



National Assistive Technology Act Data System

State Plan - Full Report

Massachusetts 2021

General Information

Statewide AT Program (Information to be listed in national State AT Program Directory)

State AT Program Title	Massachusetts Maximizing Assistive Technology in Consumers' Hands (MassMATCH)
State AT Program URL	www.massmatch.org
Mailing Address	600 Washington Street
City	Boston
State	MA
Zip Code	02111
Program Email	info@massmatch.org
Phone	877-508-3974
TTY	617-204-3815

Lead Agency

Agency Name	Massachusetts Rehabilitation Commission
Mailing Address	600 Washington Street
City	Boston
State	MA
Zip Code	02111
Program URL	www.massmatch.org

Implementing Entity

Does your Lead Agency contract with an Implementing Entity to carry out the Statewide AT Program on its behalf? N/A	
Name of Implementing Agency	
Mailing Address	

City	
State	
Zip Code	
Program URL	

General Information (Continued...)

Program Director and Other Contacts

Program Director for State AT Program (last, first)	Bonney, Kobena
Title	MassMATCH AT Program Coordinator
Phone	617-204-3826
E-mail	kobena.bonney@mass.gov
Program Director at Lead Agency (last, first)	Bonney, Kobena
Title	MassMATCH Program Coordinator
Phone	617-204-3826
E-mail	kobena.bonney@mass.gov
Primary Contact at Implementing Agency (last, first) - If applicable	
Title	
Phone	
E-mail	

Person Responsible for completing this form if other than Program Director

Name (last, first)	
Title	
Phone	
E-mail	

Certifying Representative

Name (last, first)	Wolf, Toni
Title	Commissioner
Phone	617-204-3600
E-mail	toni.wolf@mass.gov

Module A: Change in Lead Agency or Implementing Entity

Does your Lead Agency contract with an Implementing Entity to carry out the Statewide AT Program on its behalf (From General Information)? No

Does not apply

2. 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

3. 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

Module B: Advisory Council

1. How many representatives of the designated State agency for Vocational Rehabilitation are members of the advisory council? 1
2. How many representatives of the designated State agency for Vocational Rehabilitation for individuals who are blind are members of the advisory council (when there is such a separate VR agency for individuals who are blind)? 1
3. How many representatives of a state Center for Independent Living are members of the advisory council?. 1
4. How many representatives of the State workforce development board established under the Workforce Innovation and Opportunity Act are members of the advisory council? 1
5. How many representatives of the State educational agency are members of the advisory council? 0
- 5.1 Please provide the reason(s) the Advisory Council does not have this required agency representative member and describe the actions that will be taken to become in compliance for Question 5.**
 In collaboration with the Massachusetts Commission for the Blind (MCB), MRC embarked on a targeted recruitment effort which is at the verge of resulting in a representative from the Massachusetts Department of Elementary and Secondary Education (DESE). However, as of the date of submission, the process is not finalized. We hope to have such a representative duly appointed and serving on the MassMATCH Advisory Council by the end of the 2022 federal fiscal year.
6. How many additional representatives of other agencies and/or organizations are members of the advisory council? 5
- 6.1 Description of additional representatives of other agencies and/or organizations are members of the advisory council.**
 Jennifer Petersen, Mass. 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
7. How many individuals with disabilities who use assistive technology or their family members or guardians are members of the advisory council? 14

Advisory Council Calculation

Description	Number
Individuals with disabilities that use AT or their family members or guardians on the advisory council	14
Total number of individuals on the advisory council	23
Percentage	60.87%

8. 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. Yes

Module C: Actual Expenditures and Budgeted Allocations

1. Actual Expenditures Carryover Year Close-out

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 more than that initial 12 month period.

For the State Plan submitted in the spring of 2022, you will report the closed-out grant award for FY19. The grant began 10/1/2018 with the first year ending on 9/30/2019, the first carryover year ended on 9/30/2020 and the second carryover year ended on 9/30/2021 with the 3 month liquidation period ending 12/31/2021.

Actual Expenditures for Closed-out Carryover Year Award	Final Expenditures	Percentage	Requirements
a. All State Level Activities	\$387,917.00	70.48%	The AT Act required state level expenditures to be at least 60% of grant award. If flexibility is claimed, at least 70% is required.
b. All State Leadership Activities	\$162,457.00	29.52%	
c. Total Expenditures	\$550,374.00		
d. Total Award	\$550,374.00		
e. Lapsed Amount	\$0.00	0.00%	
f. Transition Training & Technical Assistance Set Aside	\$19,395.84	11.94%	The AT Act requires at least 5% of state leadership expenditures to be spent on transition activities.

Module C: Actual Expenditures and Budgeted Allocations (Continued...)

2. Actual YTD Expenditures and Budgeted Allocations for Preceding Year Award

In the following table provide year-to-date (YTD) obligated and liquidated expenditure data for the 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 the State Plan submitted in the spring of 2022, you will report the closed-out grant award for FY20. The grant began 10/1/2019 with the first year ending on 9/30/2020, the first carryover year ended on 9/30/2021 and the second carryover year ended on 9/30/2022 with the 3 month liquidation period ending 12/31/2022.

The total grant award for was **\$569,743.00**

Actual & Planned Immediate Preceding Year Award Expenditures	YTD Obligated not Liquidated Expenditures	YTD Liquidated Expenditures	Planned not yet Obligated Expenditures	Total
All State Level Activities	\$410,546.89	\$0.00	\$0.00	\$410,546.89
All State Leadership Activities	\$159,196.11	\$0.00	\$0.00	\$159,196.11
Total	\$569,743.00	\$0.00	\$0.00	\$569,743.00
Transition Training & Technical Assistance	\$20,527.34	\$0.00	\$0.00	\$20,527.34

Module D: State Level Activity Summary

1. Which State Financing Activities do you conduct?

- Financial Loan

2. Which Reutilization Activities do you conduct?

- Device Exchange
- Device Reassignment or Open Ended Loan

3. Do you conduct Short-term Device Loans?

Yes

4. Do you conduct Device Demonstrations?

Yes

Module E: Financial Loan

1. Select the **one option** that best describes who conducts this activity.

Other entities e.g. contractors (Others)

2. Select the **one option** that best describes from where this activity is conducted.

A combination of a central location and regional sites (Combination)

3. Do you charge a fee for this activity? (This fee is separate from and addition to the financial loan made.)

No

4. Identify the types of collaborations you have in place to conduct this activity.

Banks/Financial Institution (select any/all)

Independent Living Center (select any/all)

Easter Seals (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Disability/Assistive Technology Organizations (select any/all)

Federal Entities/Agencies (select any/all)

State Entities/Agencies (select any/all)

Module E: Financial Loan (Continued...)

Local/Community Entities (select any/all)

Private Entities (select any/all)

Other (select any/all)

5. This activity offers the following types of assistance. (select all that apply – at least one is required)

Identify all types of loans the Statewide AT Program offers, regardless of whether any loans of that type are currently outstanding.

- Revolving loans
- Interest buy-downs
- Combined loan guarantee and interest buy-down

- | | |
|--|----------|
| 6. The lowest interest percentage for loans as established by the policies of the activity. | 0.0000% |
| 7. The highest interest percentage for loans as established by the policies of the activity. | 3.7500% |
| 8. The lowest loan amount (in dollars) provided as established by the policies of the activity. | \$100.00 |
| 9. The highest loan amount (in dollars) provided as established by the policies of the activity. | N/A |

10. 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 Berkshire Community 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 the 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 AFP 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.

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

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

Module H: Device Exchange

1. Select the one option that best describes who conducts this activity.

Both the Statewide AT Program and other entities/contractors (Both)

2. Select the one option that best describes from where this activity is conducted.

A combination of a central location and regional sites (Combination)

3. Do you charge a fee for this activity?

No

4. Identify the types of collaborations you have in place to conduct this activity.

Banks/Financial Institution (select any/all)

Independent Living Center (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Easter Seals (select any/all)

Disability/Assistive Technology Organizations (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Federal Entities/Agencies (select any/all)

State Entities/Agencies (select any/all)

Module H: Device Exchange (Continued...)

Local/Community Entities (select any/all)

Private Entities (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Other (select any/all)

5. Select the option that best describes what happens when a device is exchanged. (select all that apply)

- The transaction is direct consumer-to-consumer
- The Statewide AT Program is involved in the transaction

6. 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).

7. The online page for this specific activity can be found at: <https://getatstuff.massmatch.org/>

Module I: Device Refurbish and Reassignment and/or Open-ended Loan

1. Select the **one option** that best describes who conducts this activity.

Other entities e.g. contractors (Others)

2. Select the **one option** that best describes from where this activity is conducted.

A combination of a central location and regional sites (Combination)

3. Do you charge a fee for this activity?

No

4. Identify the types of collaborations you have in place to conduct this activity.

Banks/Financial Institution (select any/all)

Independent Living Center (select any/all)

Easter Seals (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Disability/Assistive Technology Organizations (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Federal Entities/Agencies (select any/all)

State Entities/Agencies (select any/all)

Module I: Device Refurbish and Reassignment and/or Open-ended Loan (Continued...)

Local/Community Entities (select any/all)

Private Entities (select any/all)

Other (select any/all)

5. Select the option(s) that describe how a reutilized device is provided to a recipient. (select all that apply)

- Device ownership is transferred to the recipient
- Device is loaned for as long as the recipient needs it with no ownership transfer

6. Describe the activity.

MassMATCH operates two distinct reassignment services: 1. MassMATCH runs a device reassignment program we call DME Reuse Program. The program is a partnership with a number of different organizations in the state. They accept donations of DME, repair/refurbish them and reassign them to consumers. 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 Reassignment 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 to people who need it. The program serves individuals and families statewide. Donated DME is sanitized, refurbished, and posted in a public on-line inventory. 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, as well as other informal partners. To obtain a device, consumers can browse available items online or contact DME REquipment program staff by phone 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/> 2. Massachusetts also offers an open-ended loan program. The Long Term Device Loan program is operated under the auspices of the MA AFP 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/>

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

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

Module J: Device Loan

1. Select the one option that best describes who conducts this activity.

Other entities e.g. contractors (Others)

2. Select the one option that best describes from where this activity is conducted.

A combination of a central location and regional sites (Combination)

3. Do you charge a fee for this activity?

No

4. Identify the types of collaborations you have in place to conduct this activity.

Banks/Financial Institution (select any/all)

Independent Living Center (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Easter Seals (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Disability/Assistive Technology Organizations (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Federal Entities/Agencies (select any/all)

State Entities/Agencies (select any/all)

Module J: Device Loan (Continued...)

Local/Community Entities (select any/all)

Private Entities (select any/all)

Other (select any/all)

5. Select the option that describes how the majority of devices loaned are delivered to and returned from a borrower. (select one)

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

6. 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 individuals, 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. The entire inventory of devices is viewable online and loan requests can be initiated online as well. 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.

7. The online page for this specific activity can be found at: Website: <https://www.massmatch.org/>

Module K: Device Demonstration

1. Select the **one option** that best describes who conducts this activity.

Other entities e.g. contractors (Others)

2. Select the **one option** that best describes from where this activity is conducted.

A combination of a central location and regional sites (Combination)

3. Do you charge a fee for this activity?

No

4. Identify the types of collaborations you have in place to conduct this activity.

Banks/Financial Institution (select any/all)

Independent Living Center (select any/all)

Easter Seals (select any/all)

- Provide financial support to this entity

Disability/Assistive Technology Organizations (select any/all)

- Provide financial support to this entity

Federal Entities/Agencies (select any/all)

State Entities/Agencies (select any/all)

Module K: Device Demonstration (Continued...)

Local/Community Entities (select any/all)

Private Entities (select any/all)

Other (select any/all)

5. 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.

6. The online page for this specific activity can be found at: Website: <https://www.massmatch.org/>

Module L: Training

1. Identify the types of collaborations you have in place to conduct this activity.

Banks/Financial Institution (select any/all)

Independent Living Center (select any/all)

Easter Seals (select any/all)

- Provide financial support to this entity

Disability/Assistive Technology Organizations (select any/all)

- Provide financial support to this entity

Federal Entities/Agencies (select any/all)

State Entities/Agencies (select any/all)

Module L: Training (Continued...)

Local/Community Entities (select any/all)

Private Entities (select any/all)

Other (select any/all)

2. 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), the Massachusetts Office on Disability (MOD), 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 planning to partner with the Mass Department of Elementary and Secondary Education (DESE) to provide a training series to DESE staff and constituents to introduce them to assistive technology resources around the Commonwealth. 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 the Individualized Education Plan (IEP), the IEP process and how AT is featured. The primary objective of the training is to provide professionals who work in the educational system and especially ones who deal with youth with disabilities 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. 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 also underway to provide a series of Trainings on AT and remote supports to staff of the Massachusetts Rehabilitation Commission and their provider agencies. This includes MRC's Homecare Department and their providers as well as staff of the Massachusetts MFP/ABI Waiver Program and their provider partner agencies. In an attempt to be more inclusive and accessible, MassMATCH will strive to diversify the locations where our 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. We will also ensure that as much as possible, our trainings will be offered virtually and in-person. As for ICT accessibility, MassMATCH plans to host at least one ICT training workshop each federal fiscal year. Discussions are underway to determine the best mechanism to use to conduct the workshops and the schedule.

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)

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

Module M: Technical Assistance

1. Identify the types of collaborations you have in place to conduct this activity.

Banks/Financial Institution (select any/all)

Independent Living Center (select any/all)

Easter Seals (select any/all)

- Provide financial support to this entity

Disability/Assistive Technology Organizations (select any/all)

- Provide financial support to this entity

Federal Entities/Agencies (select any/all)

State Entities/Agencies (select any/all)

Module M: Technical Assistance (Continued...)

Local/Community Entities (select any/all)
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Private Entities (select any/all)
--

Other (select any/all)

2. 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. MassMATCH continues to participate in focus groups and other opportunities to provide feedback and technical assistance to interested organizations. This engagement is informed by the mission of the program to share its technical expertise to ensure improved access for individuals with disabilities. MassMATCH intends to continue these initiatives.

Planned Other Technical Assistance Activity (optional)

Module N: Public Awareness

1. Identify the types of collaborations you have in place to conduct this activity.

Banks/Financial Institution (select any/all)

Independent Living Center (select any/all)

Easter Seals (select any/all)

- Provide financial support to this entity

Disability/Assistive Technology Organizations (select any/all)

- Provide financial support to this entity

Federal Entities/Agencies (select any/all)

State Entities/Agencies (select any/all)

Module N: Public Awareness (Continued...)

Local/Community Entities (select any/all)
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Private Entities (select any/all)
--

Other (select any/all)

2. 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 listserv; 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. As a result of the overwhelming success of our first statewide Virtual AT Expo & Training Conference held on 9/17/21, MassMATCH is considering holding a similar conference at least once every other year. Another innovative and high impact public awareness activity we intend to follow-up on is adapt the concept of Community Ambassador as part of our approach to carrying out the activities of the AT and Public Health Workforce Grant. The Community Ambassador initiative was originally introduced as part of the Empowering Choices project. It was in partnership with Easterseals of MA and Southeast Center for Independent Living (SCIL). The concept of Community Ambassador was an innovative way to conduct public awareness or outreach for the project. The project recruited two individuals from the target communities to work as Community Ambassadors to outreach to the members of the underserved populations. They promoted the financial literacy trainings, assistive technology and other disability or elder service resources to the targeted communities. The Community Ambassadors used multiple forms of outreach such as fliers, social media, newsletters, and being present at community events/resource fairs. They spoke with people at community agencies, neighborhood meetings, shelters, libraries, housing authorities, and apartment complexes. MassMATCH plans to adopt the Community Ambassador model as a prominent feature of the upcoming implementation of the ATPHW Grant. Additionally, the program intends to continue carrying out its usual public awareness activities to promote the AT services and resources the program offers, even as we seek opportunities to embark on unique and innovative public awareness activities as and when possible. 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.

Planned Other Public Awareness Activity (optional)

Module O: Information and Assistance

1. Identify the types of collaborations you have in place to conduct this activity.

Banks/Financial Institution (select any/all)

Independent Living Center (select any/all)

Easter Seals (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Disability/Assistive Technology Organizations (select any/all)

- Have written agreement with this entity
- Provide financial support to this entity

Federal Entities/Agencies (select any/all)

State Entities/Agencies (select any/all)

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Local/Community Entities (select any/all)

Private Entities (select any/all)

Other (select any/all)

2. 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. 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.

Assurances and 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

As the Certifying Representative of the Lead Agency for the State of , I hereby assure the following:

1. The Lead Agency prepared and submitted this State Plan on behalf of the State of MA.
2. 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.
3. The State agency has authority under State law to perform the functions of the State under this program.
4. The State legally may carry out each provision of this plan.
5. All provisions of this plan are consistent with State law.
6. 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.
7. The State officer who submits this plan, specified by title in this certification, has authority to submit this plan.
8. The agency that submits this plan has adopted or otherwise formally approved this plan.
9. The plan is the basis for State operation and administration of the program.
10. The Lead Agency will maintain and evaluate the program under this State Plan.
11. 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.
12. The Lead Agency will submit the annual progress report on behalf of the State.
13. 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.
14. The Lead Agency will control and administer the funds received through the grant.
15. The Lead Agency will make programmatic and resource allocation decisions necessary to implement the State Plan.
16. 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.
17. The Lead Agency will ensure conformance with all applicable Federal and State accounting requirements.
18. 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.
19. 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.
20. 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.
21. 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)
22. 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)
23. 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.
24. 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.