### ATTACHMENT 1

**California Assistive Technology (AT) AT Program**

##### SCOPE OF WORK

1. **OVERVIEW**

The California AT Program serves people with all types of disabilities, of all ages, in all environments, and provides an array of activities to meet AT needs. The goal of the California AT Program is to increase availability and acquisition of AT through state level activities and state leadership activities. Required state level activities include AT state financing, device reutilization programs, and device loan and demonstration programs. In addition, the Act requires state leadership activities that include AT education activities and technical assistance, transition assistance, public awareness including information and referral, and coordination and collaboration. AT activities are designed to work together to increase access to information and resources for individuals to acquire the technology that they need to work and live independently.

The Contractor shall provide the following deliverables and requirements, which include:

STATE LEVEL ACTIVITIES:

* State Financing
* Device Reutilization Programs
* Device Loan Programs
* Device Demonstrations

STATE LEADERSHIP/AT NETWORK ACTIVITIES:

* Educational Activities and Technical Assistance
* Transition Assistance to Individuals with Disabilities
* Public Awareness (including Information and Referral)
* Coordination and Collaboration

State Leadership activities include AT Network Activities through Welfare & Institutions Code (WIC) Sec. 19801-19806 in coordination with the state network of Independent Living Centers (ILCs). California has 28 ILCs with at-least one full-time equivalent staff dedicated to providing AT service and which make-up the “AT Network Advocates”.

State Leadership and State Level activities shall be directed to targeted individuals and entities including people with all types of disabilities, of all ages, and in all settings, underrepresented populations, ILC staff and AT advocates, AT providers and others as identified in the AT Act and WIC Sec. 19801-19806. Each of these services and expected outcomes are described in further detail below.

**DEFINITIONS AND ALLOWABLE ACTIVITIES**

1. **STATE LEVEL ACTIVITIES – The term State Level activities means activities and services that work to get AT directly to consumers on the local level. Allowable activities are broken down into two categories (1) Access and (2) Acquisition. Access activities are device demonstrations and loans that allow people with disabilities and partners to directly access, work with, and familiarize themselves with available AT. Device demonstrations and loan activities will be combined as Device Lending and Demonstration Centers (DLDC) within the Scope of Work. Acquisition activities are reutilization and financing activities, as they assist consumers obtain AT devices at reduced or no cost.**

**Funding for State Level Activities must comprise a minimum of 60% (or $833,748) of the total AT Act funding awarded per year, each year of the Contract. Associated annual budget allotments are in Section C: Contract Deliverables.**

**State Financing**

State Financing is the coordinated, indirect provision of financial assistance from the state of California to assist individuals with disabilities to procure AT, as the Act allows. This can include financial loan programs that provide cash loans for borrowers to purchase AT or can be other programs that directly provide AT to individuals with disabilities or that allow consumers to obtain AT for a reduced cost.

The contractor will support State Financing activities to increase access to and funding for AT devices and services. Allowable activities involve supporting the development of systems to purchase, lease, or otherwise acquire AT devices and services, as well as supporting State or privately financed alternative financing programs to acquire AT. Alternative Financing programs can include:

* Low-interest loans, where individuals with disabilities can obtain a loan, for the purpose of procuring AT, with interest rates lower than what they may be able to obtain on their own;
* Interest buy-down programs, which function to offset interest incurred on a loan, obtained by individuals with disabilities for the purpose of procuring AT;
* Revolving loan fund programs, which require managing a self-replenishing pool of money using interest and principal payments from old loans to fund new ones for individuals with disabilities for the purpose of procuring AT; and
* Loan guarantee or insurance programs, which provide a lender with adequate security in the form of a partial guarantee for the lender to approve a loan for individuals with disabilities for the purpose of obtaining AT

**Device Reutilization Programs**

Device Reutilization Programs support the transfer of AT from someone who owns a device and no longer needs it to someone who does. These programs facilitate the reuse, rather than disposal, of previously used AT through donations of used devices, including DME, into an inventory, sanitizing and refurbishing AT as needed, and providing them to consumers at little to no cost.

Allowable activities include operating programs providing for the exchange, repair, recycling, or other reutilization of AT and Durable Medical Equipment (DME) devices. Device reutilization programs can also accept donations of used AT, including DME, into an inventory, sanitize and/or refurbish AT as needed, and then provide it to consumers at no or low-cost through open-ended long-term loans. The contractor will support the Device Reutilization Program by facilitating an Exchange Program for the redistribution of AT through sales, loans, rentals, and donations using a regularly updated website with effective online search tools and device activity tracking capabilities to monitor exchange data. In the addition, the contractor will support equipment reutilization and refurbishment programs that can accepting donated items that can be redistributed to individuals who need them.

**Device Loan Programs**

Device loan programs allow AT consumers and professionals who provide services to individuals with disabilities to borrow AT devices for use at home, at school, at work, and in the community.

Allowable activities include operating Device Loan programs that provide short-term AT device loans to individuals, employers, public agencies, and others seeking to meet the needs of targeted individuals and entities, including those seeking to comply with the Individuals with Disabilities Education Act (20 U.S.C. 1400 et seq.), the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), or Supreme Court Olmstead Decision. The program must include a broad range of AT devices, including alternative augmentative communication (AAC) and speech devices, computer access devices, electronic note takers, assistive listening and other hearing devices, vision aids and magnifiers, mobility and seating equipment, devices for activities of daily living, equipment for recreation and sports, vehicle modifications, and other equipment and devices that supporting individuals with disabilities to access home, work, and the community. (Note: DME will be excluded for this program.)

Devices may be borrowed for various reasons, including but not limited to assist in decision-making, to serve as a loaner while the consumer waits for device repair or permanent funding, to provide an accommodation, or for training/professional development. These activities will be combined in the Scope of Work with Device Demonstrations under “Device Lending and Demonstration Centers”.

**Device Demonstrations**

Device Demonstrations allow individuals to compare the features and benefits of a particular AT device or category of devices to support making informed choices about AT before acquiring it. Device demonstrations can be provided one-on-one or to a small group of individuals.

Allowable activities include having qualified personnel demonstrate a variety of AT devices and services to assist individuals in making informed choices about AT, including their various features and benefits. Demonstrations should offer an opportunity for the consumer to have a “hands on” experience with devices and services to assist with decision making, as many can be expensive and difficult to obtain. As a component of device demonstrations, the contractor must also provide comprehensive information and referrals regarding state and local AT vendors, providers, and repair services to individuals. This can include information on sources a consumer may obtain additional information about the devices demonstrated or services (i.e. assessment, repair, training, funding) and any specific contact information (i.e. email, web address, telephone). Information and referral may include or exceed the services and programs offered directly by the State AT program. These activities will be combined in the Scope of Work with Device Loans under “Device Lending and Demonstration Centers”.

1. **State Leadership and AT Network Activities – State Leadership and AT Network activities develops leadership to support access to AT throughout the state. Activities include information sharing through training, technical assistance, information and assistance, public awareness, and coordination and collaboration activities. These activities independently function to improve statewide short and long-term AT information sharing and awareness. A maximum of 40% (or $436,000) of all AT Act grant funds can be allocated towards State Leadership activities, with a minimum of 5% (or $21,800) of the State Leadership budget award allocated to Transition activities. In addition, per WIC Sec. 19801-19806, $210,000 in state funding will be provided to the contractor to coordinate delivery of AT services with ILCs and the AT Network of Advocates.** **Associated budget allotments are noted below in Section C: Contract Deliverables.**

**Educational Activities and Technical Assistance**

Educational activities and technical assistance means the development and conduction of educational activities to individuals statewide, including representatives of state and local educational agencies, DOR, early intervention programs, other state and local agencies, adult service programs, hospitals, health facilities, institutions of higher living, and businesses.

The contractor will develop and distribute training materials to supplement educational activities. Ongoing technical assistance shall be provided by the contractor to enhance the knowledge, skills, and competencies of individuals and the entities that support them.

Allowable activities under this section:

* + Raise awareness and provide instruction on benefits of AT and the funding sources available to assist targeted individuals
  + Skill development in performing needs assessments for AT devices and services
  + Instruction on the appropriate use of AT devices and services and providing accessible information and communication technology
  + Instructions in the importance of multiple approaches to assessing and implementing AT in a way that is person centered and meets the individual’s needs
  + Technical instruction on integrating AT into development and implementation of service plans, such as education, health, discharge, Olmstead, employment, or other plan required under Federal/State law

**Public Awareness (including Information and Referral)**

Public awareness means providing information to targeted individuals and entities regarding the availability, benefits, appropriateness, and costs of AT devices and services. Allowable activities include developing procedures for the provision of direct communication between providers of AT and targeted individuals or entities, developing and disseminating information about state efforts related to AT, and the distribution of materials to the appropriate public and private agencies that provide social, medical, education, employment, housing, and transportation services to individuals with disabilities.

As a component of Public Awareness under the AT Act (Section 4 (e)(3)(B)(ii)), the contractor will manage the Statewide Information and Referral (I&R) system to provide for the continuation and enhancement of a comprehensive I&R system to meet targeted individuals and entities’ needs. This system should deliver information on AT devices and services, specific data regarding providers, the availability of resources to obtain AT, funding information, and information on the actual benefits of AT devices and services.

Additionally, the contractor must have a website fully accessible to people with various disabilities, meeting or exceeding Section 508 standards, and have consistently current information related to AT Network activities and a wide variety of AT services and supports in California. This website shall include links to the state AT Program (<https://abilitytools.org/>), [AT Resources](https://www.dor.ca.gov/Home/AssistiveTechnology), [AT Advisory Committee](https://www.dor.ca.gov/Home/ATAC) the [National AT Act Data System](https://testing.myatprogram.org/home), and [California Public Utilities Commission Support Programs](https://www.cpuc.ca.gov/).

Public awareness activities can also include public service announcements, internet outreach and social media, radio talk shows and news reports, newspaper stories and columns, newsletters, brochures, and public forums.

**Transition Assistance to Individuals with Disabilities**

Transition Assistance means supporting an individual with a disability to transition from one setting to another.

The contractor will develop and disseminate transition education materials, conduct educational activities, facilitate access to AT, and provide technical assistance. Allowable activities include assisting students with disabilities to transition to post-secondary education, work or independent living or for adults with disabilities to transition from an institutional setting to community living. A minimum of 5% of State Leadership funding must be spent on Transition Assistance to Individuals with Disabilities.

**Coordination and Collaboration**

The contractor shall coordinate activities and collaborate with public and private entities responsible for policies, procedures, and funding for provision of AT devices/services to improve access to devices and services in the state. This may include coordination and collaboration and with healthcare, vocational rehabilitation, education, long term service and support (LSS) providers, older adult programs, and other service systems that support people with disabilities.

In addition to other State Leadership activities, the contractor is required to perform AT Network activities, per WIC 19800 – 19806. These activities shall include $210,000 in funds allocated to coordinate delivery of AT services with ILCs. The contractor shall provide statewide information and referral and serve as a resource to the ILCs AT service programs and AT Network Advocates. This may include training and education, technical assistance, and information and outreach about appropriate AT devices or services and referrals enabling individuals to gain access to AT in order to meet their needs and expand options for independent and community living.

1. **CONTRACT DELIVERABLES**

The Contractor will design a program that performs the following activities and services either directly or through subcontracted agreements with local Community Based Organizations (CBOs).

**STATE LEVEL ACTIVITIES:**

The contractor will budget a minimum of $833,748 per year for State Level activities.

1. **State Financing - Estimated Budget Allotment – Applicant will determine budget amount for staff to administer activities annually.** 
   1. Develop a plan and timeline with DOR to support and administer DOR’s Loan Guarantee Program (LGP), funded through the Rehabilitation Revolving Loan Guarantee, to increase access to and funding for AT devices and services. Details should include:
      1. How the Contractor will, directly or in partnership with DOR and licensed lending institution(s), provide loans to eligible Californians with disabilities or their parents/guardians for the purchase of modified vehicles, durable medical equipment, adaptive aids, and other AT necessary to live independently and for employment. The financial institution will be responsible for providing the consumer loan payments and any defaults when applicable. Please note:

The program can guarantee a loan for no less than $1,000 and no more than $50,000 to any eligible applicant. A maximum of $700,000 through the Rehabilitation Revolving Loan Guarantee Fund is available for loans and is determined based on availability of funding.

Individual eligibility for this program should include:

Adults with disabilities, parents of children with a disability and legal guardians of children with a disability who require a modified vehicle for mobility as certified by a physician or the DOR.

Adults with disabilities and parents of children with disabilities who require AT to live more independently as certified by a physician or the DOR.

Household income that does not exceed the level prescribed for moderate-income families by the Department of Housing and Community Development pursuant to Section 50093 of the Health and Safety Code.

Applicant is able to show their ability to repay the loan.

* + 1. Plans to assemble a qualified LGP Review Team for the review of LGP applications by eligible individuals.
    2. A proposed outreach and marketing plan to identify and/or maintain a lending institution as required by State Statute (Welfare & Institutions Code #19460-19471) for implementation of the program.
  1. Describe how your organization will either (I) have the capacity to operate as, or (II) work in partnership with a qualified, licensed lending institution to: develop, implement, and operate alternative financing programs facilitating acquisition for individuals seeking AT devices.
  2. The contractor will support the Voice Options Program (VOP) by collaborating with DOR and VOP providers to ensure all VOP activities are entered into the AT database consistently under State Financing.

1. **Device Reutilization Program – Estimated Budget Allotment – Minimum of $300,000 annually.**
2. Describe a plan for the development of one to three (1-3) reutilization programs across California facilitating the repair, sanitization, reuse, and recycling of used AT devices, noting that allotted funding should be split evenly between programs/locations (i.e. with a $300,000 allocation and 3 sites, each site should be designated $100,000 per year). The reutilization programs can be operated by the AT Program contractor or through a qualified subcontractor.
   * 1. Include details for necessary staffing, sanitization, equipment storage, equipment repairs, equipment pick-up and delivery, repair capacity, and any other notable information relevant for standing up and operating reuse programs.
     2. Identify possible community partnerships that could support the prevention of AT and DME from entering landfills (such as CalRecyle and Waste Management) and solidify the efficacy and comprehensiveness of California’s reuse program.
     3. Identify possible community development partnerships that could support reuse activities, such as sanitization and repairs, through work opportunities and/or skill development programs and apprenticeships.
     4. If the Applicant already operates a reutilization program, provide a description of the program (refurbishment, reassignment, open-ended loan; means of operation; types of equipment; eligibility; contact information) and note where changes could be made to align with the Scope of Work and associated requirements.
     5. Develop policies and procedures for the Device Reutilization program, including policies about equipment cleaning and sanitizing, proper disposal (end-of-life), and charging fees to recipients of reassigned AT devices (including for pick up/delivery/shipping), as necessary. Applicants with an existing reutilization program must attach copies of existing policies and procedures.
     6. Develop “Best Practices” for Reutilization and the provision of associated Technical Assistance to abide by and share with existing AT sites.
   1. Develop an outreach plan to promote and increase utilization of the AT Reutilization programs and related website, including strategies for evaluating outreach outcomes. This plan should include details for the promotion of local, regional, and statewide reuse programs, including but not limited to those of the AT Network.

d. Coordinate and collaborate with existing organizations to:

1. Support the increase of AT refurbishment, repair capacity, and their ability to provide on-going services.
2. Provide and support state emergency disaster relief in coordination with DOR and the California Office of Emergency Services (Cal OES).
3. **Device Lending and Demonstration Centers – Estimated Budget Allotment – A minimum of $450,000 annually**
4. Describe your strategy for partnering with no less than one (1) and no more than three (3) Device Lending and Demonstration Centers (DLDCs) in the State of California, noting that funding allotments shall be at-least $450,000 per year, which includes $100,000 for the purchase of AT devices for demonstrations and short-term loans. The funding and required activities can be bid/competed out to a qualified organization or performed by the contractor. Submit a plan and timeline to:
   * 1. Implement the DLDC program, which may include how services will be provided virtually and in person, and if applicant will provide services directly or through subcontracted agreements.
        1. If through subcontracted agreement, how will applicant conduct competitive solicitation to select partner organizations and execute formal agreements with them? Formal agreements must include how the applicant will provide training and TA, communication, reporting, and budgets for staffing and operations.
     2. Describe the capacity of Applicant staff to conduct device demonstrations and facilitate device loans, highlighting categories of devices with which the staff has operational competence.
     3. Identify the southern, central, and northern California location(s) where DLDC activities may be conducted.
     4. Describe how your organization might partner with AT vendors to support demonstrations, including how demonstrations will be made available (in person and virtually) and how they will cover a wide range of AT, from low to high-tech.
     5. Describe strategies for fulfilling requests for device demonstrations or loans when requested for a device with which the Applicant’s staff does not have operational competence and/or inventory. This may include:
        1. Facilitating a demonstration conducted by a vendor, emphasizing the necessity to provide consumer choice and the ability to compare and contrast options,
        2. Developing an agreement or subgrant with a local agency specializing in that category of device,
        3. Identifying volunteers (e.g. users of the device) who are willing to assist with demonstrations, or
        4. Other strategies identified by the Applicant to meet the consumer’s need for a device demonstration or loan.
     6. Provide a minimum of 1,300 demonstrations and 1,600 device loans per contract year cumulatively between DLDCs, beginning October 1, 2025 to allow time for the solicitation of DLDC providers and transfer of AT during year one of the contract.
     7. Ensure contractor will provide at least two referrals per demonstration (e.g. a funding source and appropriate vendor).
     8. Develop policies, procedures, and Best Practices for the Applicant’s DLDC program. Applicants with an existing device lending and/or demonstration program must attach copies of current policies and procedures.
     9. Collaborate with DOR to transfer and organize all equipment from the current contracted entity to the new contractor(s) within one year (by October 1, 2025).
     10. Collaborate with the AT Network, ILCs, AT vendors, and related partners to coordinate DLDC services.
5. Device acquisition and device management is imperative for successful DLDC activities and efforts. Describe strategies for:
6. Obtaining comprehensive AT devices for the DLDC program.
7. Maintaining and controlling all AT demonstration and loan device inventory purchased by DOR or through the contract, including a plan of disposition of equipment returned to the DOR.
   1. An inventory listing must be submitted to DOR and maintained by the applicant.
8. Submit an outreach plan and estimated timeline to increase public awareness of DLDCs and their available services. These efforts can include articles in the agency newsletter, listserv/email notices to consumers and providers, websites, flyers distributed to providers, support groups and at presentations, exhibitions and conferences.
9. Submit a plan to monitor DLDCs to ensure they meet or exceed their performance goals and objectives, as stated in the State AT Plan.
   1. Please include how the Applicant will obtain and report performance measures from the primary recipient of the DLDC services, striving for 100%, with no “non-respondents”.
   2. Include how DLDC services will be entered into the National Assistive Technology Act Data System (NATADS), or other current ACL reporting system as identified, accurately and in a timely manner.

**STATE LEADERSHIP/AT NETWORK ACTIVITIES:**

The contractor will budget a maximum of $436,000 of AT Act funding per year for all State Leadership activities with a minimum of 5% going to Transition Assistance ($21,800). An additional $210,000 in state funds will be used to provide statewide AT information and referral and to serve as a resource to ILC AT service programs.

**Educational Activities and Technical Assistance –**

* 1. Develop a plan and timeline to conduct trainings and disseminate training materials statewide for individuals, educators, state and local agencies, early intervention programs, adult service programs, hospitals and other health care facilities, institutions of higher education, and businesses. This should include:
     1. Details on at least 12 virtual or hybrid trainings to state, regional and local training and forums, to be conducted annually every contract year, including suggested topics and proposed training locations. Annually, the Contractor must conduct at least one training on each of the following as it related to AT: employment, education, older adults, children and infants, transition age youth, and healthcare or telehealth.
     2. Conduct at least 24 virtual or hybrid information sharing of AT Network Advocates and other AT Network members.
  2. Develop a plan and timeline to provide technical assistance statewide for individuals, educators, state and local agencies, early intervention programs, adult service programs, hospitals and other health care facilities, institutions of higher education, and businesses. This should include:
     1. Provide expertise, advice, and continuing support to the AT Network members, which includes AT advocates and staff at ILCs and other service organizations and agencies. This includes:
        1. Assisting community-based organizations, particularly ILCs, with developing, monitoring and executing plans to provide AT services (public education, outreach, information and referral, service coordination, device demonstrations, device loans, limited training in the use of AT, equipment reuse programs, developing funding sources to purchase AT, statewide activities, and reaching out to underrepresented populations) and AT Act services.
        2. Provide technical assistance to all 28 AT Advocate members on service delivery, data collection, and reporting requirements and best practices.
        3. Maintaining ongoing electronic, telephone, email, and/or print communication with AT Network members.
        4. Maintaining regular communication with the ILC Executive Director and managers.
        5. Providing AT Network Orientation and plan development training for all AT Network Advocates annually.

Training and technical assistance should be provided to all 28 ILCs and at least 30 other organizations annually.

1. **Transition Assistance to Individuals with Disabilities –** 
   1. Describe a plan and timeline to develop and disseminate training materials, schedule and conduct regular training, and provide technical assistance to facilitate access to AT for students with disabilities as outlined in the Individuals with Disabilities Education Act, and to persons with disabilities of any age transitioning to community living including transitioning from nursing homes and other institutions. The Contractor must conduct at least two (2) trainings in Transition per year:
      1. One (1) training for transitioning from a nursing home (or other medical/assisted living facility) to community living, AND
      2. One (1) training for transitioning from school to post-secondary education, employment, or independent living.
2. **Public Awareness (including Information and Referral) –**
3. Outline a plan to conduct public awareness activities providing information to targeted individuals and entities regarding the availability, benefits, appropriateness, and costs of AT devices and services. This plan should include details for:
   1. Promoting public awareness of AT and CA resources through outreach events, presentations, distribution of materials, the Internet, social media, broadcast, and printed media, being particular to target underrepresented populations, as defined in Section 3(16).
   2. Creating/updating a universally accessible brochure, flier, or other comparable print describing the organizations role as the AT Program. The print shall give necessary contact information, including phone numbers, email addresses, and the URL for the [California AT Program](https://www.dor.ca.gov/Home/AssistiveTechnology) and be available in additional alternate languages and accessible formats upon request.
   3. Meeting the required number of at least 4 articles to be submitted to the “generic” press, the applicant’s own digitally accessible print or e-newsletter, and the number of articles and issues in which it will include AT content and/or other accessible media.
   4. Utilizing the Applicant’s social media (e.g. Facebook page, Twitter accounts, LinkedIn, etc.) to make promotions of its AT activities and those of the AT Network (minimum: one per month).
   5. Conducting targeted outreach statewide and distributing AT Network and other outreach materials in alternative formats and languages.
   6. Facilitating communication between AT providers and targeted individuals and entities and disseminating related information and materials.
   7. Collecting and disseminate AT success stories highlighting the real-world application of AT in various settings, representing the diversity of Californians with disabilities.
   8. Conducting at least three presentations in each of the major regions in California (e.g. Northern, Central, Southern) annually for at least 3 of the following disability related groups:
      * Organizations for people with intellectual or developmental disabilities
      * Brain Injury groups
      * Parent of children with disabilities groups
      * Organizations for people who are blind or have vision loss
      * Organizations for people who are deaf or hard of hearing
      * Aging and Disability Resource Connections (ADRC)
      * Transition Coordinator Programs
      * Career or Vocational Programs
      * Special Education Advisory Committees
   9. Conducting at least three presentations in each of the major regions in California (e.g. Northern, Central, Southern) annually for at least three of the following general groups:
      * Senior Centers / Meals on Wheels staff
      * Physicians / Healthcare Providers
      * Human Resources departments / organizations
      * Educators / Libraries
      * PTA / Home & School
      * Employers / Labor Groups
      * Home Health Care
      * Veterans Organizations
      * Service Organizations (Lions, Rotary, etc.)
4. The contractor will be responsible for the statewide Information and Referral system, as part of Public Awareness activities. This system should deliver information on AT devices and services, specific data regarding providers, the availability of resources to obtain AT, funding information, and information on the actual benefits of AT devices and services. Please create a plan describing:
   1. Continuing and enhancing the statewide information and referral system designed to meet the needs of targeted individuals and entities.
   2. Maintaining and staffing the toll-free information and referral line.
5. For reference, please submit copies of the applying organization’s existing public awareness related materials (websites, articles, printed materials, etc.) and describe the organization’s use of social media (e.g. Facebook page, Twitter accounts, LinkedIn, etc.), providing links where applicable.
6. **AT Program Website** 
   1. The contractor is required to host a website fully accessible to people with various disabilities, meeting or exceeding Section 508 standards, to perform Section 4(f) required activities, providing consistently current information related to AT Network activities and the wide variety of AT services and supports in California. (Public awareness) Describe:
      1. The accessibility of your organization’s current website and
      2. The plans (including timelines) to provide accurate descriptions of its AT related programs, clearly identifying activities supported entirely or partially with AT funding. This website shall include links to:
         1. The Administration for Community Living (<https://acl.gov/programs/assistive-technology/assistive-technology>)
         2. DOR Assistive Technology Resources (<https://www.dor.ca.gov/Home/AssistiveTechnology>)
         3. Assistive Technology Advisory Committee (<https://www.dor.ca.gov/Home/ATAC>)
         4. The National Assistive Technology Act Data System (<https://testing.myatprogram.org/home>) or other current data reporting system,
         5. The Voice Options Program (<https://dor.ca.gov/Home/VoiceOptions>), and
         6. California Public Utilities Commission Support Programs (<https://www.cpuc.ca.gov/>)
      3. A plan to continue and improve the existing AT Program’s website, including website compliance (per Section 508 regulations of the Rehabilitation Act of 1973 as amended in 1998) no later than November 30, 2024.
         1. The site will be reviewed by DOR for compliance.
   2. For the purposes of Public Awareness Educational Activities, and Technical Assistance, describe a plan for maintaining and/or developing a dedicated accessible website to support ongoing interaction, education, and training for participants and the public, including effective online search tools relating to AT.
   3. (Reutilization) Provide a description and timeline for the development, maintenance, promotion, and administration of an AT Exchange website for AT device reutilization programs, services, and resources. This website should provide:
      1. A statewide inventory of available AT and resources for additional reuse programs and information.
      2. A regularly maintained annotated directory of agencies and organizations in the AT Network who conduct reuse, open-ended loan, or “classifieds” exchange activities, including detailed descriptions of the programs for comprehensive referrals.
      3. A platform for individuals and organizations to facilitate consumer listings on the AT Exchange page.
      4. Develop Memoranda of Understanding, if needed, to promote and facilitate interactions between the Contractor and Reutilization programs in the state. Where agreed to by those agencies and organizations (and the sellers in their programs, if applicable), Contractor staff shall directly list items on the AT Exchange website.
7. **Coordination and Collaboration –**
8. Submit a plan for coordinating activities among public and private entities that are responsible for policies, procedures, or funding for the provision of AT devices and services to individuals with disabilities, service providers, and others to improve access to AT devices and services for individuals with disabilities of all ages in the state.
9. Submit a plan for coordinating and collaborating for the purpose of increasing access to AT for individuals with disabilities. The plan must include coordination with the AT Network members and the following entities:

* California Community Colleges
* Disability Support Program and Services (DSPS) at the California Community Colleges, State Universities, and the Universities of California
* CBOs for individuals who are deaf-blind such as the Helen Keller National Center;
* CBOs for individuals who are blind or low-vision;
* Money Follows the Person California Community Transitions programs;
* Department of Education Divisions: Special Education, State Special Schools, Schools for the Blind, Schools for the Deaf, Diagnostic Centers, Special Education Local Plan Areas (SELPAs), Office of Equal Opportunity;
* State Departments: Department of Rehabilitation local offices, Department of Developmental Services regional center local offices, Workforce Investment Board local one-stop centers, Social Security Pass Cadres.
* ILC AT programs and services.

1. Maintain ongoing communication with the AT Network members through a listserv or other electronic means.
2. **Reporting**
   1. The Contractor must report data and progress towards program objectives and goals, beginning with the effective date of the agreement. These responsibilities include:
      1. Ensuring the collection and entry of performance measure data and customer satisfaction reporting from every individual who:
         1. Receives a device demonstration or device loan for decision making purposes (Access Performance Measure),
         2. Receives State financing or device reuse services (Acquisition Performance Measure),
         3. Receives a short-term device loan (Acquisition Performance Measure), and
         4. Participates in an educational/training event on Information and Communication Technology (ICT) accessibility (ICT Accessibility Performance Measure).
      2. Entering all relevant program descriptions, information, and data into the National Assistive Technology Act Data System (NATADS), or other current ACL reporting system as identified, consistently, accurately, and in a timely manner.
         1. This includes listing all AT devices that will be housed and available at the qualified DLDC(s), whether obtained through the AT Network, the Assistive Technology Device Lending and Demonstration Center (DLDC), AT funds, or other resources.
      3. Submitting quarterly progress reports including activities and outcomes to DOR within 30 days of the end of each quarter.
      4. Submitting an aggregated annual report by November 30 each year under the agreement. The report must be sent electronically to the assigned DOR Contract Administrator in the Independent Living and Assistive Technology Section.
         1. The Contractor will work collaboratively with the DOR Contract Administrator to draft and finalize the Annual Progress Report due to the Rehabilitation Services Administration no later than December 31st of each year.
      5. Submitting an End of Agreement Report at the end of the contract, containing an aggregated services summary and self-analysis report, within 45 days of the end of the contract award period. The report must be sent electronically to the assigned DOR Contract Administrator in the Independent Living and Assistive Technology Section.
   2. Additional reporting requirements as the AT Program implementing entity:
      1. Present, virtually or in-person, a report of progress on AT to the Assistive Technology Advisory Committee (ATAC) at each quarterly meeting.
      2. Report to other State policy committees as requested by committee Chairs including the State Independent Living Council, Olmstead Advisory Committee, and Alzheimer's Disease and Related Disorders Advisory Committee.
   3. The contractor must have adequate financial monitoring and reporting capabilities to properly support staffing, operational costs, invoicing, sub-contractual obligations, and other program related expenses. Create a plan describing:
      1. Mechanisms in place facilitating the accurate tracking of all AT Act expenditures, documented by grant award fiscal year (following the Federal fiscal schedule) and by the state level and state leadership categories.
      2. How the Contractor will ensure the organization shall abide by Section 4(e)(3)(A) AT Act requirements, which state that AT Programs cannot use more than 40% of an annual award to carry out state leadership activities and requires programs to use at least 5% of the state leadership funds for Transition Assistance to Individuals with Disabilities activities.
3. **Additional Requirements:**
   1. The Contractor must, as applicable, transfer programs, equipment, and property from existing State Leadership and State Level service providers and renegotiate agreements with community-based organizations serving the California AT Program. Describe a strategy to transition the AT Program and begin implementing State Leadership activities and State Level activities, commencing no later than August 15, 2025
   2. The Contractor awarded an agreement as the AT Program’s implementing entity, as a result of this RFI or subsequent solicitation, as appropriate, must collaborate with the existing California AT Program Contractor to transfer and maintain the AT Network Website (www.ATNET.org), AT Toll Free phone numbers [1-800-390-2699 (Voice) and 1-800-900-0706 (TTY)], and the AT Network Information and Referral Services. This should include the AT Network website and the searchable service directory database, including the AT Device Loan and Demonstration Centers, AT Device Reutilization programs, the LGP, and all associated toll-free Voice and TTY phone lines.
      1. Submit a plan to collaborate the transfer and maintenance of the AT Network website for all services mentioned above by December 31, 2024. Please note: The website address and toll-free phone numbers remain the property of the DOR at the end of the agreement.
   3. Upon completion or termination of the established agreement, the contractor must facilitate the transfer of the existing AT Program to the new contracting entity in a timely and professional manner.
4. **DOR/Federal Requirements**
   1. As a result of this contract agreement award, the Contractor is also subject to the conditions of the applicable state and federal laws and regulations, including Section 508 of the Rehabilitation Act, and the 21st Century AT Act.
   2. The Contractor must develop written administrative and personnel policies and procedures for the operation of the required federal program activities within six (6) months of the agreement award.
      1. These policies and procedures must be consistent with applicable DOR contract management policies and must be submitted for review and approval by DOR.
   3. The Contractor will be assigned to a DOR representative who will provide consultation and oversight during the development of the contract program and will work closely with the successful contractor during the life of the contract to monitor its progress for the DOR.
   4. Detailed description of work to be performed of all parties shall be stated in an agreed upon Scope of Work, including details from the Contractor’s Work Plan and Schedule.
   5. The Contractor will direct all inquiries during the term of this agreement to:

Department of Rehabilitation

721 Capitol Mall, 4th Floor

Sacramento, CA 95814

Attn: Elizabeth Wood

Email: Elizabeth.Wood@dor.ca.gov

Phone: (916) 322-2256