



Pass It On
C E N T E R

... the National AT Reuse Center



Pass It On Center: Expanding the Outreach of Assistive Technology

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Objectives

- **To identify and define four types of AT reuse**
- **To learn about three resources to establish an AT reuse network**
- **To learn how to access resources, including local reuse programs, through the Pass It On Center website**



WHY REUTILIZE AT?

We should reuse AT because:

- × Large numbers of individuals still lack insurance.
- × Even those insured may lack coverage for needed AT, be unable to afford the co-pay, or experience delays in acquiring a needed device.
- × Compliance is improved when users have a trial period on a device to ensure appropriateness.
- × Individuals sometimes need a second device for school or workplace.
- × Reuse minimizes the impact on economic and environmental resources.



was born of ‘the perfect storm’.

- **Reauthorization of the Assistive Technology Act**
- **New Freedom Initiative**
- **Interest from OSERS’ leadership**
- **Hurricane Katrina**



Pass It On Center

- Was funded by the U.S. Dept. of Education/ Rehabilitation Services Administration (2006-2013); is administered by Georgia's Tools for Life and operates as a program of AMAC Accessibility Solutions and Research Center in Georgia Tech's College of Architecture
- Promotes the ***safe, effective and appropriate*** reuse of lightly-used assistive technology
- Provides technical assistance to the 56 state and territorial AT Act Programs and other organizations engaging in AT reutilization

We are the “go to” resource for AT reuse!

Safe: A focus on sanitization practices, device tracking

- × Sanitization: policies and procedures, tile rooms (Paraquad and FODAC), automated cleaning devices, worker training
- × Tracking devices for warnings, recalls



Appropriate: Right device, training for proper use



Paraquad's Mobility Training Course

- Use AT professionals to match devices
- Provide training in the use of the device



Safe, Effective and Appropriate:
TYPES OF AT REUSE



Types of Reuse Activities

× Device Exchange

- + Online exchange of devices between owner or donor and new user; Want-Ad Digest/e-Bay for AT

× Device Reassignment/Redistribution

- + Assignment of a previously used device to a new user

× Device Refurbishment

- + Devices accepted (usually by donation) into an inventory, repaired, sanitized, and/or refurbished as needed; and then offered for sale, loan, rental, or gift to consumers.

× Open-Ended Loan

- + Borrower can keep the device as long as needed, but program retains ownership

× Recycling

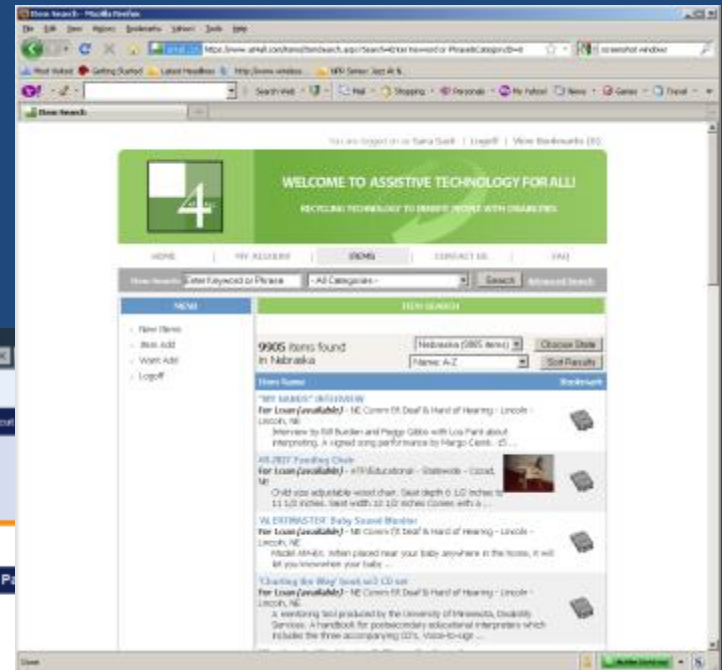
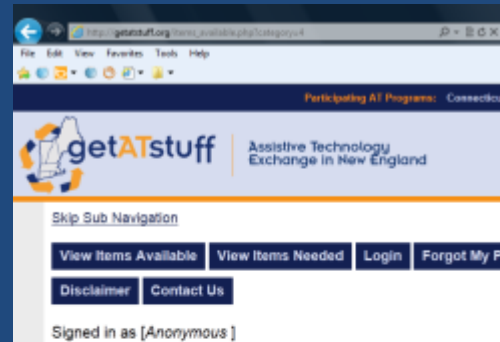
- + End of life breakdown into spare parts or disposal

Reuse through Exchange programs

Exchange takes place between owner/donor and new user without intervention by the AT Reuse Program.

AT4ALL is used by many states to provide exchange opportunities. getATstuff serves New England.

Commercial sales on e-Bay and Craig's list are another form of exchange.



Reuse through Reassignment

- × Some programs accept donated items and pass them on to new users
- × AT School Swap and School Share in New England are actually reassignment programs of unused devices donated from school inventories with professionals matching appropriate devices to students.



Reuse through Repair and Refurbishing

Many AT Act Programs partner with nonprofit organizations to create a networked program to accept donated items for repair and refurbishing. Those items are then given or sold to new users.

Sometimes nonprofit organizations operate independent refurbishing programs.

- ✘ The Kansas Equipment Exchange partners with CILs, nonprofits, Medicaid and commercial suppliers to refurbish devices for Kansans.
- ✘ Project MEND, a nonprofit in San Antonio, refurbishes AT for area citizens.
- ✘ Paraquad, a CIL in St. Louis, operates a refurbishing and repair program for clients.

Reuse through Device Loan

- ✖ Organizations that loan AT to people in need is exemplified by many organizations that serve people with specific disabilities, by some faith-based ministries, and by AT Act Programs that offer demonstration loans to try devices.

The Convalescent Aid Society has been loaning DME to residents of Pasadena and San Gabriel County since 1923!

REUSE THROUGH *RECYCLING*: END-OF-LIFE DISPOSAL

- + Broken beyond repair?
- + Too expensive to repair?
- + Unsafe to reassign?
- + Does not meet acceptable specifications?
- + Usable parts that can be removed for reuse?

Alert: Has the device been recalled or discontinued?





*Don't have a reuse
program or network?
Start one!*

Identifying Partners and Successful Practices to
ESTABLISH AN AT REUSE NETWORK

Who are the stakeholders?

- Uninsured, underinsured or individuals waiting for AT: Prospective customers for reuse
- Professionals who encounter customers with an unmet need for AT
- Agencies and organizations who serve people with disabilities
- Healthcare providers
- People with unused AT
- Manufacturers and suppliers of AT
- Board or Advisory Council
- Private insurance companies

Partner to Create Reuse Networks

- × Successful programs are usually partnerships among some of these supporters of reuse:
 - + **One of the 56 AT Act Programs**
 - + **Nonprofits engaged in reuse**
 - + **Organizations or agencies that support or provide services to individuals with specific disabilities**
 - + **Manufacturers and/or Suppliers of AT**
 - + **Civic organizations**
 - + **Veteran's groups**
 - + **Centers for Independent Living**
 - + **Donors**
 - + **Volunteers**



Why pursue public-private partnerships?

- × Limited government resources, and the reality of diminishing funding, point to need for increased private and community involvement
- × Shared allocation of risk
- × Increased sustainability for programs
- × Enhanced community support

Build relationships in the healthcare community

- × Tap into the medical services of the largest healthcare providers in the area
 - + Requires a lot of networking, weaving
 - + Takes time to build awareness
 - + Medical group gets access to devices to improve outcomes
- × FREE Foundation, VA, has space donated at three healthcare facilities
- × Project MEND works closely with county, city and University Medical Center
- × FODAC assists Atlanta's largest public hospital and contracts with a smaller one

Partner with programs that train AT professionals

× Paraquad

- + Washington Univ. OT program

× FREE Foundation:

- + Partnerships with five college or university PT, OT or PTA programs

× Students get

- + On-site training in sanitization, repair and matching of AT
- + Experience with patients and devices
- + Awareness of reuse resources

Start or improve with communication

- ✖ Convene a meeting of interested stakeholders (or existing supporters).
- ✖ Identify all who could benefit from expanded AT reuse and invite them to the table.
- ✖ Invite a reuse veteran reuse leader to facilitate the gathering.
- ✖ Identify needs and opportunities; resources and constraints.



Build Community Support

- ✖ Collaborate with all agencies and organizations that serve the same populations for similar needs.
- ✖ Work with community organizations to create awareness of the reuse program.
- ✖ Become a recognized contributor to the community.



Example: Kansas' Statewide Reuse Program

- × Partnership among Kansas AT Act Program, Medicaid, CILs, DME suppliers
- × Started in 2003
- × Uses AT Access Sites as distribution centers



Example: Alabama's Diverse AT Reuse Partnerships

WASTE NOT (2002)

Huntsville

*United Cerebral Palsy of
Huntsville & Tennessee Valley*

ReMEDy (2010)

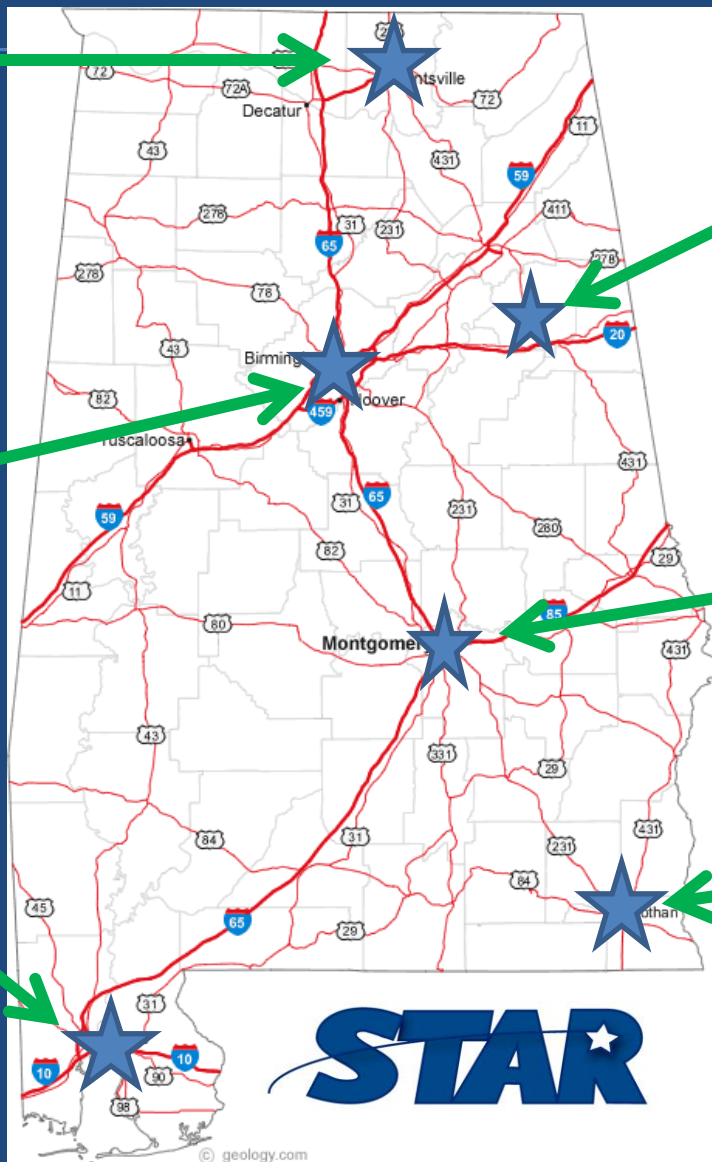
Birmingham

Birmingham Baptist Association

Mobile Reuse Program (1997)

Mobile

*Goodwill Easter Seals
of the Gulf Coast*



3-R Project (1999)

Anniston

*Opportunity
Center – AL
Easter Seals*

CARE Project (2007)

Montgomery

*Easter Seals
Central Alabama*

The R.E.A.L. Project (2010)

Dothan

*Wiregrass Rehab
Center/Jon Lee
Foundation*

Consider Issues that Affect Reuse Programs

- + Legal issues, including compliance with federal and state laws, liability and reimbursement
- + Development of policies and procedures to implement best practices (based on Indicators of Quality for AT Reuse)
- + Playing a role in emergency response
- + Building relationships among reuse programs, device manufacturers and device suppliers
- + Creating a sustainable financial base

Build an Annual Operating Budget

Service Goals

Budget

Contingency Plan

Before budgeting, set goals consistent with the program's mission and resources

Build a budget to achieve the goals

Make a contingency plan to deal with income shortfalls or unanticipated expenses

Plan to Measure Output

- Number of usable devices donated
 - Value of donated devices
 - Number of devices reassigned
 - Number of individuals served
 - Value of reassigned AT
- Most helpful tool: a good inventory system with flexible reporting capabilities (Kansas, Paraquad, Project MEND, AT4ALL and others)



Use Business Analysis

- Kansas led the way in recommending that programs apply a standard business practice and calculate Return on Investment.
 - This calculation requires only the total program expenses and the value of equipment made available for reuse.
 - Calculation: Divide NET value (value of reused equipment minus total program expenses) by expenses to derive return percentage or return for each dollar invested.
 - *Use this calculation to demonstrate the value gained from investment in reuse – with potential donors and legislators.*

Plan for sustainability

SUSTAINABILITY

...is the ability, at its most basic, to survive in perpetuity.

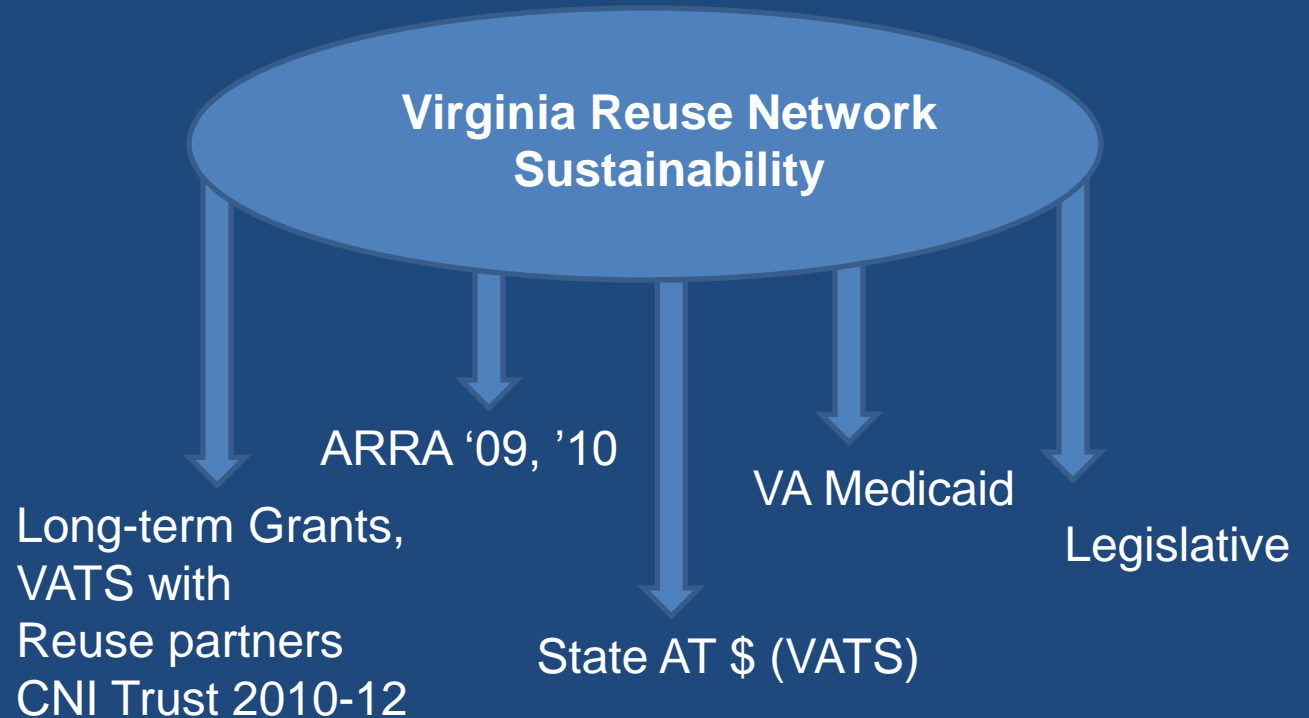
Can you imagine the need for safe, appropriate and affordable AT disappearing?

No? Then, shouldn't your reuse program operate as long as the need persists?

VIRGINIA'S "5-LEGGED STOOL"

A diversity of grants and government sources

Sources of Income





Technical Assistance to Expand AT Reuse: **HOW PASS IT ON CENTER CAN HELP**

Technical Assistance for Reuse Programs

- × To establish a national network of reuse programs
- × To facilitate the exchange of information among reuse programs
- × To promote device reuse to individuals with disabilities and others
- × To develop plans for AT reuse to meet the needs of individuals with disabilities and others
- × To facilitate response to emergencies and disasters for users of assistive technology

Technical Assistance in Many Forms

- + Facilitates State AT Reuse Summits
- + Provides direct Technical Assistance on site when requested
- + Provides guides for starting a program, developing budgets and developing strategic plans
- + Responds to telephone or e-mail requests for Technical Assistance on specific topics, including significant assistance with start-up programs
- + Provides education and training for reuse program leaders

Online Tools to Serve Programs and Customers

- + **Pass It On Center web site**
- + **Locations Database**
- + **Indicators of Quality for AT Reuse with an Online Program Assessment Tool**
- + **Knowledge Base**
- + **NEED AT prototype**
- + **Video Project**
- + **Social Media**
- + **Newsletters**

Use the resources on our website www.passitoncenter.org

The screenshot displays the homepage of the Pass It On Center, which is identified as "the National AT Reuse Center". The website features a green and white color scheme. At the top, there is a navigation bar with tabs for Home, National Task Force, Knowledge Base, IQ-ATR, Webinars, Reuse Locations, Emergency Management, and Find AT. Below this is a search bar and a "Change Text Size" option. The main content area is divided into several sections: "Technical Assistance and Training Survey" (highlighted in red), "AT Reuse Certification", "Spotlight On...", "Important Product Recall Info", and "Welcome". The "Technical Assistance and Training Survey" section includes a call to action for feedback and a link to the survey. The "Welcome" section describes the center's mission and lists its goals. The "Find Reuse Locations" section features a map of the United States. The "Spotlight On..." section highlights a new resource about emergency preparedness. The "Important Product Recall Info" section mentions medical device recalls from the U.S. FDA. The "Welcome" section also includes a "Our Mission" statement and a list of goals.

Pass It On
CENTER
... the National AT Reuse Center

Home National Task Force Knowledge Base IQ-ATR Webinars Reuse Locations Emergency Management Find AT

Web Site Search

Connected with Us

Events

Centers for Independent Living and AT Reuse National Conference
December 12 - 13, 2012
Atlanta, GA at the Georgia Tech Hotel
[Conference Archives](#)

Find Reuse Locations

Would you like to learn more about what your state is doing to reuse assistive technology for people with disabilities? [Click on your state link or on the map to view locations of programs.](#)

Are you a program that practices safe and appropriate reuse of assistive technology or durable medical equipment? Are you listed in the National Reuse Locations Database? [Learn how to register your program.](#)

Technical Assistance and Training Survey

Pass It On Center Technical Assistance and Training Survey

We need your feedback!

The Pass It On Center team is interested in getting your feedback about your experiences in receiving technical assistance and training support. [Please take a moment to complete the survey.](#) We would like to have your responses back by Friday, October 18.

Your evaluation of the Pass It On Center technical assistance and training performance will be included in our final report to the U. S. Department of Education. We welcome your comments and encourage you to share your thoughts about future work to increase access to high quality reusable assistive technology.

If you have any questions or need further assistance please contact Liz Persaud at lpersaud@cefi.gatech.edu

We ask that you please forward this survey to others who may have received technical assistance and training support from the National Pass It On Center.

Welcome

The Pass It On Center is creating national and state resources to foster the appropriate reuse of AT so that people with disabilities can get the affordable AT they need in order to live, learn, work and play more independently.

Our Mission

The Pass It On Center, the National Assistive Technology Device Reutilization Coordination and Technical Assistance Center, will foster improvements in AT reuse practices and network among AT Reuse programs by:

- Creating a national network to help current and emerging reuse programs share information to improve their services.
- Providing technical assistance and support to current and emerging programs by conducting site visits, teleconferences and monthly webinars.
- Forging relationships and working with AT vendors and manufacturers to identify areas of mutual concern and collaboration by having a presence at national AT conferences.
- Identifying successful practices and quality indicators of AT reuse programs and promoting their use through an online [Knowledge Base](#) and program assessment tool, known as [Indicators of Quality for AT Reuse \(IQ-ATR\)](#).
- Exploring collaboration with public and private organizations that are interested in effectively reutilizing AT they purchase.
- Promoting public awareness of the economic and environmental benefits of AT reuse.

AT Reuse Certification

Interested in Accreditation for your AT Reuse Program? Please take this [brief survey](#).

Spotlight On...

New resource about emergency preparedness for people who use AT!

A new customizable brochure prepared by the Institute on Disabilities at Temple University, in collaboration with the Pass It On Center, is now available at no charge. Visit the [Emergency Management](#) for more info.

Important Product Recall Info

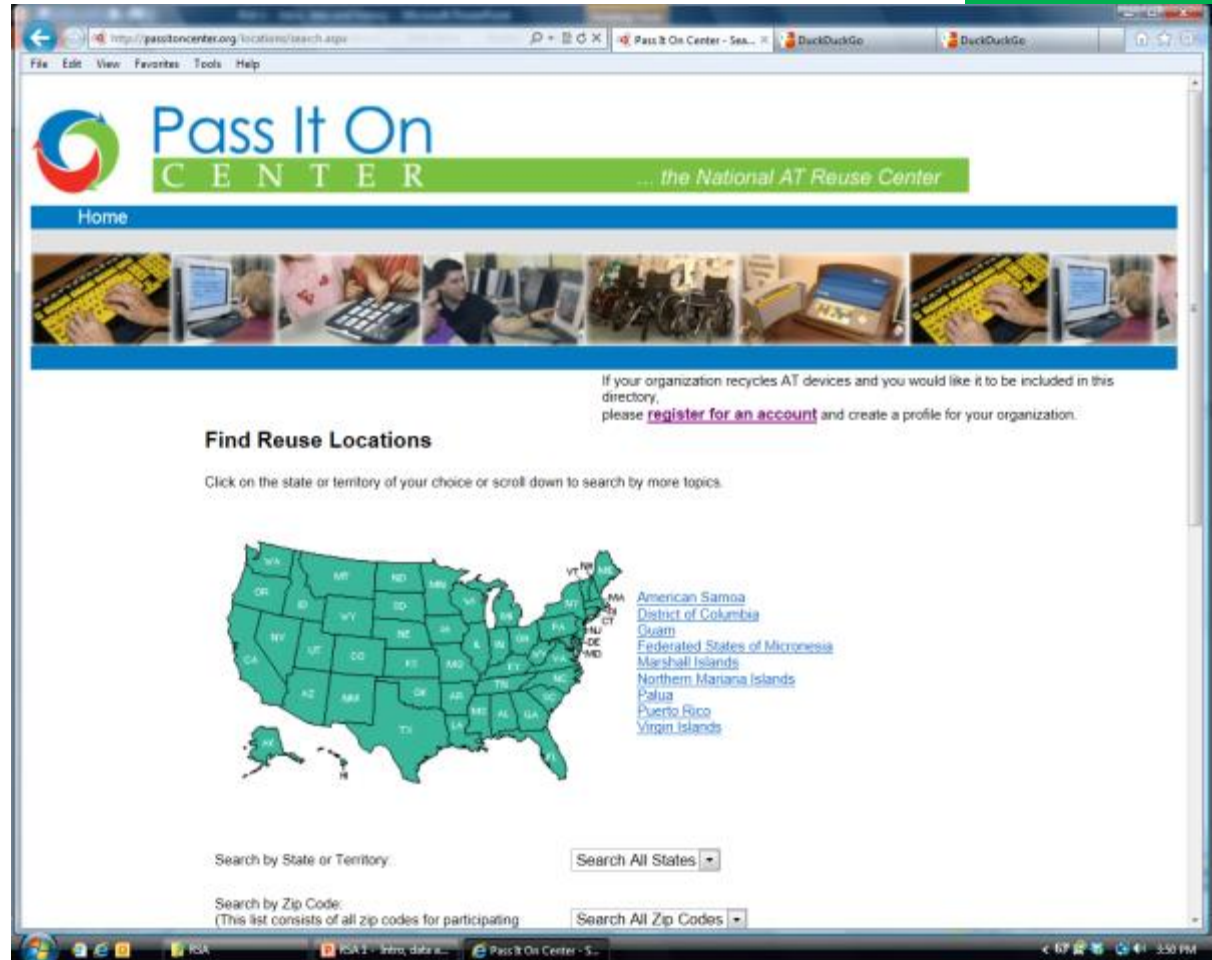
[Medical Device Recalls from the U.S. FDA](#)

[Essential Rollator - W1700](#)

Locations Database: Profile your Program, or Find a Program

If your reuse program isn't in the database, please create a profile so others will know about your work and customers can find you!

- ✓ **Programs create a profile**
- ✓ **Users locate programs by state or activity**
- ✓ **Currently there are 221 program profiles!**



Use the Knowledge Base

1,150+ objects includes more than

- 376 articles
- 572 attachments (models, examples, forms)
- 202 links to videos, publications, websites

Best Practices: Policies and Procedures

Sample Documents
from Reuse Programs

Models

Conference
Presentations

Videos of
Programs

Links to
Other
Resources

Modules in Knowledge Base

- Program Operations
- User Services
- Marketing
- Emergency Preparedness
- Supplier and Manufacturer Relationships
- Organizational Structure and Governance
- Accounting
- Management
- Human Resources
- Sustainability

Also: Presentations from Major Conferences
Links to videos, publications, resources

Pass It On Center Video Project

Showcases reuse programs with tours, interviews, sanitization models and more



PIOC YouTube Channel

<http://www.youtube.com/PassItOnCenter>

- × Videos showcase program operations: tours of the program, sanitization practices, warehouse organization, success stories, and much more.
- × Program leaders explain unique programs and sustainability strategies.
- × Videos are in the process of being captioned.

Join live webinars.

Access archived webinars.

Help!

- ✓ Webinars provide education and training on topics of value to reuse programs.
- ✓ Continuing education credits available to AT professionals
- ✓ Past webinars are archived online for future use on demand at not cost.

Speakers from reuse programs or others with special expertise



Linda Jaco



Kerri Morgan



Sara Sack

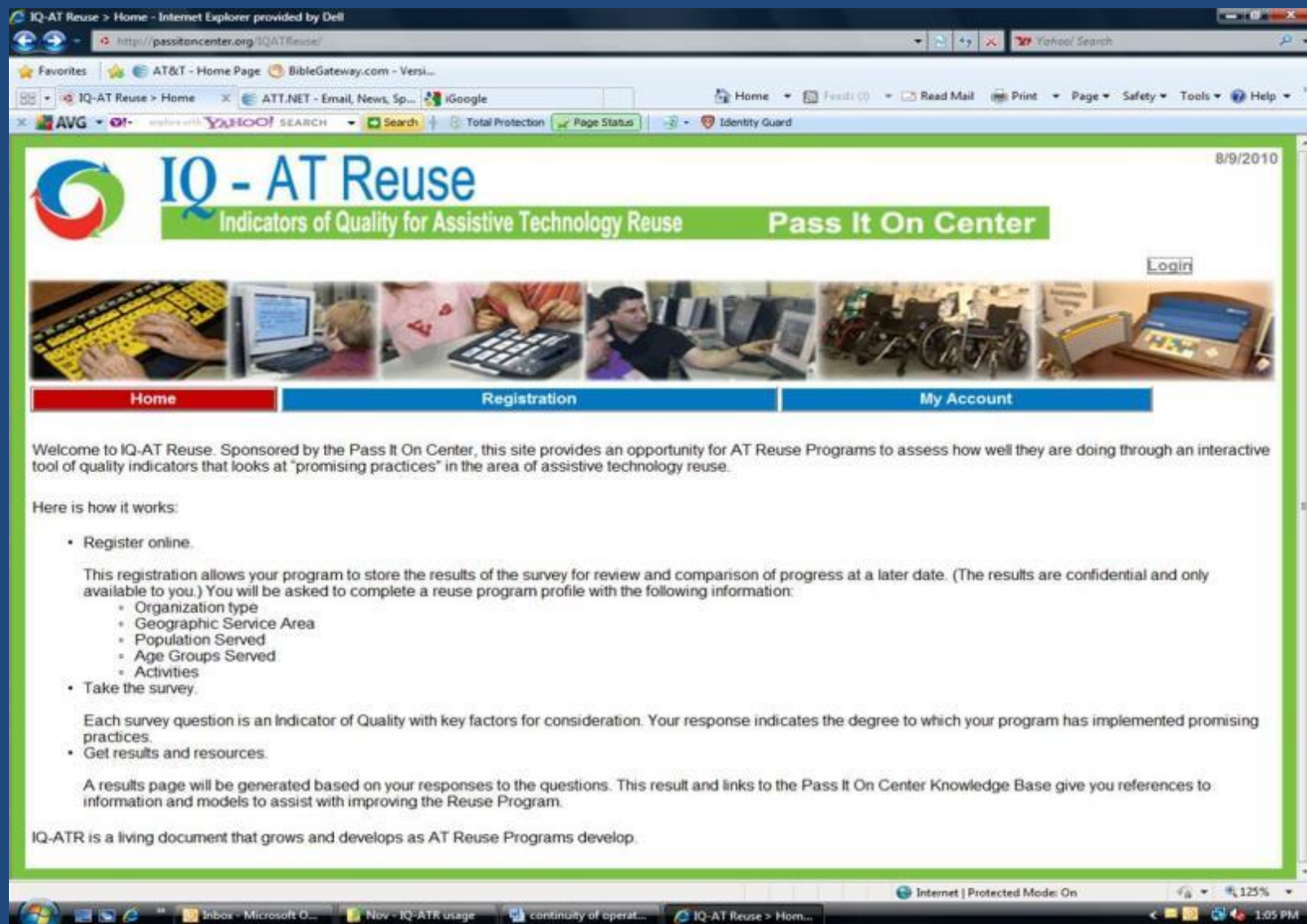
www.passitoncenter.org

Use Indicators of Quality for AT Reuse

Promising practices by key category with factors for consideration in evaluating how well a program complies

- Developed through a national collaborative effort in 2009
- Enhanced with an Online Program Assessment Tool for ease of use
- IQ-ATR report and the online tool available on PIOC website

Evaluate your reuse program with the Online Program Assessment Tool



The screenshot shows the IQ-AT Reuse website in Internet Explorer. The browser's address bar displays <http://passitoncenter.org/IQATReuse/>. The website's header features the IQ-AT Reuse logo, the text "Indicators of Quality for Assistive Technology Reuse", and "Pass It On Center". A "Login" link is visible in the top right corner. Below the header is a navigation bar with "Home", "Registration", and "My Account" links. The main content area includes a welcome message, a description of the tool, and instructions on how to use it. The instructions are as follows:

Welcome to IQ-AT Reuse. Sponsored by the Pass It On Center, this site provides an opportunity for AT Reuse Programs to assess how well they are doing through an interactive tool of quality indicators that looks at "promising practices" in the area of assistive technology reuse.

Here is how it works:

- Register online.
This registration allows your program to store the results of the survey for review and comparison of progress at a later date. (The results are confidential and only available to you.) You will be asked to complete a reuse program profile with the following information:
 - Organization type
 - Geographic Service Area
 - Population Served
 - Age Groups Served
 - Activities
- Take the survey.
Each survey question is an Indicator of Quality with key factors for consideration. Your response indicates the degree to which your program has implemented promising practices.
- Get results and resources.
A results page will be generated based on your responses to the questions. This result and links to the Pass It On Center Knowledge Base give you references to information and models to assist with improving the Reuse Program.

IQ-ATR is a living document that grows and develops as AT Reuse Programs develop.

Based on the Indicators of Quality for AT Reuse

- × Program Operations
- × User Services
- × Marketing
- × Emergency Preparedness
- × Supplier and Manufacturer Relationships
- × Organizational Structure and Governance
- × Accounting
- × Management
- × Human Resources
- × Sustainability

Use as a guest or create an account



More Online Communities

Follow the EM Blog

- Blog follows Emergency Management issues for people with functional needs.
- When a disaster happens, PIOC will coordinate and share requests for AT with reuse programs that can provide assistance.

www.passitoncenter.org

Summits on AT Reuse

Pass It On Center facilitates gatherings of AT Act Program staff and other interested organizations and agencies to plan for new or improved AT reuse programs.

- 21 states have held summits or focus groups.
- Several states reported securing additional leveraged funding as a result of Summits.




Assistive Technology Industry Association Conferences

Help!

PIOC has presented
60+ sessions on reuse
and
Four Pre-conferences
on Starting or Improving
Reuse Programs




Creating a national exchange site




NEED^{AT}

The National Equipment Exchange Depot



[Home](#)
[FAQs](#)
[Join](#)
[My Account](#)
[Search Items](#)
[Partners](#)

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[\[Login \]](#)

To Search for an item, you may select from the Categories Below or use the type a value into the Search bar along the left menu.

Category of Item:

Name of Item contains the following text:

Only registered users may see the full details.

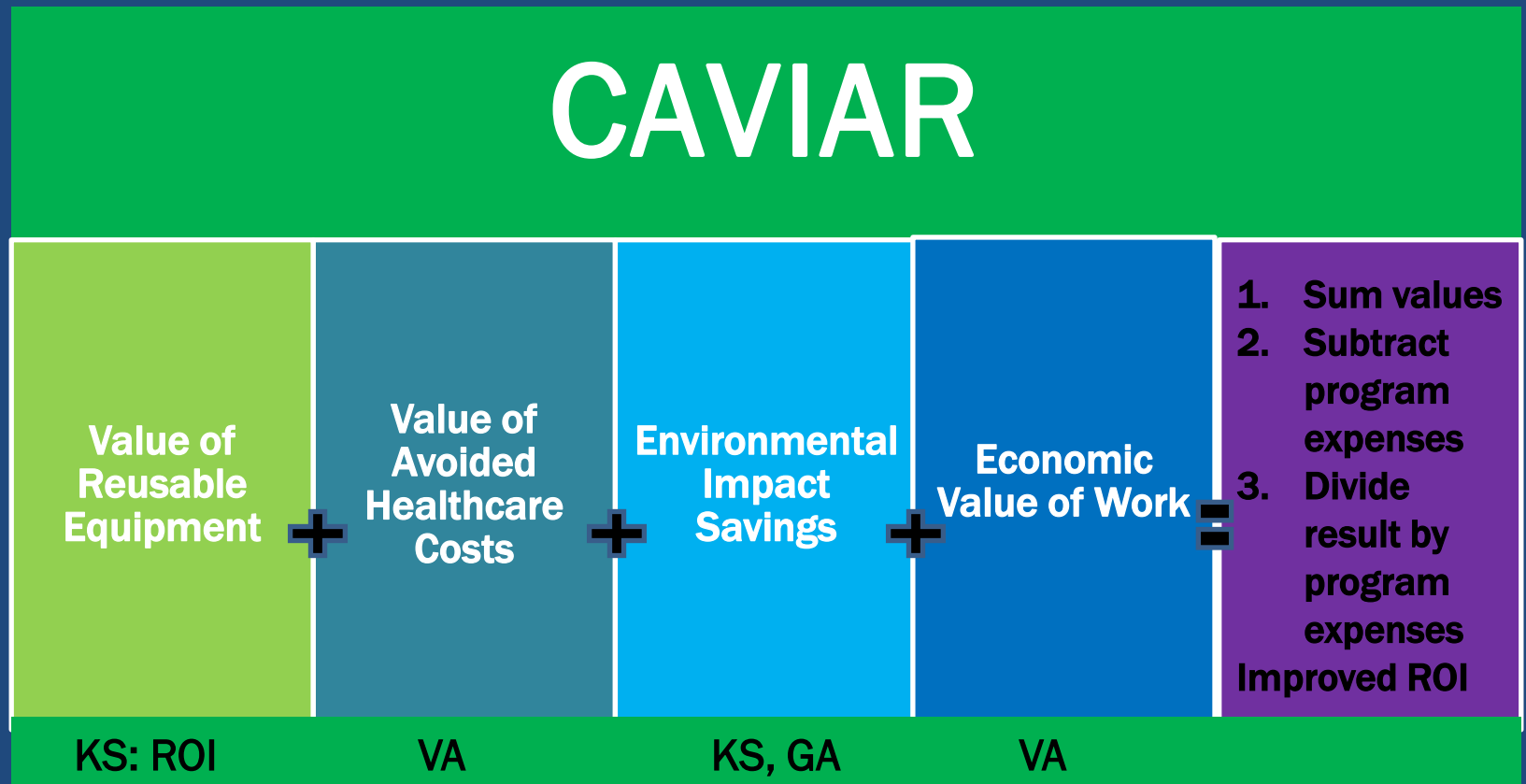
	Item Name	Item Description	Location City	Location State	Item Number
Full Details	Rifton Potty Chair	ID E849 - 2004 Size: Large	powder springs	GA	1
Full Details	Touch Window Screen	Touch Window Screen. Fits on computer monitor for those who can't work with a mouse. (Works great...just got child a bigger monitor.) Condition: Excellent	60	Edmark	Computers & Related 2

Helping to Sustain AT Reuse Programs

- Webinars on fundraising, acquisition of donations, fee-based revenue
- Education about the use of business analysis (especially return on investment) to leverage funding
- Education on how to get reuse employees certified for their roles, how to get programs accredited

PIOC is conducting research to expand ROI analysis to include more than the value of reused equipment

Calculation of an Approximate Value of Investment in AT Reutilization



Education for Reuse Programs

- + Hosts National and Regional Reuse Conferences
- + Presents annual strand of Webinars (over 50 archived for free future use)
- + Presents at ATIA and other national conferences



PIOC leads the way in promoting AT Reuse in Emergency Management

- + National Leadership Summit on AT Reuse and Emergency Management
 - × Washington, DC, February 2010
- + FEMA Region Summits on AT Reuse and Emergency Management
 - × Region IV, Atlanta, April 2011
 - × Region III, Philadelphia, September 2011
 - × Region VI, Houston, April 2012
- + Florida Summit on AT Reuse and Emergency Management
 - × FL Independent Living Council co-hosted, Orlando, January 2012

Ongoing EM Initiative



- × Regional Summits in remaining Federal Emergency Management Agency (FEMA) regions
- × Memorandum of Understanding with FEMA
- × Infrastructure to support safe, appropriate, effective reuse in emergencies and continuity of effort for permanent devices
- × Collaboration with National Voluntary Organizations Active in Disaster (VOAD) and other stakeholders

TA for Medicaid Partnerships

× Consulting:

- + Dr. Sara Sack has consulted with **18** states.

× August 2012 Webinar:

- + Reviewed models and experiences
- + Defined some of the issues
- + Prompted immediate action by two states

× How-to Guide

A document for reuse program leaders and Medicaid administrators examining successful models, providing guidance in exploring the issues and the process of expanding reuse in partnership with Medicaid

Release pending

REVIEW

- Can you name four types of AT reuse?
- What are three resources to help you establish an AT reuse network?
- What is the one website that will help you access resources, including local reuse programs?

QUESTIONS?



Pass It On
C E N T E R

... the National AT Reuse Center

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