# Background

State Assistive Technology (AT) Programs are required by the AT Act to submit an annual report. The National Assistive Technology Act Data System (NATADS) data reporting system is used by state AT programs to submit the required data elements of the Annual Progress Report (APR) in accordance with the AT Act mandates.

The APR covers the federal fiscal year 2021 period from October 1st through September 30th of each federal fiscal year and includes all the data elements required by the AT Act for state financing, device loan, reuse, device demonstration, training, technical assistance, public awareness, information and referral, state improvement outcomes, and leveraged funding. The APR data must be reported for each activity and is included as part of the AT State Plan. The 2021 annual report is due on December 31, 2021.

# Summary of Outcomes

The 2021 annual report presents outcomes in the following areas:

* **State Financing**: There were no loans financed through the Freedom Tech Loan Program with the California Foundation for Independent Living Centers. There was a 95.45% satisfied or highly satisfied with the program.
* **Reutilization**: A total of 1,662 consumers received or exchanged Assistive Technology devices under the Reutilization program with a 90.61% of consumers reporting as being satisfied or highly satisfied with the program. 1657 devices were refurbished or repaired, and 5 devices were exchanged. There was an overall $1,619137 cost savings to consumers.
* **Device Lending**: 816 consumers borrowed 1,062 Assistive Technology devices and 92.28% of the consumers served reported being satisfied or highly satisfied with the type of devices loaned.
* **Device Demonstration**: 888 consumers received device demonstrations with 739 demonstration types recorded. There were 709 referrals from individuals with disabilities and 150 referrals from family members, guardians, and authorized representatives. The remaining 29 referrals were in the remaining categories. 93.66% of consumers who received device demonstrations were satisfied or highly satisfied with the services they received.
* **Training**: 1,422 individuals participated in Assistive Technology trainings. The most requested training was for Assistive Technology Products/Services (1,203) consumers participated followed by Information and Communication Technology (72), Assistive Technology Funding (59), Transition (57), and a combination of all the above (31). The satisfaction rating level is not required for federal reporting purposes.
* **Information and Assistance (I&A)**: 1,033 individuals received information and assistance activities and services.
* **Leveraged Funds**: The following leveraged funds was utilized for State Plan activities: $130,000 for state financing activities, $210,000 from Public/State Agency for Public Awareness Activities, $240,145 from the Private Sector for Public Awareness and Information and Assistance Training, $13,000 from Public/State Agency for Device Demonstrations, $350,000 from the Private Sector for the Reuse Program, $5,500,000 from the Private Sector for the Reuse Program and $256,200 from the Private Sector for Public Awareness, Information and Assistance training for a total of $7,220,344 in leverage funding.

# Notable Changes from FFY 2020 to FFY 2021

There are notable changes in a myriad of areas in comparison to the prior federal fiscal year. These changes can be contributed to a combination of factors that include wildfires, a global pandemic, rolling power outages, wildfires and restrictions due to COVID-19.

The following are notable changes broken-down into state level and state leadership activities.

# State Level Activities

* **State Financing**: FFY 2021, CFILC reported 44 loans from Freedom Tech Loan Program for $12,795. This was a significant increase from FFY where there were no loans were due to the impact of COVID-19.
* **Reuse**: There was a 119.84% increase in consumers served, from 756 served in FFY 2020 to 1,662 consumers served in FFY 2021. This corresponds to a 176.07% increase in consumer savings from $586,492 in FFY 2020 to $1,619,137 in FFY 2021. There also a 3.78% increase in customer service satisfaction of customers who were satisfied or highly satisfied with the service.
* **Device Lending**: There was no significant increase or decrease in the number of consumers or the number of Assistive Technology equipment loaned in FFY 2020. In FFY 2020 there were 811 consumers served and in FFY 2021 there were 816 consumers served. The satisfaction rate declined 4.02% for FFY 2021 for consumers who were satisfied or highly satisfied with the service.
* **Device Demonstration**: There was a 232.58% increase in the number of device demonstrations from 267 demonstrations in FFY 2020 to 888 demonstrations in FFY 2021. There was an 176.78% increase in the number of device demonstration types that went from 267 in FFY 2020 to 739 in FFY 2021. The overall customer satisfaction rating for satisfied and very satisfied consumers declined of 2.55% from 98.0% in FFY 2020 to 95.50% in FY2021.

# State Leadership Activities

* **Trainings:** There was a 21.72% increase in consumers who participated in Assistive Trainings from 1,113 in FFY 2020 to 1,422 consumers in FFY 2021.
* **Information and Assistance:** There was a 44.96% decrease in Information and Assistance Training. In FFY 2020 there were 1,877 consumers who received training and 1,033 consumers received training in FFY 2021.

# Next Steps

* The AT Annual Report data was entered into the NATADS reporting portal by the CFILC staff and management.
* The ILCAD Deputy Director, Ana Action, will review, discuss, revise, and finalize the AT APR before reviewing the materials with DOR Directorate, Joe Xavier.
* Directorate Joe Xavier will review and discuss APR with ILCAD Deputy Director, Ana Action and advise of any revisions.
* Upon receipt of DOR Directorate, Joe Xavier’s approval, the ILCAD Deputy Director, will assign an employee to key the approval into NATADS portal on behalf of Director Joe Xavier.