

If you wish to have captioning, please click the caption button located on the bottom right.

# Demo Loan Community of Practice: Update

September 12, 2018

3:00 PM Eastern

# Agenda

- Review of survey results: Inventory
- Review of survey results: Waiting lists
- Discussion:
  1. What is your favorite piece of equipment added to the inventory this year? Why? Is it popular with consumers?
  2. What do you wish you hadn't purchased? Why?
  3. What are you thinking about purchasing but have some reservations or concerns?
  4. Do you equip or require your subcontractors to have a "standard" set of devices for demo/loan? What is included?
  5. Share your experiences with certain devices, e.g. robots.

# Demo-Loan Inventory Purchasing Survey

- 33 respondents
- 51.5 % program director; 45% program staff; remainder subcontractor
- April - May 2018
- Purpose: inform manufacturers/vendors of purchasing “power” and cycle of state AT programs; evaluate success of “discounts and deals” AT3 activity; obtain input on other topics for demo-loan TA

# Who makes purchase RECOMMENDATIONS?

- Program staff responsible for lending library or inventory maintenance (N=14)
- Program director (N=5)
- Staff/director of subcontractor (N=2)
- All (N=10)

# Who makes purchase DECISIONS?

- Program director (N=19)
- Program staff (N=7)
- Subcontractor (N = 2)
- Combinations (N = 5) e.g. director of subcontractor and program director; program director and program staff
- Note: Advisory council does not appear to be involved in recommending or making purchase decisions

# Allocation of FEDERAL funds for device additions to demonstration or lending inventories (N=30)

- Less than \$5000: 10%
- \$5000 – 10,000: 16.67%
- \$10,001 – 15,000: 23.33%
- \$15,001 – 20,000: 10%
- More than \$20,000: 33.33%
- No federal funds allocated: 6.67%

# Allocation of NON-FEDERAL funds for device additions to demonstration or lending inventories (N=31)

- Less than \$5000: 16.13%
- \$5000 – 10,000: 19.35%
- \$10,001 – 15,000: 9.68%
- \$15,001 – 20,000: 0%
- More than \$20,000: 29.03%
- No non-federal funds allocated: 25.81%



# When do you spend the majority of your funds for inventory additions? (N=32)

- October – December (3)
- January 1 – March 31 (2)
- April 1 – June 30 (6)
- July 1 – September 30 (6)
- We spend equally all year (14)
- Not applicable (1)

# What deals have you taken (or plan to take) advantage of? (N=21)

- Ablenet (15)
- Scanning Pen (12)
- Sesame Enable (8)
- Phonak/Roger (7)
- Smartbox (7)
- Mount 'n Mover (5)
- Conversor/Notetaker (5)

# ATIA session of interest!

## Approaches to Managing Your AT Inventory

- Panelists will describe the structure of their program (e.g. devices located centrally or at multiple locations); the characteristics and management components of their system including accessibility; and the advantages/disadvantages of their approach to the growing need for device inventory management.
- Friday, February 1, 2018, 9:20 AM – 10:50 AM

# Waiting List Survey

- 40 responses, 31 states
- 72% of respondents were lead or implementing entity; 22.5% were subcontractors
- June – July 2018
- Purpose: Identify specific information regarding waiting lists by type of device, programs' actions influenced by waiting lists, and the impact of waiting lists on consumers
- Type of device referenced in accordance with APR taxonomy

# Waiting Lists by Device Types

- Daily living: Least likely to have a waiting list (92.5% no wait) and if there was a wait period it was 1-3 weeks (7.5%); included in 100% of programs
- Hearing: 75% no wait; usual wait period 1-3 weeks (20%); included in all but one of the responding programs
- Vision: 72.5% no wait; usual wait 1-3 weeks (22.5%); included in all but one of the responding programs
- Learning, cognition, developmental: 70% no wait; usual wait 1-3 weeks (25%); included in all but one of the responding programs

# Waiting Lists by Device Types

- Devices for recreation, sports, leisure: 65% no wait; usual wait 1-3 weeks (17.5 %), not included in 17.5% of programs
- Computers and related: 62.5% no wait; wait 1-3 weeks (7.5%); wait 4-6 weeks; included in 100% of programs
- Seating, mobility, positioning: 62.5% no wait; usual wait 1-3 weeks (22.5%); not included in 20% responding programs
- Environmental modifications: 60% no wait; usual wait 1-3 weeks (15%); not included in 22.5% of responding programs

# Waiting Lists by Device Types

- Vehicle modifications and transportation: 15% no wait; not included in 82.5% of programs
- Speech communication: most likely to have waiting lists. Only 27.5% no wait; wait 1-3 weeks (42.5%); wait 4-6 weeks (15%); wait 7-10 weeks or longer (12.5%); included in all but one of responding programs

# Factors contributing to wait times (multiple responses allowed) (39 respondents)

- Limited funds to purchase new items (N=27)
- One inventory serves both demo and loan (N=27)
- Complex devices require longer trial periods; slows circulation (N=20)
- Program is only state resource for loans (N=20)
- Program is only state resource for specific population (N=8)
- Program is only state resource for specific device (N=13)



# Impact on potential borrowers

- Acquisition process is delayed: 79.5%
- Consumer goes without needed device: 72%
- Temporary accommodations are unavailable, impacting participation by people with disabilities: 61.5%
- Consumers proceed with acquisition: 43.6%
- Comments: people may just give up on our service; may borrow an outdated item that doesn't meet their needs; we offer suggestions for alternative ways to obtain a trial/hands on experience with the device

# Consequences

- Delayed intervention in critical period for kids 0-3 (e.g. play; communication)
- Terminal patients unable to communicate with loved ones
- Evaluation delayed
- Acquisition (funding) delayed
- Consumer is without their AT while it is being repaired
- Consumer discharge from nursing home or hospital is delayed (e.g. no ramp)
- Consumer at risk for losing job
- Consumer continues to struggle without AT

# Actions taken to reduce waiting lists (N=37)

- Shortened length of loan period (43%)
- Eliminated option to request extensions (41%)
- Created other policies (e.g. limiting # of items borrowed at one time) (27%)
- Removed item from loan program; will only use for demo (24%)
- Restricted loans to consumers only (8%)
- Other: creating DIY solutions; reservation calendar system; as funds allow, purchase more of popular items; partner with vendors; offer outdated but similar products (including those in reuse); purchase cheaper alternatives with similar features; use apps that “mimic” features of dedicated devices

# Let's discuss!

- What is your favorite addition to your lending or demonstration program this year and why?
- What do you wish you HADN'T purchased?
- What are you thinking about purchasing but have some reservations or concerns?
- “Core” lists of equipment – e.g. to equip new subcontractors
- Experiences with lending robots or other unique and new devices?
- Where have you leveraged funding for additions to your inventory?
- ETC!

# Thank you for joining us today!

- Please evaluate this webinar at <https://www.surveymonkey.com/r/97X268X>
- Save the dates!
- When: Wednesday, October 10, 2018 at 3:00 PM Eastern  
What: Device (TBN)
- When: Tuesday, November 13, 2018 at 3:00 PM Eastern  
What: Competencies and quality indicators for demonstration (Laurin and Goldman)
- When: Wednesday, December 12, 2018 at 3:00 PM Eastern  
What: Device (TBN)