:

* *The Statewide AT Program (State AT)*
* *Other entities e.g. contractors (Others)*
* *Both the Statewide AT Program and other entities/contractors (Both)*

Use the following guidance to select the choice that best or most closely describes who conducts each activity.

Lead Agencies/Implementing Entities implement their activities in many ways. Some implement their activities directly using their own staff and resources, others use subcontractors, and others use combinations of both. Remember, the Implementing Entity is considered the Statewide AT Program, not an “other entity.” Indicate how your program conducts this activity using the following rules:

Answer “yes” for “The Statewide AT Program” and do not select “Other entities” if this activity is carried out exclusively by employees of the Lead Agency/Implementing Entity working directly with consumers using Lead Agency/Implementing Entity facilities and resources. Regional sites that are staffed by employees of the Lead Agency/Implementing Entity are considered part of the Statewide AT Program.

Answer “yes” for BOTH “The Statewide AT Program” and “Other entities” if the Lead Agency/Implementing Entity carries out the activity using its employees and facilities to work directly with consumers and ALSO uses some subcontracts or other agreements with external organizations whose own employees, facilities, and resources are used to work directly with consumers.

Answer ONLY “Other entities” if the Lead Agency/Implementing Entity does not work directly with consumers using Lead Agency/Implementing Entity facilities and resources and instead uses external organizations only.

For each activity conducted, select the one option that best describes from where each activity is conducted from the choices of:

* *One central location (Central)*
* *Regional sites (Regional)*
* *A combination of a central location and regional sites (Combination)*

Use the following guidance to select the choice that best or most closely describe the location from which each activity is conducted.

*One central location* – Answer “yes” if the Statewide AT Program conducts this activity from a single site that houses all employees and resources engaged in the activity. It may be the case that employees or resources travel from this site to other places, but they are based at a single site, and the other places are not established/permanent sites. Sites that simply serve as referral sources or provide minimal assistance to a central location are not considered regional sites. Remember that this is tied to the activity itself, so two different activities could take place at two different central locations. Also, if in previous items it was indicated that subcontractors are used, it does not automatically mean that regional sites are used. For example, your Statewide AT Program may have a building on a university campus that houses the staff and devices for a device loan program. The university campus is the central location for that program. The Statewide AT Program also may contract with a CBO in another part of the state to operate an AFP as your state financing activity. If the employees and resources for operating the AFP are housed at the CBO, the CBO is considered the central location for state financing and not a regional site.

*Regional sites* – Answer “yes” only if the activity is conducted from at least two sites that operate relatively independently without any of them being considered the main site or headquarters (if one of them is considered the headquarters, choose a combination of central location and regional sites instead). Regional sites can be directly managed by the Lead Agency/Implementing Entity or can be subcontractors. For example, the Lead Agency may employ three part-time staff people at three different one-stop centers in the state. Those one-stop centers have their own small inventory of devices purchased by the Lead Agency and the part-time staff uses those devices to provide device demonstrations on a regular basis. These could be considered regional sites. Sites that simply serve as referral sources or provide minimal assistance to a central location are not considered regional sites. For example, if all of the devices for the Statewide AT Program loan program are located at a central site along with those responsible for operating the program, but independent living centers provide referrals and the Statewide AT Program sends devices to those centers for pick-up by consumers, the independent living centers are not considered regional sites.

*A combination of central location and regional sites* – Answer “yes” only if you have a site that is considered the main site or headquarters that houses the majority of employees and resources and regional sites that also have their own employees and resources. For example, if the majority of the devices for your loan program are located in a central inventory along with those responsible for operating the loan program, but independent living centers under subcontract house their own, smaller inventories and have staff assigned to do loans, you would have both a central location and regional sites.

For each activity you conduct, identify if a fee is charged. Many programs support their activities by charging some kind of fee. Fees can be a set amount for participation in the activity, a prescribed amount charged for each service, set amount charged for services provided within a set time period like an annual fee, or fees can be variable based on a number of factors such as a participant/recipient’s ability to pay, the type of participant/recipient (individual with a disability, professional, or organization) or by the complexity of the devices/services provided. If any type of fee is charged answer “yes” and in the description of that activity in later sections describe the fee structure used in the simplest terms possible.

* + 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 |  |
| **Other State Financing that Directly Provides AT**  | No | State Financing |  |
| **Other State Financing that Creates Savings for AT** | No | State Financing |  |
| **Device Exchange**  | Yes | Reuse |  |
| **Device Reassignment or Open-Ended Loan**  | Yes | Reuse |  |
| **Device short-term loan**  | Yes | Short-term Loan |  |
| **Device demonstration**  | Yes | Demonstration |  |

**Multiple Activity Item Instructions**

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. For the purposes of the following portions of the State Plan, there is no distinction between a Lead Agency or Implementing Entity in terms of implementation. If an Implementing Entity is used, the State Plan reports on how that entity is implementing the Act.

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.

Sections C-G of this State Plan contains items intended to meet these requirements for each AT Act authorized activity. While Sections do request unique information about specific activities, each begins with the same request for information regarding collaboration. Use the instructions below as a reference for this question throughout the State Plan, as the instructions will not be repeated in each section.

**If this activity is 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** | **Yes** | **No** | **Yes** |
| **Independent Living Center** | **No** | **No** | **No** |
| **Easter Seals** | **Yes** | **No** | **No** |
| **Disability/AT Organizations** | **No** | **No** | **No** |
| **Federal Entities/Agencies** | **No** | **No** | **No** |
| **State Entities/Agencies** | **Yes** | **No** | **Yes** |
| **Local/Community Entities** | **Yes** | **No** | **Yes** |
| **Private Entities**  | **No** | **No** | **No** |
| **Other** *NC AgrAgility* | **Yes** | **No** | **Yes** |

Instructions: Identify all types of formal/written agreements and financial support provided and received for this activity by answering “yes” as appropriate for each type of entity identified. Do not confuse these options with the use of an Implementing Entity (for purpose of these questions, the Implementing Entity is the Statewide AT Program).

*Have written agreement with this entity* – Answer “yes” in this column if the Statewide AT Program has a formal agreement of some sort with an entity to conduct all or part of a state level or state leadership activity. If an entity is providing the State AT Program with data for activities they are conducting and that data is reported in the Annual Progress Report, the Statewide AT Program should have an agreement with that entity and should report it in this column. The Statewide AT Program should also have a written agreement with a funding source for an activity and similarly would have such agreement with an entity to whom the Statewide AT Program is providing funding for an activity. Both of these would be reported in this column and one of the two other columns asking about direct financial support. It is possible to have a formal agreement with an entity to support conducting an activity without associated direct financial support provided (e.g. The Statewide AT Program provides a device demonstration provider with all the AT devices for their inventory instead of direct dollars). In-kind support with a written agreement will be reported in this category. It is likely that if one of the financial support columns is checked “yes” that this column would also be checked “yes”. However, this column could be checked “yes” without the associated direct financial support (only in-kind or non-monetary). If no formal, written agreement is in place this column should NOT be checked.

*Provide financial support to this entity*- Select this category “yes” if the Statewide AT Program provides dollars directly to an entity to conduct all or part of a state level or state leadership activity. This entity will be providing the State AT Program with data to submit for the activity in the Annual Progress Report. In-kind support is NOT included here.

*Receive financial support from this entity*- Select this category “yes” if the Statewide AT Program receives dollars directly from an entity to conduct all or part of a state level or state leadership activity. Details of this financial support will be reported in the Leveraged Funding section of the Annual Progress Report. In-kind support is NOT included here.

Select all organization types that apply for each column.

*Banks/financial institution* – Self-explanatory, typically only used with financial loan programs.

*Independent Living Center –* Entity identified in the state as a recognized Independent Living Centers funded with federal and/or state independent living funding.

*Easter Seals –* Entity recognized as an affiliate of the Easter Seals organization.

*Disability/AT Organizations –* Any entity that primarily serves individuals with disabilities or provides AT services that is not more definitively identified in another category.

*Federal Entities/Agencies –* Any public federal entity (usually reported as an agency providing funding) such as Department of Education, Rehabilitation Services Administration or Administration on Community Living, National Institute on Disability, Independent Living, and Rehabilitation Research, etc.

*State Entities/Agencies –* Any public state entity such as Vocational Rehabilitation, State Medicaid Agencies, Special Education, State Colleges and Universities, etc.

*Local/Community Entities –* Any public local or community entities, such as local school districts, city government, county election offices, etc.

*Private Entities –* Private entities of any type, non-profits, foundations, etc. at any level, national, state, or local.

*Other –* This category should only be used when the entity cannot reasonably be categorized in any of the previous categories provided. (Should be used rarely and a description must be provided.)

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** | **X** |  | **X** |
| **Independent Living Center** |  |  |  |
| **Easter Seals** |  |  |  |
| **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).**

**X Revolving loans**

* **Loan guarantees**
* **Interest buy-downs**
* **Combined loan guarantee and interest buy-down**

Instructions:Identify all types of loans the Statewide AT Program offers, regardless of whether any loans of that type are currently outstanding. The types of loan products are defined as follows:

*Revolving loan:* A loan that uses Statewide AT Program funds for loans. The AT program directly provides the funds that are to be loaned out and retains full control over to whom and at what terms the funds are loaned. As loans are repaid, the money is lent out again to other AT consumers — that is, the same money “revolves” out to other borrowers as earlier borrowers return it to the program.

*Loan guarantee or insurance program:* The grantee uses its funds to guarantee all or a portion of loans for AT. A guaranteed loan is a loan in which the Statewide AT Program guarantees that the loan to a consumer is secure and will be repaid, thus increasing the lender’s willingness to loan funds.

*Interest buy-down loan:* A loan in which AT program funds are used to buy down the interest rate of a loan. The AT program uses funds to reduce the interest rate that lending institutions offer to consumers for loans to purchase AT. The AT program pays the lending institution for a portion of the interest on the loan, resulting in lower interest payments for the consumer over the long term.

* + 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.**
		2. **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.** 4.00%
		3. **The lowest loan amount provided as established by the policies of the activity (leave blank if N/A). Provide dollar amount.**

Instructions: The response to this item must be based on the Statewide AT Program’s established, written policies. This is not the lowest loan actually provided in a given year, but the lowest loan amount that would be provided as reflected in the written policies. Leave it blank if the written policies do not specify a lowest loan amount.

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

Instructions: The response to this item must be based on the Statewide AT Program established, written policies. This is not the highest loan amount actually provided in a given year, but the highest loan amount provided as reflected in the written policies. Leave it blank if the written policies do not specify a highest loan amount.

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

Instructions: Explain in the simplest terms possible how this activity is conducted; a person unfamiliar with the program should be able to read this explanation and understand what the Statewide AT Program is “doing”. This explanation should make it clear how this activity is related to the purposes of the AT Act. It also should describe who the activity is intended to serve, specifically if only particular populations of individuals are served by the activity or if there are qualifications for participation in the activity. The role of the Statewide AT Program in carrying out the activity should be explained clearly and any fees charged should be described.

The NC AFP program is operated and managed by the Self-Help Credit Union. The agreement between NCATP and the Self-Help Credit Union allows NCATP to make recommendations for AT equipment and assist individuals in identifying other funding options prior to contacting the AFP program. Individuals receiving assistance from this program can contact one of the NCATP centers, apply on-line or contact one of the Self-Help Credit Union branches located across North Carolina. Financial loans are capped at a max interest rate of 4% and extended terms are set by the Credit Union regarding income and pay-back options. Individuals accessing this service need a financial loan to acquire the assistive technology device, durable medical device, home modification, vehicle modification and/or pay co-pays associated with these items.

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

[**https://www.self-help.org/personal/loans/other-loans/assistive-technology-loans**](https://www.self-help.org/personal/loans/other-loans/assistive-technology-loans)

### Other State Financing Activities Directly Provide AT

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## 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**

**X 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.**

Instructions: Explain in the simplest terms possible how this activity is conducted; a person unfamiliar with the program should be able to read this explanation and understand what the Statewide AT Program is “doing”. This explanation should make it clear how this activity is related to the purposes of the AT Act. It also should describe who the activity is intended to serve, specifically if only particular populations of individuals are served by the activity or if there are qualifications for participation in the activity. The role of the Statewide AT Program in carrying out the activity should be explained clearly and any fees charged should be described. If there is more than one distinct program within this activity area, number and describe each succinctly.

NCATP offers device exchange services through the Technology Exchange Post, a service which has been available to consumers and their families statewide for over 17 years. The NC Technology Exchange Post is an online system for the exchange of used assistive technology for individuals with disablilities and family members. In 2011 the NC Technolgoy Exchange Post was updated to provide improved posting options for sellers and easier access for buyers. The new updates allow for better follow up and monitoring of activities on the online exchange post. The NC Technology Exchange Post encourages consumers and family members who are potential "sellers" of used assistive technology to list their items for sale on a designated website available to the general public. In turn, potential "buyers" of used assistive technology can search the website for products they are interested in buying. This allows for more complete collection of user data to enable NCATP to meet the federal reporting requirements. The Technology Exchange Post helps individuals who might not have other resources to buy AT items new or those people trying to keep their costs down. No vendors or businesses can post items for sale. People who are interested in buying used equipment can check the listing regularly to find items they wish to buy. The listing of used equipment is maintained and updated constantly as sellers can enter new items at any time. Individuals can access via web or receive a print copy of items listed. The seller and buyer interact directly with each other. A wide range of used assistive technology devices are listed in the categories per the designated, approved federal taxonomy.

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

<http://www.ncexchangepost.org/home.php> **NOTE: effective late 2018, the Exchange Post is no longer a “live” website. All postings are managed by NCATP staff and listings are distributed by paper copies via email.**

### 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** |  |  |  |
| **Easter Seals** |  |  |  |
| **Disability/AT Organizations** |  |  |  |
| **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.**

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

**X 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.**

Instructions: Explain in the simplest terms possible how this activity is conducted; a person unfamiliar with the program should be able to read this explanation and understand what the Statewide AT Program is “doing”. Describe the process for obtaining, sanitizing, refurbishing (if applicable), and reassigning or long-term loaning the devices. Include a description of how the program ensures an appropriate person/device match. If some or all of the program is for a particular agency/entity, identify that agency/entity and the purpose/population served. Describe any supports provided to the recipient to ensure successful device use. The role of the Statewide AT Program in carrying out the activity should be explained clearly and any fees charged should be described. If there is more than one distinct program within this activity area, number and describe each succinctly.

NCATP provides “open-ended loans” utilizing equipment previously used in the NCATP Demo-Loan program. These items have been purchased with state funds and remain the property of the state; however, due to items being out-dated and no longer available for purchase, NCATP provides these devices to individuals as an extended loan.

NCATP also provides access to “re-used” items through small reuse loan closets across the state. Currently, NCATP has 2 small reuse loan closets located in Morganton and Raleigh offices. These items are acquired by NCATP through donations and/or drop off; however, the items are in good working condition. NCATP staff collect, triage, sanitize devices and catalogue for availability, as needed/requested.

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

[**https://www.ncdhhs.gov/divisions/vocational-rehabilitation-services/north-carolina-assistive-technology-program**](https://www.ncdhhs.gov/divisions/vocational-rehabilitation-services/north-carolina-assistive-technology-program)

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## 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** |  |  |  |
| **Disability/AT Organizations** |  |  |  |
| **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.**

**X 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.**

Instructions: Explain in the simplest terms possible how this activity is conducted; a person unfamiliar with the program should be able to read this explanation and understand what the Statewide AT Program is “doing”. Describe the process for obtaining devices for the inventory, the procedures used by borrowers to request devices, how the program tracks and ensures devices are returned and ready to be loaned out again, etc. If any portion of the program is for a particular agency or entity, identify that agency or entity and the purpose and population served. Describe any supports provided to the borrower to ensure a successful loan. The role of the Statewide AT Program in carrying out the activity should be explained clearly and any fees charged should be described. If there is more than one distinct program within this activity area, number and describe each succinctly. See example below.

The short-term device loan program is operated by the NCATP program and is available statwide through 9 AT centers. Equipment is available for loan up to 14 days with another 2 week extension, if the device is not on a waiting list. Devices available meet the needs of adults and children of all ages with all types of abilities. The program includes a wide range of equipment including switches and mounts, computer access devices, environmental controls, hearing devices, home modifications, vision, recreational devices and augmentative communication devices. Communication devices and ramps are loaned up to 30 days allowing individuals and professionals to meet the required trial period for most funding sources and insurance carriers, including NC Medicaid.

Most devices are picked up at one of the local NCATP centers or delivered by one of the NCATP staff to the individual’s home, school, or other community setting. Occassionally devices will be mailed; however, this is only in extreme cases.

NCATP does not charge for any of our device loan programs. Loans must be requested by contacting or visiting one of the NCATP centers. There is currently no on-line request for a device loan.

* + 1. **The online page for this specific activity can be found at:** Link below is to NCATP main webpage with information regarding all NCATP services.

<https://www.ncdhhs.gov/divisions/vocational-rehabilitation-services/north-carolina-assistive-technology-program>

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## 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** |  |  |  |
| **Disability/AT Organizations** |  |  |  |
| **Federal Entities/Agencies** |  |  |  |
| **State Entities/Agencies** |  |  |  |
| **Local/Community Entities** |  |  |  |
| **Private Entities**  |  |  |  |
| **Other** *(describe)* |  |  |  |

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

Instructions: Explain in the simplest terms possible how this activity is conducted; a person unfamiliar with the program should be able to read this explanation and understand what the Statewide AT Program is “doing”. Describe the process for obtaining devices for the demonstration inventory, how the program delivers demonstrations (if remote demonstrations are done that should be explained) and if any portion of the program is for a particular agency or entity and a restricted service population. Describe any supports provided to demonstration participants to ensure quality decision making including the referral process. The role of the Statewide AT Program in carrying out the activity should be explained clearly and any fees charged should be described. If there is more than one distinct program within this activity area, number and describe each succinctly. See example below.

NCATP provides device demonstrations across North Caroling through each of the 9 NCATP centers. In addition, the Raleigh office provides remote demos through the Beam Tele-Presence robotic device. Device demonstration videos are posted online at the NCATP website providing individuals the opportunity to review various categories of assistive technology and become familiar with the type of devices available.

Procurement of devices is completed as funds are available through use of federal funds, state appropriations and other private funding. NCATP follows all NC state guidelines regrading purchasing of devices; however, each center identifies items needed for the purpose of device demonstration in their individual centers. This allows staff to meet the needs in their local areas.

NCATP staff and the Grant Advisory Council has identified target populations and work deligently with external partners to provide deivce demonstrations to individuals and professionals within the aging, veteran, and emergency management areas.

* + 1. **The online page for this specific activity can be found at:** Link to NCATP centers is below.

[**https://www.ncdhhs.gov/divisions/vocational-rehabilitation-services/north-carolina-assistive-technology-program/ncatp**](https://www.ncdhhs.gov/divisions/vocational-rehabilitation-services/north-carolina-assistive-technology-program/ncatp)

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## 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** |  |  |  |
| **Federal Entities/Agencies** |  |  |  |
| **State Entities/Agencies** | **X** |  | **X** |
| **Local/Community Entities** | **X** |  | **X** |
| **Private Entities**  | **X** |  | **X** |
| **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):** NCATP staff will be working with the Division of Vocational Rehabilitation to assure the new case management system is in compliance and accessible with screen readers and word prediction software.

Presentations include working with the Credit Unions of America at national conference and presenting on accessibility in banking.

**Planned Transition Training or Other Training Activity (optional):** NCATP staff plan on attending a minimum of 15 transition fairs within local communities annually. Attendace includes training on assistive technology and transition, assistive technology and post-secondary training, and assistive technology and employment after high school.

**Planned Statewide Conference or Other Training Activity (optional):** NCATP hosts an annual AT Expo in Raleigh, NC during the fall. This event is free and open to the public and highlights vendors across all areas of assistive technology. Thirty minute breakout sessions scheuduled focusing on assistive technology services and/or specific vendor products available in North Carollina.

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

AT Expo Link:

<https://www.ncdhhs.gov/divisions/vocational-rehabilitation-services/north-carolina-assistive-technology-program/expo>

 NCATP On-line Training Videos: <https://www.ncdhhs.gov/divisions/vocational-rehabilitation-services/north-carolina-assistive-technology-program/ncatp-0>

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** | **X** |  | **X** |
| **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):**

Veterans in Transition is another focused activity of NCATP over the next three years. Staff will work with local, state, and national groups to identify partnership opportunities with the state AT program assisting Veterans in transitioning back to local communities. Including assistive technology in services provided at the local level by the Veterans Administration is a focus with technical assistance being provided for local groups and segments within the VA to include Home and Community Supports Programs, Orthotics/Prosthetics Division, and Rehab Transition Services.

**Planned Other Technical Assistance Activity (optional):** NCATP will be working with the Division of Vocational Rehabilitaiton and other state agencies to update state websites, provide technical assistance and guidance on web accessibility guidelines, on line training modules, and assuring the NC State employment application is accessible in both the online and word documents.

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** |  |  |  |
| **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 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):** NCATP works with the North Carolilna Rehabilitation Associaiton and presents at the Legislative Breakfast each summer. This event is typically attended by 15 to 20 NC Legislators receiving information and a general overview of the NCATP program. The highlight of the event are individual stories from NCATP and DVRS program receipients.

**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** |  |  |  |
| **Disability/AT Organizations** |  |  |  |
| **Federal Entities/Agencies** |  |  |  |
| **State Entities/Agencies** |  |  |  |
| **Local/Community Entities** |  |  |  |
| **Private Entities**  |  |  |  |
| **Other** *(describe)* |  |  |  |

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

Instructions: This should include a description of how a consumer in need of information and assistance can contact the Statewide AT Program and how the program would provide assistance to him or her. Explain in the simplest terms possible how this activity is conducted; a person unfamiliar with the program should be able to read this explanation and understand what the Statewide AT Program is “doing.”

Our Statewide AT Program has nine regional sites. Each center is staffed with at least one full-time staff member specializing in assistive technology services and devices. Our Raleigh and Charlotte centers have additional staff, including the NCATP Director, Inventory Specialist, and Information and Referral Specialist. Staff provide face-to-face, online, e-mail, and telephone assistance and extensive training. Individuals can contact any of the nine sites and speak with staff. In addition to contacting individual NCATP staff, individuals may contact the AT program through the general atintake.dhhs.nc.gov email address. Messages are forwarded to the appropriate staff based on location and/or area of request. Our policy is to respond to all requests within 24 hours of receipt during regular working hours (Monday-Friday). 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 *North Carolina*, I hereby assure the following:**
		2. **The Lead Agency prepared and submitted this State Plan on behalf of the State of *North Carolina*.**
		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.