

Assistive Technology: Programs, Devices, Applications, and More
Presented by the Oregon Office of Rural Health
Annual Forum on Aging
Presenters: Kevin Roebke and Brian Sacre
April 29, 2020

Rose Locklear: Is everybody able to see my screen? Thank you all for being here this afternoon.

My name is Rose Locklear. I'm a Field Services Program Manager at the Oregon Office of Rural Health, responsible for our annual Forum on Aging in Rural Oregon. We would just like to say welcome. Thank you for being here today and joining us for one of the sessions that we had queued up for our in person Forum this year.

In light of COVID-19, we are selecting a few of the sessions and offering them virtually with folks accessing technology in new ways, it seems more relevant than ever to have our fellows from the assisted technologies join us today and talk a little bit about the resources that they have available for folks.

So, before we get started, I just wanted to thank the sponsors who have been dedicated to the Forum: Our Central Oregon Health Council, PacificSource, St. Charles Health Systems, Samaritan Health Systems, the Oregon Association of Area Aging Agencies and Disabilities, Oregon DHS, and People with Disabilities, Adventist Health Tillamook, PeaceHealth, GOBHI, and Columbia Memorial Hospital.

A few housekeeping items before we get started. Your audio and video are muted. So please, if you have questions, feel free to put those in the Q and A box and I will read those to our speakers at the end of the session. Presentation slides as well as recordings are going to be posted on the Oregon Office of Rural Health's Forum on Aging web page.

And, without further ado, please join me in welcoming Kevin and Brian respectively from Public Utility Commission of Oregon and Access Technology Inc.

I am going to stop sharing my screen. Alright, Kevin. Alright. Take it away. Kevin, I think you're muted.

Kevin Roebke: Is that better? Sorry about that. Oh, okay. As she said, my name is Kevin, I'm the Outreach Specialist for the RSPF programs at the Oregon Public Utility Commission and I'm gonna speak briefly about both of those programs, which are the Telecommunications Devices Access Program and the Oregon Telephone Assistance Program, which is also known as the Oregon Lifeline. On the slide on the right hand side, if you have any questions feel free to contact us. Anybody that answers will be able to assist you at that one eight hundred number. And we also have a TTY and video phone number of those, that need that, or you can contact us by email and more information about the programs are on TDAP.Oregon.Gov.

And then for the Lifeline Program it's Lifeline.Oregon.gov. On the left hand side is my information if you feel that this information is something that you would like me to come present on to you or your staff, feel free to contact me and we can set something up to do that. So, the first is the Telecommunication Devices Access Program. This is a state funded

program that provides communication equipment at no cost to Oregonians who have a disability in the vision, cognition, mobility, speech, or hearing. The program began in the early 1980's and we now have approximately 6,400, 6,500 recipients of equipment in Oregon and in order to get the equipment basically all you need to do is fill out an application and get back to us so that we can process it and we'll ship the equipment to you, whatever equipment. You can obtain the application by calling us and we can mail one or you can get it on our web page, if you have the ability to print it out. It does need to be printed out. It cannot be submitted online. And if your organization needs a bunch of applications feel free to contact us.

We have a brochure that goes with the application and we can mail you out a set amount of applications. However many you need just let us know, and you can email that to me or to the group email that was on the first slide and we'll get out those brochures and applications to you.

Basically, the applications are pretty self-explanatory to go through it, but you just have to make sure that all the sections are completed. I'll go over that application here shortly. Once it's completed, send that application to us, either by mail, fax, or email and we'll get that processed, usually, within the first one or two business days that we receive it. Once that application goes through the processes and approved, we'll order the equipment and depending on the equipment you choose, you can take anywhere from two to six weeks to get that equipment shipped to you either by UPS or FedEx.

Real quick. I'm gonna go through some of the we do offer captioning phones. We have two different types of captioning phones that we offer. There's analog and there's internet. This model here's the 840. It comes in the 840 Plus or the 840i. The only difference is the plus model only plugs in to your phone jack and is analog only.

Basically, what that means is somebody has to call a relay number first before they can contact you for the call relay number that prompts them to put in the phone number they're calling, and that'll allow the captions to come up for the person you're calling. The person that has the phone does not need to do that when they're making a call, they just pick up the phone and dial, but anybody calling into the phone has to call the relay number first.

There is a little business sized cards that come with the phone that you can hand out to family, friends, doctor's offices, those types of things, so that they know that they need to call that number. The Internet based model looks the same. It's just that it connects to Internet either by Ethernet port or by WiFi and if you have that model, if you have access to WiFi, that does away with the step of them having to call the relay service. They can just dial the number directly and captions will come up.

We also have this model of the captioning phone. Again, this one is Internet based only so you do have to have Internet to use this one, but it has some updated features from the other one, such as touchscreen and speaker phone.

The other one does not have speaker phone and this one has a lot more options as far as font size, background color, font color, those types of things. There's just a lot more options to it than the other one. So, if you do have Internet, I would, I would suggest getting the 2400 so you have all those options available.

Some of the other landline phones that we offer: we offer both corded and cordless phones. All of these phones have talk back keys. If there's a caller ID screen on the phone then they do

have talking caller ID for those that are low vision or blind, and a lot of the other features are just like any other phone. They have adjustable tone settings, adjustable ring volumes and adjustable volumes as far as the amplification. Most of these amplify up to about 55 decibels. So they can, they do amplify quite a bit. So we would suggest trying an amplify phone before trying a captioning phone, just to see if that will work out for you. If at some point, the amplified phone no longer works for you, and you decide that captioning would be better than you can go to a captioning phone.

We do have a mobility phone for people with mobility impairment. This is just a speaker phone. So there is no handset to this phone, but you do have the ability to get a headset with it if you choose, so that it's not blasting through the whole house. It does amplify up to I believe, it's 90 decibels. So it's very loud and there's a couple different options for activating the phone as well. So, if you look at the picture and the upper right hand corner, there's a little pin and that comes with the phone. That is how, if you get a phone call, that's how you answer phone by pressing that button, or you can also get a pillow switcher or an air switch with the phone, and those will activate the phone as well.

This phone has 36 programmable numbers. Once the numbers are programmed, if you activate the switch, there's a red light that will light up by each of the numbers, so after you activate the switch and once the number you want to call is lit up you hit the switch again and it'll call that number for you so basically you're getting hands free dialing options as well. There is a voice dialer you can get with these, but they're not extremely accurate so I'd caution you with that. You may have some frustration there, but that is an option if you choose try that out.

Cognitive impairment phone. This one's pretty self-explanatory if you can see the picture but, the top of the phone has nine memory dial buttons where you can program a number into that button and then place a picture of that person that coincides with that number into the button so all they have to see is the face and they hit that button and it calls them.

Other than that, it does have a little bit of amplification, 26 decibels and other than that it's just a normal phone. Accessories that can be used with landline phones are shown there. The voice dialer I mentioned, the silhouette in neck loop. What those are is devices that can be paired with hearing aids that have t-coil technology and that will broadcast the conversation into your hearing aid so you can hear those better. Single device plugs into the phone and then you can plug a lamp into the outlet plug, the back of the outlook plug of the device. And what that will do is when anytime you're getting a phone call, your lamp will flash for you to indicate that a phone call is coming in. The answering machine, if you choose a device that doesn't have an answering machine, this is an amplified answering machine. So, if you choose the device that doesn't have an answering machine, choose that option and get that with the phone.

Loud ringers are pretty self-explanatory. You just connect that to your phone and you'll have ringer of up to a hundred decibels. And then the Home Aware kit, and there's a lot to that, but we just provide the telecommunication part of it. There's that round grey disk to the right that is a bed shaker. You can put that between your box spring and mattress and any time you're getting a phone call that will vibrate for you to alert you to that. There's also a strobe light on the top of the base unit that will flash anytime you're getting a phone call.

This also comes with a cell phone. Connect this with your Bluetooth cellphone and that will alert you to any calls on your cell phone as well. We do also offer wireless equipment through the programs. We offer Apple and Android devices. The Apple devices are iPhones and iPads.

We have the iPhone Plus models as well. We generally use the Plus models for those that are visually impaired or have mobility impairment where it's harder to operate the smaller phone.

And then also the iPads. We have iPad standard size iPad and the iPad mini. The iPads and iPhones come with a set amount of apps as indicated and those will come preloaded for you. You are able to add other apps if you choose by creating your own Apple ID, or by signing on to your Apple device with your own Apple ID. I will mention the iPads are WiFi only devices.

So, you have that. You have to have an Internet connection in order to use anything that requires Internet on iPad. You cannot connect those to your cellular. Where the iPhones are a device that you would need a cellular plan to connect to, and be able to use it with your own cellular plan. The Otter Box cases that are on these phones and iPads also need to stay on the phone and iPad at all times in order to protect the device. So if that comes off, or if that's taken off, it's broken, you could be liable for the cost. The Android product that we have is the Motorola Z2 Play. You'll notice the JBL sound boost speaker next to that. That will actually connect to the back of the Z2 Play phone magnetically, and do speaker phone.

So, anything that's coming through the phone, will go through that speaker, whether you're playing music or you're on the phone with somebody all of that will come through the speaker once it's connected to the phone. If you don't want that to come through the speaker, simply just take it off the back.

The other two primary products we do offer are the Motorola 4X tablet and the Samsung 3S tablet. You'll notice that the Samsung tablet is also WiFi only. The way our distributor's RAZ Mobility for the Android products, they do it a little differently as far as apps. On these devices there will be an application called RAZ Mobility. You open that up and it lists the five disability groups that we serve and you choose your disability group and it comes up with a big long list of apps that will assist you. And you can choose which apps you put on the device from that list. So I kind of like that approach a little bit better...[inaudible].

There are a few wireless accessories available. The Ditto with the watchband, that accessory is actually discontinued, but we do have some of them in stock in our office. Basically, that's just a vibration alert system that you connect to your wireless device via Bluetooth and it will alert you to any messages or phone calls or anything that happens on the phone. It will alert you that something's going on. We do have some of these available in our office. So, if you choose to receive that, we can ship that from our office. Once we have somebody there do that. Of course, we're not in the office right now.

The cellphone amplifier that connects to your smartphone through Bluetooth as well. Basically, it allows you to take amplified phone calls on your cell phone. And then the Quattro neck loop, that will allow you to listen to your phone calls through your hearing aids as long your hearing aids are t-coil or Bluetooth enabled.

Okay, this is a quick look at the application for the program just on the first page, just general information: name, address, phone number. We use the Oregon driver's license to verify Oregon residency. At the bottom of that page you do have to have an alternate contact that you list there somebody we can get ahold of if we can't get ahold of you. The second page is the equipment selection page. There's a lot going on on this page, but basically if you follow all of the steps B1, B2... B1 basically just says, if you know the device you want just write it there that's all you have to do. And then you can select if you want landline or wireless. So if you want landline, go under B3, and then find your disability group and choose what device you

want. If you want wireless, that's in the B4 section, choose the device you want. This is just the rules of the program. You just need to read through those sign and date. And then on the last page of the application is the disability certification. We do have to have this completed by your doctor, audiologist, ophthalmologist, whoever you see for the disability, we need them to fill this out. It does have to be one of those certifying authorities listed at the top of the page. We have had people create their own box and right in their own certifying authority. You cannot do that. It has to be one of those that are listed. And then they fill out the information and sign that themselves. And then you will send all of that information to us, as the entire application, and we'll process it.

I won't go into questions yet. I'll take them all at the end. The next program we're going to talk about briefly is the Oregon Telephone Assistance Program. Like I said, we refer to it as Oregon Lifeline. This program is a federal and state program, and you can receive one of two different benefits through this program.

You can either receive a discount on your existing home phone or broadband bill of up to \$12.75 per month or you can receive free wireless minutes, text messaging and data, through one of three companies that provide those services. In order to receive this benefit, there is an application that you would need to obtain. There's two different applications: one for the discount, one for free service. The discount application can be found on our webpage, or you can also apply online at our Web page as long as you're receiving SNAP, Medicaid or SSI.

For the free wireless service you can apply online at any of the providers' websites. You have to apply directly to the provider for these or you can download the application from our webpage and fill it out and send it to the company. There are two different ways you can qualify. You're qualified through program base or income based qualifications. For program based, you would need to be receiving SNAP, SSI, Medicaid, federal public housing or veterans or survivors pension.

The first three programs there: SNAP, SSI or Medicaid, we're able to verify those through our systems and you would not need to send any kind of documents to show that you're receiving that. The other two programs we would need to receive something dated within the last year to show you're receiving that benefit. The other way you can qualify is income based so that's based on 135% of the federal poverty guideline. This slide is showing based on household size, what your income would have to be at or below in order to qualify by income. And this is also listed up on the webpage.

This slide shows all of the companies that provide discounts through Lifeline. So, if you have existing service with any of these companies, you would be eligible to apply, but it has to be with one of those participating companies in order to do that. You'll notice that AT&T Mobility offers the lifeline benefit, but only in select areas. You would need to call this one eight hundred number here in order to see if they provide that discount in your area.

These are the three wireless providers that provide the free wireless service. You'll notice that Access and Assurance offer the same exact plan--750 minutes, unlimited text, and 3GB of data. Those companies both also provide a free cellphone for you to use with the service. You can use your own device if you choose and if it's compatible. If you have your own device that you want to try to use, I would suggest contacting the company to find out if the device is compatible. enTouch Wireless is a little bit different. They offer more minutes, but less data, and they do not provide a free phone, so you would have to have your own device or purchase one from them to use their service.

A quick overview of the application. Pretty much the same thing: name, address, all that stuff. We do have to have the entire social security number listed on the application so we can verify your benefits. The home address line, we have to have a physical address. One thing we run into a lot is with the homeless population. They just write homeless in there, or where they put a general delivery. We cannot use that. We have to have a physical address. So, if they can use a resource center or homeless shelter or something to that effect, put that in there, and we'll be able to use that. If they have a mailing address, they can put that in the mailing address line. Second page is they're just selecting how they qualify. If they select something in 2A, need to do the income. If they don't have any of the programs in 2A, then they would move to 2B and qualify by income, and then they would need to provide documentation dated within the last year of any of these documents listed below that section.

These are just the rules of the program. Again, each of these rules need to have your initials first and last initial placed in the boxes, and then sign and date at the bottom. And then the last page, the application is just where you're selecting your program or the provider that you would like to receive service from. You'll notice that Assurance Wireless has a couple extra questions to the right. Those questions are for Assurance only. So, if you're selecting Access or enTouch, you do not need to fill those out.

The household worksheet we use this mostly for homeless population as well. But this is basically if they're using a street address that somebody else's use to receive the Lifeline benefit like a homeless shelter or resource center or something that affect, they need to fill this form out to separate them as a separate household from anybody else at that address. So, they would just put in their name, use the same home address that's placed on the application. And then answer the three questions on the back, and then initial the boxes at the bottom and sign and date that.

That was a very quick overview of the Lifeline program and TDAP Program. From there, I'll take any questions that anybody has.

Rose: Great thank you, Kevin. I'm just going to go through a couple of them in the chat box that came in and are specific to your programs before we get Brian up and going.

Is there sound distortions on the phones when they amplify?

Kevin: We haven't run into sound distortion. The only thing we do run into from time to time is when you get an amplified phone, that will also amplify the static on the line. So sometimes people will get a little bit of static. The way we resolve that is, we do have a line filter that we can send. Usually that will take care of that issue. But other than that, we have not had any complaints of distortion due to the volume.

Rose: And then is the program available to people living in assisted living, skilled nursing, foster homes, or for example, someone who is quadriplegic in a nursing home?

Kevin: Yes, so as long as they have access to their own phone line, they are eligible or if they need, or they need a wireless device, they would be able to access that wireless equipment as well.

Rose: Then, has there been any disruption to the iPad supplies? We're seeing issues in our supply chains to get these to individuals.

Kevin: We have not run into so shortage problem as of yet.

Rose: Is there cost for the iPhones and Androids?

Kevin: This is a no cost program, so it is a loaner program. So we loan the devices to you at no cost for long as you need it, once it's no longer needed then you would need to return the equipment to us so that we can refurbish it and issue it to another person.

Rose: And then how long to get the device once application is completed?

Kevin: Okay, so, like I said, depending on the equipment you choose, any of the landline equipment is generally about two weeks, the iPhones and iPads generally take about four to six weeks. There's a little bit more work in getting those prepared and shipped out. The Android devices are about two to three weeks.

Rose: And is there a benefit for anyone who is profoundly deaf? Any benefits for Deaf/Blind community?

Kevin: They well, I don't know a lot about the apps as far as how they do with those types of things, I just know that there's apps out there that will assist those groups in communicating using the iPad or telephones. Some of the features on the phones, like the talk back keys. Of course, that won't help the Deaf/Blind too much, but for the deaf community the amplification, the blind community, the talk back keys, the talking caller ID will help them. The Deaf/Blind may want to get more into wireless type of equipment, but I know there's apps out there that will help them, but I just don't know about the technology. That's something that you could reach out Teltex. They're the ones that issue these for us and their technical support would have a lot more knowledge of that than I do.

Rose: Is that equipment available for everyone or only for those with financial need?

Kevin: There is no financial restriction, so it's available to any Oregonian that qualifies based on disability.

Rose: Do you engage in partnerships with CCOs or other insurers so that they can get this information and resources to their members? And are you able to help them purchase assistive technology at or below market price?

Kevin: So, yeah, we do partner with quite a few CCOs and those types of things where we work a lot with SLP's as well, for speech generating devices. That's one thing I didn't mention, we also offer speech generating devices, but on that type of equipment we do get the Medicare cost, but the costs that we get these phones from the distributors is actually lower than what the cost is to the public. So we do get a reduced cost on those.

Rose: Great. Thank you. Alright, Brian, the ball is in your court now and you should be able to share your screen.

Brian Sacre: Hello everyone. Oh, I believe I've done it, right if someone could nod and say they see a PowerPoint slide on the screen, that would be good. I see Kevin nodding. Okay, thank you. So, I'm Brian Sacre, I'm an Assistive Technology Specialist with Access Technologies Incorporated. We have basically two federal grants that I'm here to talk to you

about, and there's the side hustle where we keep the lights on that might come up from time to time. But, yeah, today I'm here as a representative of the Oregon State Assistive Technology Program, as well as the National Deaf Blind Equipment Distribution Program, also known as the "I Can Connect" Program.

If we take a look at that, that blue streak running down the slide there, inside of it this is kind of a slogan that we've borrowed. It says, "For people without disabilities technology makes things easier," and "For people with disabilities technology makes things possible." I might refer back to that in a few minutes.

So, I'll just kind of run you through the details first. Question one, what is assistive technology (AT)? And it is defined by the State as, "any item, piece of equipment, software program, or product system that is used to increase, maintain, or improve functional capabilities of persons with disabilities."

That's a mouthful. I usually like to say to people that are asking what assistive technology is that it, it builds a bridge between what you don't think you can do and the tasks that you want to do. But yeah, AT can be anything from mounting systems: This particular device it is meant to be installed in the passenger side of a vehicle. We tried that once. It was awesome. From that point on, we have to have the dealer do it, so it doesn't set off the air bag sensor.

AT could also be positioning system. So, there's usually a concern when somebody is placed in a chair for pressure ulcers and things of that nature. So it's important to pick the right kind of cushioning and the right kind of supports. We actually refer to New Motion and there are other organizations similar to them for this particular side of things.

AT could be magnification and in our lab we have about 2,000 physical items and I'd say about a quarter of them are magnification. Individual magnifiers that are analog. They usually are fairly effective up to a five power. And then, once you get to a six power, the size of the magnifying lens is just too small. So you'd need to step up into a digital system or a CCTV. And we, we have a lot of those on display for demonstration.

AT can be electronic devices. This is actually something that makes me kind of happy because most people already have a phone or a tablet and a lot of assistive technology has actually kind of been built into the mainstream, so people don't have to pay extra for the things that they need to accomplish in the digital world. And it's one of those few things, it's actually getting better all the time.

AT could be wheelchairs. We don't actually have one that's as snazzy as this one. Ours are somewhat boring, but we do have it at the front of our office. If you walked by it says, Access Technologies, but you'll look in, there's a lot of wheelchairs, transport chairs, walkers and role leaders and hip kits, and crutches and things of that nature. It can be durable medical equipment at times.

Assistive technology can also be braces. We don't do a lot of work in braces, but every once in a while one comes through our program. And I, I occasionally make recommendations for them, but most of the time people come in and ask for braces and I send them to Walmart or Walgreens, or there's a BiMart next door to us.

Assistive technology could be power lifts. We used to do power lifts, but we found that it's probably best if you get an actual contractor who understands the building codes involved. And that prevents our insurance from skyrocketing.

Assistive technology can be educational software. One of the cooler lines on my resume is I am a Dragon trainer. I just did a Dragon training with someone remotely yesterday. I think I've got another one coming up tomorrow. But, yeah, there is a lot of software that we have - about 500 pieces of software that goes on Windows computers, Macs, IOS devices, your iPads, iPhones, iPods, and Android not as much. But, we have a ton of it for display and actually, we at this time, oh, at this time, a lot of companies - not Nuance, the makers of Dragon - but a lot of companies are actually making their educational software and their adaptive software free for people who are home and separated from their assistive technologies at work or at school, and if you give us a call, we can kind of refer you to what options are available there. It's also on our website.

AT can also be adaptive writing utensils. The one on the screen there that, for those of you that can see it. It's called a PenAgain. It's designed for individuals who have a little bit of osteoarthritis and holding a pen causes pressure in the joints. This is meant to alleviate that pressure and still allow you to write. I'd say we have about 25 different kinds of pens for people to try and see if one of them actually helps. AT isn't necessarily for everyone.

And speaking of not for everyone necessarily, AT could be Eye-Gaze systems. These are devices that follow your eyes instead of using a mouse. They're great for speech communication and they're super expensive. We don't have one, but we can refer you to TDAP if you qualify or there's, there's a guy named Stewart that works for Toby who would really love to talk to you.

What we're currently actually kind of digging our hands into these days actually, is the telehealth devices. A few different companies have approached us and this is actually where I think our next big investment will probably go. A lot of devices that you wear, or use, and Bluetooth to your computer, or your tablet, or your phone, and that allows your doctor to see your measurements remotely without being too invasive, but at the same time, keeping you from having to go to the clinic or the hospital, where the other sick people are. This is kind of the way of the future. It's kind of been the way of the future for about 20 years. And due to the whole COVID-19 thing, it's going to be a pretty big deal and I expect a lot of phone calls coming in in the future. The very near future explaining to folks how to connect their devices to their other devices, so they can talk to their doctors.

And finally, assistive technology could also be smart home technologies and again that goes back to the, what may be convenience for those of us that are able bodied, it makes things possible for people with disabilities. And just a few short years ago, if somebody needed a voice controlled home, well, it would cost about as much as a new car. The devices themselves used to cost about \$10,000, and each plug was equally expensive and made this really awesome racket.

But these days, I can do the same thing with about \$400 worth of parts. So that smart home technology, so long as you trust the Internet of things, it does make life better and it does make life possible for some folks. And some of the possibilities that are opened up by having access to assistive technology includes bathing. When we do this as a bigger group, a lot of times the topic comes up that Medicaid kind of stops at the bathroom door. And I believe that's why we have so much bathroom related stuff at the front of our store. It's somewhat necessary. I don't

know a lot of people that are excited about getting a bath bench, but they do recognize that it is necessary for them.

It could also be the ability to dress yourself independently, to groom yourself independently, to be able to feed yourself, to prepare your meals, to go shopping, to manage your medications, to just be able to communicate with the world. Those are all the things that assistive technology makes possible.

Now, where the money comes from for these things that's kind of where it gets a little sticky sometimes. School systems, of course, they all have departments of accessibility. Children get on an IEP, an individualized education program, and there's usually a line for technology there and that's why I don't usually see school age children very often, because they do okay until transition time around 20 to 22. When they're kind of shown the door of the educational system and sent out into the world. Then, they meet me. There are some government programs that offer assistance with assistive technology in my opinion not enough, but, there are some programs that help pay for these things. Private health insurance comes in from time to time. We work a lot with vocational rehabilitation to get people to keep, or even get a job in spite of the things they can't control.

And sometimes Voc. rehab. works with employers. Microsoft, if you follow them on Twitter or whatever social media you choose, they're pretty big on how they see a huge increase in benefit from hiring people with different abilities these days. I've seen them talking about hiring people on the spectrum and their accessibility department has some really cool people in it. That's maybe the last nice thing I'll say about Microsoft.

There are private foundations and charities. There's the Blanch Fisher Foundation that one is fairly recommended by us quite often, and other civic organizations, the Lions club, especially weirdly, in McMinnville they're really good. But this is rural Oregon, and I don't know if McMinnville counts as that, but if you were able to go to our website and take a look, this is what the resources page looks like. It does go on for a few, more pages, but it does give you some links as far as some places you can go to get some of those resources.

So, who is Access Technologies? We were founded in 1991. I was still in high school. And the term Assistive Technology was coined at about the same time. And when ATI was founded, the vision was that we would create a society where all people were valued and respected and where all people have the knowledge, the opportunity, and the power to improve their lives and the lives of others and, with that comes the mission to ensure that all people with disabilities in Oregon are able to secure and effectively use assistant technologies.

So, how do we do that? Well, we have a federal program and a grant that has a certain number of checklists that we check off. The first thing that we always talk about doing is the device demonstrations. Demonstrations cost the individual nothing they're already paid for by the grant. They take about 30 minutes of the person's time. And what we do is a person calls and says that they have difficulty doing something and we line up some technology. We make an appointment to make sure that the technology is available. This used to be a lot more important when I was actually traveling the state, and we didn't want to have a demonstration in, say, John Day and then later that day, somebody wants a demonstration of the same technology in Brookings, Oregon. We just couldn't make that happen. So, we do have to have an appointment ordinarily. These days, I don't get to travel and let me tell you I do miss Oregon a lot, and I hope to get back to doing in person demonstrations but in the meantime, we do have this pretty sweet little, 4K, USB camera that I can use to do remote virtual

demonstrations. And that works for some of the technologies and not quite nearly enough of them.

There are also device loans, so everything give or take about a dozen items in our library, it is possible for the consumer to borrow them. For most of it, it is a \$9 cleaning and maintenance fee for the first month, and that assists in decision making so you know, whether or not that piece of technology will suit your needs or if it just becomes a \$200 doorstep, we've, we've, that's kind of one of the cornerstones of why we exist as a program.

And if you go online, our device loan library, most of it is actually listed under the device loan at the top of the web page. And with each individual item, if you click on it, you can actually see where it does say that there's a \$9 maintenance fee for 30 days under most of these items, and each individual item, you can click on it and it tells you possibly one key piece of information is usually where you could go to pick this particular item up. Nine times out of 10, Amazon or eBay will be your friend in this case. But some specialized equipment we just, we just somehow came by it. The one on the screen, for example, it's a boomerang foot mouse. I'd have to look pretty hard to find another one, I think.

And we also have state financing programs, which is to say there's an AT purchasing plan. That's a really nice way of saying that we bring things in at cost and we, we resell them. And because we're a nonprofit that five or 10 cents more over the cost just funnels right back into the program. And it all funnels through the marketplace. So there's an assistive technology marketplace on our website. And it is a hybrid mix of new equipment that we have in our in our store as well as free listings by people throughout the state. It's like a Craigslist for durable medical equipment. So, if we're looking at the screen, there's an aluminum shower chair commode with casters. It's \$100. That one came from us. It's brand new. And then under that there's a GoGo LX scooter for \$550. That's definitely not us.

When somebody decides that they want to donate an item to us the rehoming fee is the cleaning cost and materials and time, and I'm surprisingly cheap for my time. So that GoGo scooter, if we were the ones, actually rehoming it, it would probably be about 100 bucks. So it pays to pay attention to the marketplace and see what nice things come in. Currently, we're not seeing very many donations come in for what I hope are obvious reasons, but when the time comes and you, you see that question, what do I do with this stuff?

They could always list it. And listings look like this. Each page gets its own contact phone number. If the contact name is ATI then it's something that we're selling out of our storefront and you'd need to either come see us, or give us a call and talk about delivery. The shipping will be extra, but we do see a lot of people that they go and comparative shop and they end up coming back to us more often than not. That also falls under cooperative buying. So if somebody actually needs a piece of technology, the cooperative buying actually allows us to put the item on a layaway or a rent to own system.

The device reutilization, that's another way of saying that we rehome the devices, even from our library. If something ages out, or we just happen to have five of this thing that doesn't really move very much, we will put it out in the marketplace for a song and be happy to find it a home with somebody that can actually use it.

And then they're the public awareness activities. I'm doing one right now and most of the other ones that we do these days, have been canceled in person. And that's something I hope we get back to in the very near future. But, yeah, if you would like us to come and talk to your

people, whoever those people may be, we're happy to, usually, we're happy to load up the vehicle with as much technology as we can and let people come in and get their hands dirty and, actually get hands on experience with the technologies. So they know what's working for them.

And so to keep the lights on, we also do a lot of assessments that are fee for service and that's kind of slowed down these days, but some of it we can do remotely. There are ADA/workplace assessments where we start in the parking lot and work our way through an individual's day and make sure that the, the building and the office and the equipment is all compliant enough that a person should be able to do the same job that anyone else could do. We do assistive technology assessments in a variety of ways. So, if a person's low vision, if they can't hear, if they have cognitive difficulties, or they need computer access, or mobility. We do those assessments. Again, usually through Voc. Rehab., but we are kind of working more in the community over time. I already mentioned computer access, ergonomic risk assessments. They've been kind of tricky. Most of it, we can do remotely, but as maybe a few of you might know. Your chair is a personal thing, and you really need to feel the back of the chair, and we're still trying to figure out how people can experience a chair without sharing the chair and all that goes with that. If anyone has any ideas, please, let me know.

We do a variety of trainings. Again, I'm a Dragon trainer. I also train on other assistive technology devices, and software, and apps, basically anything that we lend out to somebody we make sure they know how to use it, and how to clean it, and how to take care of it.

We do training on computers and input devices and software. Sometimes it's a simple phone call and other times I spend a fair amount of time with the person who only has one hand and has to learn how to type 35 words a minute to keep their job. And tablets, and access devices, and apps. And, we do ergonomics and workplace accommodations in larger group settings—you know, training the whole room instead of one-on-one with individuals. It's rare, but it happens.

And also we develop and implement accessible documents. It's kind of the other major hat that I wear is making sure that communications that go out electronically are accessible to the most number of people, in the most efficient way. And that's the trainings we do.

And the other federal grant that we have is the, iCanConnect Program, also known as the National Deaf-Blind Equipment Distribution Program. If a person has combined hearing and vision loss, the vision loss is quantified. If in their good eye, if it's under 2200, or if their visual perception field is under, I believe, it's 15%, then they qualify visually.

For hearing, they need their audiologists just to yell at them really. And there is an income maximum, which is for an individual, it's under 400% of the poverty line. So if you made more than \$49,900 in 2019 in income, then then you made too much money for the program.

But for the individuals that qualify, they're able to get telecommunications equipment to serve telecommunications purposes. So that could be an iPad, it could be a computer for email, it could be a Braille display to access the Internet through a computer or a smartphone. It could be the smartphone. It's a whole lot of different devices, but, the main idea is, it has to be telecommunications in order to borrow the equipment for the life of what amounts to the equipment.

And how to receive those services. So if you wanted a demonstration, you could call or email to set up an appointment. Assessments — give us a call for a quote for one. To purchase equipment we would say, the storefront for the marketplace, or you could, you could find it online and give us a call that way. And for special equipment, borrowing and deliveries, give us a call for a quote. There was one example I had where a gentleman had contracture of his hands, just part of a neurological disorder, and he wasn't able to hold the steak knife the right way or in an effective way anyway. And so his wife had to cut his meat for him, and he said that when she cuts his meat, it doesn't taste the same. So, we showed him a rocker knife, which is kind of shaped, like a capital H, and one side is a handle and the other side is the blade and it worked for him. And, he wanted to keep our demo one, but the thing, it's been on a hundred tables, so we had to get him a quote for one and bring one in, and now his meat tastes normal again.

If you want to join the ICanConnect Program or someone you know wants in on the ICanConnect Program, there is an application process. The application has six sections. The first section is pretty boring, it's got instructions and guidelines. A lot of it can be skimmed and perused. Section two, that's your personal information: your name, rank, serial number, phone number, all that. Section three, this is where it gets a little sticky. We do need to verify the income and there are a few different ways to do that. And this is usually a sticking point when an application comes through with the income verification is always missing, like, one month of a bank statement or it's just somebody who signed a paper that says I promise I'm not rich. And it's a federal program, so we do have some strict guidelines as far as what qualifies as your income verification. And apologies if it does seem invasive. I don't really want to know how much you made. We just we have to check that box on the database in order to keep program running.

The next section is the attestation, which is to say that your doctor, your voc. rehab person, your nurse — there's a list of qualified people who can speak for you that can attest to your loss of vision and your loss of hearing. Even if, when I meet you it's super obvious, we still need an attestation on the record, and it again is a federal thing. There's some bureaucratic language that has to be very exact. And that's usually sticking point number two is getting the doctor to say exactly what we need them to say, and not just kind of write, yeah, person is deaf and blind. We need them to explain how that affects the person's life.

Section five goes to the telecommunication goals: Does the person want to talk to their doctor? Do they want to just access their email? What is it that they're trying to accomplish? And it doesn't have to be just one goal. It can be a number of goals, and we would do what we can to, to satisfy all of them.

And then oh, right. Then the disability verification from the doctor is actually section six and section four is actually the person describing their own personal situation. And this is the part where we have questions, and I'll just leave my contact info there for a minute.

Rose: Great, thank you so much Brian. So, if folks have equipment to donate or questions about that, they can contact the phone number and email address that you have here. Is that correct?

Brian: Correct. Yes.

Rose: And then just one quick question, as we are just a couple of minutes over. Does the remote patient monitoring telehealth technology allow them to share OneDrop information with their doc? Are you familiar with OneDrop?

Brian: That part of the technology is so new, I couldn't answer it with any degree of accuracy, but the, the different companies that I am talking to say that they, they promise that they're HIPPA compliant and they are respectful of the patient's privacy at the risk of being sued.

Rose: Well, thank you so much Kevin and Brian for joining us today and presenting such useful information. On behalf of everybody at the Oregon Office of Rural Health, thank you guys very much. And that's it for today, thank you everyone for joining in. And if you have any questions, you can reach out to myself, Brian or Kevin, and we'll get you answers to your questions. Thanks so much. Thank you.