Infinite Possibilities

2006 - 2007 Annual Report

Missouri Assistive Technology
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A family watches in excitement as their 4-year old daughter uses her newly acquired augmentative communication device. Never before has their daughter been able to impact the world around her in so many different ways. She is now surrounded by choices, by possibilities, by the ability to alter situations, to reach goals and change perceptions. She now has ahead of her “Infinite Possibilities.”

Two reasons underscore the Council’s selection of “Infinite Possibilities” as the theme of this year’s annual report for Missouri Assistive Technology. Assistive technology makes possible boundless opportunities for individuals with disabilities in their developmental, educational, vocational and social lives. Be it in the personal stories, the program summaries, or the synopsis of policy and technical assistance, nearly every page includes examples of new possibilities created for individuals during this year.

The second reason for selecting “Infinite Possibilities” is that it reflects the dizzying range of assistive technology now available to meet a myriad of disability needs. The explosion in assistive technology products mirrors that occurring in technology in general and is opening more doors of opportunity every day. It is our hope that through the programs and services of Missouri Assistive Technology, individuals with disabilities are able to obtain the assistive technology they need to pursue infinite possibilities in their lives.

My last act as chairperson of the Council is to share with you this annual report, which I believe illustrates accurately the successes of the past year. I speak not only for myself, but also for the other members of the Council and staff when I say that we hope you share our pride in the programs and services we offer.

Sharon LaRoussa
Chairperson
Accessible Home Tax Credit

The 2007 General Assembly passed legislation to enact an individual income tax credit for home owners who incur out-of-pocket expenses to make their homes more accessible. The credit was first proposed by MoAT in the 2000 session, and Senator Harry Kennedy of St. Louis, a MoAT Council member, sponsored the legislation every year until its passage. The legislation provides a state income tax credit of up to $2,500 for expenses such as building wheelchair ramps, widening doorways and hallways, installing visual fire alarms, installing stairway lifts, making bathrooms more accessible, and other home access expenses. The credit is structured so that even very low-income Missourians can benefit. Missouri is one of four states to enact such a credit.
Medicaid Coverage of Assistive Technology

Medicaid coverage for most types of assistive technology (AT) was restored for adults in Missouri this year. Coverage for most durable medical equipment (DME) had been eliminated for adults back in the 2005 legislative session. A court decision required the state to reinstate coverage on a temporary basis, followed by legislative restoration of Medicaid DME coverage for adults in state statute. Throughout the session, providers and persons with disabilities shared their views with legislators about the importance of coverage to help adults with disabilities remain in their homes and communities.

Accessible Materials for Students with Disabilities

The Individuals with Disabilities Education Act (IDEA) requires states to provide accessible instructional materials to students with disabilities in a timely manner. To support this requirement, IDEA supported establishment of a uniform electronic file format, the National Instructional Materials Accessibility Standard (NIMAS) and a repository for NIMAS file sets, the National Instructional Materials Accessibility Center (NIMAC). MoAT has been designated as an authorized user of NIMAC by the Department of Elementary and Secondary Education. MoAT will serve as the state contact for local school districts who have IDEA students needing alternative format materials for textbooks that are in the NIMAC repository.

Special Education Funding for Assistive Technology

IDEA funding was again available for MoAT to reimburse school districts for assistive technology needed for students with a disability as specified in their IEP. Districts applied for funding when they had a student with an assistive technology need ranging from $1,000 to $5,000. Funds for the reimbursement program came through the Division of Special Education. This was the fifth year for the funding.

ETC is MoAT’s short-term equipment loan program. The program received about $4,400 in funding through the Blindness Skills Task Force in the Division of Special Education to expand the number of vision-related devices available for borrowing. Much more information about both ETC and the reimbursement program can be found later in the annual report.

Accessible Voting Equipment

Over the past year, MoAT has been actively involved in technical assistance activities at the national level related to accessible voting equipment as required by the Help America Vote Act (HAVA). MoAT has taken a leading role in educating a wide variety of stakeholders about the level of accessibility of voting equipment currently on the market, and about the need to ensure private and independent voting is available to Americans with all types of disabilities through Congressional testimony, national presentations, and development of technical assistance documents.

Missouri Disability Legislative Listserv

More than 400 persons and organizations kept informed during the 2007 Missouri legislative session through the Missouri Disability Legislative Listserv. The Listserv keeps Missourians with disabilities, their families, and service providers current with easy-to-understand summaries on disability-related bills and appropriations. During this year’s session, Medicaid changes, coverage of durable medical equipment, special education, the accessible home tax credit, and a host of other initiatives were tracked throughout the session. Interested persons subscribe to the Legislative Listserv at no cost.
Training & Info Dissemination

Power Up 2007 participant comments:
“Thank you for a GREAT Power Up!”
“Enjoyed being able to network and gain information at the Expo on assistive technology.”
“Excellent – Enthusiastic well-prepared Presenter”
“I love all the resources in the Conference Booklet!”
“Thank you for sharing and inspiring!”
“Awesome, tangible [session] resources!”

Power Up, the premier regional assistive technology conference and expo offers two power-packed days full of educational and technical training and motivation to increase access to assistive technology for people with disabilities. Attendees enjoyed opening speaker, Jim de Jong, as very engaging, funny, and relevant! Endnote speaker Dick Hoyt of Team Hoyt, with son Rick Hoyt via video, astounded and inspired attendees with their life of triathlons and breaking down barriers with sports assistive technology and positive attitudes.

Attendees benefited from twenty-six educational and interactive sessions and forty-nine Exhibitors from across the country. Go to www.at.mo.gov to view Conference & Expo info.

Training
In addition to the 531 participants who attended Power Up, 2787 Missourians received training on assistive technology by MoAT staff through 64 other training events, and 1805 received training through MoAT contract staff.

MoAT staff assist persons with disabilities and the community members through phone and email. Assistance is provided in obtaining assistive technology, securing device funding, accessing the various MoAT programs discussed in this report, and gaining disability policy knowledge. During this fiscal year, MoAT staff handled 11,555 inquiries and requests for information and assistance by telephone and email.
Real People

Nine year-old Leah lives with her parents and her brother in a small town just south of Springfield, Missouri. Leah is not able to speak because of a genetic disorder called Angelman Syndrome. Leah’s speech therapist at school was able to try out different communication devices at no cost through MoAT’s equipment loan program, ETC. Her parents and speech therapist determined that a Supertalker would best meet Leah’s communication needs at home. Like many families, Leah’s parents incur considerable expenses due to her disability, so they applied to the KAT program. The application was approved and Leah now is able to use her SuperTalker to help her communicate. Leah’s mom says “We are grateful that Leah is now able to move forward in her communication skills because of acquiring the Supertalker through the KAT program. Right now, she is using it to indicate basic needs and to choose an activity such as swim, watch TV, listen to music, etc.”

Denny is an eleven year old boy living near Branson. Denny has cerebral palsy and relies on a wheelchair for mobility. Denny’s bedroom is in the lower level of a two-story house due to his younger siblings needing to be in upstairs bedrooms. His mother often had to carry Denny up and down the stairs, nearly falling at times. Denny’s parents wanted to install a stairway lift, but it was simply unaffordable for them. They applied to the KAT program to get a stairway lift so now Denny is safer and more independent. He no longer has to wait for someone to move him since he can now move up and down the stairs on his own whenever he wants.

KAT Program Info

Kids Assistive Technology (KAT) is a funding resource for children with disabilities in families of low to moderate incomes. KAT provides funding for assistive technology needs of children including devices and equipment, homes access, and vehicle access modifications. Program funds are provided through the Department of Health and Senior Services - Bureau of Special Health Care Needs. During the past year, KAT was able to provide over $139,275 to help 64 Missouri families obtain assistive technology for their children.

KAT - Dollars Expended by Type of AT

- 19 - Home Access Modifications: $57,597
- 16 - Vehicle Access Modifications: $49,885
- 5 - Mobility/Positioning Devices: $20,803
- 17 - Recycled/Adapted Computers: $6,370
- 2 - Vision Devices: $3,135
- 2 - Communication Devices: $608
- 3 - Other: $877

KAT program info
Real People

Judith, with the Missouri Rehabilitation Center, frequently accesses the varied array of augmentative communication devices and other technologies ETC offers. When she performs augmentative communication evaluations, Judith often borrows devices from ETC for purposes of conducting device trials. This past school year, Levi and Colton were two students from Reeds Spring seen by Judith and with whom device trials were conducted.

Could he use it? Would he use it? The success of the device trial was tied to positive answers to these two simple questions. With the device Levi began communicating his favorite foods, toys he wanted to play with and activities he wished to do. He experienced much less frustration and had fewer outbursts, and he began using more verbal utterances. Resoundingly, Levi's device trial was a success.

As Levi's device trial was going on, his good friend Colton became increasingly curious about the 7-Level Communicator. He began sneaking over and asking to participate in some of the shared favorite activities. Colton went so far as to “borrow” the device when Levi was absent from the room. Colton's spontaneous interest in the device led to it being determined that he, too, was a strong candidate for augmentative communication and an evaluation was performed. This upcoming school year, Colton won't have to “borrow” Levi's device since he now will have his own Communicator.
ETC Program Info

Solid decision making when selecting assistive technology is based on knowing that the intended recipient can and will use the device. Only by conducting a device trial can these two questions be answered. Providing assistive devices to school districts and agencies across Missouri so they may perform device trials is the primary function of the ETC Program. Over the years, ETC has striven to build a varied inventory of devices that is not only current, but also meets demand. At the end of this fiscal year, the program has slightly more than 1,350 devices in its inventory and has 540 school districts and agencies signed up to use the program. A total of 1,078 device loans were made. The most often requested devices were from the augmentative communication category, with computer adaptations and visual aids comprising the second and third most requested devices. Follow up surveying reveals that a significant majority of individuals are highly satisfied with the program and its level of service.

Devices Loaned by Category
Real People

It is never easy to change schools, even less so when it occurs several months into the school year and you have a visual impairment. This difficult challenge, though, was exactly what Devonta faced when he transferred to the Francis Howell school district.

Aside from a simple sheet magnifier, Devonta arrived at Francis Howell with no assistive devices to aide in his transition. How quickly he would achieve both socially and academically within his new school was tied to the pace at which various supports, including assistive technology, were provided. Vision specialists for the district promptly collaborated with Devonta and identified several different devices to help him compensate for his low vision.

An electronic enlarger (aka...CCTV) was deemed of primary importance for him to obtain. Such a device would provide access to print material, such as textbooks, and enable him to do written work. After further exploration, the vision specialists determined the Optelec Clearview Plus was the most appropriate device for Devonta. Financial assistance to purchase the device was obtained by submitting an application to the AT Reimbursement Program, who approved the application. With his new electronic enlarger, Devonta not only is better able to do his school work, but has also taken one more step toward his goal of going into business and, as he put it, making a $100,000 a year.
The Department of Elementary and Secondary Education, Division of Special Education again this year entrusted MoAT with funds to operate the AT Reimbursement Program. This program helps school districts offset the cost of purchasing assistive technology (AT) for individual students who have AT written into their Individualized Education Plan (IEP). Schools, through an application process, are able to receive reimbursement on AT purchases between $1,000 and $5,000. Such “higher end” devices as Braille embossers, augmentative communication devices, computer access systems and assistive listening systems comprise the bulk of items covered. School districts have noted the importance of this funding source and how the AT funded has had positive impacts on the students they serve.

**Applications by Disability Type**

- **Vision, 41%**
- **Hearing, 32%**
- **Speech/Language, 10%**
- **Learning/Cognitive, 8%**
- **Physical, 9%**

**AT Reimbursement Program Info**

The Department of Elementary and Secondary Education, Division of Special Education again this year entrusted MoAT with funds to operate the AT Reimbursement Program. This program helps school districts offset the cost of purchasing assistive technology (AT) for individual students who have AT written into their Individualized Education Plan (IEP). Schools, through an application process, are able to receive reimbursement on AT purchases between $1,000 and $5,000. Such “higher end” devices as Braille embossers, augmentative communication devices, computer access systems and assistive listening systems comprise the bulk of items covered. School districts have noted the importance of this funding source and how the AT funded has had positive impacts on the students they serve.

**AT Reimbursement: Dollars by Device Type**

![Bar chart showing AT Reimbursement by device type and total amount of $288,450](chart.png)
ETC & AT Reimbursement
Presence and Distribution by County
7/1/06 - 6/30/07

Shaded counties have at least one entity signed up for ETC.
For Missourians with disabilities, two Telecommunications Access Programs (TAP for Telephone and TAP for Internet) make purchasing products, applying for services, searching for jobs and even attending college classes via the telephone and Internet commonplace. TAP provides adaptive telephone and adaptive computer equipment needed for basic access to telephone and Internet telecommunications for eligible Missourians with hearing, vision, mobility and other disabilities.

A critical component of TAP is the delivery of consumer support services to assist individuals with disabilities select the most appropriate adaptive equipment and to support installation and use of the equipment provided. Adaptive equipment costs are 76% of TAP expenditures and consumer support costs make up 18% of total expenditures. Administrative costs continue to be very low at 6%.
An elderly couple made an appointment with the TAP telephone demonstration center in Kansas City. An amplified phone was needed for Jane who had not been able to hear on the phone for years. The first phone demonstrated was the Clear Sounds Freedom phone. She tried talking with her daughter on the phone, but a look of disappointment came over Jane’s face when she still could not hear. It was suggested that she take her hearing aid out and try again. She tried and her face lit up with excitement. Now, she could distinguish every word that her daughter said. Her husband’s eyes began to tear up and her daughter was thrilled that her mother could now hear her voice on the phone once again!

**TAP for Telephone - Type of Equipment**

- Amplified Phones - 84%
- Signalers - 6%
- Hands Free Phones & Accessories - 5%
- Voice Carry Over Phones - 2%
- TTY’s - 3%
- Other

This year, 5984 adaptive telephone devices were provided by TAP for Telephone. A network of Independent Living Centers provides consumer support and helps ensure appropriate equipment matches through the use of demonstration devices. People with hearing loss comprise 77% of program recipients, while 16% have vision loss, and 6% have mobility issues which keep them from using traditional phones.

Follow-up data from program beneficiaries indicates that 41% had been unable to use the phone for over 5 years and 9% had been unable to use the phone for more than 20 years.
TAP Equipment Distribution Map
by Senatorial Districts

TAP for Telephone - Age of Recipients
Real People

David has multiple sclerosis which prevents him from using a standard keyboard and mouse. Based on an adaptive computer assessment Dragon Naturally Speaking 9.0, a computer voice recognition program, and the Voice Array Microphone were recommended. When asked about his experience with Missouri Assistive Technology’s TAP-I program David states:

“The voice recognition software provided to me simply changed my life dramatically. I had been unable to type for about three years and cannot independently use the telephone, so I was completely cut off from communicating with many of the friends I have all over the world and could no longer work on the book I have been writing. Since I’ve received the software I’m once again working on my book, communicating effectively with others and writing magazine articles for my church. You have no idea how this program has uplifted me and allowed me to return to independence and once again feel connected to the world. This very quote was “typed” with voice recognition software -- something I would have been unable to do one year ago. Thank you so very very much...”

Age of Recipients

13%
6%
0%

21% 23% 37%
“Adrianna was not able to use a computer before she received the touch screen. This equipment has opened up a new world for her.” TAP-I Parent

Missouri continues to be the only state in the nation whose telecommunication equipment distribution program includes the adaptive devices needed for Internet and email access. TAP for Internet provided 1098 adaptive computer adaptations representing over 210 different devices. Every county in Missouri has consumers who have received adaptive computer equipment from the Telecommunication Access Program (TAP) for Internet over the life of the program with 30% of applicants living in the rural areas of the state.

Adaptive computer equipment recipients range in age from three years of age to 101. People with vision disabilities continue to be among the most prolific users of the program followed by people with physical disabilities and those with reading, decoding and/or comprehension disabilities.

Sixty percent (60%) of the program’s consumers report that they are using the Internet and e-mail services from one to three times a day. Consumers report that they use email to keep in touch with friends and family (83%), use e-mail to make contacts with business (51%) and use e-mail to do business with the government (46%). The overall satisfaction rate for the program is at 98%.
Real People

Mary is an active woman who lives in Kansas City, Missouri. She enjoys traveling and is an involved member of the Missouri Council of the Blind. She is an advocate for legislative issues to improve the quality of life for persons who are blind.

One of the important tools Mary uses in her day to day activities is her VoiceNote BT brailler. She was able to get a grant from Missouri Council of the Blind to pay for half of the device’s cost, and a Show-Me Loan for the remaining half. It was the second time Mary was able to obtain needed equipment with the help of the loan program. Mary needed a versatile device to meet her active schedule. With the Voice Note she is able to take notes during important meetings and then have them printed out in braille or through voice output. She can even push a button while she is keying in notes to allow her to record a voice memo. She also depends upon her VoiceNote as an address book and to keep important phone numbers. The GPS feature in her device also helps her with directions or to find businesses, such as searching for a local restaurant.

“Show-Me Loan provided me with the ability to get the equipment I needed at a very low, affordable interest rate. It’s an excellent resource for persons needing affordable financing for the assistive technology they need.”
During 2006-07, Show-Me Loans loaned a record $113,739 to Missourians with disabilities. Just over one-third of loan dollars were approved for home access modifications to help persons with disabilities remain in their homes and communities. The modifications ranged from building of ramps to installation of roll-in showers for wheelchair users. Access modifications to vans, cars, and trucks accounted for another third of dollars loaned. Other loans were for hearing aids, vision devices, and wheelchairs. Show-Me Loans can be a resource for most types of assistive technology devices or equipment.

Interest rates for the program averaged 3.25% this year, and were among the lowest of any assistive technology financing program in the nation. The average amount borrowed was $4,062 with loan amounts ranging from $740 to $10,000. The average term for borrowers to repay their loans was 41 months.

Seventy-one percent of all loan applications received were approved, with the vast majority of applicants being of low or moderate incomes. Less than 1% ($4,272) of the total amount borrowed has been defaulted since the program began. This year, borrowers repaid a total of $98,153 in principal and interest. The average time to process and review loan applications was 14 days. Applications were received from every region of Missouri.

Annual Income of Approved Borrowers

- 22% Under $15,000 (9)
- 32% $15,000 to $30,000 (13)
- 46% $30,001 to $60,000 (6)
Real People

Jesse is a young man who received a custom wheelchair from the recycled equipment program. He was referred to the program from a local seating clinic in desperate need of a usable wheelchair for several months until his permanent wheelchair could be obtained through Medicaid. His old chair was completely worn and could no longer be repaired. He loved baseball games with his siblings, but wasn’t able to get out to the field with his old chair’s condition. The refurbished chair he was provided was matched to the specifications that the therapist and physician faxed from the seating clinic. The chair was selected and various parts and alterations were completed to make the chair meet his individual needs so he could leave with a functional chair good enough for the baseball field.

Heather received a computer through the statewide refurbished computer program. Heather has had many effects from seizures and brain surgery. She finds that the computer helps her overcome some of those effects while allowing her to pursue hobbies such as music and graphic design. Norman, Heather’s husband, also benefits from the computer through the use of a screen reader that allows him to use the computer in spite of a vision loss.
Re-Utilization Program Info

Missouri AT Recycling and Exchange Programs

This year, MoAT embarked on a statewide effort to strengthen assistive technology re-utilization programs, saving consumers thousands of dollars over the cost of purchasing new equipment. **Regional recycling programs** that received funding from MoAT are located in Kansas City, Springfield, Cape Girardeau, and Farmington.

The programs vary according to the needs of the area served, but typically provide durable medical equipment such as manual and power wheelchairs, walkers, crutches, canes, shower chairs, positioning equipment, and wheelchair parts. One program provides Braille writer servicing. Most devices are received through donations, refurbished if needed, and made available to persons in need at low or no cost. The Coalition for Independence in Kansas City is a statewide recycling program that provided 235 devices during this fiscal year. The other programs are predominately regional and provided 262 recycled devices. Statewide, the programs provided devices to 497 Missourians with disabilities saving them over $222,222.

The **Reycled Computer program** allows recipients with disabilities to have refurbished computers for a low cost. The computers are configured with the ability to add on the adaptive equipment suited to the user’s needs. A total of 152 computers were distributed this year to Missourians with disabilities who have no other source to obtain a computer, saving them $75,965.

MoAT also operates a consumer-to-consumer **equipment exchange program called Swap ‘N Shop**. The program provides a web page where individuals list devices or adapted vehicles available for sale. Consumers can search the page for the type of device sought and contact the seller through the information provided. During this year, 54 individuals transferred devices, equipment, and vehicles through Swap ‘N Shop, saving the buyers over $179,717.

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<thead>
<tr>
<th>Re-utilization - Savings by Device Type</th>
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<tbody>
<tr>
<td>Computers &amp; Related</td>
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<tr>
<td>Daily Living</td>
</tr>
<tr>
<td>Environmental Adaptations</td>
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<tr>
<td>Hearing</td>
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<tr>
<td>Mobility, Seating, Positioning</td>
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<td>Vehicle/Transportation</td>
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<td>Speech</td>
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<td>Recreation</td>
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<td>Learning</td>
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$0  $20,000  $40,000  $60,000  $80,000  $100,000  $120,000  $140,000  $160,000  $180,000  $200,000
Device Demonstration Program Info

During the year, Missouri Assistive Technology funded four regional assistive technology demonstration programs and provided demonstrations through the Telecommunications Access Program (TAP) directly and by contract. These hands-on demonstrations allowed participants to compare the features and benefits of a particular AT device or category of devices, enabling them to make informed choices about whether a device would meet their needs.

A total of 4,738 device demonstrations were provided for 5,332 individuals through centers in Columbia, Kansas City, Springfield, and Cape Girardeau and through TAP.

Real People

As the Executive Director for Services for Independent Living in Columbia, Aimee is no stranger to assistive technology.

“Due to Muscular Dystrophy I have limited mobility and I only use my right hand to type. Adaptive technology is an essential part of my success not only at Services for Independent Living, but in past employment and in my personal life as well.”

With assistance from the staff of Show-Me Tech, one of Missouri Assistive Technology’s regional demonstration centers, Aimee was able to try-out several different keyboard options to determine which one would best suit her needs.

“The Cherry mini keyboard allows me to type with one hand more efficiently. The keys are easy to push and because the keyboard is small, I do not have to cover as much surface area when typing, which conserves my energy and allows me to type more over a longer period of time.”

Demos by Device Type

[Diagram showing breakdown of device demonstrations by category]
In memory of Angela James, a Power Up Parent Scholarship has been established in her name.

Council Members during 2006-2007:

Consumer Representatives:
- Sharon LaRoussa, Chair
- Marnie Gustafson, Chair-Elect
- Marjorie Yates, Past-Chair
- Teddi Brace
- Nolan Crabb
- Michael Goad
- Chip Hailey
- Rita Lynch
- Kerri Morgan
- Deana O’Brien

Agency Representatives:
- Jim Brinkmann - Rehabilitation Services for the Blind
- Vicki Fry (nominated) - Medical Services
- Robin Martin (interim) - Special Education
- Dolores Hampton - DD Planning Council
- Gary Harbison (nominated) - Health & Senior Services
- Neil Harms - Vocational Rehabilitation
- Angela James - Independent Living Center
- Kristin Funk (Ad hoc) - Workforce Development
- Nancy Nickolaus - Mental Health
- Molly White (nominated) - Insurance

Legislative Representatives:
- Senator Harry Kennedy
- Representative Kevin Threlkeld

Staff:

Diane Golden, Ph.D., Director
Roselie Backer-Thompson, TAP for Internet Coordinator
David Baker, Program Coordinator
Marty Exline, Policy Coordinator

Gay Jones, TAP for Telephone Coordinator
Tiesha Jones, Operations Manager
Kristine Rooff, Administrative Assistant
Brenda Whitlock, Training Coordinator
The Mission of Missouri Assistive Technology is to increase access to assistive technology for Missourians with disabilities.