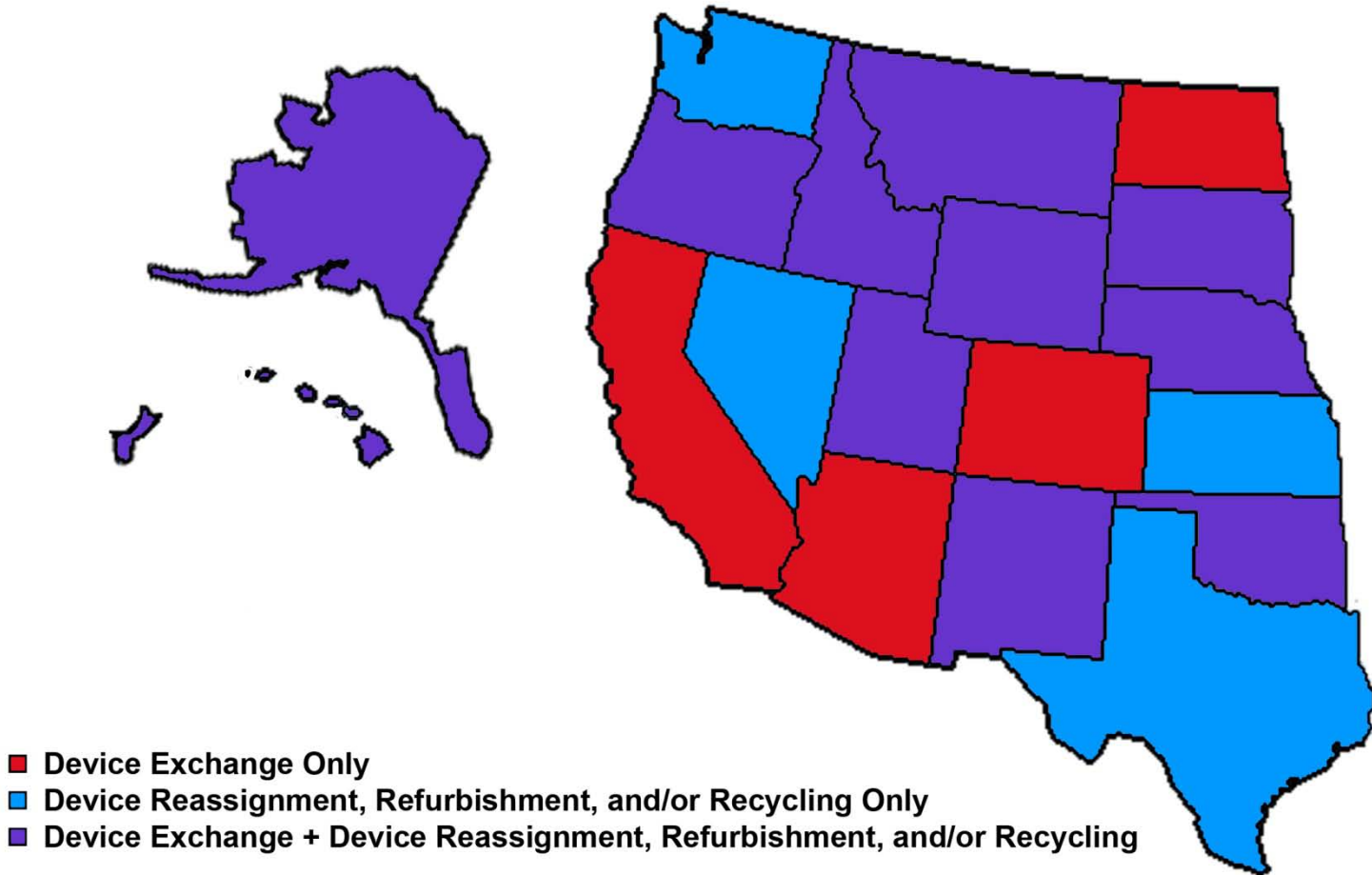


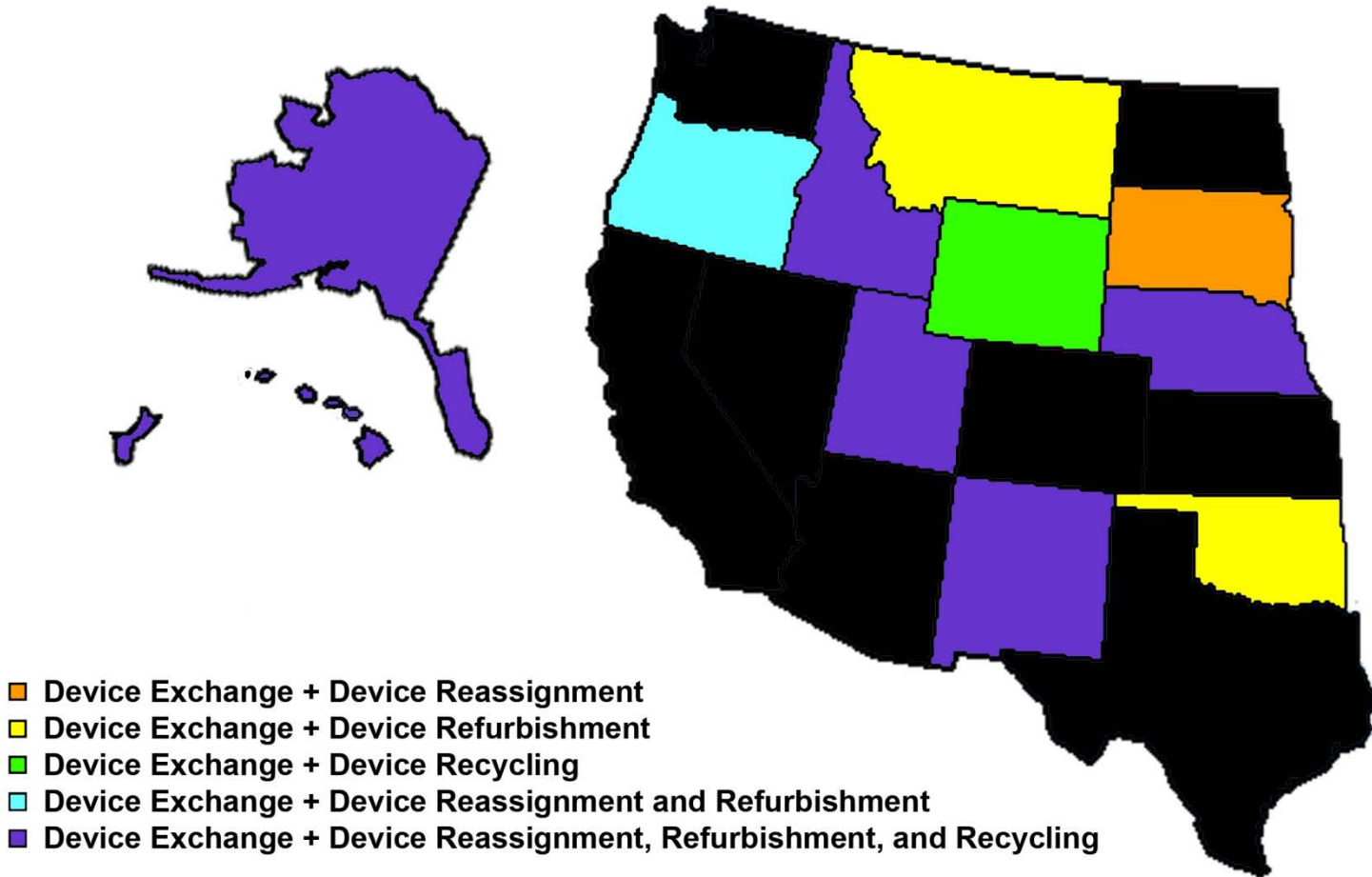
**Survey for Western States
Assistive Technology Reuse**

The Results

Overall State Reuse Programs



Both Exchange & Refurbishment Etc



Comments

- Several states fill in gaps for Reuse Programs in the State- for example, when established non-AT Act organizations operate reassignment, refurbishing and recycling of AT and DME on a large scale, AT Act efforts in those areas are not duplicated.
- Several states offer some activities in limited fashion. For example:
 - Reassignment of DMEs not done since proper sanitization mechanisms for them do not exist.
 - Refurbishment/ repair activities are limited to minor repairs only due to limited technical expertise.

Device Exchange Programs

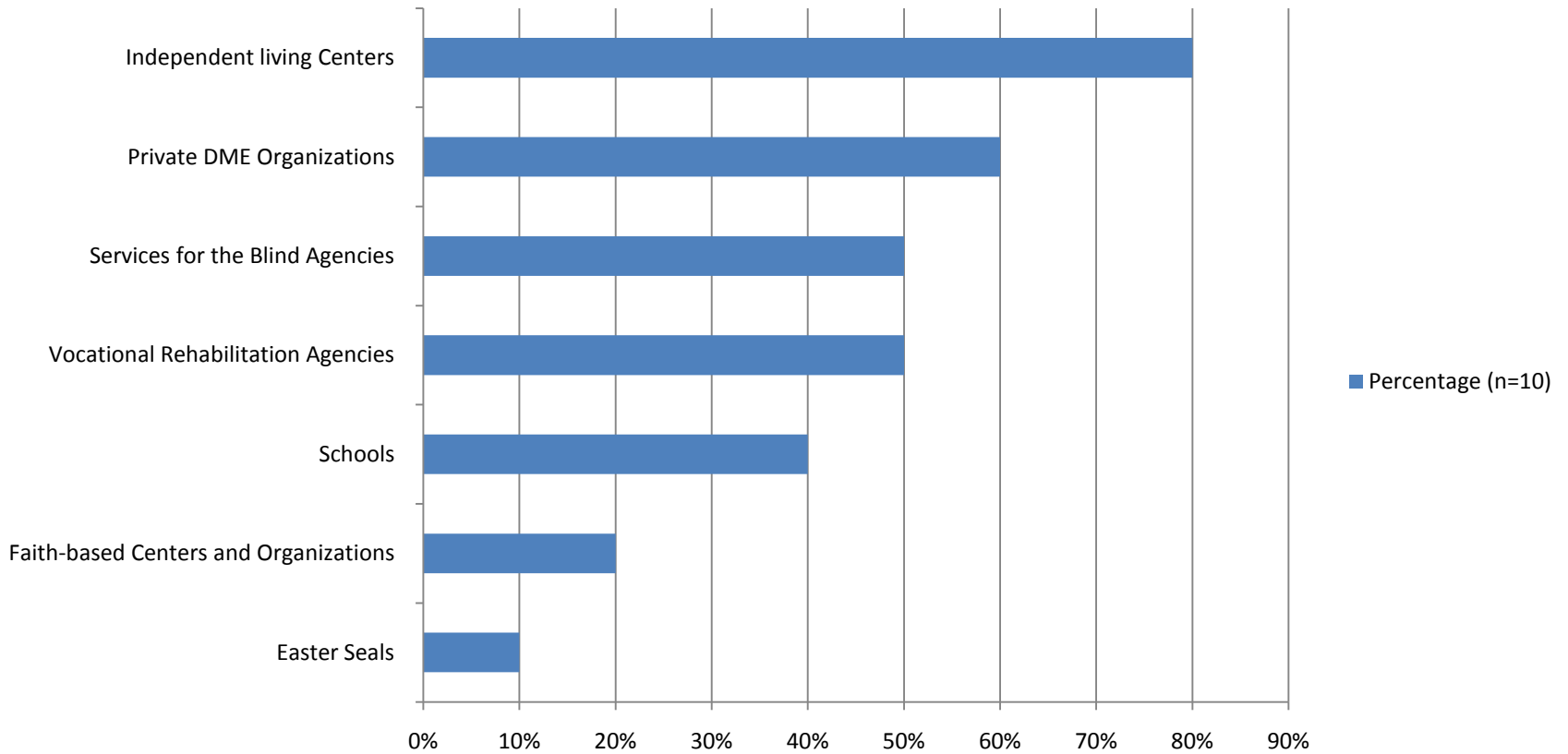
- 16 States operate Device Exchange Programs
- All 16 have an online Exchange/ Marketplace for AT.
- 4 of these states also have a printed/ classified/ want-ad version of the Exchange that is distributed throughout the state.

Intrastate Collaboration

- 62.5% of the States that operate Device Exchange activities collaborate/ contract with other organizations/ agencies/ private entities within the state to perform these activities.

Types of Organizations

Percentage (n=10)



Other Collaborators

- Other state AT programs
- State Department of Health
- Thrift Stores
- Cross Country Trucking Company
- Non-Profit Agencies
- United Cerebral Palsy Association
- Muscular Dystrophy Association
- Salvation Army

Considering In-State Collaboration?

- 33% of those who do not currently collaborate are considering collaborations.
- Comments:
 - Several states are looking to build coalitions and/or expand their program by collaborating with many organizations.
 - Difficulty is that many organizations are “territorial,” wishing to maintain their own “closets” and not involve themselves in statewide endeavors.
 - Cultural differences may make it very difficult to reuse any products.

Interstate Collaboration

- 43.8% of states that operate Device Exchange programs collaborate with other states in that effort.
 - Nebraska shares AT4All with 10 other states, including 5 in the west.
 - 2 States use an AT exchange site managed by Agoranet.
 - In the past, 2 states used ATMatch, a discontinued national online exchange program.

Types of Devices Exchanged

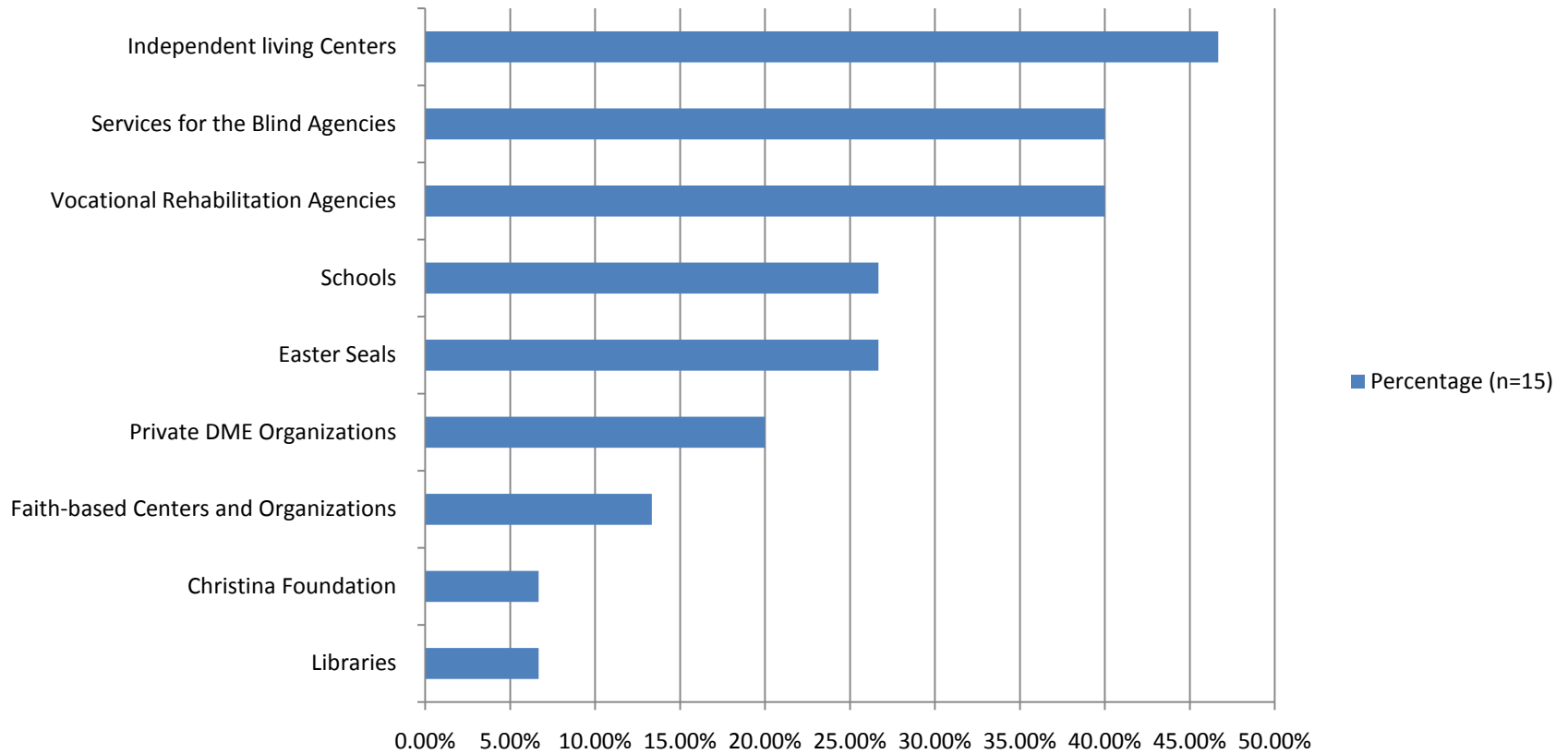
- 81.2% of all programs include **any and all devices**.
- Of those programs that do not include all devices in their exchange programs, **computers** and **modified vehicles** are the most problematic and may be excluded from the program.

Device Reassignment- Refurbishment/Repair- Recycling Programs

- **16 States** operate Device Reassignment-
Refurbishment/Repair- Recycling Programs.
- 93.8% of the States of the States that operate
Device Reassignment- Refurbishment/Repair-
Recycling activities collaborate/ contract with
other organizations/ agencies/ private entities
within the state to perform these activities.

Intrastate Collaboration

Percentage (n=15)



Other Intrastate Collaborators

- Corporations
- Other state AT program
- State Department of Health
- Area Agencies on Aging
- Hospice
- American Red Cross
- Telecommunications Equipment Distribution Services
- Assisted Living Centers
- Project MEND
- Local private non-profit
- Developmental Disabilities
- AMBUCS
- Commission for the Deaf & Hard-of-Hearing

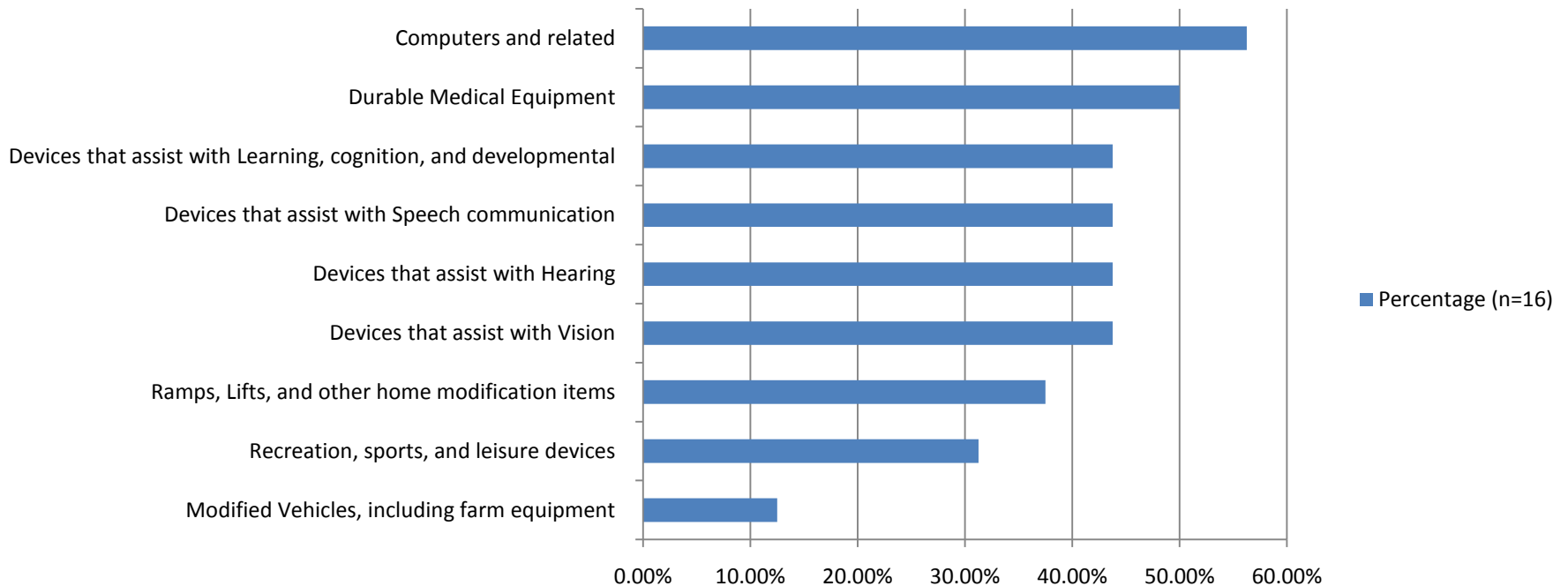
Interstate Collaboration

- States that offer AT4All and other Exchange programs and also operate Device Reassignment- Refurbishment/Repair- Recycling Programs use Exchange for listing reassigned or repaired devices from and for other states.
- Consumers from other states often use these programs and states refer consumers to other states' programs.
- Several states are interested in building coalitions and/or expand their program by collaboration with bordering/other state organizations and entities, but have these issues:
 - When reaching out to other DME refurbishment and reassignment programs, especially faith-based programs, it is difficult to figure out how they would benefit from a collaboration.
 - Shipping across state boundaries is problematic at best.
 - Limited support for neighboring state's consumers, especially without using State AT Act Funds.

Types of Devices Reassigned- Refurbished/Repaired- Recycled

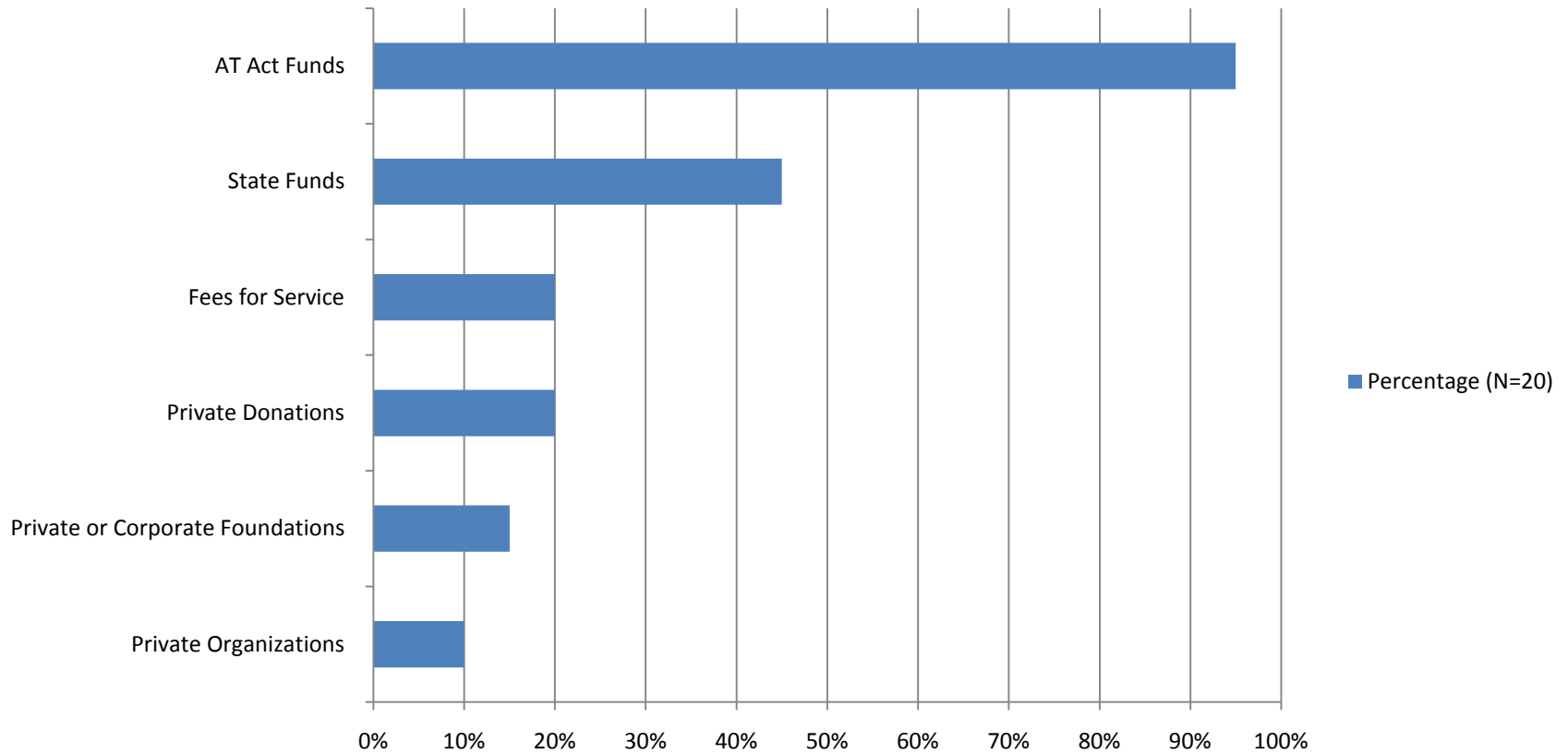
- 25% include any and all devices, otherwise:

Percentage (n=16)



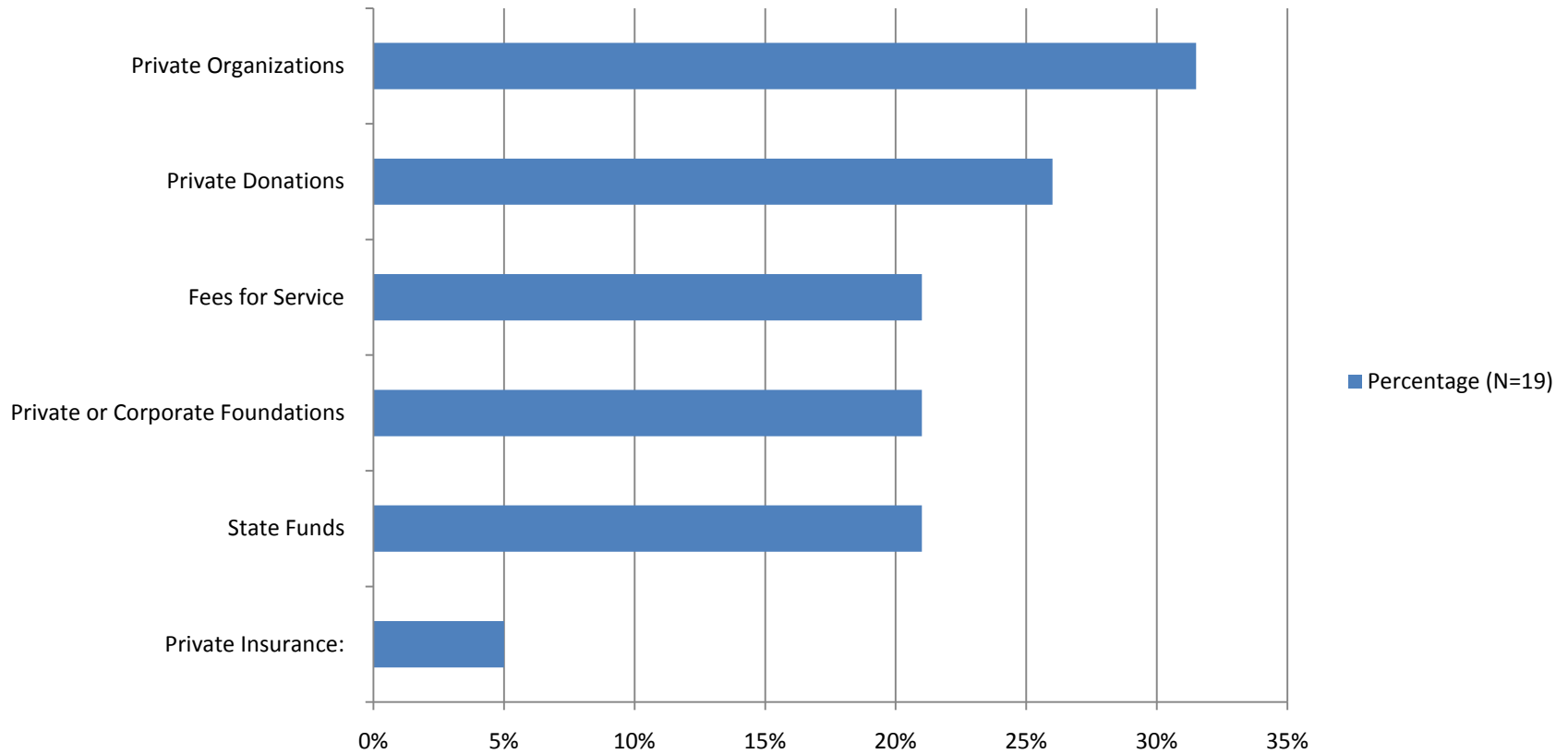
Funding Sources for All Programs

Percentage (N=20)



Other Sources Considered?

Percentage (N=19)



Fees for Service support:

- Repair of devices to manufacturer's specifications
- Sanitization
- Purchase of new parts as needed
- New batteries
- Compensation for Technician
- Some states do not charge fees based on legal advice

Successful Strategies & Solutions

- Alaska: PR and marketing of the program during awareness presentations to individuals and organizations has generated the most interest. We still need to do a better job. Smaller organizations are willing to identify themselves as having AT/DME and have people contact them but they seem to prefer remaining independent and not listing items.
- Colorado: AT Finder is a new online resource that allows one to search multiple sites (Craig's list, eBay, Kijiji, Oodle) for a device with one entry request.
- Guam: Word of mouth advertising.
- Idaho: To specialize in a smaller loan library of the most requested items. Working with rehab units in hospitals, assisted living centers, and private practices. Specializing in mobility devices such as power wheelchairs, manual wheelchairs, scooters, and custom versions of each.

More Successful Strategies

- Kansas: Collaboration with American Red Cross, especially at Blood Drives. Flat fee agreements to move large quantity donations quickly. Short term storage requirements and transfer/disposal of equipment after time requirement has been met--serves as incentive to move equipment quickly and reduces floor space needed and thus, program costs.
- Nevada: Having a good community partners.
- Oklahoma: Our services were greatly expanded once we worked with AgoraNet to develop an online exchange system
- Utah: We feel our fee for service and policies and procedures have helped make our program successful.
- Washington: Our computer reuse program is small and mostly serves the eastern portion of the state but has been able to partner with local colleges and universities and corporations for a steady and consistent flow of donations of used equipment. In the more populated western portion of the state to a strong commitment by private organizations and state, city, and county governments already promotes recycling and reuse.

Top Barriers

1. Need for Funds to Support Current Programs or Expand Programs
2. Inadequate Staffing, including Limited Expertise, Lack of Technical Support to Consumers
3. Marketing , Awareness and Education
4. Collaboration and Partnerships, Competition with For-Profit Vendors
5. Consistent and Statewide Transportation, including Equipment Delivery to Consumers and Collection of Donations

Other Barriers Noted

- IT Needs, including Data Collection, Web-Based Tools, Inventory Tracking
- Consumer Buy-In (including proper usage of program, fair pricing of equipment offered for sale, and providing data for reporting)
- Need for Consistent and Quality Donations
- Lack of Space for Operations and Storage
- Liability
- Quality Assurance Standards
- No Means for Proper Sanitation

Big Thanks to all the states and territories
that responded to the survey.