



## National Assistive Technology Act Data System

### Annual Progress Report - Full Report

Wisconsin 2023

#### General Information

##### Statewide AT Program (Information to be listed in national State AT Program Directory)

State AT Program Title: WisTech Program  
State AT Program Title:  
State AT Program URL: <https://www.dhs.wisconsin.gov/wistech/index.htm>  
Mailing Address: 1 W. Wilson St., Room 551, PO Box 2659  
City: Madison  
State: Wisconsin  
Zip Code: 53703  
Program Email: DHSWistech@dhs.wisconsin.gov  
Phone: 608-514-2513  
TTY:

##### Lead Agency

Agency Name: Wisconsin Department of Health Services - Bureau of Aging and Disability Resources  
Mailing Address: 1 W. Wilson St., Room 551, PO Box 2659  
City: Madison  
State: Wisconsin  
Zip Code: 53703  
Program URL: <https://www.dhs.wisconsin.gov/dph/badr.htm>

##### Implementing Entity

Does your Lead Agency contract with an Implementing Entity to carry out the Statewide AT Program on its behalf? (Check if Yes)

Name of Implementing Agency:  
Mailing Address:  
City:  
State:  
Zip Code:  
Program URL:

##### Program Director and Other Contacts

Program Director for State AT Program (last, first): Plummer, Laura  
Title: Assistive Technology Program Coordinator  
Phone: 608-514-2513  
E-mail: [laura.plummer1@dhs.wisconsin.gov](mailto:laura.plummer1@dhs.wisconsin.gov)  
Program Director at Lead Agency (last, first): Plummer, Laura  
Title: Assistive Technology Program Coordinator

Phone: 608-514-2513  
 E-mail: laura.plummer1@dhs.wisconsin.gov  
 Primary Contact at Implementing Agency (last, first)  
 - If applicable:  
 Title:  
 Phone:  
 E-mail:

**Person Responsible for completing this form if other than Program Director**

Name (last, first): Sobczyk, Lisa  
 Title: Social Services Supervisor  
 Phone: 608-266-9354  
 E-mail: lisa.sobczyk@dhs.wisconsin.gov

**Certifying Representative**

Name (last, first): Molke, Carrie  
 Title: Bureau Director  
 Phone: 608-267-5267  
 E-mail: Carrie.Molke@dhs.wisconsin.gov

**State Financing**

Did your approved state plan for this reporting period include any State Financing?	Yes
Did your approved state plan for this reporting period include conducting a Financial Loan Program?	Yes

<b>Loan Applications</b>			
	<b>Area of Residence</b>		<b>Total</b>
	<b>Metro RUCC 1-3</b>	<b>Non-Metro RUCC 4-9</b>	
<b>Approved Loan made</b>	11	09	20
<b>Approved Not made</b>	03	02	05
<b>Rejected</b>	01	00	01
<b>Total</b>	15	11	26

**2. Income of Applicants to Whom Loans Were Made**

<b>Lowest/Highest Incomes</b>			
<b>Lowest Income:</b>	\$11,352	<b>Highest Income:</b>	\$98,900

<b>Average Income</b>		
<b>Sum of Incomes</b>	<b>Loans Made</b>	<b>Average Annual Income</b>
\$1,001,163	20	\$50,058

**Number and Percentage of Loans Made to Applicants by Income Range**

	Income Ranges						Total
	\$15,000 or Less	\$15,001-\$30,000	\$30,001-\$45,000	\$45,001-\$60,000	\$60,001-\$75,000	\$75,001 or More	
<b>Number of Loans</b>	05	07	03	01	01	03	20
<b>Percentage of Loans</b>	25%	35%	15%	5%	5%	15%	100%

**3. Loan Type**

**Loan Type**

Type of Loan	Number of Loans	Percentage of loans
<b>Revolving Loans</b>	00	0%
<b>Partnership Loans</b>		
<b>Without interest buy-down or loan guarantee</b>	00	0%
<b>With interest buy-down only</b>	00	0%
<b>With loan guarantee only</b>	20	100%
<b>With both interest buy-down and loan guarantee</b>	00	0%
<b>Total</b>	20	100%

**Loan Type Summary**

Type of Loan	Number of Loans	Dollar Value of Loans
<b>Revolving Loans</b>	00	\$0
<b>Partnership Loans</b>	20	\$253,777
<b>Total</b>	20	\$253,777

**4. Interest Rates**

**Interest Rates**

<b>Lowest</b>	4%
<b>Highest</b>	4%

**Interest Rate Summary**

Sum of Interest Rates	Number of Loans Made	Average Interest Rate
80	20	4%

Number of Loans Made by Interest Rate	
Interest Rate	Number of loans
0.0% to 2.0%	00
2.1% to 4.0%	20
4.1% to 6.0%	00
6.1% to 8.0%	00
8.1% - 10.0%	00
10.1%-12.0%	00
12.1%-14.0%	00
14.1% +	00
<b>Total</b>	<b>20</b>

**5. Types and Dollar Amounts of AT Financed**

Types and Dollar Amounts of AT Financed		
Type of AT	Number of Devices Financed	Dollar Value of Loans
Vision	00	\$0
Hearing	01	\$5,040
Speech communication	00	\$0
Learning, cognition, and developmental	00	\$0
Mobility, seating and positioning	03	\$4,000
Daily living	01	\$3,900
Environmental adaptations	00	\$0
Vehicle modification and transportation	10	\$240,837
Computers and related	00	\$0
Recreation, sports, and leisure	00	\$0
<b>Total</b>	<b>15</b>	<b>\$253,777</b>

## 6. Defaults

Defaults	
Number Loans in default	07
Net loss for loans in default	\$48,896

## B. State Financing Activities that provide consumers with resources and services that result in the acquisition of AT devices and services

### 1. Overview of Activities Performed

How many other state financing activities that provide consumers with access to funds for the purchase of AT devices and services were included in your approved state plan?	1
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#### Activity 1

How would you describe this state financing activity?	Telecommunications equipment distribution
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### 2. Geographic Distribution, Number of Individuals Who Acquired AT Devices and Services and Number for whom Performance Measure Data are Collected

County of Residence	Individuals Served
A. Metro (RUCC 1-3)	1496
B. Non-Metro (RUCC 4-9)	998
C. Total Served	2494

Performance Measure	
D. Excluded from Performance Measure	0
E. Number of Individuals Included in Performance Measures	2494

If a number is reported in D you must provide a description of the reason the individuals are excluded from the performance measure:

### 3. Types and Dollar Amounts of AT Funded

Type of AT Device / Service	Number of Devices Funded	Value of AT Provided
Vision	2888	\$222,644
Hearing	2076	\$473,781
Speech communication	609	\$189,607
Learning, cognition, and developmental	0	\$0
Mobility, seating and positioning	105	\$39,582
Daily living	0	\$0
Environmental adaptations	0	\$0

<b>Vehicle modification and transportation</b>	0	\$0
<b>Computers and related</b>	51	\$22,180
<b>Recreation, sports, and leisure</b>	0	\$0
<b>Total</b>	5729	\$947,794

### C. State Financing Activities that Allow Consumers to Obtain AT at Reduced Cost

#### 1. Overview of Activities Performed

<b>How many state financing activities that allow consumers to obtain AT at a reduced cost were included in your approved state plan?</b>	0
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#### D. Anecdote

Direct consumer testimonial: "I would like to comment on the WisLoan program at Independence First. The program was really great. I am disabled and was in need of a lift chair. Because of the program, I was able to get a loan to buy my chair. My loan was set up with the payment taken automatically, which makes it really easy on me. The staff made the loan application process effortless and simple to understand. I am so thankful for this opportunity and I love my lift chair. It makes my life so much better! I would highly recommend this program."

##### Impact Area

Education  Employment  Community Living

A consumer working with the iCanConnect (ICC) program was able to successfully use the program to acquire technology that supports to her independence and ability to communicate. This consumer has a combined hearing and vision loss and also uses a wheelchair. Her disabilities prevent her from socializing and accessing the community as much as she would like. She had expressed interest in a smartphone, but her family discouraged her, believing she didn't have the skills to use it. This consumer had an assessment through the ICC program and during the assessment she picked up skills with an iPhone rather quickly. Through the ICC program she received an iPhone, a Braille display, and a stand for the iPhone. The stand allowed her to position the phone to see friends when making video calls and attending meetings. The ICC program provided the training she needed for making phone calls, sending text messages, using Voice Over (screen reading), and using the device with the Braille display. The sounds from her iPhone, including the screen reader, go directly into her hearing aids. With the ICC funded equipment and device training, this consumer is now able to regularly text her family and friends and participate in remote meetings with others who are DeafBlind. All of this can be done without needing to leave her apartment. This consumer is thrilled to have shown her family what she is cable of doing and loves interacting with people throughout the day.

##### Impact Area

Education  Employment  Community Living

#### E. Performance Measures

Performance Measures

Response	Primary Purpose for Which AT is Needed			Total
	Education	Employment	Community Living	
1. Could only afford the AT through the AT program.	00	00	2,514	2,514
2. AT was only available through the AT program.	00	00	00	00
3. AT was available through other programs, but the system was too complex or the wait time too long.	00	00	00	00
4. Subtotal	00	00	2,514	2,514
5. None of the above	00	00	00	00
6. Subtotal	00	00	2,514	2,514
7. Nonrespondent	00	00	00	00
8. Total	00	00	2,514	2,514
9. Performance on this measure	NaN%	NaN%	100%	

#### F. Customer Satisfaction

Satisfaction		
Customer Rating of Services	Number of Customers	Percent
Highly satisfied	20	0.8%
Satisfied	00	0%
Satisfied somewhat	00	0%
Not at all satisfied	00	0%
Nonrespondent	2,494	99.2%
Total Surveyed	2,514	
Response rate %	0.8%	

#### G. Notes:

Satisfaction is not tracked specifically within our telecommunication programsx.

#### Reutilization

Did your approved State Plan for this reporting period included conducting any device reuse activities?

#### A. Number of Recipients of Reused Devices

Activity	Number of Individuals Receiving a Device from Activity
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A. Device Exchange	207
B. Device Refurbish/Repair - Reassign and/or Open Ended Loan	3,352
C. Total	3,559

<b>Performance Measure</b>	
D. Excluded from Performance Measure because AT is provided to or on behalf of an entity that has an obligation to provide the AT such as schools under IDEA or VR agencies/clients.	00
E. Number of Individuals Included in Performance Measures	3,559

If a number is reported in D you must provide a description of the reason the individuals are excluded from the performance

### B. Device Exchange Activities

Device Exchange				
Type of AT Device	Number of Devices Exchanged	Total Estimated Current Purchase Price	Total Price for Which Device(s) Were Exchanged	Savings to Consumers
Vision	00	\$0	\$0	\$0
Hearing	18	\$1,280	\$0	\$1,280
Speech Communication	00	\$0	\$0	\$0
Learning, Cognition and Developmental	00	\$0	\$0	\$0
Mobility, Seating and Positioning	97	\$97,500	\$2,950	\$94,550
Daily Living	183	\$5,283	\$0	\$5,283
Environmental Adaptations	09	\$300	\$0	\$300
Vehicle Modification & Transportation	01	\$100,000	\$53,000	\$47,000
Computers and Related	01	\$100	\$0	\$100
Recreation, Sports and Leisure	01	\$100	\$0	\$100
<b>Total</b>	<b>310</b>	<b>\$204,563</b>	<b>\$55,950</b>	<b>\$148,613</b>

### C. Device Refurbish/Repair - Reassignment and/or Open Ended Loan Activities

Device Reassign/Repair/Refurbish and/or OEL				
Type of AT Device	Number of Devices Reassigned/Refurbished and Repaired	Total Estimated Current Purchase Price	Total Price for Which Device(s) Were Sold	Savings to Consumers
Vision	33	\$6,165	\$100	\$6,065
Hearing	105	\$53,161	\$240	\$52,921
Speech	266	\$159,826	\$0	\$159,826



<b>Communication</b>				
<b>Learning, Cognition and Developmental</b>	04	\$155	\$0	\$155
<b>Mobility, Seating and Positioning</b>	2,881	\$986,239	\$0	\$986,239
<b>Daily Living</b>	553	\$48,957	\$10	\$48,947
<b>Environmental Adaptations</b>	47	\$3,917	\$0	\$3,917
<b>Vehicle Modification &amp; Transportation</b>	02	\$80	\$0	\$80
<b>Computers and Related</b>	15	\$3,070	\$0	\$3,070
<b>Recreation, Sports and Leisure</b>	20	\$1,353	\$80	\$1,273
<b>Total</b>	3,926	\$1,262,923	\$430	\$1,262,493

#### D. Anecdote

Options for Independent Living, a WisTech subcontractor, serves numerous counties and a staff member encountered an accessibility concern as they traveled in their service area. A staff member was driving past a home and happened to notice a family attempting to push someone up a homemade ramp that was created by 2x4 lumber. The staff member stopped and approached the family with an offer to provide a safer ramp option through their reuse program. They shared information about ramp safety both for the person who uses the wheelchair and for the family caregivers. The following day the family went to Options and picked up a portable ramp for use at their home. During that conversation, the family mentioned that rubber on the wheelchair wheels was disintegrating. Options was also able to provide a wheelchair for this individual to use through the reuse program.

**Impact Area**

Education
  Employment
  Community Living

#### E. Performance Measures

<b>Performance Measures</b>				
<b>Response</b>	<b>Primary Purpose for Which AT is Needed</b>			<b>Total</b>
	<b>Education</b>	<b>Employment</b>	<b>Community Living</b>	
<b>1. Could only afford the AT through the AT program.</b>	00	00	00	00
<b>2. AT was only available through the AT program.</b>	00	00	3,074	3,074
<b>3. AT was available through other programs, but the system was too complex or the wait time too long.</b>	00	00	00	00
<b>4. Subtotal</b>	00	00	3,074	3,074
<b>5. None of the above</b>	00	00	00	00
<b>6. Subtotal</b>	00	00	3,074	3,074

7. Nonrespondent	00	00	485	485
8. Total	00	00	3,559	3,559
9. Performance on this measure	NaN%	NaN%	86.37%	

**F. Customer Satisfaction**

<b>Satisfaction</b>		
Customer Rating of Services	Number of Customers	Percent
Highly satisfied	239	6.72%
Satisfied	2,835	79.66%
Satisfied somewhat	00	0%
Not at all satisfied	00	0%
Nonrespondent	485	13.63%
Total Surveyed	3,559	
Response rate %	86.37%	

**G. Notes:**

**Device Loan**

Did your approved State Plan for this reporting period included conducting Short-Term Device Loans?

**A. Short-Term Device Loans by Type of Purpose**

<b>Loans By Purpose</b>	
Primary Purpose of Short-Term Device Loan	Number
Assist in decision-making (device trial or evaluation)	594
Serve as loaner during service repair or while waiting for funding	126
Provide an accommodation on a short-term basis for a time-limited event/situation	448
Conduct training, self-education or other professional development activity	18
<b>Total</b>	<b>1,186</b>

**B. Short-Term Device Loan by Type of Borrower**

<b>LOANS BY TYPE OF BORROWER</b>
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Type of Individual or Entity	Number of Device Borrowers		
	Desicion-making	All other Purposes	Total
Individuals with Disabilities	364	427	791
Family Members, Guardians, and Authorized Representatives	38	114	152
Representative of Education	144	11	155
Representative of Employment	05	02	07
Representatives of Health, Allied Health, and Rehabilitation	19	06	25
Representatives of Community Living	14	28	42
Representatives of Technology	10	04	14
<b>Total</b>	<b>594</b>	<b>592</b>	<b>1,186</b>

**C. Length of Short-Term Device Loans**

Length of Short-Term Device Loan in Days	30
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**D. Types of Devices Loaned**

Types of Devices Loaned			
Type of AT Device	Number of Devices		
	Desicion-making	All other Purposes	Total
Vision	76	14	90
Hearing	160	43	203
Speech Communication	137	07	144
Learning, Cognition and Developmental	16	06	22
Mobility, Seating and Positioning	90	429	519
Daily Living	151	197	348
Environmental Adaptations	35	94	129
Vehicle Modification and Transportation	04	06	10
Computers and Related	83	18	101
Recreation, Sports and Leisure	68	43	111
<b>Total</b>	<b>820</b>	<b>857</b>	<b>1,677</b>

**E. Anecdote**

AWisTech consumer who has ALS contacted their local Independent Living Center, Options for Independent Living, for assistive technology to assist with eating. WisTech added an Obi robotic feeding device to the loan and demonstration inventory this year. This device will be available to any of our subcontractors but is currently being shared by two primary programs. This consumer and her husband had the opportunity to borrow the device and decided that it would meet their needs. Consumer quote: "For me, it was great. I have ALS, and I have limited mobility remaining in my arms. For most meals my husband, who is my caregiver, must feed me. I pre-programmed the robotic feeding arm to always feed me at the right height. Since I control the robotic arms motion, I could eat as slowly or as fast as I chose. My legs still work well, so I can push the controllers with my feet. My ALS is slow moving, so I should be able to use the Obi in this manner for many years." This device gave my husband the opportunity to prepare my food and then get a plate for himself and sit down and enjoy his food without having to attend to me all the time. I know this will not work well for all people, but for me it is the next best thing to having my arms back! I have begun working with both Obi and my insurance company, to determine the best way to secure this device for my future."

**Impact Area**

Education
  Employment
  Community Living

**F. Access Performance Measures**

Access Performance Measures				
Response	Primary Purpose for Which AT is Needed			Total
	Education	Employment	Community Living	
<b>Decided that AT device/service will meet needs</b>	84	13	287	384
<b>Decided that an AT device/ service will not meet needs</b>	19	07	95	121
<b>Subtotal</b>	103	20	382	505
<b>Have not made a decision</b>	63	00	26	89
<b>Subtotal</b>	166	20	408	594
<b>Nonrespondent</b>	00	00	00	00
<b>Total</b>	166	20	408	594
<b>Performance on this measure</b>	62.05%	100%	93.63%	

**G. Acquisition Performance Measures**

Acquisition Performance Measures				
Response	Primary Purpose for Which AT is Needed			Total
	Education	Employment	Community Living	
<b>1. Could only afford the AT through the AT program.</b>	08	09	311	328

2. AT was only available through the AT program.	01	06	141	148
3. AT was available through other programs, but the system was too complex or the wait time too long.	03	02	111	116
4. Subtotal	12	17	563	592
5. None of the above	00	00	00	00
6. Subtotal	12	17	563	592
7. Nonrespondent	00	00	00	00
8. Total	12	17	563	592
9. Performance on this measure	100%	100%	100%	

#### H. Customer Satisfaction

Satisfaction		
Customer Rating of Services	Number of Customers	Percent
Highly satisfied	922	77.74%
Satisfied	221	18.63%
Satisfied somewhat	34	2.87%
Not at all satisfied	09	0.76%
Nonrespondent	00	0%
Total Surveyed	1,186	
Response rate %	100%	

#### I. Notes:

#### Device Demonstration

##### A. Number of Device Demonstrations by Device Type

Type of AT Device / Service	Number of Demonstrations of AT Devices / Services
Vision	54
Hearing	144
Speech Communication	08
Learning, Cognition and Developmental	38
Mobility, Seating and Positioning	110

Daily Living	176
Environmental Adaptations	47
Vehicle Modification and Transportation	01
Computers and Related	106
Recreation, Sports and Leisure	65
Total # of Device Demonstrations	749

#### B. Types of Participants

Type of Participant	Decision-Makers	Other Participants	Total
Individuals with Disabilities	619	635	1,254
Family Members, Guardians, and Authorized Representatives	93	400	493
Representatives of Education	07	18	25
Representatives of Employment	01	11	12
Health, Allied Health, Rehabilitation	12	15	27
Representative of Community Living	17	52	69
Representative of Technology	00	07	07
<b>Total</b>	<b>749</b>	<b>1,138</b>	<b>1,887</b>

#### C. Number of Referrals

Referrals	
Type of Entity	Number of Referrals
Funding Source (non-AT program)	387
Service Provider	107
Vendor	25
Repair Service	00
Others	00
<b>Total</b>	<b>519</b>

#### D. Anecdote

One of the WisTech subcontractors, Independence First, worked with an individual who has a spinal cord injury. This individual recently immigrated to the United States and was planning to become employed as a language interpreter. This work will take place at his home and they had secured funding through a grant to support any accommodation needs. This individual and a representative from the granting program visited the WisTech program's loan and demonstration center to try out solutions in a variety of areas. This individual tried out devices in the hearing, daily living, and computer access categories. As this individual tried a device and made a decision that it would work for them, the funder went online and made the purchase. The devices purchased included a bone conduction headset, a computer stand, and a trackball mouse. They also tried out some solutions for carrying the computer but made the decision that these alternatives would not work as well as what they are currently doing.

**Impact Area**

Education
  Employment
  Community Living

#### E. Performance Measures

Performance Measures				
Response	Primary Purpose for Which AT is Needed			Total
	Education	Employment	Community Living	
<b>Decided that AT device/service will meet needs</b>	29	48	403	480
<b>Decided that an AT device/ service will not meet needs</b>	02	11	64	77
<b>Subtotal</b>	31	59	467	557
<b>Have not made a decision</b>	07	10	174	191
<b>Subtotal</b>	38	69	641	748
<b>Nonrespondent</b>	00	00	01	01
<b>Total</b>	38	69	642	749
<b>Performance on this measure</b>	81.58%	85.51%	72.74%	

#### F. Customer Satisfaction

Satisfaction		
Customer Rating of Services	Number of Customers	Percent
<b>Highly satisfied</b>	1,021	54.11%
<b>Satisfied</b>	79	4.19%
<b>Satisfied somewhat</b>	15	0.79%
<b>Not at all satisfied</b>	03	0.16%

Nonrespondent	769	40.75%
Total	1,887	
Response rate %	59.25%	

G. Notes:

**Overall Performance Measures**

**Overall Acquisition Performance Measure**

Acquisition Performance Measures				
Response	Primary Purpose for Which AT is Needed			Total
	Education	Employment	Community Living	
1. Could only afford the AT through the AT program.	08	09	2,825	2,842
2. AT was only available through the AT program.	01	06	3,215	3,222
3. AT was available through other programs, but the system was too complex or the wait time too long.	03	02	111	116
4. Subtotal	12	17	6,151	6,180
5. None of the above	00	00	00	00
6. Subtotal	12	17	6,151	6,180
7. Nonrespondent	00	00	485	485
8. Total	12	17	6,636	6,665
9. Performance on this measure	75%	88.24%	91.02%	90.98%
ACL Performance Measure				85%
Met/Not Met				Met

**Overall Access Performance Measure**

Access Performance Measures				
Response	Primary Purpose for Which AT is Needed			Total
	Education	Employment	Community Living	
Decided that AT device/service will meet needs	113	61	690	864
Decided that an AT device/ service will not meet needs	21	18	159	198
Subtotal	134	79	849	1,062



Have not made a decision	70	10	200	280
Subtotal	204	89	1,049	1,342
Nonrespondent	00	00	01	01
Total	204	89	1,050	1,343
Performance on this measure	65.69%	88.76%	80.86%	79.08%
ACL Performance Measure				90%
Met/Not Met				Not Met

### Overall Satisfaction Rating

Customer Rating of Services	Percent	ACL Target	Met/Not Met
Highly satisfied and satisfied	98.87%	95%	Met
Response Rate	59.02%	90%	Not Met

### Training

#### A. Training Participants: Number and Types of Participants; Geographical Distribution

Training by Participant Type	
Type of Participant	Number
Individuals with Disabilities	1,142
Family Members, Guardians and Authorized Representatives	259
Representatives of Education	190
Representatives of Employment	175
Rep Health, Allied Health, and Rehabilitation	814
Representatives of Community Living	571
Representatives of Technology	146
Unable to Categorize	00
<b>TOTAL</b>	<b>3,297</b>

Geographic Distribution of Participants			
Metro	Non Metro	Unknown	TOTAL

1,821	1,233	243	3,297
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## B. Training Topics

<b>Trainings by Topic</b>	
<b>Primary Topic of Training</b>	<b>Participants</b>
<b>AT Products/Services</b>	413
<b>AT Funding/Policy/ Practice</b>	99
<b>Combination of any/all of the above</b>	2,522
<b>Information Technology/Telecommunication Access</b>	163
<b>Transition</b>	100
<b>Total</b>	3,297

## C. Description of Training Activities

Describe innovative one high-impact assistance training activity conducted during the reporting period:

Options for Independent Living, a WisTech subcontractor, serves several rural communities and has been conducting in-depth technology trainings to reduce social isolation through the use of smartphones and tablets. The training consists of a five-week curriculum covering how to operate a smart phone (charging, button navigation, etc.), setting up the accessibility features, selecting apps, and using distance communication tools such as Zoom and Facetime. A final component is an app sharing session where participants can share their favorite uses of the smartphone to reduce social isolation. The program has found that limiting the training to twelve participants allows for ample individualized assistance. Their most recent training class took place on Washington Island in Door County, Wisconsin. Washington Island is only accessible via ferry service which creates a geographic barrier to social connectivity. Bringing this training to the residents of Washington Island has had led to a significant reduction to social isolation among its residents which is demonstrated by their own creation of a Cookies, Coffee, and Conversation group. While this curriculum is modeled after a grant the program received during the pandemic the outcomes were so positive that it has been expanded beyond the original grant. In addition to gaining technology skills, the participants have noted a reduction in social isolation.

Briefly describe one training activity related to transition conducted during the reporting period:

WisTech hosted a webinar training on the use of native iOS smartphone applications to support transition. This training was made available statewide through Zoom and is also archived on the WisTech YouTube channel. More than 70 service providers were able to learn how native apps and functions on iOS devices can facilitate transition for high school students to post-secondary education, community living, and employment. Attendees consisted of vocational rehabilitation counselors, educators, therapists, and independent living center staff.

Briefly describe one training activity related to Information and Communication Technology accessibility:

WisTech staff from the Department of Health Services conducted a comprehensive training on document and information accessibility to statewide staff from the Aging and Disability Resources Centers (ADRCs), including the Tribal ADRCs. Approximately 110 staff members attended this training, and they will be incorporating the information learned to ensure that the information that is provided to Wisconsin residents is fully accessible.

## D. IT/Telecommunications Training Performance Measure

<b>IT/Telecommunications Training Performance Measure</b>	
<b>Outcome/Result From IT/Telecommunications Training Received</b>	<b>Number</b>
<b>IT and Telecommunications Procurement or Dev Policies</b>	158

<b>Training or Technical Assistance will be developed or implemented</b>	05
<b>No known outcome at this time</b>	00
<b>Nonrespondent</b>	00
<b>Total</b>	163
<b>Performance Measure Percentage</b>	100%
<b>ACL Target Percentage</b>	70%
<b>Met/Not Met</b>	Met

**E. Notes:**

**Technical Assistance**

**A. Frequency and Nature of Technical Assistance**

<b>Technical Assistance by Recipient Type</b>	
<b>Education</b>	01%
<b>Employment</b>	00%
<b>Health, Allied Health, Rehabilitation</b>	01%
<b>Community Living</b>	97%
<b>Technology (IT, Telecom, AT)</b>	01%
<b>Total</b>	100%

**B. Description of Technical Assistance**

Describe Innovative one high-impact assistance activity that is not related to transition:

Options for Independent Living, a WisTech subcontractor, has been focusing on increased accessibility for recreation both in their service area and throughout Wisconsin. There has been technical assistance with municipal parks and recreation programs, curling clubs, and the hosting of sled hockey and ice-skating events. Statewide TAs are provided by their staff member who serves on the Disability Advisory Council for the Wisconsin Department of Natural Resources. The work on this council impacts Wisconsin resident's access to state parks and trails. Through this advocacy, several Wisconsin state parks have purchased Actiontrack chairs and are making them available for daily visitors to use.

Briefly describe one technical assistance activity related to transition conducted during the reporting period:

WisTech staff from the Department of Health Services provided technical assistance internally on the development of new informational materials for enrollment in long term care programs. This TA included in-depth education on document accessibility, ongoing review of informational material content, and remediation of documents to ensure full access for individuals enrolling in long-term care programs in Wisconsin. Wisconsin residents seek out long-term care services to remain independent in their own homes or to transition from an institutional setting back to their own residence.

**C. Notes:**

**Public Awareness**

**Public Awareness Activities**

## Public Awareness Narratives

Describe in detail at least one and no more than two innovative or high-impact public awareness activities conducted during this reporting period. Highlight the content/focus of the awareness information shared, the mechanism used to disseminate or communicate the awareness information, the numbers and/or types of individuals reached, and positive outcomes resulting from the activity. If quantitative numbers are available regarding the reach of the activity, please provide those: however, quantitative data is not required.

1. WisTech partnered with Wisconsin's AgrAbility program to exhibit at the annual Farm Technology Days. This statewide event averages an attendance of over 40,000 individuals. Our shared exhibit space allowed us to highlight assistive technology and resources for farmers, their families, and others connected to the agricultural industry. Over the course of three days the staff at this event logged over 450 in-depth conversations and responses to assistive technology.

2. Center for Independent Living for Western Wisconsin, CILWW, a WisTech subcontractor, took a new approach to public awareness during federal fiscal year 2023. This agency participated as a vendor at the local farmer's market from June through October. The staff were able to educate the community in Western Wisconsin about WisTech, WisLoan, and assistive technology resources in general. Each week they brought different pieces of assistive technology to have on display. The feedback from our community has been great, many individuals we talked to were excited to have such a great resource.

## Information And Assistance

Information And Assistance Activities by Recipient			
Types of Recipients	AT Device/ Service	AT Funding	Total
Individuals with Disabilities	10,531	8,155	18,686
Family Members, Guardians and Authorized Representatives	9,177	7,565	16,742
Representative of Education	109	14	123
Representative of Employment	61	04	65
Representative of Health, Allied Health, and Rehabilitation	231	35	266
Representative of Community Living	7,048	6,609	13,657
Representative of Technology	34	10	44
Unable to Categorize	06	00	06
<b>Total</b>	<b>27,197</b>	<b>22,392</b>	<b>49,589</b>

### Referral Types:

WisTech operates using a hybrid model of conducting program activities from our office directly and through subcontracts and program partners. The types of individuals requesting information and assistance is broad and reaches every county within our state. The Independent Living Center network reaches people with disabilities, their families, and community service providers from the grassroots level. Several of our program partners, including the ALS Association reach population specific audiences. An additional type of referral comes from our collaboration with the statewide telecommunication programs which include the Telecommunications Equipment Purchase Program (TEPP), the Telecommunications Assistance Program (TAP), and the iCanConnect program. The telecom programs specifically drive referrals to our loan and demo programs to provide the opportunity to try out devices and decide if it will meet their needs or not.

### Referral Sources:

WisTech continues to receive a significant number of referrals for information and assistance and for this reporting year these requests have more than doubled. Our partnership with the Aging and Disability Resource Centers continues to demonstrate the demand for information and assistance in the area of assistive technology. We are able to gather information from each ADRC which reflects the number of I&A requests related to AT broken out by county. We have begun tracking the requests from the Independent Living Centers by county as well. This can guide us as we conduct targeted outreach to underserved areas.

**Notes:**

**Coordination/Collaboration and State Improvement Outcomes**

**Overview of Coordination/Collaboration Activities**

<b>Coordination/Collaboration activities are not required. You may report up to two MAJOR coordination/collaboration activities for this reporting period. How many will you be reporting?</b>	<b>2</b>
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**A. Coordination/Collaboration**

1. As concisely as possible, describe the partnership initiative. What activities/services were provided? Who are the major collaborating organizations and what is their role? Who is served/benefited? What funding was used to implement the initiative?

WisTech has begun a collaboration with the Division of Medicaid Services (DMS) within the Department of Health Services and the Aging and Disability Resource Centers (ADRCs). Wisconsin has received American Rescue Plan Act (ARPA) funding to address the barriers to remaining independent and to delay enrollment into Medicaid funded long-term care programs. The Independent Living Supports Pilot (ILSP) program was launched in early September 2023 and sixteen counties are participating in the pilot. Individuals with disabilities or health conditions who meet the program income requirements can be eligible for up to \$7,200 to offset the costs of services, modifications, or assistive technology needed to remain independent, thus delaying their enrollment in long-term care services. Services can address things such as personal or home care, moving costs, and transportation. Assistive technology or home modifications can include ramps, barrier free showers, stair glides, mobility devices, and other solutions to address the needs of people with disabilities and their caregivers. WisTech is supporting this program through assistive technology, home modification, and vehicle modification consultations with the participants. The research component of this pilot program will guide future long-term care programming in Wisconsin. WisTech will continue support of this program throughout FFY24 and will be able to share outcomes and further details in the next annual progress report.

2. As concisely as possible, describe the measurable results of the initiative and any lessons learned. How did access to AT change as a result of the coordination/collaboration/partnership? How did awareness of AT change as a result of the partnership? How did the reach of the state AT program change as a result of the partnership? What made the partnership successful? What would you change or wish you had done differently? Provided funding/resources are available, will the initiative continue or is this a one-time event? What advice would you give for replication of the initiative? Please include URL for initiative if available.

The Independent Living Supports Pilot (ILSP) program will be available to Wisconsin residents who have a disability or a health condition and meet program income limits through March of 2025. The program will include a research component to determine the cost savings and effectiveness of delaying enrollment in long-term care programs. WisTech anticipates an increased awareness for our program throughout the pilot counties along with ongoing collaboration between our Independent Living Centers and the Aging and Disability Resource Centers.

3. What focus areas(s) were addressed by the initiative?

Housing / Home Automation; Transportation; Community Participation and Integration; Health; Aging; Aging and Disability Network / No Wrong Door;

4. What AT Act authorized activity(s) were addressed?

Information & Assistance; Technical Assistance;

**A.2 Coordination/Collaboration (Entry 2)**

1. As concisely as possible, describe the partnership initiative. What activities/services were provided? Who are the major collaborating organizations and what is their role? Who is served/benefited? What funding was used to implement the initiative?

Midstate Independent Living (MILC), a WisTech subcontractor, received two wheelchairs as a donation from a consumer. These wheelchairs were in "ok" condition but not up to the standard that the agency was comfortable with for consumer donations. MILC collaborated with a local Humane Association to provide these wheelchairs for desensitization training for animals. They have introduced these donated wheelchairs as part of their routine training, so animals are comfortable with wheelchairs. The area where this Humane Association is located has a higher population of veterans, including those with disabilities and PTSD. This collaboration recently was highlighted on the local television news.

2. As concisely as possible, describe the measurable results of the initiative and any lessons learned. How did access to AT change as a result of the coordination/collaboration/partnership? How did awareness of AT change as a result of the partnership? How did the reach of the state AT program change as a result of the partnership? What made the partnership successful? What would you change or wish you had done differently? Provided funding/resources are available, will the initiative

continue or is this a one-time event? What advice would you give for replication of the initiative? Please include URL for initiative if available.

This initiative has the potential to be replicated by other WisTech subcontractors throughout Wisconsin.

3. What focus areas(s) were addressed by the initiative?

Community Participation and Integration; Health; Aging; Veterans;

4. What AT Act authorized activity(s) were addressed?

Reuse; Training;

**Overview of State Improvement Activities**

State improvement outcomes are not required. You may report up to two MAJOR state improvement outcomes for this reporting period. How many will you be reporting?	00
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**Additional And Leveraged Funds**

**A. Leveraged Funding for State Plan Activities**

Fund Source	Amount	Use of Funds	Data Reported
Federal	\$20,953	Technical Assistance	True
Amount: \$20,953			

For any leveraged funding reported above for which data could not be reported, please describe the extenuating circumstances that precluded data from being reported and efforts to remediate the situation in future reporting periods.

<b>B. Public Health Workforce Grant Award</b>	
All Section 4 AT Act grantees were awarded \$80,000.00 in supplemental Public Health Workforce grant funding to increase the full-time equivalent (FTE) of staff within the disability and aging network for public health professionals. Please document the status of these funds below.	
<p><b>The status of these funds at the end of the FY23 (9/30/2023) is as follows: (Check one)</b></p> <p> <input type="radio"/> We did not utilize this funding in FY23 and wish to decline the funds in the future  <input type="radio"/> We did not expend any of this funding in FY23, but plan to expend funding in FY24 and/or FY25  <input checked="" type="radio"/> We expended some of all of this funding in FY23 (please complete the section below)         </p>	
<b>Please report the amount expended (drawn down and liquidated) in this reporting period, FY23:</b>	\$20,953.00
Please report the number of Full Time Equivalent (FTE) positions this funding supported by type. This can be a direct employee FTE or contractual FTE.	
<b>Type of FTE Position</b>	<b>FTE Positions (0.01 to 9.99)</b>
<b>Assistive Technology Specialist</b>	0.00
<b>Information and Assistance Specialist</b>	0.00
<b>Outreach and Awareness Specialist</b>	0.00

<b>Training Specialist</b>	0.00
<b>Health Care Professional (includes PT, OT, SLP)</b>	0.00
<b>Accessibility Expert</b>	0.00
<b>Policy Expert</b>	1.00
<b>Technology Expert (Digital Divide, Mobile Tech)</b>	0.00
<b>Program Manager</b>	0.00
<b>Other positions needed to advance public health and prevent, prepare for, and respond to COVID-19 (describe with narrative field required)</b>	0.00

**Please describe the activities of the above FTE and how such activities advance public health.**

WisTech has utilized the Assistive Technology Public Workforce funding to hire a contract Program and Policy Analyst (PPA). The PPA has been working on public policy and federal and state legislation directly related to assistive technology and access issues experienced by people with disabilities during COVID-19. Specifically, access to assistive technology and accommodations to access health care services both via telehealth and in-person. Additionally, the PPA has provided public comments related to Title II web accessibility standards and 504 web accessibility related to telehealth. The PPA works in close collaboration between WisTech, the Assistive Technology Advisory Council, the Governor's Committee for People with Disabilities (GCPD), and the Council for Physical Disabilities (CPD). Efforts in this space include policy work to increase digital access for people with disabilities, emergency preparedness for people with disabilities, access to accessible transportation and housing, and addressing social determinants of health experienced by people with disabilities through the State Health Assessment and State Health Improvement Plan. This position is also responsible for conducting trainings on accessibility and disability etiquette and access to programs and services.

**C. Describe any unique issues with your data in this section (e.g., the reason why you were unable to report the number of individuals served with additional or leveraged funds).**