

# 2012 annual report



MISSOURI  
**ASSISTIVE**  
TECHNOLOGY



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# Council Chair's Message

**It's amazing!** – 20 years of improving access to assistive technology for Missourians with disabilities. I've been thrilled to be a part of it, including my term as the 2011-12 Missouri Assistive Technology (MoAT) Council Chair. The dedicated people who have contributed to the MoAT mission is an endless list that starts with Council members and staff and extends to our many partners throughout the state.



**In 2011-12, MoAT delivered 6,057 assistive devices and provided support services to 21,530 Missourians with disabilities.**

- 1,309 ETC devices loaned
- 3,555 Device Demonstrations provided
- 3,191 TAP for Telephone, adaptive telephones provided
- 1,094 TAP for Internet, adaptive computer equipment provided
- 19 KAT (Kids Assistive Technology) devices provided
- 136 ATR Assistive Technology Reimbursement devices provided
- 48 Show Me Loans provided
- 1,571 Device Re-Utilization used items transferred
- 10,609 Individual information and assistance provided

Assistive technology has meant that Missourians with disabilities can be more fully involved in every aspect of society, whether in education, community living, or employment. Programs like ETC and Regional Demonstration Programs help individuals determine what AT will best meet their needs. Programs like Show-Me Loans, Kids Assistive Technology, TAP and ATR help provide a way to obtain the AT once a decision is made.

Missouri Assistive Technology is pleased to provide this Annual Report for 2011-2012. On behalf of the Council, we hope you enjoy looking through these pages to learn more about MoAT consumers and the programs that assist them.

Sincerely,  
Rita Lynch  
Council Chair, 2011-12





## Missouri Assistive Technology Overview

Missouri Assistive Technology (MoAT) rankings among state and territory Assistive Technology programs nationally:

- MoAT ranks 3rd in the nation in the number of device demonstrations provided.
- MoAT ranks 6th in the number of individuals who received training in assistive technology.
- MoAT ranks 9th in the amount of dollars saved through device reutilization programs.
- MoAT ranks 10th in the number of financial loans provided.
- MoAT ranks 10th in total information and assistance provided.
- MoAT ranks 13th in the number of AT devices loaned.

The mission of Missouri Assistive Technology is to increase access to assistive technology for Missourians with all types of disabilities, of all ages.



## AT Achievement

Hilary, an SLP, works in a rural hospital in Trenton MO. She wanted to find a communication solution for one of her clients so she contacted MoAT's device loan program and discussed some possible choices. She had little experience with the equipment, but with the help of MoAT staff, she was able to select several speech generating devices to borrow and try out. After a six-week trial during which Hilary worked with her client, a decision was made to purchase the most appropriate device that would give her client a voice.



Greg was interested in finding out if he could use eye-gaze for access to his computer. He was able to try it out with MOAT staff in the ETC lab. While not the best solution, Greg did discover what eye-gaze is all about and the future possibilities should he choose to explore it further. Access to product demonstrations leads to better consumer choices. In this case, Greg did not rush to purchase as it was not the most effective choice.

## Device Loan/Borrowing Program

Missouri's Assistive Technology Device Loan/Borrowing program (called ETC) offers the chance to borrow assistive technology devices for up to six weeks for use at home, school, work, etc. Device loans allow borrowers to try out devices at no cost in their own environments to determine if a device will meet their needs before a purchase decision is made. The program can also provide loaner AT while a device is being repaired, while a consumer is waiting for funding approvals, or to use for training or professional development purposes. The program has a varied inventory of over 850 devices for disabilities including speech communication, vision, cognitive disabilities and many more.

In FY 2012, a total of 1,309 devices were loaned, with 841 loans being specifically to make a decision about acquisition. Of the 887 organizations that utilized the program, the majority of borrowers were school districts, health and rehabilitation agencies, and community living organizations.

### Device Loans by Device Type

**162**  
computer  
related

**1**  
daily  
living

**140**  
environmental  
adaptions

**63**  
hearing

**186**  
learning

**608**  
speech  
communications

**149**  
vison

# Device Recycling

Assistive Technology Device Reutilization Programs allow the reuse of assistive technology that is no longer needed or used by its original owner. Recipients usually obtain equipment at significantly lower cost or no cost.

MoAT supports two equipment recycling programs that help provide low-cost or no-cost assistive technology. The first is a network of regional durable medical equipment recycling sites that include St. Louis, Kansas City, Springfield, Columbia, Cape Girardeau, Joplin, Kirksville, and Owensville. The second is an online consumer-to-consumer equipment exchange program where individuals can search a web-based listing to find devices, adapted vehicles, and other equipment available for sale or donation. This year, 1,294 individuals received 1,571 devices saving Missourians \$760,020 over the cost of purchasing new devices.



## AT Achievement

Wayne, from the town of Chaffee is a busy father of three who wanted to stay active in his community. He began finding it difficult to use his manual wheelchair due to changes in his health and wondered about a powered chair or scooter. Wayne visited the SADI center for independent living in Cape Girardeau, where he was able to get an electric scooter through the program. It was just what he needed to keep up with his kids and stay involved in his community.



### Recycling by Device Type

<b>752</b> mobility/seating positioning \$510,610	<b>640</b> daily living devices \$142,276	<b>6</b> vehicle & transportation \$45,750	<b>33</b> vision devices \$23,429	<b>26</b> speech communications \$14,426	<b>11</b> recreation devices \$9,038	<b>125</b> other devices \$20,464
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# Device Demonstrations

Missouri's assistive technology (AT) demonstration programs provide opportunities for people to learn about and become familiar with specific types of AT by comparing and contrasting the functions and features of devices through hands-on exploration. Instruction is provided by knowledgeable AT professionals.

Device demonstrations at MoAT's regional demonstration centers result in informed decision-making about which AT will meet an individual's disability needs and prevent wasted expenditures on "mismatched" AT. This year, 3,961 individuals received 3,555 device demonstrations in Missouri. Centers in Kansas City, Columbia, Cape Girardeau, Joplin, Owensville, Kirksville, and Springfield provided demonstrations along with MoAT staff and TAP service coordinators.



## AT Achievement

*Michelle's carpal tunnel syndrome made it difficult for her to use a computer mouse. She visited one of MoAT's demonstration sites, Services for Independent Living in Columbia. Michelle spent time with the center's assistive technology specialist to learn about and try out different computer input devices. By being able to compare several devices and talk with a knowledgeable source, Michelle was able to select one that had the features she needed to be able to continue using the computer without aggravating her condition.*



## Demos by Device Type

**43** speech communications  
**818** vision  
**1,964** hearing

**41** computers  
**451** daily living  
**28** learning

**196** mobility  
**8** recreation  
**6** environmental

# Show-Me Loans

The Show-Me Loans program helps Missourians purchase assistive technology with affordable, flexible financial loans. The program is used by individuals with disabilities, family members or others to purchase almost any kind of assistive technology devices and services as well as home access modifications. Another aspect of the program, "Show-Me Loans-Workability," provided low-interest loans to Missourians with disabilities for equipment needed to work from home or a remote site. This past year, Show-Me Loans provided \$319,111 in low interest loans for individuals with disabilities in Missouri. The majority of the dollars loaned were for vehicle access modifications, hearing aids, and to adapt homes for accessibility. Fifty-four percent of the approved borrowers had an annual income under \$30,000.

## AT Achievements



*David, from Ripley County in the Missouri Ozarks, is a pastor at a local church. He was able to use Show-Me Loans to add a lift to his car to carry his power chair. He can now spend his days resuming daily activities like shopping at his favorite store, paying bills and attending church functions.*



*Richard, from Howell County, began working as an independent truck driver many years ago. He uses a wheelchair for mobility and contacted the Show-Me Loans WorkAbility program about a loan to finance a modified truck cab. MoAT staff helped him make a connection with the Small Business & Technology Development Center at Missouri State University to refine his business plan to help obtain funding assistance. Show-Me Loans provided partial financing and Vocational Rehabilitation also provided funding assistance to help get Richard back on the road.*

## Comments from Show-Me consumers

*"We cannot express our gratitude sufficiently to see such a remarkable difference these hearing aids are already making for Jamie. She, for the first time, 'could hear the birds talking to each other.' She is already modulating her voice and expanding into more social situations. We are profoundly grateful."*

*"From the start to finish, my experience with MoAT was pleasant and professional. The information was accurate, the loan materials arrived as promised and my approval came through quickly. Thanks to Eileen at MoAT, I have manageable loan payment and a hearing aid that is an essential part of my life."*

*"This program is the best. It not only helped me to purchase an updated computer, it also gave me an opportunity to work at home. We have lived in this house for 22 years and have been fighting to keep this home for almost three years, The extra income earned from working from home will give us control back over our lives and stay in our home."*

*"A friendly caring voice over the telephone is much appreciated when a family is in need. This loan allowed our family to provide daily care to our sister in our home. I believe more families would bring their disabled family members home to live with them if they had the support in place to do so. Thank you!"*



# Kids Assistive Technology (KAT)

Missouri families raising children with disabilities often face out-of-pocket expenses for assistive technology. Many types of AT are not covered by traditional health insurance coverage or other sources. The Kids Assistive Technology (KAT) program provided assistance for low- to moderate-income families when no other options were available. The Department of Health and Senior Services – Bureau of Special Health Care Needs, provides KAT program funding. This past year, families of 19 children with disabilities were helped with funds totaling \$46,297.

## AT Achievements



*Thomas is a 9-year old who lives with his family in Christian County in Southwest Missouri. Because of his disability, his family is challenged to help move him from seat to bed and bath as he grows. The KAT program was able to partner with the Children's Miracle Network to help Thomas' family obtain a lift system.*



*Brandon wants to share his new found independence with everyone. With a touch of a remote button, he can help himself get out of the vehicle. Brandon has Spina Bifida and has always relied on his family members to lift him out of the vehicle and into his wheelchair. When he turned 6, he really was ready to try this himself. Combined with family contributions and the KAT fund, Brandon's family was able to modify their van with a Bruno Turney seat that will lift their son out of the vehicle. Even at 6, independence is priceless.*

## Comments from KAT consumers

*"We got our big gift a few days early. Thomas's patient lift arrived Monday (December 19th). It is a well-constructed, solid lift that will endure multiple daily uses and last a long time. We are so grateful for Kids Assistive Technology's assistance in purchasing this lift."*

*"Words cannot tell you how grateful and appreciative we are for your assistance - Thank you so much!"*

*"Thank you all for how you have helped to see this home modification project completed. We are very pleased with the quality of work in the finished project."*

*"Thank you so much for your very generous help to assist in purchasing the much needed adaptive bed for our son. It is perfect for him, and he will have plenty of room in it as he grows. We are so thankful and grateful for a program like yours that help families with special needs children."*

*"Kayli loves her new ramp, thanks to you and your organization! It is so much easier to get her in and out of the house, as well as moving her wheelchair with the new ramps. Thank you so much for thinking of us."*

## KAT - AT by Dollars Granted

**4**  
vehicle access  
\$18,479

**3**  
home access  
\$13,431

**3**  
daily living  
\$5,371

**4**  
communications  
\$4,392

**2**  
mobility  
\$2,697

**3**  
hearing  
\$1,927

## Comments from TAP for Telephone consumers

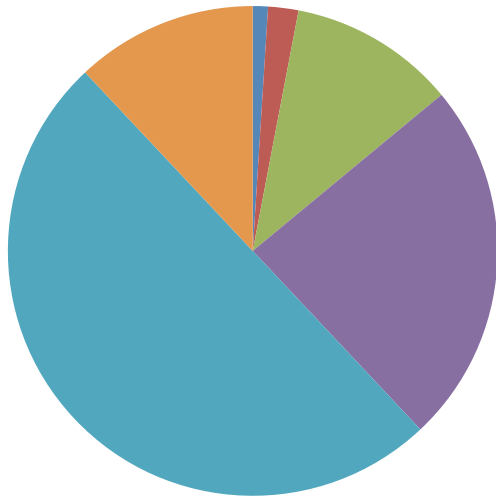
*"I now feel more able to be the one that answers the phone in our home."*

*"Thank you from the bottom of my heart for the telephone. I received it on Friday after I was up at Gallatin to have a demonstration. It works perfectly for me. I can hear conversations wonderfully and the ring is great too. Thank you again for the wonderful program."*

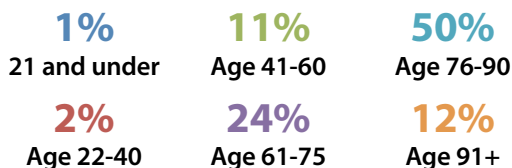
*"Thank you for your wonderful program and compassion and love for persons who are hard of hearing. God Bless."*

*"It is so nice to be able to make appointments, request services, and to hear my friends without asking them to repeat everything they say."*

*"I love my new phone! I do hear much better on it! If it wasn't for the program, I don't know what else I would have done. I love the numbers that light up in the dark also!!"*



### TAP for Telephone Age of Recipients



## AT Achievement

JC from Buffalo, Mo. contacted the TAP for Telephone for her mother who was increasingly hard of hearing. Before getting her new amplified phone, she was unable to make or receive calls. JC said that she also has come to rely on the amplification as her cognitive senses aren't always functioning well due to her disabling medical conditions. "The help was a Godsend and we are thankful for your help," JC added.



## TAP for Telephone

Thousands of Missourians with disabilities are able to lead more independent lives using adaptive telephone equipment they received through the Telecommunications Access Program for Telephone (TAP-T).

This year, 3,191 adaptive telephone devices were provided to 2,943 individuals. While the majority of Missourians using the program have hearing loss, the program serves individuals with all types of disabilities. A network of 35 TAP demonstration centers throughout the state provides consumer support and ensures that the appropriate adaptive equipment matches the consumer's specific functional needs.

Nearly three quarters of consumers reported that they had a disability that had made it difficult to use the phone for three or more years. As a result of this telephone technology, consumers shared that the program allowed them to stay in their own home (49%), call for emergencies (57%), call for transportation (54%), communicate with family and friends (85%), maintain or get employment (7%).

### TAP for Telephone - Recipients by Disability Type





## AT Achievement

David lives in Holister, Mo. He was in an auto accident at age 16 and incurred a traumatic brain injury that limited his mobility and many daily living functions. As a teen, David competed in horseback riding and he still enjoys riding. Through TAP-I, he now uses an adaptive mouse, an adapted keyboard and an on-screen keyboard to stay connected with the equine community online, and for other purposes. David's mother shared her thoughts on the program saying, "TAP-I has really raised the bar on David's quality of life, his ability to focus longer and his ability to stay motivated."

## TAP for Internet

The Internet has become indispensable to people who use it every day for an endless array of purposes. MoAT's Telecommunications Access Program for Internet (TAP-I) provides vital access to the Internet and e-mail for hundreds of Missourians with disabilities to communicate with family and friends, for accessing goods and services, for medical reasons and for endless other pursuits.

This year, TAP-I provided 1,094 computer adaptations to 700 Missourians with disabilities. The program remains the only one of its kind in the nation. Screen readers, magnification software, voice recognition software, text-to-speech software, alternative keyboards and pointing devices can all be provided through TAP-I. Individuals may also receive training when needed to use the equipment.

### Comments from TAP for Internet consumers

*"Thank you for providing this equipment and good technical service and friendly help from your office!"*

*"Thumbs Up & 3 Cheers for MoAT TAP! Hip Hip Hooray times 3! Thanks!"*

*"I am just so grateful for the help! I don't know what I would ever have done without Missouri Assistive Technology in the past."*

*"I received the Zoomtext and keyboard and LOVE IT! I appreciate it - you've been superior to me! It's opened up a whole new world to me!"*

*"Thank you for your help. I enjoy using the computer now."*



While Dwayne has always been an avid computer user, the HeadMouse he received through TAP for Internet makes using the computer so much easier for him. He was up and running quickly after he received help with installation and training through a TAP-I consumer support provider. Daily web surfing, sending emails, and shopping online are some of the activities Dwayne is active with most often. Dwayne is also able to correspond with his developmental disability case manager easier about various support needs and just what's going on in his life, contributing to more successful outcomes for him.

## AT by Type of Equipment Provided

<b>340</b> enlargement software	<b>294</b> speech output and braille display	<b>263</b> alternative keyboards and adaptions	<b>100</b> alternative pointing devices	<b>97</b> AT accessories
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## AT Achievement

*"Our daughter Kathryn is 12 years old. She is non-mobile and non-verbal. Even though she is nonverbal, Kathryn is extremely social and wants to "talk" to anyone who is willing to listen. The VMax device provided through the ATR program gives us the chance to teach Kathryn how to communicate her thoughts and is being used to teach her core vocabulary so she can eventually learn to read and communicate all that she is thinking! Thank you for changing her life and making it better."*



*Alex is a 16 year old from the Francis Howell school district who has trouble reading street signs and bus routes due to low vision. He tried an iPad through MOAT's device loan/borrowing program, and found that it would allow him to instantly enlarge maps, web pages, maps and text information with a pinch of a finger. His teacher was able to get an iPad through the ATR program that Alex could use long term. Alex is now independent because he is able to see the information as well as navigate via GPS.*

## Assistive Technology Reimbursement

Missouri Assistive technology again offered the Assistive Technology Reimbursement (ATR) Program this year for Missouri school districts through funding from the Department of Elementary and Secondary Education, Division of Special Education.

The program helps school districts offset the costs of assistive technology (AT) devices for individual students who have AT written into their Individualized Education Plan (IEP). The school districts can apply for the reimbursement of AT purchases that range between \$1,000 and \$5,000 for each student identified, as well as getting help selecting the most appropriate AT for the student. Devices provided through the program included portable text readers, FM systems, Braille embossers, augmentative communication devices, iPads, closed-captioned televisions (CCTVs) and many other kinds of AT needed for educational purposes.

### ATR - Dollars by Disability Type

**42**  
vision  
\$117,716

**13**  
hearing  
\$21,003

**34**  
speech  
\$66,614

**38**  
learning  
\$55,866

**9**  
physical  
\$21,782

# Policy and Technical Assistance

## Deaf-Blind Equipment Program

Missouri Assistive Technology was certified by the FCC as the state administrator for the new Deaf-Blind Equipment Distribution Program. The program is a pilot project that was created as part of the 21st Century Communications and Video Accessibility Act. It will enable MoAT to distribute equipment, software and applications to make telecommunications, and the Internet accessible for persons who are deaf-blind. The program will also be able to provide assessments to ensure the right equipment is selected as well as any needed assistance with installation and training.



## Accessible Voting Equipment Pilot

Missouri joined Illinois and North Dakota in a project funded through the Research Alliance for Accessible Voting (RAAV) to research accessible voting equipment. MoAT coordinated the project with the help of Services for Independent Living in Boone County and the Boone County Clerk's office. Individuals with different types of disabilities were provided demonstrations of accessible voting equipment to determine whether experience with the equipment contributed to being more comfortable with going to vote at their polling places. The project also generated feedback for the machine vendors on the accessible features of the machines.



*Photo credit: Kit Doyle/Columbia Daily Tribune*

## Independence and Community Living

MoAT staff worked with Missouri's Division of Developmental Disabilities to help develop guidelines for the new Assistive Technology (AT) service now in most of Missouri's developmental disability waivers. The new service will allow participants to obtain AT that is not covered under the Medicaid state plan, but needed to help them maintain or improve their independence. The guidelines include considerations for assessment as to what device would most closely meet the needs of the individual with the disability. The new AT service includes coverage of items such as monitoring systems, medication management devices, hearing aids, communication devices, hand-held computer devices, and others.



# Training and Power Up Conference

## Power Up Conference & Expo

The Power Up Conference and Expo is recognized as one of the premier events to stay abreast of AT devices and best practices. The 2012 event in Columbia was attended by nearly 600 participants, including educators, therapists, service coordinators, individuals with disabilities, and family members. Highlights included a range of educational sessions on communication devices, the iPad as AT, accessible instructional materials, low-vision and other devices as well as sessions on AT policy and practice. In addition, exhibitors from across the country were able to showcase the latest AT devices and equipment.



## Training

The world of assistive technology is ever-changing and options are growing every day. Training and developing competency are very important aspects of MoAT services. During the year, a total of 4,257 persons with disabilities, family members, service providers, educators, students and others throughout Missouri received training from MoAT staff at 114 training events. Another 727 participants received training from contract staff around the state. The range of training topics included: AT devices and services; AT policy/funding/practice and other areas.



*Comment from an attendee to the conference "WOW!! is all I can say. My brain is about to explode with all the wonderful knowledge I gained this week. I am already looking forward to next year and working more closely with the staff from Missouri Assistive Technology Council."*



## MISSOURI ASSISTIVE TECHNOLOGY COUNCIL AND STAFF

### Consumer Representatives

Pam Arbeiter ( <i>Chair</i> )	Sharon LaRoussa
Gary Wunder ( <i>Chair Elect</i> )	Kerri Morgan
Rita Lynch ( <i>Past Chair</i> )	Deana O'Brien
Michael Goad	Amy Parker
Steve Hathaway	Mary Secora
Chip Hailey	Marjorie Yates

### Agency Representatives

Merv Blunt	<i>Division of Special Education</i>
Kelly Cook	<i>Division of Vocational Rehabilitation</i>
Leann Haslag	<i>Department of Health and Senior Services</i>
Aaron Luna	<i>Centers for Independent Living</i>
Robin Rust	<i>Department of Mental Health</i>
Naomi Soule	<i>Rehabilitation Services for the Blind</i>
Dolores Sparks	<i>Developmental Disabilities Planning Council</i>
Molly White	<i>Department of Insurance</i>
Cindy Wininger-Watson	<i>HealthNet Division</i>

### Legislative Representatives

Senator Scott Rupp  
Representative Jeff Grisamore

### MoAT Staff

C. Marty Exline	<i>Director</i>
David Baker	<i>Program Coordinator</i>
Eileen Belton	<i>Program Coordinator</i>
Stacy Brady	<i>TAP for Telephone Coordinator</i>
John Effinger	<i>Program Coordinator</i>
Alane Lynn	<i>Program Assistant</i>
Kristine Roof	<i>Administrative Assistant</i>
Brenda Whitlock	<i>TAP for Internet Coordinator</i>



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