



# Ability Tools Quarterly Report

Reporting Period: April 1st, 2018 – June 30th, 2018

(Quarter four)

Submitted by

California Foundation for Independent Living Centers



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## Introduction

This report covers April 1, 2018 through June 30, 2018 and is divided into two sections: Statewide Leadership Activities and State Level Activities. Each area is further subdivided into program areas.

## Statewide Leadership Activities

### I. TRAININGS & EVENTS

#### A. Annual Training Deliverable Overview

<b>Contract year</b> <b>July 1, 2017 – June 30th, 2018</b>	<b>AT 101 (Basics)</b>	<b>AT In-Depth</b>	<b>AT Quarterly In-Person meetings</b>
<b>Annual Contract Obligation</b>	<b>4</b>	<b>6</b>	<b>8</b> <b>4 in the North</b> <b>4 in the South</b>
Quarter 1 (July - Sept)	1	0	2 1 in the North 1 in the South
Quarter 2 (Oct - Dec)	1	2	2 1 in the North 1 in the South
Quarter 3 (Jan - March)	1	1	2 1 in the North 1 in the South
Quarter 4 (April - June)	1	3	2 1 in the North 1 in the South
<b>TOTALS</b>	<b>4</b>	<b>6</b>	<b>8</b>

#### B. AT Webinars

During this reporting period Ability Tools hosted one basic webinar and one in-depth webinar.

##### 1. Training Tier: AT Basics

###### The ABCs of IEPs

What is an IEP? And how does it change as young adults prepare to transition from high school to community and adult life?

Presenters discuss the basics and requirements of individualized education program documentation and processes. Strategies and considerations for planning with youth and families representing a broad diversity of abilities, resources and support needs are offered.

We had 38 registered attendees for the webinar training. 3 participants responded to the post webinar survey and 66.7% of respondents found the training to be very relevant. 50% of respondents rated the presenters' style and knowledge of topic excellent.

## **2. Training Tier: AT In-Depth**

### **Assistive Technology (AT) in the Workplace**

This webinar will address how the Americans with Disabilities Act (ADA) applies to requests to provide or allow assistive technology in the workplace as well as resources to assist with the accommodation process, such as the Job Accommodation Network (JAN). Attendees will learn strategies for exploring various accommodation options and review how to utilize an interactive process to work toward the implementation of effective accommodation solutions.

We had 53 registered attendees for the webinar training. 6 participants responded to the post webinar survey and 80% of respondents found the training to be very relevant. 100% of respondents rated the presenters' style and knowledge of topic excellent.

### **The Basics of Creating Accessible Web Content**

Join AudioEye in an insightful webinar discussing the importance of digital accessibility, and why equal access to your online content should be a priority. Participants will learn: Why all content should be accessible, Laws and guidelines, Common Accessibility misconceptions, Achieving & Maintaining Digital Accessibility in Compliance with ADA-Related Requirement

We had 67 registered attendees for the webinar training. 6 participants responded to the post webinar survey and 50% of respondents found the training to be very relevant. 83.33% of respondents rated the presenters' style and knowledge of topic excellent.

### **Hackers Making Assistive Technologies**

Makerspaces are available as a community place for people to use shop tools. Makers Making Change is building a network to connect makerspaces to disability professionals to make customized assistive technologies for people with disabilities, using tools such as laser cutters, 3D printers, and soldering stations.

We had 51 registered attendees for the webinar training. 10 participants responded to the post webinar survey and 90% of respondents found the training to be very relevant. 100% of respondents rated the presenters' style and knowledge of topic excellent.

## **C. Ability Tools Regional In-Person Meetings/Trainings**

During this reporting period, Ability Tools has scheduled two regional in-person meetings.

1. The Ability Tools Northern Regional In-Person Training was held May 17<sup>th</sup> at CFILC in Sacramento

### **Emergency Preparedness & AT by Ana Acton, Executive Director of FREED:**

People with disabilities and older adults are often most impacted during a disaster. Learn how assistive technology programs can support people with disabilities and older adults through personal preparedness and community planning efforts and during a disaster

### **Communication Training can make you a STAR by Jamie Crum, Program Director of CTEC:**

Find out how you can train your support staff and others working with individuals requiring communication technology. The Supportive Training with Active Respect training is a resource that will help improve your program's services and remove communication barriers for

individuals using a variety of communication supports. This training will be presented by individuals who use AAC devices every day.

17 people registered for the in-person training. 14 Participants completed the evaluations and wrote that they enjoyed the relatable videos and quizzes throughout the training.

2. The Ability Tools Southern Regional In-Person Training was held on May 31<sup>st</sup> 2018 at ILRC in Santa Barbara

**Emergency Preparedness & AT by Independent Living Resource Center, Inc.: Danielle Anderson, Executive Director & James Cencer, Assistive Technology Program Coordinator**

People with disabilities and older adults are often most impacted during a disaster. Learn how AT programs can support people with disabilities and older adults through personal preparedness and community planning efforts and during a disaster

**Valley to Sea Chapter of Canine Companions for Independence: Alan Howell, Community Outreach Coordinator & Assistance Dog “Sir”**

Canine Companions will be on site with dogs in training to discuss the importance of services animals, the laws protecting the rights of people with disabilities.

12 people registered for the in-person training. 5 Participants completed the evaluations and stated that they loved the interactive presentation and demos of the working service dogs.

#### **D. ILC-based AT Advocates Orientations**

The Ability Tools provided 3 orientations for a new AT Advocates and ILC Staff during this reporting period.

#### **E. Ability Tools Channel on YouTube**

During this reporting period, Ability Tools posted two videos to the Ability Tools' YouTube Channel. In April, our webinar on Assistive Technology (AT) in the Workplace was posted on YouTube and has gained 39 views. On May 3, our webinar on The ABCs of IEPs was posted and has gained 13 views. On May 23, our webinar on Hackers Making Assistive Technologies was posted and gained 18 views. On Jun 11, our webinar on The Basics of Creating Accessible Web Content was posted and gained 28 views.

#### **F. Training and Webinar Event Totals (in-person & On-line trainings)**

During this reporting period 261 people received training from the Ability Tools hub. This total does not include the people who received training from our partner organizations. The total number of people trained by the Ability Tools hub and our DLL and ILC partners is combined and reported in our annual AT federal report.

## **II. TECHNICAL ASSISTANCE (TA)**

### **A. Independent Living Centers and AT Advocates**

During this reporting period Ability Tools hosted three AT Advocate meetings. All meetings focused on specific training needs and collaboration opportunities for AT Advocates. In addition, we have a recording AB 204 reporting that is accessible to all AT advocates. The webinar meetings were facilitated by CFILC.

### **B. Device Lending Libraries (DLLs)**

New DLL staff received training and assistance with the AT Exchange and the loan process. Device Lending Library staff attended monthly meetings during this reporting period.

### **C. AT Advocates Online Community**

AT Advocates can login to a secure webpage designed for their cohort and learn the contact information of AT Advocates throughout California, including their areas of expertise. The admin login section also allows AT Advocates

access to recordings of the AT Advocates' monthly webinar meetings and the online Ability Tools outreach efforts reporting form.

#### **D. Ability Tools Membership**

At the end of May 2018, the Ability Tools and AT Announcements listservs together totaled 840 members, a decrease of 39 member since last quarter. The monthly AT bulletin is sent to 582 people via Mail Chimp. The AT Bulletin highlights devices available for loan, upcoming AT trainings, outreach events and FREE used equipment.

#### **E. Reuse Centers**

CFILC staff continued to provide technical assistance to the four contracted reuse centers on the AT Exchange.

In addition, the Keep the Wheels Rolling Repair Fund remained available to reuse centers throughout California and CFILC staff provided technical assistance to new reuse centers accessing funds to ensure that their organization was entered on the exchange and the equipment properly posted.

### **III. PUBLIC AWARENESS**

#### **A. Outreach & Public Awareness Events**

During this reporting period, Ability Tools conducted 85 public awareness events, including 30 presentations/demonstrations and 52 outreach events, reaching an estimated 5,042 people. We distributed 3,867 outreach materials throughout the state this quarter.

#### **Annual Outreach Totals**

	Presentations/ Demonstrations	Outreach Events	Materials Distributed
<b>Annual Contractual Obligation</b>	<b>100</b>	<b>100</b>	<b>10,000-20,000</b>
<b>July – Sept</b>	<b>45</b>	<b>52</b>	<b>3,313</b>

<b>Oct – Dec</b>	<b>34</b>	<b>52</b>	<b>4,213</b>
<b>Jan – March</b>	<b>34</b>	<b>33</b>	<b>4,526</b>
<b>April – June</b>	<b>30</b>	<b>52</b>	<b>3,867</b>
<b>TOTALS</b>	<b>143</b>	<b>189</b>	<b>15,919</b>

## **B. Outreach and Under-represented populations**

### **(Voice options reporting does not recognize underserved populations)**

Ability Tools has identified the following populations as underserved throughout the state: youth with disabilities and their families, Latinos with disabilities and their families, seniors with disabilities and their families.

During this reporting period the Ability Tools conducted 20 events focused on seniors with Disabilities and their families, 0 events focused on Latinos with Disabilities and their families, and 9 events focused on Youth with Disabilities and their families.

## **C. Social Media**

### **Facebook**

The Ability Tools Facebook page received 29 new likes this quarter. Our Facebook page had 1,142 likes at the beginning of the quarter and a total of 1,171 likes at the end of the quarter, an increase of 2.54% since last quarter.

### **Twitter**

Ability Tools added 39 new Twitter followers this quarter, an increase of 6.19% since last quarter. We had 630 at the beginning of the quarter and currently have 669 followers. Our tweets for this period earned over 28,000 impressions.

### **Instagram**

Ability Tools has 59 more followers this quarter, an increase of 10.33% since last quarter. We had 571 followers at the beginning of the quarter and currently have a total of 630 followers and 175 posts.

### **Pinterest**

Ability Tools has 9 more followers this quarter, an increase of 7.26% since last quarter. We had 124 followers at the beginning of the quarter and currently have a total of 30 Boards, 493 Pins, and 133 Followers.

### D. Websites' Usage Data

During this quarter there were a total of 16,363 sessions to the Ability Tools website. The website received a total of 39,625 page views. The AT Exchange website received 5,640 sessions and 60,519 page views during this reporting period. The Ability Tools Weekly blog website received 7,734 sessions and 10,123 page views.

### E. Ability Tools Information & Referral

The Ability Tools Information and Referral service answered 219 inquiries (calls and emails) during this reporting period. 188 (85.8%) were related to AT devices or services; 4 people (1.8%) inquired about AT funding; and 27 people (12.3%) inquired about other disability-related topics.

<b>Role Of Caller</b>	<b>AT Devices/ Services</b>	<b>AT Funding</b>	<b>Disability Related</b>	<b>Other topics</b>	<b>TOTALS</b>
People with Disabilities	71	1	5	3	80
Rep of education	4	0	0	0	4
Rep of health, allied health, rehab	15	0	0	1	16
Rep of technology	4	0	0	0	4
Family, Guardian, Authorized rep	80	3	2	3	88
Rep of employment	1	0	0	0	1
Rep of community living	10	0	1	10	12
Other	3	0	2	9	14
<b>Total</b>	<b>188</b>	<b>4</b>	<b>10</b>	<b>17</b>	<b>219</b>

## IV. COORDINATION & COLLABORATION

### A. Ability Tools listserv for ILC Directors and AT Announcements

Ability Tools continued to provide announcements to the ILC Directors and AT Announcements listservs.

## **B. Organizational Coordination & Collaboration**

1. CFILC continued to partner with the California Emerging Technology Fund to promote the availability of low-cost Internet to people with disabilities by answering calls about the Digital Access Project through our toll-free I&R line, outreach efforts and maintaining a link to the promotion on the Ability Tools website.
2. During this reporting period CFILC continued to participate in the Sacramento MIND Institute's AT Consortium by attending quarterly meetings.
3. Ability Tools collaborates with UC Davis CalAgrability project on an ongoing basis to promote assistive technology for the use of farmers and farm workers.
4. CFILC collaborated with the California Public Utilities Commission to launch the Voice Options Speech Technology Program. The program will be implemented by CFILC in partnership with the Ability Tools program. The goal of the program is to connect people with speech disabilities to iPads with speech apps to increase their communication independence. The individuals receive demonstrations of the speech apps, then can opt to borrow for short-term loan. If the apps work for them, then they can apply for a long-term loan of an iPad with their favorite app. The launch date was January 11<sup>th</sup>, 2017.

## State Level Activities

### I. DEVICE LOAN PROGRAM

For the reporting year 2017-2018, CFILC is operating 12 DLL locations.

#### A. Number Of Short-Term Loans By Primary Purpose Of Loan

As shown in the table below, the 12 centers participating in the Device Lending Library (DLL) program made 364 short-term device loans during this quarter in four purpose categories. Of these loans, 241 were made to help the recipient make a decision (device trial or evaluation), 18 devices served as loaners during a device repair period or while waiting for funding to purchase a device, 82 were intended to provide an accommodation on a short-term basis, 23 were to conduct training, self-education or other professional development activity. Reporting Period is for April through June 2018.

DLL	Assist in Decision Making	Serve as Loaner	Provide Short-Term Accommodation	Conduct Training, etc.	TOTAL
ATEC	18	1	0	0	19
CART	41	1	0	0	42
CCATC	47	3	1	2	53
CCCIL	27	0	0	0	27
CFILC*	6	0	2	2	10
CRIL	32	1	7	1	41
DAC	5	5	19	1	30
FREED	12	0	26	0	38
ILRCSF	12	3	5	1	21
ROLLING START	2	0	4	2	8
SDATC	29	3	12	3	47
SVILC	10	1	6	11	28
<b>TOTAL</b>	<b>241</b>	<b>18</b>	<b>82</b>	<b>23</b>	<b>364</b>

\* CFILC operates a “tiny DLL” with a very small inventory of devices.

## B. Number Of Device Loans By Type Of Borrower

<b>DLL</b>	<b>Individual w/ Disability</b>	<b>Family, Guardian</b>	<b>Education</b>	<b>Employment</b>	<b>Health, Rehab</b>	<b>Comm. Living</b>	<b>Tech</b>	<b>Other</b>	<b>Total</b>
ATEC	0	8	11	0	0	0	0	0	19
CART	1	31	2	0	6	0	1	1	42
CCATC	20	5	19	0	2	0	7	0	53
CCCIL	19	1	4	0	1	0	0	2	27
CFILC	1	4	2	0	0	2	1	0	10
CRIL	16	10	1	0	2	8	3	1	41
DAC	14	7	2	0	0	6	0	1	30
FREED	25	7	4	0	1	0	1	0	38
ILRCSF	13	3	3	0	0	0	2	0	21
RSI	4	2	2	0	0	0	0	0	8
SDATC	4	17	15	0	4	0	5	2	47
SVILC	12	1	12	0	1	0	2	0	28
<b>TOTAL</b>	<b>129</b>	<b>96</b>	<b>77</b>	<b>0</b>	<b>17</b>	<b>16</b>	<b>22</b>	<b>7</b>	<b>364</b>

### C. Types Of Devices Loaned

**Type of Device** **TOTAL**

Type of Device	Total
None Selected	0
Speech Communication	49
Vision	55
Hearing	26
Computers & Related	172
Daily Living	32
Learning, Cognitive & Developmental	27
Environmental Adaptions	33
Mobility, Seating & Positioning	67
Vehicle Modification & Transport	3
Recreation, Sports & Leisure	6
Other	0
<b>Total</b>	<b>470</b>

### D. Device Loan Annual Totals

Quarter	# of Loans	# of Devices Loaned
July – September	326	394
October – December	335	426
January - March	340	467
April – June	364	470
<b>TOTALS</b>	<b>1,365</b>	<b>1,757</b>

## **II. AT REUTILIZATION**

### **A. California AT Reuse Coalition (CATRC)**

During this quarter the CATRC Coalition meet on June 21, 2018. During this meeting we discussed the different types of storage facilities and practices that each member is currently using. We also discussed the different types of inventory management systems that each Reuse Center is using. The coalition also shared where they go for additional funding to fund their local Reuse activities. Our next CATRC meeting is scheduled for September 20, 2018.

### **B. Statewide Device Refurbishment/Repair/Recycle Activities**

#### **1. Contracted Reuse Organizations**

During the April through June 2018 reporting period our contracted reuse centers performed 311 reuse transactions on the AT Exchange. 392 open ended loans were performed during the quarter.

#### **2. Keep the Wheels Rolling Repair Fund**

The Keep the Wheels Rolling Repair Fund (KWRF) provides small grants to partner organizations to repair or replace parts needed to refurbish wheelchairs or scooters that can be given to low-income Californians, helping them stay mobile in their community. The Fund is supported by Anthem Blue Cross and Federal Assistive Technology Act funding. During this quarter we approved 1 wheelchair/scooter for repair and redistribution. This equipment was valued at \$949.00 (MSRP); with a total repair cost of \$141.35 overall. The savings to consumers is valued at \$807.65.

#### **Reuse Totals**

The table below breaks down refurbishment/repair/recycle activities in the AT Exchange during this reporting period. It includes activities from contracted reuse centers as well as organizations that received funding from the Keep the Wheels Rolling Repair Fund.

### Reuse Activities for the Month Ending 06/30/2018

Type of AT Device	# of Devices Reassigned	Total Estimated Current Purchase Price	Total Price for which Device(s) were Sold
Vision			
Hearing	2	\$267.00	\$200.00
Speech Communication	5	\$950.00	\$0.00
Learning, Cognition & Developmental			
Mobility, Seating & Positioning	150	\$217,619.37	\$7,609.00
Daily Living	117	\$6,329.00	\$0.00
Environmental Adaptations	25	\$5,954.24	\$400.00
Vehicle Modification & Transportation	2	\$680.00	\$0.00
Computers & Related	7	\$2,219.00	\$0.00
Recreation, Sports & Leisure	3	\$139.99	\$0.00
Other			
<b>TOTAL</b>	<b>311</b>	<b>\$234,158.60</b>	<b>\$8,209.00</b>

### Annual Reuse Totals

	Number of Devices Reassigned	Total Savings to Consumers
<b>July – September</b>	207	\$124,295.83
<b>October - December</b>	193	\$112,285.67
<b>January – March</b>	199	\$117,162.27
<b>April – June</b>	311	\$225,949.60
<b>TOTALS</b>	<b>910</b>	<b>\$579,693.37</b>

### Annual Reutilization Open Ended Loans

Quarter	# of Loans
<b>July - September 2017</b>	205
<b>October – December 2017</b>	217
<b>January – March 2018</b>	12
<b>April – June 2018</b>	392
<b>Totals</b>	<b>826</b>

### III. STATE FINANCING ACTIVITIES

#### A. Program Metrics

During this reporting period the FreedomTech financial loan program received 35 inquiries, sent out one application(s) and received three completed applications. Out of these applications, two loans were approved and one loan was denied. Two loans were funded during this reporting period.

<b>Program Metrics</b>	<b>July – Sept 2017</b>	<b>Oct – Dec 2017</b>	<b>Jan – March 2018</b>	<b>April – June 2018</b>
# of Inquiries	17	22	32	35
# of Applications Sent	2	6	3	3
# of Applications Received	4	3	1	3
# of Approved Loans	0	0	0	2
# of Denied Loans	3	3	0	1
# of Withdrawn Loans	0	0	0	0
# of Funded Loans	0	0	0	2
# of loans paid off	0	0	0	0

## B. Loan Portfolio

The total dollar amount of loans funded in this period was \$3,983.92. The principal loan balances of active loans totaled \$36,814.13 at the end of the period. The total interest earned was \$542.82 and origination fees earned was \$39.44. See table below:

	<b>July – Sept 2017</b>	<b>Oct – Dec 2017</b>	<b>Jan – March 2018</b>	<b>April – June 2018</b>
Loans Funded Amount	\$0.00	\$0.00	\$0.00	\$3,983.92
Principal loan Balance	\$40,918.26	38,326.51	\$36,217.36	\$36,814.13
Loans Paid off in Full	\$0.00	\$0.00	\$0.00	\$0.00
Interest Earned	\$414.20	\$565.19	\$527.66	\$542.82
Origination Fees earned	\$0.00	\$0.00	\$0.00	\$39.44