

**STATE OF NEVADA
AGING AND DISABILITY SERVICES DIVISION**

**SERVICE SPECIFICATIONS
NEVADA ASSISTIVE TECHNOLOGY COLLABORATIVE (NATC)**

Any exceptions to these Service Specifications must be requested in writing and approved by the Deputy Administrator of the Aging and Disability Services Division.

PURPOSE:

To improve the provision of Assistive Technology (AT) to individuals with disabilities through a comprehensive statewide continuum of integrated activities, for individuals with disabilities of all ages, that are designed to:

- increase the availability of, funding for, access to, provision of, and training about AT devices and AT services;
- increase the ability of individuals with disabilities of all ages to secure and maintain possession of AT devices as such individuals make the transition between services offered by educational or human service agencies or between settings of daily living (for example, between home and work);
- increase the capacity of public agencies and private entities to provide and pay for AT devices and AT services on a statewide basis for individuals with disabilities of all ages;
- increase the involvement of individuals with disabilities and, if appropriate, their family members, guardians, advocates, and authorized representatives, in decisions related to the provision of AT devices and AT services;
- increase and promote coordination among State agencies, between State and local agencies, among local agencies, and between State and local agencies and private entities;
- increase the awareness and facilitate the change of laws, regulations, policies, practices, procedures, and organizational structures, that facilitate the availability or provision of AT devices and AT services; and
- increase awareness and knowledge of the benefits of AT devices and AT services among individuals with disabilities and their families, older individuals and their families, and the general population.

The Nevada Assistive Technology Collaborative (NATC) through the Planning, Advocacy and Community Services (PAC) Unit, within the Aging and Disability Services Division (ADSD), has been authorized under State law to subaward funds to non-profit agencies to provide services under the Assistive Technology Act of 1998, as amended 2004. To promote quality services, ADSD has established these service specifications for the NATC, which contain general

guidelines, service definitions, and qualifications for NATC program services. The NATC and ADSD will use these service specifications, among other measures, as a basis for defining and assuring optimal program performance. The service specifications that each subrecipient must follow consist of SERVICE CATEGORIES AND REQUIREMENTS, and the GENERAL REQUIREMENTS.

SERVICE CATEGORIES AND REQUIREMENTS:

State Financing Activities in Nevada are defined through two statewide programs. First, an alternative financing program where financial lending is made available for the purchase of Assistive Technology (AT). Second, is a last resort program where State of Nevada funds are utilized for the purchase of AT when other resources do not exist.

Statewide financial loan program through the CARE Loan Fund Program which is the states alternative finance program. CARE Loan exists as a resource for people with disabilities to purchase AT. The loans are offered at lower interest rates and often for more years than a typical bank loan, thus making the loans more affordable. *The CARE Loan Fund Program operates through CARE Chest of Sierra Nevada and is not funded competitively with funds from the NATC or ADSD for the financial lending program.*

The Assistive Technology for Independent Living Program (AT/IL) has specific service specifications, refer to those specifications if responding to a competitive Notice of Funding Opportunity. The AT/IL Program is a statewide program that supports an individual's choice to live in their community. Providing services to support individuals with disabilities to live in their community by addressing physical barriers to their essential daily living needs. The program provides assistance to individuals to identify their Independent Living goals, assistance identifying appropriate Assistive Technology (AT), identifying resources available for the AT, assisting with the coordination with vendors or contractors, and authorizing resources when no other resources are available.

Device Reutilization programs would consist of the soliciting and accepting of gently used AT for the purpose of making it available for other people in need. Program can also include a Device Exchange.

AT Device refurbish/repair and reassignment and/or open-ended device loan activities are those in which devices are accepted (usually by donation) into an inventory are sanitized and refurbished as needed, and then reassigned to a new owner (by sale or give away) or placed with a new user via open-ended loan. The program would make it available for consumers if the AT is appropriate for their needs after ensuring it has been sanitized, refurbished or repaired, if necessary. A program could also provide AT that has been purchased if the community partner has a funding source outside of the AT Act and NATC to obtain the AT. Device exchange activities are those in which devices are listed in a "want ad" type posting, and consumers can contact and arrange to obtain the device (either by purchasing it or obtaining it for free) from the current owner. Exchange programs do not involve warehousing inventory and do not include repair, sanitation or refurbishing of used devices.

Device Demonstration Programs are designed to enable an individual to make an informed choice. AT demonstrations compare the features and benefits of a particular AT device or category of devices for an individual or small group of individuals for the purpose of decision making. A demonstration program must also provide comprehensive information and referrals to individuals, to the extent practicable, about State and local assistive technology vendors, providers, and repair services.

Whenever possible, the participant should be shown a variety of devices. Demonstration includes assisting individuals in making informed choices regarding, and providing experiences with, the devices and services using personnel who are familiar with such devices and services and their applications. The program will maintain the NATC device inventory and support the NATC in appropriate device selection.

Device Loan Programs: The purpose of a device loan may be to assist in decision making, to serve as a loaner while the consumer is waiting for device repair or funding, to provide an accommodation on a short-term basis for a time-limited event, or for training self-education or other personnel development activities. Device borrower can be an individual, group of individuals, or entity that receives a short-term device loan for the purpose of making a decision, serving as loaner, providing an accommodation or for training, self-education or other professional development activity. The program will maintain the NATC device inventory and support the NATC in appropriate device selection

State Leadership Activities:

Training activities are instructional events, usually planned in advance for a specific purpose or audience, designed to increase participants' knowledge, skills, and competencies regarding AT. Such events can be delivered to large or small groups, in-person, or via telecommunications or other distance education mechanisms. Examples of training include classes, workshops, and presentations that have a goal of increasing skills, knowledge, and competency, as opposed to training intended only to increase general awareness of AT. Training specific to transition must be planned and provided.

Technical Assistance (TA) is defined as direct problem-solving service provided by Statewide AT Program staff to assist programs and agencies in improving their services, management, policies and/or outcomes. TA may be provided in person, by electronic media such as telephone, video or e-mail and by other means. The following are examples of technical assistance: needs assessment, program planning or development, curriculum or materials development, administrative or management consultation, program evaluation and site reviews of external organizations, and policy development. TA specific to transition must be planned and provided.

Public Awareness activities are designed to reach large numbers of people, including activities such as public service announcements, radio talk shows and news reports, newspaper stories and columns, newsletters, brochures, public forums and social media.

Information and assistance (I&A) activities are those in which the AT program responds to requests for information and/or puts individuals in contact with other agencies, organizations, or companies that can provide them with needed information on AT products, devices, services, and/or funding sources, or providing intensive assistance to individuals about AT products, devices, services, and/or funding sources. This information may be provided in person, over the telephone, via email, or by some other means.

GENERAL REQUIREMENTS:

Prospective NATC partners must have and maintain the expertise and structure necessary to provide NATC Program services. The NATC must have community partners that are committed to providing high quality AT services and capable of promoting AT and AT services as a collaborative partner with other organizations and agencies. Program policies and procedures are available for review from ADSD.

- Community partners must share the NATC's Purpose and Philosophy as collaborative partners in the provision of the program services.
- Inclusion of personnel who are knowledgeable and experienced in the following areas:
 - Device Demonstration, Device Loan, Training, Technical Assistance, and Information and Assistance services: Lead staff must have a minimum of 5 years of Assistive Technology experience identifying barriers, AT solutions, demonstrating AT (includes coordinating demonstrations by others), and supporting informed consumer decision making.
 - Inclusion of personnel who are knowledgeable in community resources and specifically resources to obtain Assistive Technology (minimum 5 years).
 - Reutilization: Inclusion of personnel who are knowledgeable about Assistive Technology Reuse including sanitization of the AT.
 - Provide an NATC Community Partner Staff Experience & Qualifications for all staff working on NATC services.
- Follow the Nevada Assistive Technology Collaborative Programs Policy for the provision of services.
- Ensure the Goals and Objectives established with ADSD are monitored and responses updated as defined with ADSD.
- Establish and maintain a data collection system for all coordinated services. Including surveying and collection of Performance Measure data as required throughout the reporting.
- Collect and maintain validated reporting data.

- Coordinate and collaborate with other agencies and organizations.
- Availability, to the maximum extent feasible, of personnel able to communicate (1) with individuals with significant disabilities who rely on alternative modes of communication.