



## National Assistive Technology Act Data System

### Annual Progress Report - Full Report

#### Wisconsin 2021

#### 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](mailto: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

Loan Applications			
	Area of Residence		Total
	Metro RUCC 1-3	Non-Metro RUCC 4-9	
Approved Loan made	08	00	08
Approved Not made	10	03	13
Rejected	06	00	06
<b>Total</b>	<b>24</b>	<b>03</b>	<b>27</b>

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

Lowest/Highest Incomes			
Lowest Income:	\$13,864	Highest Income:	\$88,430

Average Income		
Sum of Incomes	Loans Made	Average Annual Income
\$373,486	08	\$46,686

**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>	02	01	02	01	01	01	08
<b>Percentage of Loans</b>	25%	12.5%	25%	12.5%	12.5%	12.5%	100%

**3. Loan Type**

Loan Type		
Type of Loan	Number of Loans	Percentage of loans
<b>Revolving Loans</b>	04	50%
<b>Partnership Loans</b>		
Without interest buy-down or loan guarantee	00	0%
With interest buy-down only	00	0%
With loan guarantee only	04	50%
With both interest buy-down and loan guarantee	00	0%
<b>Total</b>	08	100%

**Loan Type Summary**

Type of Loan	Number of Loans	Dollar Value of Loans
<b>Revolving Loans</b>	04	\$23,480
<b>Partnership Loans</b>	04	\$35,904
<b>Total</b>	08	\$59,384

**4. Interest Rates**

Interest Rates	
<b>Lowest</b>	5.75%
<b>Highest</b>	5.75%

**Interest Rate Summary**

Sum of Interest Rates	Number of Loans Made	Average Interest Rate

46

08

5.75%

<b>Number of Loans Made by Interest Rate</b>	
<b>Interest Rate</b>	<b>Number of loans</b>
<b>0.0% to 2.0%</b>	00
<b>2.1% to 4.0%</b>	00
<b>4.1% to 6.0%</b>	08
<b>6.1% to 8.0%</b>	00
<b>8.1% - 10.0%</b>	00
<b>10.1%-12.0%</b>	00
<b>12.1%-14.0%</b>	00
<b>14.1% +</b>	00
<b>Total</b>	<b>08</b>

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

<b>Types and Dollar Amounts of AT Financed</b>		
<b>Type of AT</b>	<b>Number of Devices Financed</b>	<b>Dollar Value of Loans</b>
<b>Vision</b>	00	\$0
<b>Hearing</b>	01	\$1,998
<b>Speech communication</b>	00	\$0
<b>Learning, cognition, and developmental</b>	00	\$0
<b>Mobility, seating and positioning</b>	01	\$937
<b>Daily living</b>	00	\$0
<b>Environmental adaptations</b>	01	\$5,000
<b>Vehicle modification and transportation</b>	04	\$50,808
<b>Computers and related</b>	01	\$641
<b>Recreation, sports, and leisure</b>	00	\$0
<b>Total</b>	<b>08</b>	<b>\$59,384</b>

#### 6. Defaults



Defaults	
Number Loans in default	02
Net loss for loans in default	\$12,658

**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)	898
B. Non-Metro (RUCC 4-9)	598
C. Total Served	1496

Performance Measure	
D. Excluded from Performance Measure	1496
E. Number of Individuals Included in Performance Measures	0

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

Performance measures were not collected from these programs.

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

Type of AT Device / Service	Number of Devices Funded	Value of AT Provided
Vision	45	19679.00
Hearing	2522	559227.00
Speech communication	232	115785.00
Learning, cognition, and developmental	0	0.00
Mobility, seating and positioning	0	0.00
Daily living	0	0.00
Environmental adaptations	0	0.00
Vehicle modification and transportation	0	0.00

<b>Computers and related</b>	198	95165.00
<b>Recreation, sports, and leisure</b>	0	0.00
<b>Total</b>	2997	789856.00

**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**

A consumer reached out to the Wisloan program to apply for a loan to purchase a wheelchair accessible van. She had great difficulty trying to get financing and funding elsewhere. Wisloan provided financing for the much needed family van. When asked about the Wisloan program she said "My son has Cerebral Palsy and is a wheelchair user. He needed specific modifications done so that he could independently get in and out of our vehicle. It was very challenging getting him to all of his appointments without adequate transportation. With a loan through the Wisloan program and the help of the staff, we were able to purchase a van that fits his needs. We are so grateful for the Wisloan program!"

**Impact Area**  Education  Employment  Community Living

**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	08	08
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	08	08
5. None of the above	00	00	00	00
6. Subtotal	00	00	08	08
7. Nonrespondent	00	00	00	00

<b>8. Total</b>	00	00	08	08
<b>9. Performance on this measure</b>	NaN%	NaN%	100%	

**F. Customer Satisfaction**

<b>Satisfaction</b>		
Customer Rating of Services	Number of Customers	Percent
<b>Highly satisfied</b>	08	0.53%
<b>Satisfied</b>	00	0%
<b>Satisfied somewhat</b>	00	0%
<b>Not at all satisfied</b>	00	0%
<b>Nonrespondent</b>	1,496	99.47%
<b>Total Surveyed</b>	1,504	
<b>Response rate %</b>	0.53%	

**G. Notes:**

**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
A. Device Exchange	71
B. Device Refurbish/Repair - Reassign and/or Open Ended Loan	594
C. Total	665

Performance Measure	
D. Device Exchange - Excluded from Performance Measure	00
E. Reassignment/Refurbishment and Repair and Open Ended Loans - 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	245
F. Number of Individuals Included in Performance Measures	420

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

Our partner through the Department of Corrections conducts Refurbishment and Reuse activities but they are not able to provide devices directly to individuals. All ReUse for this program is conducted via third party so it is not possible to collect performance measures or satisfaction data. Furthermore, with the necessity of contact-less pickup or delivery, it often was not possible to get full compliance with completion of outcomes.

**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	06	\$1,818	\$0	\$1,818
Hearing	00	\$0	\$0	\$0
Speech Communication	00	\$0	\$0	\$0
Learning, Cognition and Developmental	00	\$0	\$0	\$0
Mobility, Seating and Positioning	32	\$19,926	\$4,915	\$15,011
Daily Living	32	\$4,225	\$1,740	\$2,485
Environmental Adaptations	13	\$2,166	\$100	\$2,066
Vehicle Modification & Transportation	03	\$19,000	\$14,000	\$5,000
Computers and Related	00	\$0	\$0	\$0
Recreation, Sports and Leisure	00	\$0	\$0	\$0
<b>Total</b>	<b>86</b>	<b>\$47,135</b>	<b>\$20,755</b>	<b>\$26,380</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	50	\$2,067	\$0	\$2,067
Hearing	61	\$14,009	\$0	\$14,009
Speech Communication	04	\$439	\$0	\$439
Learning, Cognition and Developmental	04	\$239	\$110	\$129
Mobility, Seating and Positioning	400	\$116,163	\$14,920	\$101,243
Daily Living	96	\$9,439	\$65	\$9,374
Environmental Adaptations	07	\$708	\$0	\$708
Vehicle Modification & Transportation	00	\$0	\$0	\$0
Computers and Related	02	\$1,399	\$0	\$1,399

<b>Recreation, Sports and Leisure</b>	07	\$2,135	\$0	\$2,135
<b>Total</b>	631	\$146,598	\$15,095	\$131,503

**D. Anecdote**

IndependenceFirst, a WisTech subcontractor, worked with a consumer with a traumatic brain injury that uses a power wheelchair for mobility outside of his home. This individual also relies on public transportation which is somewhat distant from his residence. This individual also lives in Wisconsin so his mobility equipment is subject to a wide range of weather conditions which tend to cause the devices to wear out prior to his eligibility for replacements. This consumer recently obtained a re-use wheelchair from WisTech and IndependenceFirst after he learned his current chair could no longer be repaired. He was ecstatic because it the used wheelchair fit him better and had better suspension than his old chair. He quickly modified the used chair with a homemade cane holder. He felt that having reliable mobility would allow him to attend training to develop computer skills which he needs in order to obtain employment. The used chair is a life changer as he strives to become economically self-sufficient.



**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.	05	02	268	275
2. AT was only available through the AT program.	10	06	86	102
3. AT was available through other programs, but the system was too complex or the wait time too long.	00	00	26	26
4. Subtotal	15	08	380	403
5. None of the above	01	01	10	12
6. Subtotal	16	09	390	415
7. Nonrespondent	01	01	03	05
8. Total	17	10	393	420
9. Performance on this measure	88.24%	80%	96.69%	

**F. Customer Satisfaction**

**Satisfaction**

Customer Rating of Services	Number of Customers	Percent
Highly satisfied	326	49.02%
Satisfied	32	4.81%
Satisfied somewhat	00	0%
Not at all satisfied	00	0%
Nonrespondent	307	46.17%
Total Surveyed	665	
Response rate %	53.83%	

**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**

Loans By Purpose	
Primary Purpose of Short-Term Device Loan	Number
Assist in decision-making (device trial or evaluation)	318
Serve as loaner during service repair or while waiting for funding	113
Provide an accommodation on a short-term basis for a time-limited event/situation	434
Conduct training, self-education or other professional development activity	10
Total	875

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

LOANS BY TYPE OF BORROWER			
Type of Individual or Entity	Number of Device Borrowers		
	Desicion-making	All other Purposes	Total
Individuals with Disabilities	651	00	651
Family Members, Guardians, and Authorized Representatives	179	00	179
Representative of Education	04	00	04
Representative of Employment	00	00	00

<b>Representatives of Health, Allied Health, and Rehabilitation</b>	11	00	11
<b>Representatives of Community Living</b>	18	00	18
<b>Representatives of Technology</b>	12	00	12
<b>Total</b>	875	00	875

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

<b>Length of Short-Term Device Loan in Days</b>	30
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### D. Types of Devices Loaned

<b>Types of Devices Loaned</b>			
<b>Type of AT Device</b>	<b>Number of Devices</b>		
	<b>Desicion-making</b>	<b>All other Purposes</b>	<b>Total</b>
<b>Vision</b>	59	00	59
<b>Hearing</b>	172	00	172
<b>Speech Communication</b>	16	00	16
<b>Learning, Cognition and Developmental</b>	11	00	11
<b>Mobility, Seating and Positioning</b>	357	00	357
<b>Daily Living</b>	342	00	342
<b>Environmental Adaptations</b>	134	00	134
<b>Vehicle Modification and Transportation</b>	05	00	05
<b>Computers and Related</b>	55	00	55
<b>Recreation, Sports and Leisure</b>	41	00	41
<b>Total</b>	1,192	00	1,192

### E. Anecdote

Options for Independent Living, a WisTech subcontractor, has an all terrain wheelchair available for device loan. Recently, an 11 year old who has Congenital Myasthenic Syndrome, and his father borrowed the Action Trackchair for a camping and hiking expedition in rural Wisconsin. This was the first time they have been able to fully access the outdoors without the father having to carry his son through the woods. The young consumer was able to navigate hills (up & down), rocky terrain, wet areas, and ultimately traveled for 5 miles (and over 4 hours on a Saturday). "The All-Terrain Outdoor Wheelchair (Action Trackchair) is so important for our family. I cannot thank you enough for the work you are doing to change lives across our area."



**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	
Decided that AT device/service will meet needs	03	08	172	183
Decided that an AT device/ service will not meet needs	02	06	81	89
<b>Subtotal</b>	<b>05</b>	<b>14</b>	<b>253</b>	<b>272</b>
Have not made a decision	00	02	16	18
<b>Subtotal</b>	<b>05</b>	<b>16</b>	<b>269</b>	<b>290</b>
Nonrespondent	00	02	26	28
<b>Total</b>	<b>05</b>	<b>18</b>	<b>295</b>	<b>318</b>
Performance on this measure	100%	87.5%	94.05%	

**G. Acquisition Performance Measures**

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.	04	04	101	109



2. AT was only available through the AT program.	00	02	327	329
3. AT was available through other programs, but the system was too complex or the wait time too long.	00	00	20	20
4. Subtotal	04	06	448	458
5. None of the above	00	05	27	32
6. Subtotal	04	11	475	490
7. Nonrespondent	01	00	66	67
8. Total	05	11	541	557
9. Performance on this measure	100%	54.55%	94.32%	

**H. Customer Satisfaction**

Satisfaction		
Customer Rating of Services	Number of Customers	Percent
Highly satisfied	649	74.17%
Satisfied	118	13.49%
Satisfied somewhat	11	1.26%
Not at all satisfied	04	0.46%
Nonrespondent	93	10.63%
Total Surveyed	875	
Response rate %	89.37%	

**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	37
Hearing	64
Speech Communication	07
Learning, Cognition and Developmental	10
Mobility, Seating and Positioning	54

<b>Daily Living</b>	37
<b>Environmental Adaptations</b>	33
<b>Vehicle Modification and Transportation</b>	00
<b>Computers and Related</b>	68
<b>Recreation, Sports and Leisure</b>	16
<b>Total # of Devices Demonstrated</b>	326

#### B. Types of Participants

<b>Demonstrations by Participant Type</b>	
<b>Type of Participant</b>	<b>Number of Participants in Device Demonstrations</b>
<b>Individuals with Disabilities</b>	285
<b>Family Members, Guardians, and Authorized Representatives</b>	160
<b>Representatives of Education</b>	03
<b>Representatives of Employment</b>	02
<b>Health, Allied Health, Rehabilitation</b>	16
<b>Representative of Community Living</b>	19
<b>Representative of Technology</b>	09
<b>Total</b>	494

#### C. Number of Referrals

<b>Referrals</b>	
<b>Type of Entity</b>	<b>Number of Referrals</b>
<b>Funding Source (non-AT program)</b>	80
<b>Service Provider</b>	99
<b>Vendor</b>	27
<b>Repair Service</b>	01
<b>Others</b>	30
<b>Total</b>	237

#### D. Anecdote

Society's Assets, a WisTech subcontractor, had the opportunity to meet with a young woman who experienced quadruple amputation. This consumer was seeking assistance with remaining as independent as possible. She worked with Society's Assets to apply for telecommunications funding through TEPP and then had device demonstrations of smartphone solutions that provided her access to her iPhone using Bluetooth and hands-free solutions.



**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>	20	24	187	231
<b>Decided that an AT device/ service will not meet needs</b>	02	03	35	40
<b>Subtotal</b>	22	27	222	271
<b>Have not made a decision</b>	05	03	46	54
<b>Subtotal</b>	27	30	268	325
<b>Nonrespondent</b>	01	00	00	01
<b>Total</b>	28	30	268	326
<b>Performance on this measure</b>	78.57%	90%	82.84%	

**F. Customer Satisfaction**

Satisfaction		
Customer Rating of Services	Number of Customers	Percent
<b>Highly satisfied</b>	418	84.62%
<b>Satisfied</b>	68	13.77%
	05	1.01%

<b>Satisfied somewhat</b>		
<b>Not at all satisfied</b>	01	0.2%
<b>Nonrespondent</b>	02	0.4%
<b>Total</b>	494	
<b>Response rate %</b>	99.6%	

**G. Notes:**

**Overall Performance Measures**

**Overall Acquisition Performance Measure**

<b>Acquisition Performance Measures</b>				
Response	Primary Purpose for Which AT is Needed			Total
	Education	Employment	Community Living	
1. Could only afford the AT through the AT program.	09	06	377	392
2. AT was only available through the AT program.	10	08	413	431
3. AT was available through other programs, but the system was too complex or the wait time too long.	00	00	46	46
4. Subtotal	19	14	836	869
5. None of the above	01	06	37	44
6. Subtotal	20	20	873	913
7. Nonrespondent	02	01	69	72
8. Total	22	21	942	985
9. Performance on this measure	90.48%	66.67%	90.18%	89.65%
<b>ACL Performance Measure</b>				85%
<b>Met/Not Met</b>				Met

**Overall Access Performance Measure**

<b>Access Performance Measures</b>				
Response	Primary Purpose for Which AT is Needed			Total
	Education	Employment	Community Living	
<b>Decided that AT device/service will meet needs</b>	23	32	359	414

<b>Decided that an AT device/ service will not meet needs</b>	04	09	116	129
<b>Subtotal</b>	27	41	475	543
<b>Have not made a decision</b>	05	05	62	72
<b>Subtotal</b>	32	46	537	615
<b>Nonrespondent</b>	01	02	26	29
<b>Total</b>	33	48	563	644
<b>Performance on this measure</b>	81.82%	89.13%	88.45%	88.15%
<b>ACL Performance Measure</b>				90%
<b>Met/Not Met</b>				Not Met

**Overall Satisfaction Rating**

<b>Customer Rating of Services</b>	<b>Percent</b>	<b>ACL Target</b>	<b>Met/Not Met</b>
<b>Highly satisfied and satisfied</b>	98.72%	95%	Met
<b>Response Rate</b>	46.35%	90%	Not Met

**Training**

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

<b>Training by Participant Type</b>	
<b>Type of Participant</b>	<b>Number</b>
<b>Individuals with Disabilities</b>	389
<b>Family Members, Guardians and Authorized Representatives</b>	136
<b>Representatives of Education</b>	361
<b>Representatives of Employment</b>	395
<b>Rep Health, Allied Health, and Rehabilitation</b>	1,104
<b>Representatives of Community Living</b>	913
<b>Representatives of Technology</b>	91
<b>Unable to Categorize</b>	00
<b>TOTAL</b>	3,389

Geographic Distribution of Participants			
Metro	Non Metro	Unknown	TOTAL
1,951	1,361	77	3,389

## B. Training Topics

Trainings by Topic	
Primary Topic of Training	Participants
AT Products/Services	603
AT Funding/Policy/ Practice	142
Combination of any/all of the above	2,033
Information Technology/Telecommunication Access	481
Transition	130
<b>Total</b>	<b>3,389</b>

## C. Description of Training Activities

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

WisTech, part of Wisconsin's Department of Health Services, collaborated with the Eau Claire County ADRC to address the barrier of social isolation related to COVID. A virtual training was provided on the use of smart home technology and other solutions that support older relatives and individuals with disabilities. The training, "Alexa, Drop In On Mom" was conducted by a couple who support one of their parents in another state and WisTech staff sharing technology options in general. The session was recorded and archived on the WisTech AT Council YouTube channel. Alexa, Drop In On Mom video link. The presentation itself reached 54 Wisconsin residents and has been viewed online almost 200 times. The presentation also resulted in several requests for a similar training for other areas of the state.

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

WisTech and Independence First, a subcontractor, participated in the AT Forward Community of Practice for educators by providing two training sessions. AT Forward is a project through the Department of Public Instruction funded through the CARES Act. One session focused on the creation and provision of accessible content. The second session focused on access to digital learning. The second training reviewed the options around reading and writing supports as well as guidance to create a low distraction virtual learning environment.

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

WisTech hosted a virtual training titled "Improving Access to Digital Spaces for those with Learning and Cognitive Disabilities". We brought in trainers from the State of Minnesota's Office of Accessibility and from Deque, a digital access company. This training provided a slightly different approach to ICT by focusing on the steps we can take to ensure our content is accessible to individuals with cognitive and learning differences. Over 125 individuals were able to benefit from this virtual training. It is also now archived on the WisTech YouTube channel as a resource we provide during all of our ICT trainings.

## D. IT/Telecommunications Training Performance Measure

IT/Telecommunications Training Performance Measure	
Outcome/Result From IT/Telecommunications Training Received	Number
IT and Telecommunications Procurement or Dev Policies	327
Training or Technical Assistance will be developed or implemented	118

<b>No known outcome at this time</b>	36
<b>Nonrespondent</b>	00
<b>Total</b>	481
<b>Performance Measure Percentage</b>	92.5%
<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>	10%
<b>Employment</b>	2%
<b>Health, Allied Health, Rehabilitation</b>	7%
<b>Community Living</b>	68%
<b>Technology (IT, Telecom, AT)</b>	13%
<b>Total</b>	100%

**B. Description of Technical Assistance**

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

WisTech, part of Wisconsin Department of Health Services, routinely provided support to the statewide COVID Response Team and various individual state program departments throughout this past funding year. This work included serving in an advisory role to members of the COVID response team, sharing detailed information on the development and launch of website content and other COVID related materials. Specific guidance to increase the accessibility of testing sites, vaccine registry, and community education related to COVID was provided. WisTech identified inaccessible features of the vaccine registry process and worked directly with the programmers to make improvements. Also, when DHS initiated state-run vaccine points of distribution, WisTech conducted a review and provided disability accessibility guidance to ensure equal access.

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

WisTech staff served on a work group hosted by the Department of Public Instruction and played a key role in the implementation of the AT Forward Project. The AT Forward project utilized CARES Act funding to create a Community of Practice for educators, family members, and service providers to advance awareness and use of assistive technology in education. The second year of this project has included the launch of microcredentials for educators. Further discussions continue around the alignment of assistive technology loan program information and inventories.

**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. CILWW, a WisTech subcontractor, provides services to a 10 county, mostly rural area of Wisconsin. Articles were provided to each of the ADRCs in this service area to share information and highlight the availability of assistive technology. AT highlighted in these articles included the Generations App, ice cleats, magnifiers, and daily living devices for the kitchen.
2. North Country Independent Living, a WisTech subcontractor, harnessed the power of social media to promote the use of assistive technology. Throughout the year, NCIL selected a product category of the month. Daily posts were then made on their Facebook page of products within that category. Analytics and user interaction demonstrated that individuals were able to learn about a broad range of assistive technology solutions and their page reach grew to more service providers and community members.

**Information And Assistance**

Information And Assistance Activities by Recipient			
Types of Recipients	AT Device/ Service	AT Funding	Total
Individuals with Disabilities	1,797	493	2,290
Family Members, Guardians and Authorized Representatives	1,195	185	1,380
Representative of Education	26	11	37
Representative of Employment	42	05	47
Representative of Health, Allied Health, and Rehabilitation	206	40	246
Representative of Community Living	18,924	58	18,982
Representative of Technology	18	10	28
Unable to Categorize	37	02	39
<b>Total</b>	<b>22,245</b>	<b>804</b>	<b>23,049</b>

**Notes:**

Wisconsin's I&A data now includes the I&A requests from the ADRCs. Wisconsin ADRCs track the topic of AT when they are contacted about services and information. This is a new addition to our federal reporting and it is a welcome opportunity for continued collaboration with our ADRCs. The total number of I&As for the ADRCs was 18,540. Improvements for next year will include breaking down this data by the type of participant.

**Coordination/Collaboration and State Improvement Outcomes**

**Overview of Coordination/Collaboration Activities**

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?	1
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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?

The Bureau of Aging and Disabilities (BADR, located within the Wisconsin Department of Health Services (DHS) includes offices that address the service delivery needs both individuals with disabilities and those who are older. This puts WisTech in a position to collaborate closely with the ADRCs, Aging Units, and Tribal Aging units. This past year WisTech has actively participated in the planning of a monthly Aging and Disability Forum that provides support, education, and fosters collaboration among aging programs and independent living centers. BADR staff from each of the associated departments and the Bureau Director participate in this planning.

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 Aging and Disability Forums served several purposes. Initially, the purpose was to provide education and support regarding COVID. This included safety, best practices for service delivery, and reconstituting in-person services. Additional outcomes included furthering equity and inclusion as well as modeling accessible meeting practices for people with disabilities. WisTech, serving on this committee enabled the topic of AT to remain "visible" to the planners and the participants. We have included the I&A numbers related to AT as tracked by the ADRCs and will be evaluating what the impact of these forums had by looking at the data from prior to the ADN Forums and what they will look like in the future.

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

Community Participation and Integration; Health; Aging; Aging and Disability Network / No Wrong Door; Information and Communication Technology / Remote Connectivity;

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

Information & Assistance;

**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**

Did you have Additional and Leveraged Funding to Report?	Yes
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**A. Leveraged Funding for State Plan Activities**

Fund Source	Amount	Use of Funds	Data Reported
Federal	\$181,738	State Financing	True
Amount: \$181,738			

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. 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).