**Assistive Technology Device Demonstration:**

**Quality Indicators**

**ATDD: QI**

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**Introduction**

Demonstrations of assistive technology (AT) devices are one of four state level activities conducted by Statewide AT Programs under the Assistive Technology Act of 1998, as amended (AT Act). Device demonstrations compare the features and benefits of a particular AT device or category of devices for an individual or small group of individuals. The purpose of a device demonstration is to enable an individual to make an informed choice. See Appendix A for a more detailed description of what is, and what is not, a device demonstration.

These quality indicators and accompanying status statements were developed to assist Statewide AT Programs to determine whether they are consistently delivering device demonstrations in a quality manner. Quality indicators will assist device demonstration programs to evaluate their program to identify strengths and needs for improvement. While each programs model varies, the quality of a device demonstration should not. Programs should be able to apply most of these quality indicators, regardless of delivery model. A Statewide AT Program can use this tool for self-assessment of its entire demonstration program or can use it to assess an individual demonstration delivery method though the instruments may need to be adapted depending on whether a single or multiple demonstration delivery methods are being assessed.

These tools are for self-assessment and program planning purposes only. Although the indicators incorporate key elements from the Rehabilitation Services Administration’s AT Act Program Review process, State Plan for AT, and AT Act data collection, these quality indicators are **not** used by RSA when conducting program reviews.

This document was developed by a work group facilitated by the National Assistive Technology Technical Assistance Partnership (NATTAP). This work group consisted of practitioners from Statewide AT Programs who brought their experience providing demonstrations to the task.

Quality indicators were developed to assist programs to determine the degree to which their device demonstrations:

* can be conducted in a statewide and comprehensive manner;
* provide access to quality technology;
* are effective;
* are provided by qualified personnel; and
* are followed by appropriate and comprehensive referrals, when necessary.

There are quality indicators and intent statements related to each of the bullets above. The intent statements aid in understanding what the quality indicator means or how it is implemented.

Throughout this document, consumers include individuals with disabilities, their families, and professionals who work with them.

These quality indicators represent attributes for demonstrations that are ideal practice, not minimum standards. The ability to implement these indicators is often limited by the availability of resources.

The appendix at the end of this document provides definitions of terms and relevant passages from the Instruction Manual and definitions for the Annual Report for State Grant for Assistive Technology Annual Progress Report.

Assistive Technology Device Demonstration:

Quality Indicators

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| Area A: Statewideness and Comprehensiveness of Demonstration Programs |
| 1. Demonstration programs have the capacity to serve consumers[[1]](#footnote-1) in all areas of the state.**Intent:** Demonstration programs are designed and implemented in a manner that makes it possible to provide demonstrations to people in all geographic areas of the state. This can be done using a variety of means, which may include but are not limited to a strategic central location, a network of centers, rotating demonstrations to various sites in the state, demonstrations delivered on-demand at requested locations, mobile demonstration units, and/or demonstrations conducted using distance technology.**Status: The demonstration program reaches:*** **up to 20% of the counties or other state defined geographic areas**
* **21 - 40% of the counties or other state defined geographic areas**
* **41-60% of the counties or other state defined geographic areas**
* **61-80% of the counties or other state defined geographic areas**
* **81-100% of the counties or other state defined geographic areas**

**2. Demonstration programs have the capacity to serve consumers of all ages across the range of functional needs.****Intent:** Demonstrations programs are designed and implemented in a manner that makes it possible to provide demonstration services to people regardless of their age, functional need, or type of AT needed because devices are available in more than one category of functional need. This can be done using a variety of means, which may include but are not limited to having a wide breadth of categories of devices available through each center/mobile unit, centers/mobile units that have specialty areas but network and share devices, agreements with entities throughout the state that ensure devices not in the possession of the program can be borrowed or otherwise provided when necessary. (See Appendix C for definitions of Categories of Functional Needs).**Status: The demonstration program has the capacity to provide device demonstrations in:** * **1 category of functional need**
* **2-3 categories of functional need**
* **4-5 categories of functional need**
* **6-7 categories of functional need**
* **8-10 categories of functional need**

**3. Demonstration programs have the capacity to demonstrate a wide array of assistive technology.****Intent:**  Demonstration programs are designed and implemented in a manner that makes it possible to compare the features and benefits of different devices because more than one type/brand of device within a functional category is available for demonstration. (See Appendix C for definitions of Categories of Functional Needs).**Status: The demonstration program can demonstrate multiple devices in:*** **1 category of functional need**
* **2-3 categories of functional need**
* **4-5 categories of functional need**
* **6-7 categories of functional need**
* **8-10 categories of functional need**
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| Area B: Access to Quality Technology |
| **1. Demonstration programs ensure that demonstrated devices are functioning appropriately.** **Intent:** Demonstration programs are designed and implemented in a manner that ensures the technology demonstrated is complete, in working order and in good condition. **Status: The demonstration program has:*** **formal, written procedures for ensuring the condition of devices**
* **procedures for identifying and removing non-functional devices**
* **procedures for servicing and repairing technologies**
* **training for staff/contractors on the procedures for ensuring the condition of devices**
* **a quality assurance mechanism to ensure consistent application of procedures and condition of devices**

**2. Demonstration programs ensure that technology demonstrated is current and available.****Intent:** The technology demonstrated is representative of assistive technology currently available to acquire, and for which technical supports are available. If only a previous version of the product is available for demonstration purposes, the demonstrator is able to effectively illustrate additional features available on newer version. If a consumer is interested in a specific device that is not available for demonstration, but a comparable one is available, the demonstrator can describe the differences in features and applications of both devices. The demonstration program keeps up with new and updated AT. **Status: The demonstration program has:*** **formal, written procedures for ensuring the currency and availability of devices**
* **training for staff/contractors on the procedures for ensuring the currency and availability of devices**
* **a quality assurance mechanism to ensure consistent application of procedures and currency/availability of devices**
* **procedures for updating inventory and upgrading technologies**
* **procedures for identifying and removing old technologies**
* **procedures for appropriate disposal/reuse of technologies no longer used for demonstrations**
 |
| Area C: Conduct of Effective Demonstrations |
| **1. Demonstration programs have the capacity to deliver demonstrations of** **consistent quality that meet the needs of the consumers receiving the demonstration.** Intent: All device demonstration participants have the same quality of experience, but this does not necessarily mean that all demonstrations are performed in the same way. Device demonstrations proceed in a logical and planned fashion. **Status: The demonstration program has:*** **formal written procedures for the conduct of demonstrations**
* **training for staff/contractors on the procedures for the conduct of demonstrations**
* **a quality assurance mechanism to ensure consistent application of procedures and consistency of demonstrations**

**2. Demonstrations are consumer responsive.** Intent: Demonstrations for individuals with disabilities, family members, and professionals take into account a person’s full spectrum of needs (e.g. disability, language, age culture). Information necessary to tailor the demonstration, and prepare the consumers for the demonstration, is exchanged before the demonstration (unless it is a walk-in). The demonstration is provided in a timely manner.**Status: The demonstration program has:*** **intake forms or other measures in place to gather information from consumers prior to demonstration**
* **procedures in place to protect the privacy and information of consumers receiving demonstrations**
* **the flexibility and staffing to schedule a demonstration at a mutually agreeable time and for a mutually agreeable duration**
* **an accessible location**
* **access to interpreters**
* **formal, written procedures for tailoring the demonstration to an individual’s needs**
* **training for staff/contractors on the procedures for tailoring the demonstration to an individual’s needs**
* **a quality assurance mechanism to ensure consistent application of procedures and consistency of demonstrations**

**3. Demonstration programs assist consumers to compare features and benefits of various devices.** **Intent:** Demonstrators provide an explanation and description of the features and range of benefits of various AT devices in order for consumers to make an informed decision about the potential categories of devices and related services that may benefit them.**Status: The demonstration program has:*** **formal, written procedures for comparing the features and benefits of devices during demonstrations**
* **training for staff/contractors on the procedures for comparing the features and benefits of devices during demonstrations**
* **a quality assurance mechanism to ensure consistent application of procedures and consistency of demonstrations**
* **product information that summarize the devices demonstrated**

**4. Demonstrations include guided, hands-on exploration of devices.**Intent: Demonstrations provide opportunities for individuals with disabilities and others involved in the demonstration to interact directly with the device with the support of a knowledgeable professional. This can be done via distance technology if the distance technology allows for real-time interaction and the demonstration recipient has the device in hand and can be guided remotely or the demonstrator has the device on his/her end and can show its features. Referring a consumer to a static website without interaction is not considered a device demonstration, but rather an awareness activity. **Status: The demonstration program has:*** **real time interaction directly with the device for the consumer**
* **knowledgeable individual conducting demonstrations either in person or remotely**
* **meaningful instruction guides provided in accessible formats**

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| **5. Demonstrations are provided by qualified individuals with appropriate knowledge and skills.****Intent:** Those conducting demonstrations have the skills to help diverse consumers regardless of age, culture, and disability and compare the features and benefits of devices in ways relevant to the demonstration recipients. Qualifications, knowledge,and skills can be gained in numerous ways, from appropriate certifications to being a user of an AT device being demonstrated. Demonstrators provide appropriate referrals.**Status: The demonstration program has:*** **requirements for ensuring the knowledge and skills of demonstrators is up-to-date**
* **procedures to ensure that demonstrators access ongoing training opportunities related to the technology they demonstrate**
* **procedures to ensure that demonstrators access ongoing training opportunities related to cultural and disability competence**
* **procedures for assigning demonstrators whose skills and knowledge match the needs of the demonstration recipient**
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| Area D: Appropriate Comprehensive Referrals |
| **1. Demonstration programs are able to provide comprehensive referrals to other sources of information or assistance if a need emerges from the demonstration.****Intent:** The program has up-to-date resources that provide the consumer with sufficient information to contact sources directly to obtain additional information or services. **Status - The program has:*** **information about national, state and local assistive technology suppliers, providers, and repair services**
* **information about funding sources for AT**
* **information about AT professionals and service providers, such as evaluators and rehabilitation engineers**
* **mechanisms for ensuring the referral information is up-to-date**
* **mechanisms for ensuring the referral sources offer quality services/information**
* **guides to help demonstration recipients interact with entities to which they are referred**
* **policies and procedures to ensure unbiased referrals**
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**Appendix A: Description from the Instruction Manual for Annual Report for State Grant Program**

**Device Demonstration Description**

Device demonstrations compare the features and benefits of a particular AT device or category of devices for an individual or small group of individuals. The purpose of a device demonstration is to enable an individual to make an informed choice.

Whenever possible, the participant should be shown a variety of devices. Device demonstrations should not be confused with training activities at which devices are demonstrated. Training activities are instructional events designed to increase knowledge, skills, and competencies, generally for larger audiences.

Device demonstrations also should not be confused with public awareness activities at which devices are demonstrated. The key difference is that device demonstrations are intended to enable an individual to make an informed choice rather than merely making him or her aware of a variety of AT.

In a device demonstration for an individual, guided experience with the device(s) is provided to the participant with the assistance of someone who has technical expertise related to the device(s). This expert may be in the same location as the participant or may assist the participant through Internet or distance learning mechanism that provides real-time, effective communication to deliver the necessary device exploration.

A demonstration is characterized by its interactive nature whereby the participant can interact with an expert to increase their knowledge and understanding about the details and functions of a device; the participant drives the demonstration and has the ability to interact and have their individual questions about the device addressed. If the demonstration is conducted via the internet or distance learning mechanism it must be a real-time, interactive demonstration that provides one-on-one assistance to the participant. A web-based demonstration that is archived or is a static presentation without interaction is considered an awareness activity, not a demonstration.

If a demonstration is to be conducted without the participant having direct (hands-on) access to the devices to be demonstrated, the interaction must be structured to ensure the device can be adequately explored to enable decision-making. For many types of AT devices, it will not be possible to provide adequate interaction in a demonstration without the device being in the hands of the participant.

**Appendix B: Passages from the Assistive Technology Act of 1998**

**as amended, Public Law 108-364**

**(D) Device demonstrations**

(i) **In general**.--The State shall directly, or in collaboration with public and private entities, such as one-stop partners, as defined in section 101 of the Workforce Investment Act of 1998 (29 U.S.C. 2801), demonstrate a variety of assistive technology devices and assistive technology services (including assisting individuals in making informed choices regarding, services), using personnel who are familiar with such devices and services and their applications.

(ii) **Comprehensive information**.--The State shall directly, or through referrals provide to individuals, to the extent practicable, comprehensive information about State and local assistive technology venders, providers, and repair services.

**Definition: Comprehensive Statewide Program**

Comprehensive statewide program of technology-related assistance.--The term `comprehensive statewide program of technology-related assistance' means a consumer-responsive program of technology-related assistance for individuals with disabilities, implemented by a State, and equally available to all individuals with disabilities residing in the State, regardless of their type of disability, age, income level, or location of residence in the State, or the type of assistive technology device or assistive technology service required.

**Definition: Assistive Technology**

**(3) Assistive technology**.--The term `assistive technology' means technology designed to be utilized in an assistive technology device or assistive technology service.

**(4) Assistive technology device**.--The term `assistive technology device' means any item, piece of equipment, or product system, whether acquired commercially, modified, or customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities.

**(5) Assistive technology service**--The term `assistive technology service' means any service that directly assists an individual with a disability in the selection, acquisition, or use of an assistive technology device. Such term includes--

(A) the evaluation of the assistive technology needs of an individual with a disability,

 including a functional evaluation of the impact of the provision of appropriate assistive technology and appropriate services to the individual in the customary environment of the individual;

(B) a service consisting of purchasing, leasing, or otherwise providing for the acquisition of assistive technology devices by individuals with disabilities;

(C) a service consisting of selecting, designing, fitting, customizing, adapting, applying, maintaining, repairing, replacing, or donating assistive technology devices;

(D) coordination and use of necessary therapies, interventions, or services with assistive technology devices, such as therapies, interventions, or services associated with education and rehabilitation plans and programs;

(E) training or technical assistance for an individual with a disability or, where appropriate, the family members, guardians, advocates, or authorized representatives of such an individual;

(F) training or technical assistance for professionals (including individuals providing education and rehabilitation services and entities that manufacture or sell assistive technology devices), employers, providers of employment and training services, or other individuals who provide services to, employ, or are otherwise substantially involved in the major life functions of individuals with disabilities; and

(G) a service consisting of expanding the availability of access to technology, including electronic and information technology, to individuals with disabilities.

**Appendix C: Categories of Functional Need from the Instructional Manual for the Annual Report for State Grant for Assistive Technology Program**

Throughout the reporting system you are asked to classify the devices provided. There are 10 categories for classifying devices and disabilities by functionality:

* Vision
* Hearing
* Speech communication
* Learning, cognition, and developmental
* Mobility, seating, and positioning
* Daily living
* Environmental adaptations
* Vehicle modification and transportation
* Computers and related
* Recreation, sports, and leisure

**Definitions**

* Vision: Products designed to assist with vision.
* Hearing: Products designed to assist with hearing.
* Speech Communication: Products designed to assist with speaking and face-to-face communication for individuals with speech disabilities.
* Learning, Cognition, and Developmental: Products to provide people with disabilities with access to educational materials and instruction in school or other environments; products that assist with learning, and cognition.
* Mobility, Seating, and Positioning: Products whose main focus is on augmenting or replacing the functional limitations of an individual’s mobility.
* Daily Living: Devices that enhance the capacity of people with disabilities to live independently, especially AT that assists with Instrumental and other Activities of Daily Living (ADLs, IADL’s) such as dressing, personal hygiene, bathing, home maintenance, cooking, eating, shopping, and managing money.
* Environmental Adaptations: Environmental and structural adaptations to the built environment that remove or reduce barriers and promote access to and within the built home, employment and community facilities for individuals with disabilities. Environmental adaptations usually involve building construction, engineering, and architecture, but also include environmental controls and switches that can control a large portion of or an entire living environment. Environmental adaptations are typically permanent structures, modifications or additions.
* Vehicle Modification and Transportation: Products that give people with disabilities independence and enhance safely in transportation through adaptation of vehicles.
* Computers and Related: Hardware and software products that enable people with disabilities to access, interact with, and use computers at home, work, or school. Includes modified or alternate keyboards, switches activated by pressure, touch screens, special software, voice to text software.
* Recreation, Sports, or Leisure Equipment: Products not already classified in other categories that help persons with disabilities participate in sport, health, physical education, recreation, leisure, and dance events.
1. Throughout this document, consumers include individuals with disabilities, their families, and the professionals who work with them. [↑](#footnote-ref-1)