



National Assistive Technology Device Reutilization Coordination and Technical Assistance Center

Pass It On
C E N T E R



NATTAP
National Assistive Technology
Technical Assistance Partnership

September 15-17, 2009
Omni Hotel at CNN Center/ Atlanta

**Shaping a National Collaborative
for Assistive Technology
Reutilization**



Pass It On C E N T E R

knowledge base
... the National AT Reuse Center

Site Search

Search

[Glossary](#)

[Pass It On Center](#)

[PIOC Knowledge Base](#)

Modules

- [Emergency Prep](#)
- [Finance/Accounting](#)
- [Human Resources](#)
- [Marketing/PR](#)
- [Organization](#)
- [Program Operations](#)
- [Stakeholders](#)
- [Sustainability](#)
- [User Services](#)

National Conference on AT Reuse

Shaping a National Collaborative for AT Reutilization
Successful Strategies, Innovative Partnerships, Futures Planning

Co-hosted by the Pass It On Center and the
National AT Technical Assistance Partnership
Atlanta, Georgia
September 15-17, 2009

Session	Presenter(s)	Presentation	Handouts
Welcome	Carolyn Phillips, Nancy Meidenbauer, Jeremy Buzzell	Presentation	
The National AT Reuse Scene	Joy Kniskern, Deborah Buck, Jeremy Buzzell	Presentation Presentation Presentation	
Where We Are, What We Have	Cathy Valdez, Sharon	Presentation Presentation	

Conference Goals

- To recognize accomplishments of AT Reuse programs and partners of the programs
- To share innovative strategies
- To identify new skill areas and specific needs
- To expand and strengthen AT Reuse programs, particularly as they relate to emergency preparedness and program sustainability

National AT Reuse Scene

- 174 programs listed on PIOC database
- 56 state and territorial reuse programs
- 43 device exchanges
- 40 refurbishing programs
- 28 open-ended loan programs

Number of devices reused in 2008 was six times greater than in 2006.

Appropriate reuse

- ✓ Is safe for consumers, users
- ✓ Results in positive outcomes for consumers
- ✓ Is environmentally friendly

Effective reuse

- ✓ Meets the needs of consumers
- ✓ Produces cost savings
- ✓ Is sustainable
- ✓ Has positive or neutral effect on the AT field

Every model could be better



- No two programs are alike, but they have much in common.
 - No evidence that one model is better than another.
 - Hands-on reuse programs outperform device exchanges.
- No magic solution for sustainability.
 - Good news for reuse:
 - Focus on environment and technology
 - Economic pressure from recession/unemployment
 - Negative factors for reuse:
 - Foreign conflicts
 - Healthcare reform
 - Recession/unemployment
 - Fear of liability

Pass It On Center has. . .

- Provided technical assistance and training
- Networked those involved in AT reuse
- Created a website home for reuse information
- Created a Knowledge Base to address issues
- Promulgated standardized definitions of reuse activities
- Developed Indicators of Quality for AT Reuse

What AT programs have accomplished

- Learned to collaborate in regional efforts
- Initiated partnerships among government agencies, CILs, Voc. Rehabilitation, community organizations, veterans groups, suppliers and manufacturers, private industry



Third-Party Partnerships



- Kansas program was cited for notable success in reducing Medicaid costs. Other states are starting to explore this option.
- Key considerations in selecting partners:
 - Maintain positive image/ program integrity
 - Protect the program brand
 - Ensure partnership is financially beneficial

Inventory Management

- Programs have used a wide range of inventory management solutions, from Access to Quick Books Premiere, Rental Vision and Brightree
- PIOC has developed a prototype central online Exchange in which all programs may participate.

Using Data to Further Programs

- Collecting outcome data to show the therapeutic and financial impact can have a positive effect on equipment donors, grantors and financial contributors.



Creative Staffing Solutions

- Partner with AARP's senior employment program
- Participate in college work-study program
- Seek volunteers from community service organizations and online matching services
- Seek *pro bono* legal assistance from local bar associations
- Partner with prison (internal) work programs for refurbishing resources

Partner with Veterans Programs

- Seek out groups that support veterans
- Join the effort to provide devices to veterans
- Seek the donation of devices that veterans no longer need



E-Waste and End-of-Life Disposal

- Become familiar with growing body of state e-waste laws, consumer laws and disposal fees
- Select qualified and responsible recyclers
- Be careful to comply with applicable laws and avoid negative publicity for the program



National AT Reuse Conference - Sept. 2009

Sanitizing Donated Devices

- Sanitization is a key factor in protecting health of workers and customers
- Need to understand issues and use measures appropriate to the device and the potential threat
- Use device checklists
- Train staff properly



Computer Refurbishing

- Access to technology still a serious need
- Acquiring and refurbishing computers presents unique challenges in removal of personal data and reloading of legally licensed software

Mitigating Risk

- Legal and regulatory issues pose serious risks to program sustainability.
- Development of appropriate policies and procedures is one strategy for mitigating risk.

Measuring Outcomes



- Aimee Duplantis, Paraquad, reported on AT Outcomes and Reuse research.
- Chris Brand, FODAC, explained the creation of a strategic plan and measurement of ROI.
- Sara Sack, ATK, discussed using ROI to guide programmatic health.

Marketing Reuse Programs

- Know your target market.
- Network with those who share the vision.
- Know your assets and limitations.
- Make sure marketing materials are in accessible formats.



Emergency Preparation

- Explore participation in the National Incident Management System (NIMS) which offers training and certifications.
- AT Reuse can play a significant role in preparing for disasters.
- ✓ Build relationships with key response groups.
- ✓ Get trained in emergency preparedness.
- ✓ Work with community partners to identify needs.
- ✓ Develop action plans.



Manufacturer/Supplier Partnerships

- Build positive approaches for relationships with suppliers.
- Pursue relationships that benefit vendors and Exchange and rental services.
- ATIA is focusing on accessibility in the workplace as the field of devices for independent living continues to grow.



National AT Reuse Conference - Sept. 2009

Sustaining Reuse Programs

- Partnership and collaboration are key to sustainable models.
- Creative fundraising techniques save time and effort.
- National Cristina Foundation's new Cristina Network offers an online community for all.



- National trends and issues have both positive and negative implications for reuse.

Indicators of Quality (IQ-ATR)

- PIOC has completed the development of a set of Indicators of Quality to be used as benchmarks and as a basis for planning new programs.
- An Online Program Assessment Tool based on IQ-ATR is available in prototype for users.



National AT Reuse Conference - Sept. 2009

Recognizing Achievement in AT Reuse

Visionary Awards: for creating a foundation for AT reuse to grow

Yvette Marin, National Cristina Foundation

Cathy Valdez, Project MEND

Jeremy Buzzell, RSA

Chris Brand, FODAC

Paul Diedrich and Ed Zamarripa,
Univ. Kansas Life Span Institute

Sara Sack, AT for Kansans

Kim Brink, Kansas Health Policy
Authority



Recognizing Achievement in AT Reuse

Pioneer Awards: creating or operating successful reuse programs

The FREE Foundation

Touch the Future Inc. – ReBoot

Project MEND

Delaware AT Initiative – AT Exchange

Brenda Fankhouser

Sooner AMBUCS, ASK Program

AT4ALL – AT Exchange

Recognizing Achievement in AT Reuse

Newbie Awards –

recognizing successful
programs started after 2006

Mississippi Project START

Computer Reuse Program

Utah AT Program – Citizens

Reutilizing AT

getATstuff – The AT Exchange of
New England

Julie Pinkerton and the Hospice of
the Prairie

DC Shares

Partner for Positive Change Awards –

recognizing companies or
foundations that contributed
to success of the AT Reuse
community

Caroline Van Howe, ATIA

American Care Equipment

Rita Hostak, Sunrise Medical

Recognizing Achievement in AT Reuse

Above and Beyond

Awards – individual or organization that contributed to reuse by sharing time or practices to assist other programs to grow

Assistive Technology for Kansans Project

Paraquad, Inc. – AT Reutilization Project

Vanessa Merillat – Jayhawk Areas Agency on Aging

Mary Jane Dawson and Northeast Kansas Area Agency on Aging

Friend of the Earth

Awards – recognizing individual or organization that designed reuse program to be environmentally friendly

STAR Network, FODAC, Inc. and Touch the Future, Inc.- ReBoot

Jason Linnell, National Center for Electronics Recycling

Jason Clements, Cells for Cells

Thanks to all who work in AT reuse.

This is a brief recap of an exciting conference on Successful Strategies, Innovative Partnerships and Futures for AT Reutilization. Complete conference presentations and notes from roundtable discussions are available for viewing at the Pass It On Center web site.

<http://passitoncenter.org>



Pass It On C E N T E R

knowledge base
... the National AT Reuse Center

Site Search

Search

[Glossary](#)

[Pass It On Center](#)

[PIOC Knowledge Base](#)

Modules

- [Emergency Prep](#)
- [Finance/Accounting](#)
- [Human Resources](#)
- [Marketing/PR](#)
- [Organization](#)
- [Program Operations](#)
- [Stakeholders](#)
- [Sustainability](#)
- [User Services](#)

National Conference on AT Reuse

Shaping a National Collaborative for AT Reutilization
Successful Strategies, Innovative Partnerships, Futures Planning

Co-hosted by the Pass It On Center and the
National AT Technical Assistance Partnership
Atlanta, Georgia
September 15-17, 2009

Session	Presenter(s)	Presentation	Handouts
Welcome	Carolyn Phillips, Nancy Meidenbauer, Jeremy Buzzell	Presentation	
The National AT Reuse Scene	Joy Kniskern, Deborah Buck, Jeremy Buzzell	Presentation Presentation Presentation	
Where We Are, What We Have	Cathy Valdez, Sharon	Presentation Presentation	