

March 12, 2015

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

RE: Docket Number M-2015-2460700

OVR Submission of 2015-2016 program budgets

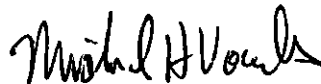
- Telecommunication Device Distribution Program (TDDP)
- Print Media Access System Program (PMASP)

Dear Ms. Chiavetta:

Enclosed is the Telecommunication Device Distribution Program (TDDP) and Print Media Access System Program (PMASP) 2015-2016 budget information. Said information is a required submission annually to the Pennsylvania Public Utility Commission (PUC).

If you have any questions, please do not hesitate to contact Kimberly Means at kimeans@pa.gov or 717-787-8504.

Sincerely,



Michael Vovakes
Acting Executive Director

KJM/fk

cc: Eric Jeschke, PUC
David DeNotaris, BBVS
Sharon Behun, ODHH
Jill Moriconi, HGAC
Susan Neff, BBVS
NEWSLINE 2013-14 File
Temple University TDDP File – Year 2 (Document # 4000016900)

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NFB-NEWSLINE Pennsylvania Approved Budget

Updated: 03/10/15

2.7 PERIOD OF PERFORMANCE

This agreement is for a period of 12 months beginning July 1, 2015, and ending June 30, 2016.

2.8 FEES

NFB-NEWSLINE® annual service fee for 07/01/15 - 06/30/16: \$40,000

The Newspapers included with the annual service fee are:

- *Philadelphia Inquirer*: Knight Ridder paper
- *Philadelphia Daily News*: Knight Ridder paper
- *Centre Daily Times*: Knight Ridder paper
- *Wilkes-Barre Times Leader*: Knight Ridder paper
- *Hanover Evening Sun*: Media News Group paper
- *Lebanon Daily News*: Media News Group paper
- *York Dispatch*: Media News Group paper
- *Intelligencer Journal/Lancaster New Era*: Base paper
- *Patriot News*: Base paper

Annual newspaper maintenance and distribution fee: \$70,000 (July 1, 2015 - June 30, 2016).

This includes fourteen newspapers at \$5,000 each.

1. *Allentown Morning Call*
2. *Altoona Mirror*
3. *Bucks County Courier Times*
4. *Butler Eagle*
5. *Citizens Voice*
6. *Erie Times News*

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7. *Pittsburgh Post-Gazette*
8. *Pittsburgh Tribune Review*
9. *Pocono Record*
10. *Reading Eagle*
11. *Times Tribune*
12. *Williamsport Sun Gazette*
13. Maintenance and distribution of a Pennsylvania newspaper added last contract period (TBD)
14. Maintenance and distribution of a Pennsylvania newspaper added last contract period (TBD)

Annual setup, maintenance, and distribution of new newspapers fee:

\$20,000 (July 1, 2015 - June 30, 2016)

This anticipates adding two publications at \$10,000 each.

Pennsylvania Specific Alerts:

\$15,000 (July 1, 2015 through June 30, 2016).

A section will be developed on NFB-NEWSLINE where a Pennsylvania subscriber can quickly go to read any alerts issued by the Pennsylvania Department of Health.

Marketing and Outreach:

\$45,000 (July 1, 2015 through June 30, 2016).

Marketing and Outreach tasks will consist of the following: subscriber registration and follow-up, including the distribution of materials needed for instruction for new subscribers in print, Braille, or audio format; distribution of brochures and other promotional materials at community events and exhibits; and the staffing of a help desk to answer calls from subscribers and those requesting NFB-NEWSLINE® information and materials. Additionally, administration of the state specific channel for Pennsylvania and posting of items of interest to the blindness community in the commonwealth will be included in this fee.

1-year Telecommunications subscription fee: \$12,380 (July 1, 2015 - June 30, 2016).

A pro-rated fee assessed to all states for this contract period for NFB-NEWSLINE® telecommunications service.

Total invoice: \$202,380 (July 1, 2015 - June 30, 2016)

**Pennsylvania's Initiative on
Assistive Technology**
*The Commonwealth's
Assistive Technology Act Program*
1755 N 13th Street
Student Center, Room 411S
Philadelphia, PA 19122

phone 800-204-7428 (voice)
phone 866-268-0579 (TTY)
fax 215-204-6336
email piat@temple.edu
web www.disabilities.temple.edu

March 3, 2015

Mr. Michael Vovakes
Office of Vocational Rehabilitation
1521 North Sixth Street
Harrisburg, PA 17102

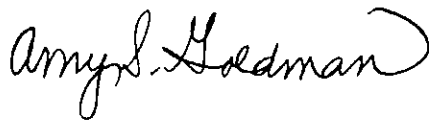
Dear Mr. Vovakes:

Enclosed please find the document entitled "TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM, BUDGET FILING INFORMATION REQUIREMENT: DOCKET NUMBER M-2015-2460700

This document addresses projected funds required for the equipment and consumer education activities for Pennsylvania's Telecommunication Device Distribution Program (TDDP). As you may know, the Public Utility Commission requires the Office of Vocational Rehabilitation to submit this information every March so that it may determine the need for any adjustment to funding the program through the Telephone Relay Surcharge.

Please feel free to contact me if you require any additional information.

Sincerely,



Amy S. Goldman
TDDP Program Director
Co-Executive Director, Institute on Disabilities

Cc:
Russell Goddard, OVR
Sharon Behun, ODHH
Eric Jeschke, PUC
Lisa Troy, Institute on Disabilities

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TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM
Budget Filing Information Requirement: File Items 1 – 3
Docket Number # M-2015-2460700

FILE ITEMS:

1 – 2 BUDGET ESTIMATE – JULY 1, 2015 TO JUNE 30, 2016 BREAKDOWN OF THE TYPE OF UNITS, THE PRICE OF EACH TYPE OF UNIT, AND THE NUMBER OF EACH TYPE OF UNIT PROJECTED TO BE DISTRIBUTED IN THE PROSPECTIVE BUDGET YEAR.

Device Name	Projected Units	Unit Price	Projected Total
Clarity Alto Amplified Phone	60	\$115.00	\$6,900.00
Clarity AltoPlus Amplified Phone	40	\$125.00	\$5,000.00
Serene Innovations HD-40P Amplified Photo Phone w/speakerphone	15	\$40.00	\$600.00
Serene Innovations HD-60J Amplified Large Button Phone	30	\$85.00	\$2,550.00
Clarity XLC2 Amplified Cordless Phone	60	\$92.00	\$9,200.00
Serene Innovations CL-60A Amplified Cordless	80	\$113.90	\$6,834.00
CapTel 840 Captioned Telephone	60	\$90.25	\$5,415.00
CapTel 840i Captioned Telephone	50	\$ 90.25	\$4,512.50
CapTel 880i Captioned Telephone	50	\$ 90.25	\$4,512.50
CapTel 2400i (Touch Screen) Captioned Telephone	50	\$ 90.25	\$4,512.20
Clarity Ensemble (Touch Screen) Captioned Telephone	25	\$ 75.00	\$1,875.00
Ameriphone JV35 Talking Telephone	25	\$80.00	\$2,000.00
Geemarc BDP400 Talking Telephone w/large display	30	\$130.68	\$3,920.40
Ablephone 5000 Voice Activated Dialer	12	\$175.00	\$2,100.00
Reizen Big Button Speakerphone	15	\$25.00	\$375.00
Ultratec TTY Superprint 4425	12	\$350.00	\$4,200.00
Ultratec Uniphone 1140 VCO/TTY	15	\$210.00	\$3,150.00
Ameriphone Hearing Carryover TTY Q90D w/speakers	10	\$100.00	\$1,000.00
Ameriphone HA-40 In-Line Handset Amplifier	4	\$15.00	\$60.00
Casa Futura Telephone Fluency System	1	\$200.00	\$200.00
Crystal Tone Loud Ring Signaler	105	\$35.00	\$3,675.00
Sonic Alert TR75VR Flashing light signaler	70	\$30.00	\$2,100.00
OmniPage Vibrating Signaler Kit	30	\$125.00	\$3,750.00
Equipment approved through exceptions process (estimated)			\$15,000.00
TOTAL			\$93,441.60

TDDP - Budget Filing Information Requirement,

Docket # M-2015-2460700-- March, 2015

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**1. – 2. BUDGET ESTIMATE FOR CONSUMER EDUCATION:
JULY 1, 2015 – JUNE 30, 2016**

Budget Estimate of Equipment	\$93,441.60
Budget Estimate of Consumer Education	\$158,581.00
Total of Budget Estimate (2015-2016)	\$252,022.60

FILE ITEMS:

3. OVERVIEW OF THE TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM

1. Eligibility

- Resident of Commonwealth of Pennsylvania
- Certification of a qualified disability
- Financial eligibility – annual gross income must be at or below 200% of poverty, based on the US Department of Health and Human Services Federal Poverty Guidelines.
- Phone service in home
- Age of person (six or older)
- Ability to use telecommunication device

2. Scope of Program

Pre-approved equipment available:

- Clarity Alto Amplified Phone
- Clarity AltoPlus Amplified Phone
- Serene Innovations HD-40P Amplified Photo Phone w/speakerphone
- Serene Innovations HD-60J Amplified Large Button Phone
- Clarity XLC2 Amplified Cordless Phone
- Serene Innovations CL-60A Amplified Cordless Phone
- CapTel 840 Captioned Telephone
- CapTel 840i
- CapTel 880i
- CapTel 2400i
- Clarity Ensemble
- Ameriphone JV35 Talking Telephone
- Geemarc BDP400 Talking Telephone w/large display
- Ablephone 5000 Voice Activated Dialer
- Reizen Big Button Speakerphone
- Ultratec TTY Superprint 4425
- Ultratec Uniphone 1140 VCO/TTY
- Ameriphone Hearing Carryover TTY Q90D w/speakers
- Ameriphone HA-40 In-Line Handset Amplifier

- Casa Futura Telephone Fluency System
- Crystal Tone Loud Ring Signaler
- Sonic Alert TR75VR Flashing light signaler
- OmniPage Vibrating Signaler Kit

Exceptions to pre-approved equipment list

- Limited to equipment serving the same purposes as equipment on the pre-approved list. Exceptions process must be followed.

Ownership / Maintenance:

- Customer owns equipment, which includes a one-year manufacturer defect warranty; customer is responsible for maintenance.

Delivery Method:

- Equipment is sent directly to customer from manufacturer/vendor.

Equipment Limits:

- Based on certification of the individual's need.
- One item from each "category" (e.g. no more than one telephone although individual may ALSO receive one signaler), unless approved through the Exceptions Process.

3. Activities Accomplished:

- Activity report for the period of **1/1/14 through 12/31/14:**
 Total number of applications determined eligible: **333**
 Total number of equipment devices issued: **453**
 Total number of recipients receiving devices: **330**
 Total dollar value of devices issued: **\$46,727.27**
 Total number of inquiries responded to: **1002**

- Age categories of device recipients (1/1/14-12/31/14):

Under 65:	45
65 and over:	285

- Race categories of device recipients (1/1/14-12/31/14):

African-American	39
Caucasian:	283
Latino:	3
Asian:	1
Other:	4
No response:	0

Counties (58/67) of device recipients for the period of 1/1/2014 to 12/31/2014:

County	Recipients	County	Recipients
Adams	1	Lackawanna	10
Allegheny	46	Lancaster	4
Armstrong	3	Lawrence	4
Beaver	6	Lebanon	5
Bedford	0	Lehigh	3
Berks	3	Luzerne	5
Blair	3	Lycoming	1
Bradford	5	McKean	5
Bucks	10	Mercer	6
Butler	4	Mifflin	4
Cambria	6	Monroe	2
Cameron	0	Montgomery	10
Carbon	0	Montour	1
Centre	0	Northampton	5
Chester	3	Northumberland	1
Clarion	3	Perry	2
Clearfield	7	Philadelphia	38
Clinton	0	Pike	1
Columbia	1	Potter	2
Crawford	5	Schuylkill	2
Cumberland	5	Snyder	1
Dauphin	5	Somerset	1
Delaware	7	Sullivan	1
Elk	6	Susquehanna	5
Erie	29	Tioga	0
Fayette	3	Union	0
Forest	1	Venango	4
Franklin	0	Warren	1
Fulton	0	Washington	6
Greene	1	Wayne	4
Huntingdon	1	Westmoreland	13
Indiana	2	Wyoming	2
Jefferson	7	York	6
Juniata	2	Total	330

Budget Filing Information Requirements: File Items 4 – 19

Docket # M-2015-2460700

FILE ITEMS:

4. Actual Number of Units Distributed & the Actual Cost of Units Distributed:

During the period of January 1, 2014 – December 31, 2014, 453 pieces of equipment were distributed. (See Attachment A for itemized listing)

Actual cost of equipment distributed: \$46,727.27

5. Designated Administrator:

Pennsylvania's Initiative on Assistive Technology
Institute on Disabilities at Temple University
1755 N. 13th Street
Student Center, Room 411S
Philadelphia, PA 19122
800-204-7428 (voice)
866-268-0579 (TTY)
215-204-6336 (fax)
TDDP@temple.edu (email)
<http://disabilities.temple.edu/tddp>

Contact Person: Lisa Troy, Program Manager or
Amy S. Goldman, Program Co-Executive Director, Institute on Disabilities

6. Distributors:

The following companies have been selected through Temple University's competitive bidding process to supply equipment to the TDDP:

Teltex
1081 West Innovation Drive
Kearney, MO 64060
888-515-8120 (v/tty); 816-635-4043 (fax)

Weitbrecht Communications Incorporated (WCI)
1500 Olympic Boulevard
Santa Monica, CA 90404
800-233-9130 (v/tty); 310-450-9918 (fax)

Distributors for equipment approved through the exceptions process are selected in accordance with Temple University's procurement policies and procedures.

7. Description: (See Attachment B: TDDP Application)

- **Residency:** Applicant will provide proof of residency by attaching one of the following to the application: a current driver's license, non-driver photo I.D., utility receipts, dated Social Security correspondence, local, state, or Federal tax returns with preprinted name and address, etc.
- **Person with a Disability:** A licensed physician, licensed audiologist, licensed speech pathologist or other recognized state agency (e.g. Office of Vocational Rehabilitation Counselor, Department of Public Welfare or Social Security Administration Case Worker, Department of Aging, Department of Education, Department of Health, Office for the Deaf and Hard of Hearing) must certify on the application that the applicant has a disability and is capable of learning how to use the telecommunication device selected.
- **Telephone Service:** Applicant must attach a copy of his/her phone bill.
- **Six Years of Age or Older:** Applicant's date of birth is on application.
- **Income:** Applicant must indicate his/her gross current income and attach evidence to verify that amount.
- **Additional documentation is required for eligible applicants seeking alternate equipment through the exceptions process, in accordance with the exceptions policy.**

8. Applicant Tracking:

Applicants are tracked by name and a unique application number assigned by the administrators at the time of application.

9. Delivery of Equipment:

The vendor(s) directly ships the equipment to the applicant's residence.

10. Ownership of Equipment:

The applicant owns the equipment. No funds are available to establish an audit of equipment to determine if it has been traded or sold.

11. Maintenance of Equipment:

Applicant is responsible for maintaining equipment. Vendors will repair or replace equipment under the Manufacturer Defect Warranty.

12. Insurance of Equipment:

Applicant is responsible for insuring the equipment.

13. More Than One Eligible Person in a Household:

There are no household restrictions; eligibility is based on an individual's qualification.

14. Use of Equipment at Job Site:

The applicant owns the equipment and can use it anywhere he or she wishes. The law did not address this issue.

15. Useful Life of Equipment:

Vendors have agreed to provide a one year or manufacturer's warranty, whichever is longer. If equipment breaks after expiration of the warranty, the applicant is responsible for repair or replacement. The useful life varies for each device but industry representatives report the equipment should last 3-6 years and possibly longer.

16. Replacement Equipment:

Recipients may re-apply for replacement equipment after three years, if the device is no longer working. A new application must be filed, and the eligibility criteria in effect at the time of re-application must be met. If a recipient's disability changes and the original equipment no longer addresses the recipient's needs, s/he may file a new application for different equipment at any time (e.g. even sooner than three years). The replacement policy also allows replacement in the event of theft or loss due to fire or other disaster.

17. Any Procedural Changes or Updates:

The 2015 Poverty Guidelines were published in the Federal Register in early February, 2015, and posted on the HHS website: <http://aspe.hhs.gov/poverty/15poverty.cfm>. The TDDP application was revised to reflect this change, and beginning February 1, 2015, these guidelines are used to determine TDDP financial eligibility.

As a result of a decision by the PUC, internet-based captioned phones were permitted as of July 9, 2014 and added to the program as of October 1, 2014. A policy regarding the installation and/or set-up of internet-based captioned phones was created and approved by the Assistive Technology Advisory Council (ATAC) on October 1, 2014. A copy of this policy is attached as Attachment C.

18. A Copy of Any Audit(s):

An audit by the PUC is currently in progress for the periods July 1, 2011 through June 30, 2012 and October 1, 2012 through June 30, 2013.

19. Any Additional Pertinent Information or Comments:

Work Items to be addressed through June 30, 2015:

- Recruit, interview, and hire the Consumer Educator, replacing staff who left in January, 2015
- Continue to provide program updates and other relevant information through the Volunteer Center listserv
- Continue outreach activities
- Continue to provide technical assistance to ATRCs to increase outreach to underserved populations
- Continue consumer education activities, including but not limited to provision of supports to device recipients who need additional assistance to use their equipment
- Continue to recruit Volunteer Centers

Items accomplished by PIAT, Institute on Disabilities from July 1, 2014 to December 31, 2014:

- Contracted with 7 Assistive Technology Resource Centers, responsible for the provision of outreach, consumer education, and consumer support in their respective regions
- Identified four (4) cultural brokers to help increase outreach to underserved populations
- Obtained contract extensions with vendors
- Promoted TDDP at a total of thirty-one (31) outreach events, reaching approximately 4750 people
- Sent Mailings containing TDDP information to organizations and professionals, including but not limited to state legislators, senior

centers, veterans' organizations, community organizations, and churches, reaching approximately 3,000 people

- Provided eight (8) TDDP consumers with assistance with equipment they received from the program
- Revised and distributed updated applications, reflecting current Federal poverty guidelines and changes to the equipment list
- Updated website to reflect current financial eligibility, new equipment, and listing of Volunteer Centers
- Added internet-based captioned phones to program
- Developed and submitted proposal of the Wireless Expansion Initiative to promote telecommunication equity
- Held vendor call regarding equipment updates
- Prepared and submitted annual report to OVR, for submission to the General Assembly
- Held one ATRC In-person meeting and one conference call addressing TDDP issues
- *Conducted two Assistive Technology Advisory Council (ATAC) meetings*
- Attended TRS meeting and provided program updates

ATTACHMENT A

TDDP-Equipment Ordered January - December 2014			
Device Name	Unit Price	Total Equipment Ordered	Value of Equipment Ordered
Amplified Talking Telephone, Ameriphone Dialogue JV35	\$80.00	10	\$800.00
Serene Innovations CL60A	\$113.90	94	\$10,706.60
Amplified Phone Clarity Alto Plus	\$125.00	35	\$4,375.00
Reizen Big Button Phone Speakerphone	\$25.00	8	\$200.00
Amplified Photo Phone w/Speakerphone HD-40P	\$40.00	11	\$440.00
VCO TTY, Uniphone 1140	\$210.00	4	\$840.00
In-Line Handset Amplifier HA-40	\$15.00	1	\$15.00
Amplified Phone Clarity Alto	\$115.00	14	\$1,610.00
Clarity XLC2 Amplified Cordless Phone	\$92.00	36	\$3,312.00
Captioned Telephone Model 840*	\$114.25	47	\$5369.75
Captioned Telephone Model 840**	\$90.25	16	\$1444.00
Captioned Telephone Model 840i	\$90.25	4	\$361.00
Amplified Large Button Phone HD-60J	\$85.00	13	\$1,105.00
Fortissimo speakerphone w/pendent***	\$559.00	11	\$6,149.00
TTY Superprint 4425	\$350.00	5	\$1,750.00
Geemarc BDP400	\$130.68	19	\$2,482.92
Voice Activated Dialer, AblePhone 5000	\$175.00	3	\$525.00
Clarity Ensemble Captioned Phone	\$75.00	1	\$75.00
Hearing Carryover TTY, Q90D with Speakers	\$100.00	1	\$100.00
Loud Ring Signaler-Crystal Tone Ringer	\$35.00	63	\$2,205.00
Vibrating Signaler, Omnipage Kit	\$125.00	9	\$1,125.00
Sonic Alert TR75VR Flashing Light Signaler	\$30.00	41	\$1,230.00
Single clip earphone EAR022***	\$13.00	3	\$39.00
Dual earbud EAR014***	\$15.00	1	\$15.00
Exceptions Equipment			
Hover Mounting System /w Universal Mounting Plate	\$350.00	1	\$350.00
Ultimate Switch	\$95.00	1	\$95.00
On-Stage MA-125 Mic Screw Adapter	\$8.00	1	\$8.00
TOTALS:		453	\$47,727.27
*Equipment priced \$114.25 (Jan-Sept)			
** Equipment price change \$90.25 (Oct-Dec)			
***Discontinued from program July 2014; equipment was ordered for consumers with application already in progress			

TDDP - Budget Filing Information Requirement,

Docket # M-2015-2460700-- March, 2015

ATTACHMENT B

Application

Commonwealth
of Pennsylvania's

Telecommunication Device Distribution Program

TDDP



It could be
the answer to your
telecommunication
needs!

Return your completed application to:

TDDP Program Coordinator
Institute on Disabilities at Temple University
1755 N. 13th Street
Student Center / Room 411 S
Philadelphia, PA 19122

For more information, contact:

Phone: 800-204-7428 voice

866-268-0579 TTY

Email: tddp@temple.edu

www.disabilities.temple.edu/tddp



TDDP is implemented by Pennsylvania's Initiative on Assistive Technology (PIAT), a program of the Institute on Disabilities at Temple University, in conjunction with the PA Office of Vocational Rehabilitation (OVR) and the PA Public Utility Commission (PUC).
2/2015

 **Institute on Disabilities**
TEMPLE UNIVERSITY
College of Education

TDDP Application Form

Your eligibility will be determined when you have submitted a completed application and all documentation. To avoid delay, please type or print clearly and make sure ALL sections of the application have been completed. If questions do not pertain to you, write "N/A" on the line provided.

section 1 Applicant Equipment Information

- 1 Do you already own telecommunication equipment similar to what you are applying for?
 YES NO

If YES, please check the correct answer below:

My equipment is broken or only works sometimes is borrowed does not meet my needs

Important NOTE: If you have working equipment that meets your needs you will NOT be eligible for the program at this time.

- 2 Complete the TDDP Equipment Selection insert. We encourage you to try equipment first because TDDP has a no exchange policy and you cannot exchange equipment later. Please check one:

- YES. Call me to schedule an equipment demonstration or loan so I can try the equipment first before making my final decision.
 NO. I do not want an equipment demonstration or loan. I acknowledge that TDDP has a no exchange policy and I will not be able to exchange equipment I receive from TDDP.

section 2 Certification of Disability

Please note: This section must be completed by a licensed physician, audiologist, or speech-language pathologist acting within the scope of his/her license, OR representative of a qualified agency, such as an Office of Vocational Rehabilitation (OVR) Counselor, Department of Public Welfare (DPW) or Social Security Administration Case Worker. Make sure all lines are completed and appropriate spaces are marked before submitting this application.

1 Applicant

Last name _____ First name _____ Middle initial _____

2 Check the type of disability being certified

cognitive deaf deaf blind hard of hearing low vision/blind physical speech

I am a: licensed audiologist licensed speech-language pathologist
 licensed physician representative of a qualified state agency

3 Certifying professional

Name _____ Title _____

Agency _____

PA Professional License Number (If applicable) _____

Phone (____) _____ Fax (____) _____

Email _____

I certify that the applicant named above has the disability indicated, and that s/he requires technology to independently access telecommunications services.

Signature of professional _____ Date _____
2/2015 (application continued on back)

section 3 TDDP Applicant Information

1 Applicant

Last name _____ First name _____ Middle Initial _____

Date of birth (month/day/year) _____

Street address _____

(Note: Equipment cannot be delivered to a PO Box; you must provide a street address)

City _____ State PA Zip _____

County (e.g. Allegheny, Snyder) _____

Person assisting applicant with this application, if any.

Name _____

Phone (____) _____ Email _____

2 Name of parent or guardian (for applicant under age 18) _____

3 Telephone number: home (____) _____ other (____) _____

4 Annual income: Applicant's gross income only, including Social Security and/or pension income if applicable. Do not include family/household income. If applicant has no income, please write NONE. \$ _____

5 Total number of members in family unit (including applicant):
Applicant (1) + number of other family members (____) = TOTAL MEMBERS IN FAMILY UNIT (____)

6 My primary reason for using the TDDP is (check one):

- Cannot afford equipment Equipment available to me only through TDDP
 I could get the device paid for through other programs, but the system is too complex and the wait is too long

7 These questions are optional (for reporting purposes only).

Race: Caucasian African-American Asian Latino Other (specify) _____
Gender: male female

8 Please tell us how you heard about the TDDP: _____

9 Applicant's statement and signature
(Note: This application should be submitted no later than 30 days after you have signed and dated it.)
I certify that all information provided on this application is true, complete and correct.
I understand that if I purposely provide false information I may be subjected to legal action.
Program officials have my permission to verify the information provided. I certify that I have read, understand and accept all conditions set forth in this application and have the ability to learn to use the equipment I selected.
Applicant signature _____ Date _____
Parent or legal guardian signature _____ Date _____
(if applicant is a minor, or has a legal guardian)

2/2015

Out along line and send in completed form.

Checklist

Read this list and check the boxes to ensure your application is complete.

1. Complete Applicant Equipment Information (Section 1).
2. Have the Certification of Disability (Section 2) completed and signed by a qualified professional: physician, audiologist, speech pathologist, or representative of a qualified state agency (e.g. Office of Vocational Rehabilitation Counselor, Department of Public Welfare or Social Security Administration Case Worker).
3. Answer all of the Applicant Information (Section 3).
4. Sign the Applicant's Statement (Section 3, #9).
5. Submit photocopies (originals cannot be returned) of the following (3) documents:
 - A. PROOF OF APPLICANT'S (INCLUDING MINORS) RESIDENCE IN PENNSYLVANIA
Submit ONE of the following: copy of current driver's license, non-driver I.D., utility bill, dated Social Security correspondence, copies of W-2's, school report card, or other documentation pre-printed with the applicant's name and current street address.
 - B. PROOF OF APPLICANT'S INCOME
Submit a copy of each item that applies to you.
Current income statements including W-2's, 1099s or award letters for retirement and/or Social Security income. If you do not have a copy of your Social Security income statement you can call 1-800-772-1213 and request a "Benefits Verification Letter". Bank statements, pay stubs or checks cannot be accepted. If applicant has no income write "NONE". **Note: If the applicant is a minor child, income requirements are based on the child's income only, not family or household income.**
 - C. PROOF OF TELEPHONE SERVICE
Submit a copy of ONE page of your most recent telephone bill with your telephone number appearing on it. If phone service is shared in a residential facility, submit a statement on facility letterhead signed by the Administrator or Social Worker and include the applicant's name and phone number.
6. Select ONE piece of equipment and/or ONE signaler that is right for you ("Equipment Selection sheet).
NOTE: Your equipment selection is FINAL and equipment cannot be exchanged.
7. Make and keep a photocopy of your completed application (including Equipment Selection sheet) for your records.
8. Detach and return your completed application.
Send the completed ORIGINAL application (including Equipment Selection sheet and copies of required documentation) to TDDP at the address listed on the front of the application.

NOT SURE WHAT EQUIPMENT WILL MEET YOUR NEEDS?

You can arrange to have a demonstration of selected devices or you can borrow equipment from Pennsylvania's Assistive Technology Lending Library. For more information contact:

PHONE: 800-204-7428 VOICE

866-268-0579 TTY






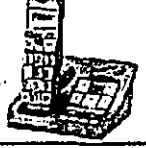

















EMAIL: ATinfo@temple.edu

**Application contains an inserted sheet with an updated list of available TDDP equipment and a schedule of financial eligibility guidelines for the current year. If this insert sheet is missing, contact TDDP.*

2/2015

TDDP EQUIPMENT SELECTION (as of February 2015)

You must submit your equipment selection with your application.

Category A: Select only ONE device below that best fits your needs.			
<input type="checkbox"/> Amplified Phone Clarity Alto 	<input type="checkbox"/> Amplified Phone Clarity Alto Plus (for severe hearing loss) 	<input type="checkbox"/> Amplified Phone Serene Innovations HD-60J 	<input type="checkbox"/> Amplified Phone Clarity XLC2 (cordless) 
<input type="checkbox"/> Amplified Photo Phone Serene Innovations HD-40P 	<input type="checkbox"/> Amplified Phone with answering machine (cordless) Serene Innovations CL-60A 	<input type="checkbox"/> Amplified Talking Phone Ameriphone Dialogue JV35 	<input type="checkbox"/> Captioned Phone CapTel 840 (NOT compatible with digital phone lines) 
<input type="checkbox"/> Captioned Phone CapTel 840i (high speed internet needed) 	<input type="checkbox"/> Captioned Telephone with touch screen display CapTel 2400i (high speed internet needed) 	<input type="checkbox"/> Captioned Phone with large display CapTel 880i (high speed internet needed) 	<input type="checkbox"/> Amplified and Captioned Phone Ensemble with touch screen display Clarity (high speed internet needed) 
<input type="checkbox"/> Talking Phone with large display Geomarc BDP400 	<input type="checkbox"/> In-line Handset Amplifier Ameriphone 	<input type="checkbox"/> Voice Activated Dialer AblePhone 5000 	<input type="checkbox"/> Big Button Speakerphone Reizen 
<input type="checkbox"/> TTY Superprint 4425 	<input type="checkbox"/> TTY:ICOM/CO with speakers Ameriphone Q90D 	<input type="checkbox"/> TTY:ICOM/CO Phone Uniphone 1140 	<input type="checkbox"/> Telephone Fluency System Casa Futura 
Category B: Select only ONE signaler below.			
<input type="checkbox"/> Loud Ring Signaler CrystalTone 	<input type="checkbox"/> Flashing Light Signaler Sonic Alert 	<input type="checkbox"/> Vibrating Signaler OmniPage Kit (receiver shown) 	
<input type="checkbox"/> NONE (No signaling device from Category B is needed.)			

For detailed information about these products, go to www.disabilities.temple.edu/tddp
 If none of the listed equipment will meet your needs, please contact the TDDP:
 PHONE: 800-204-7428 VOICE / 866-268-0579 TTY / EMAIL: tddp@temple.edu

**Commonwealth of Pennsylvania's
Telecommunication Device Distribution Program**

The Telecommunication Device Distribution Program (TDDP) established by Act 34-1985 and amended by Act 181-2002 provides telecommunication devices to qualified applicants. These devices enable eligible individuals with disabilities to access telephone services independently. To be eligible, individuals must complete this application and meet all criteria listed below.

Criteria

■ **Person with a disability**

A person with a disability or disabilities that prevents him/her from making or receiving telephone calls independently. Disability must be certified on the application by a qualified professional.

■ **Income limits**

Applicant's gross income of 200% or less of federal poverty guidelines (not including family/household income).

FINANCIAL ELIGIBILITY CRITERIA GUIDELINES (as of February 2015)	
size of family unit	GROSS INCOME (200% of federal poverty guidelines)
1	\$23,540
2	\$31,860
3	\$40,180
4	\$48,500
5	\$56,820
6	\$65,140
7	\$73,460
8	\$81,780

■ **Age**

Six (6) years or older.

■ **Residence**

A resident of Pennsylvania.

■ **Resources**

Must have existing landline telephone service and be able to learn how to use the requested device(s).

■ **Information will be kept confidential**

Except as required by law.

■ **Equipment ownership and responsibility**

Your equipment selection is FINAL and equipment cannot be exchanged. Equipment will be delivered to your home. It then becomes YOUR PROPERTY and YOUR RESPONSIBILITY.

NOTE: There is a Limited Manufacturer Defect Warranty on all equipment obtained through this program. If your equipment is defective or if it stops working, it will be your responsibility to contact the Manufacturer for warranty repair. Repairs for damages due to abuse or neglect are not covered under any warranty and are YOUR RESPONSIBILITY. Stolen equipment can only be replaced upon receipt of a copy of the police report of the theft.

IMPORTANT

Make a copy of your completed application for your records. Send completed ORIGINAL application (including Equipment Selection sheet and copies of required documentation) to TDDP at the address listed on the front of the application.

If you need help completing this application, or need it in an alternate format, please contact us.
 PHONE: 800-204-7428 VOICE / 866-288-0579 TTY / FAX: 215-204-6336 / EMAIL: tddp@temple.edu

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SECRETARY'S BUREAU



Pennsylvania's Initiative on
Assistive Technology
The Commonwealth's
Assistive Technology Act Program
1755 N 13th Street
Student Center, Room 411S
Philadelphia, PA 19122

phone 800-204-7428 (voice)
phone 866-268-0579 (TTY)
fax 215-204-6336
email piat@temple.edu
web www.disabilities.temple.edu

ATTACHMENT C

TDDP Policy 8: Installation of Internet-Based Captioned Phones

Effective Date: October 1, 2014

Review Date: September 30, 2015

General:

Pennsylvania's Telecommunication Device Distribution Program (TDDP) began distributing internet-based equipment on October 1, 2014. Recipients of this equipment may require assistance in connecting their new equipment to their household internet. Because of variation in the complexity of such installation, it is beyond the scope of the TDDP to supply staff to provide this assistance. However, the Consumer Educator, TDDP Program Manager, as well as subcontracted Assistive Technology Resource Centers should follow procedures set forth in this policy to assure recipients obtain the support they need to be able to connect and use their internet-based captioned phone.

Purpose:

The purpose of this policy is to describe installation protocols for individuals who receive internet-based equipment through Pennsylvania's Telecommunication Device Distribution Program (TDDP). ATRCs should familiarize themselves with these procedures so they can provide accurate information to TDDP recipients of such products

Individuals approved for an internet-based captioned phone through the Pennsylvania Telecommunication Device Distribution Program (TDDP) (including, but not limited the Captel840i, Captel880i, Captel2400i, and Clarity Ensemble) will receive an informational

letter from the respective manufacturer with instructions regarding set up as an enclosure with their TDDP approval letter.

1. The TDDP approval letter will remind recipients that TDDP cannot provide installation and set-up.

2. As per those instructions, individuals requesting in-home installation of the internet-based equipment must contact the relevant vendor support (Hamilton Relay Customer Support or Clear Captions Concierge Team) to request installation and/or setup of equipment.

3. Neither TDDP staff nor subcontractors are responsible for the provision of installation, but should be aware that, upon receipt of request for installation and/or setup, the Hamilton Relay Customer Support or Clear Captions Concierge Team representative will contact the recipient of internet-based device within a reasonable time frame. The Hamilton Relay Customer Support representative or Clear Captions Concierge Team technician will provide telephone troubleshooting with recipient and/or supports representative before scheduling an in-home installation/set up with recipients of the relevant internet-based device.

DRAFT 2.5.2015

Wireless Expansion Initiative:

Promoting Telecommunications Equity for People with Disabilities in Pennsylvania

Proposal submitted to the Office of Vocational Rehabilitation, Pennsylvania Department of Labor and Industry

Introduction

Pennsylvania's Telecommunication Device Distribution Program (TDDP) provides specialized telecommunication equipment, at no cost, to eligible Pennsylvanians who have disabilities which impede them from having independent access to telephone services or equivalent communication capabilities. People with disabilities includes people who are deaf, hard of hearing, speech impaired, blind or have visual problems, have physical disabilities or intellectual disabilities. Created through PA ACT 34-1995, the TDDP is implemented by Pennsylvania's Initiative on Assistive Technology (PIAT), a program of the Institute on Disabilities at Temple University, in conjunction with the Pennsylvania Office of Vocational Rehabilitation (OVR), Pennsylvania Department of Labor and Industry (L&I), and the Pennsylvania Public Utility Commission (PUC). At this juncture, a large segment of the population depends on wireless technologies: Wired (landline) communication devices are obsolete in most individuals' lives, including the lives of people with disabilities.

Mobile phones are no longer a luxury item but rather are an integral part of daily life. In the past decade, mobile phones have become the primary mode of telecommunication. They have made payphones and pagers obsolete, with landlines not far behind. The number of households who do not have landlines and only use mobile phones increases yearly. As of 2012, 26% of Pennsylvania residents lived in a household that did not even have a landline because they only used their mobile phones.

People with disabilities prefer generic technologies to specialized equipment. Generic technologies are usually lower cost and the ability to obtain devices and services (e.g. repair, tech support) is considerably easier. Generic technologies have features that have made them so appealing to the public, including portability, durability, and multiple functionalities. As telecommunications device designers and manufacturers appreciate both the legal obligation and the "business sense" that it makes to embed access features in their design, smart phones and wireless tablets with telecommunications "apps" are increasingly preferred by people with disabilities. For example, people who are Deaf have all but abandoned "traditional" TTYs in favor of video communication and texting (where they can afford those technologies).

Wireless devices allow individuals with disabilities to:

- Customize devices in a way best suited to their specific communication and access needs;
- Increase communication options, such as facilitating face-to-face communication by translating text to Braille, placing video-based relay calls from any location, and increasing the number of individuals with whom one is able to communicate;
- Use standard wireless telecommunication features such as video chat, instant messaging, and email;
- Take advantage of the numerous features and specialized applications of wireless devices created to assist individuals with disabilities; and
- Receive emergency notifications in "real time".

Many states have already recognized that wireless devices are an essential element of communications and now offer Internet-based and wireless device options through their telecommunication device distribution programs for people with disabilities. As of 2014, states offering wireless options for qualified applicants include Arkansas, California, Colorado, Kansas, Kentucky, Maryland, Minnesota, Missouri, New Mexico, Texas, and Wyoming.

On June 6, 2014, Temple University's Institute on Disabilities convened a stakeholder meeting to discuss expansion of the TDDP to provide equity in access to current technologies. While there would need to be further discussion regarding the scope and funding of a permanent program, attending representatives from the PUC indicated that there are sufficient monies available through the Pennsylvania Relay Service Telecommunication Device Distribution Fund to support a pilot program involving wireless devices.

This proposal outlines the rationale, purpose, proposed methods and projected budget the Institute on Disabilities will use to develop and implement a pilot program to provide equal access for eligible Pennsylvanians with disabilities to 21st Century telecommunication, specifically wireless devices. Based on its role as designated implementing entity for the Telecommunication Device Distribution Program (TDDP) since 2007, the lead agency for the Assistive Technology Act since 1992, and its capacity as Pennsylvania's University Center of Excellence in Disabilities Education, Research and Service for more than 40 years, the Institute is well-suited to implement this initiative to explore the expansion of telecommunications access for Pennsylvanians with disabilities.

Rationale

The TDDP as currently implemented has concentrated on the distribution of wireline devices including those that are Internet Protocol or IP-enabled.¹ As a result, lower demand by people with certain disabilities and individuals of certain ages has been noted. Act 34 of 1995 originated because a Deaf constituent who couldn't afford a text telephone (TTY) approached his state representative for assistance: Ironically, the TDDP has distributed fewer and fewer TTYs in recent years. For example, in the 2007-2008 program year, about 10% of the devices distributed were TTYs (82 TTYs/778 total number of devices), but by 2012-2013, only a little more than 2% of the devices distributed were TTYs (15/617). Additionally, it has been noted that very few, if any, individuals in their 20s or younger are applying to the program.

In accordance with the statute, Pennsylvania's TDDP already provides specialized landline telephone equipment to income-eligible Pennsylvanians with disabilities (200% of poverty or poorer). Consequently, most TDDP applicants would not be able to afford the purchase of today's wireless devices. In addition, although discounted wireless phones may be available with two-year contracts, low-income individuals may not have the credit needed to be approved for these plans.

In order to determine the feasibility of an expansion of the TDDP, it is important to ascertain the following:

- (a) Will the availability of wireless technologies increase utilization of the program by younger Pennsylvanians?
- (b) Will people with disabilities accept the devices "only", recognizing that providing wireless telecommunication access services to commercial wireless networks may be beyond the scope of the existing legislation?
- (c) Will people with disabilities accept "locked" wireless technologies (e.g. with restricted access to telecommunications "apps")?
- (d) Which wireless telecommunications devices and which apps are preferred for telecommunications access and by Pennsylvanians with which disability characteristics?
- (e) How will access to these wireless technologies improve access to telecommunications? How frequently and for what purposes will the wireless devices be used?
- (f) How much training will people need to use 21st Century wireless technologies?
- (g) Are there differences in the usefulness of the program that varies by age? By type of disability?
- (h) How much will an expanded program cost (1) on a temporary trial pilot basis; and, (2) on a permanent basis with a wider distribution scope?

¹ See generally PUC Advisory Letter to OVR-L&I, TDDP – Distribution of Wireline Internet Protocol Enabled Devices through OVR, July 9, 2014.

Research and Methodology

The pilot will be comprised of two years of study. The first 12 months or “Phase One” of the program will focus on wireless technologies suitable for applicants who are Deaf, hard of hearing, who have vision impairments or who have intellectual/cognitive disabilities. In the second year of the pilot (“Phase Two”), the groups of participants will include individuals with additional and diverse disabilities and an expanded array of technologies, e.g. accessible mobile telephones to meet their needs. In the interest of controlling the implementation of the pilot, participants will be limited to those willing/able to travel, at their own expense, to Temple University’s main campus in Philadelphia. Should there be a permanent program, such a program would be implemented statewide.

Phase One

Recruitment

Recruitment for participants will occur during an eight-week period via electronic means, including blogs, listservs, other social media and direct email outreach to disability organizations. This includes but is not limited to state agencies serving people with disabilities (e.g. Bureau of Blindness and Vision Services); consumer organizations (e.g. Pennsylvania Society for the Advancement of the Deaf; Hearing Loss Association of American – Pennsylvania chapters; and A.G. Bell); and entities serving as “volunteer centers” for the TDDP in southeastern Pennsylvania.

Selection

All application processes currently implemented by the TDDP will be followed in determining eligibility. Thirty (30) participants who qualify for TDDP by virtue of their certified disability, income, and need for telecommunications access will be selected from the pool of applicants for this pilot. In addition, in accordance with TDDP eligibility criteria, applicants must not have received equipment from the TDDP within the previous three years (unless they have had a change in disability that requires different equipment) and must not have similar equipment in working condition. Individuals will need to describe how they will access wi-fi service (in their home or in the community e.g. public library) and understand that the program will not pay for such wireless access services. The only other qualification is selected participants’ ability/willingness to travel to Temple’s north Philadelphia campus for in-person sessions, as required.

From the pool of eligible applicants, the first 10 individuals who identify as Deaf, the first 10 individuals who are hard-of-hearing, the first 5 individuals with vision loss (visually impaired or blind), and the first 5 individuals who have intellectual disabilities or other cognitive impairment will be selected. They will be notified within four weeks of their selection. Other applicants will be held in “waiting list” status, in case selected individuals decline to participate. Individuals who are on the waiting list will have priority for participating in Phase Two.

Equipment

Equipment selected for Phase One includes the Apple iPad Air, Apple iPad mini, and Apple iPod Touch, all with wireless-only capability. One device will be provided to each participant, along with a protective case and appropriate "app(s)" for telecommunication. Each device will be etched with the message, "Provided by the PA Telecommunication Device Distribution Program; Not for Resale". Devices will be provided "locked", that is, during the pilot year unapproved apps will not be able to be added by the user. All administrative functions (e.g. system updates) will be managed remotely through the equipment administrator (Teltex). Devices are also provided with a maintenance agreement. Frequency and duration of device usage as well as device location can be tracked; the Institute on Disabilities can then follow up if it is clear the device is not being used or if the device leaves Pennsylvania. After the successful completion of the Phase One pilot, ownership of the device will transfer to each consumer who has complied with all terms and conditions (e.g. attended all required sessions; completed surveys) of the program.

Matching Meeting

Participants will be required to attend one of three sessions conducted by assistive technology professionals during which they will receive a demonstration of available equipment and apps, in order to identify the device and app(s) that best meets their telecommunications needs. Terms of the program will be reviewed, and participants will sign relevant releases and agreements. They will also complete the pre-program survey (Survey #1). Note all surveys employed in this pilot will utilize Survey Monkey™, a Section 508-compliant online survey tool; care will also be taken to assure the language used is accessible to individuals who are native ASL speakers. All face-to-face meetings with participants will include any accommodations required for communication access (e.g. CART; ASL interpreters).

Trainings and Focus Groups

Participants will be required to attend a "getting started" training session during which they will receive the device (schedule depending upon timeline for procurement/delivery of the devices). Individualized instruction will be provided, as needed, to assure participants' ability to use the device and communication app, as well as to review procedures for use and maintenance of the device. Terms of the program will be reviewed, once again.

Focus groups will be conducted during Months 1, 3, 6 and 11 of Phase One of the project, to have an open dialogue regarding successes and challenges of the devices, the applications and to examine the user experience. The social and cooperative atmosphere of the focus groups will allow for participants to interact with peers, share information and as needed, teach each other how to navigate functions of their devices.

Surveys

Surveys will allow for ongoing data collection that can be changed over time to address any specific concerns that may come up during the pilot. Surveys will provide a longitudinal tool to identify needs and trends that surface during each pilot year.

Participants will receive a survey four months and seven months into the program. In the last month of the pilot for this cohort, participants will be interviewed via their telecommunication device as to their satisfaction with the program, their device, and their app. The Phase One cohort will also receive a follow-up survey midway through the second phase, to assess the longer term use and impact of devices distributed in Phase One. Samples of draft surveys are attached.

Case Studies

Individual case studies will be completed for approximately 12 participants, representing a range of disabilities. These case studies will include one-on-one interviews (including an entrance and exit interview) and participant observation. The case studies will allow for individual exploration, narrative feedback on the unique device and applications they used for telecommunications. The case studies will allow for further, more vivid and genuine, information on the individual's specific disability, its impact on telecommunications, and an examination of their use of the provided wireless device and app.

Preliminary Analyses

Preliminary reviews of surveys and interviews will be used to fine-tune the methods and questions used in Phase One, in preparation for Phase Two.

Phase Two

Recruitment

Recruitment for participants will occur during an eight-week period (beginning concurrently with Month 11 of Phase One) via electronic means, including blogs, listservs, other social media and direct email outreach to disability organizations. This includes but is not limited to state agencies serving people with disabilities (e.g. Bureau of Blindness and Vision Services); consumer organizations (e.g. Pennsylvania Society for the Advancement of the Deaf; Hearing Loss Association of American – Pennsylvania chapters; and A.G. Bell); and entities serving as "volunteer centers" for the TDDP in southeastern Pennsylvania. Phase Two outreach may include organizations specific to individuals who use augmentative and alternative communication technologies (e.g. SHOUT) and other groups that may serve or include people with physical and multiple disabilities (e.g. MS Society).

Selection

.All application processes currently implemented by the TDDP will be followed in determining eligibility. Thirty (30) participants who qualify for TDDP by virtue of their certified disability, income, and need for telecommunications access will be selected from the pool of applicants for this pilot. In addition, in accordance with TDDP eligibility criteria, applicants must not have received equipment from the TDDP within the previous three years (unless they have had a change in disability that requires different

equipment) and must not have similar equipment in working condition. Individuals will need to describe how they will access wi-fi service (in their home or in the community e.g. public library) and understand that the program will not pay for such wireless access services. The only other qualification is selected participants' ability/willingness to travel to Temple's north Philadelphia campus for in-person sessions, as required.

From the pool of eligible applicants, the first 8 individuals who identify as Deaf, the first 8 individuals who are hard-of-hearing, the first 8 individuals with vision disabilities, and the first 6 individuals representing a variety of other disabilities (including physical and speech disabilities) will be selected. Eligible applicants from the Phase One waiting list will have priority and will be contacted to see if they still wish to participate. Individuals accepted into the Phase Two pilot will be notified within four weeks of their selection.

Equipment

Equipment selected for Phase Two includes the Apple iPad Air, Apple iPad mini, and Apple iPod Touch, all with wireless capability in addition to "generic" smart phones (variable platforms) and specially designed phones (e.g. ODIN for people with vision disabilities; Jitterbug [Great Call] for seniors/individuals who can benefit from a simplified or operator-assisted interface). This phase of the pilot will also provide additional peripheral devices (e.g. switches, mounts) necessary for individuals with physical disabilities to access the telecommunication device. Individuals selecting cellular technologies will need to select a wireless provider (if they don't already have one); individuals selecting Wi-Fi devices will need to describe how they will obtain Wi-Fi services. For Wi-Fi devices: One device will be provided to each participant, along with a protective case and appropriate "app(s)" for telecommunication. Each device will be etched with the message, "Provided by the PA Telecommunication Device Distribution Program; Not for Resale". Devices will be provided "locked", that is, during the pilot year unapproved apps will not be able to be added by the user. All administrative functions (e.g. system updates) will be managed remotely through the equipment administrator (Teltex). All devices are also provided with a maintenance agreement. After the successful completion of the Phase Two pilot, ownership of the device and any peripherals will transfer to each consumer who has complied with all terms and conditions (e.g. attended all required sessions; completed surveys) of the pilot program.

Matching Meeting

Participants will be required to attend one of three sessions conducted by assistive technology professionals during which they will receive a demonstration of available equipment and apps, in order to identify the device, other related equipment, and app(s) that best meets their telecommunications needs. Terms of the program will be reviewed, and participants will sign relevant releases and agreements. They will also complete the pre-program survey (Survey #1). Note all surveys employed in this pilot will utilize Survey Monkey™, a Section 508-compliant online survey tool; care will also be taken to assure the language used is accessible to individuals who are native ASL

speakers. All face-to-face meetings with participants will include any accommodations required for communication access (e.g. CART; ASL interpreters).

Trainings and Focus Groups

Participants will be required to attend a “getting started” training session during which they will receive the device (schedule depending upon timeline for procurement/delivery of the devices). Individualized instruction will be provided, as needed, to assure participants’ ability to use the device and communication app, as well as to review procedures for use and maintenance of the device. Terms of the program will be reviewed, once again.

Focus groups will be conducted during Months 1, 3, 6 and 11 of Phase Two of the project, to have an open dialogue regarding successes and challenges of the devices, the applications and to examine the user experience. The social and cooperative atmosphere of the focus groups will allow for participants to interact with peers, share information and as needed, teach each other how to navigate functions of their devices.

Surveys

Surveys will allow for ongoing data collection that can be changed over time to address any specific concerns that may come up during the pilot. Surveys will provide a longitudinal tool to identify needs and trends that surface during the pilot year. Participants will receive a survey four months and seven months into the program. In the last month of the pilot for this cohort, participants will be interviewed via their telecommunication device as to their satisfaction with the program, their device, and their app.

Interpreting Results and the Development of Findings

Results from interviews and surveys conducted during the course of the project will be analyzed as findings in relationship to the prescribed questions to be answered by this pilot:

- (a) Will the availability of wireless technologies increase utilization of the program by younger Pennsylvanians?
- (b) Will people with disabilities accept the devices “only”, recognizing that providing wireless telecommunication access *services* to commercial wireless networks may be beyond the scope of the existing legislation?
- (c) Will people with disabilities accept “locked” wireless technologies (e.g. with restricted access to telecommunications “apps”)?
- (d) Which wireless telecommunications devices and which apps are preferred for telecommunications access and by Pennsylvanians with which disability characteristics?
- (e) How will access to these wireless technologies improve access to telecommunications? How frequently and for what purposes will the wireless devices be used?
- (f) How much training will people need to use 21st Century wireless technologies?

- (g) Are there differences in the usefulness of the program that varies by age? By type of disability?
- (h) How much will an expanded program cost (1) on a temporary trial pilot basis; and, (2) on a permanent basis with a wider distribution scope?

Results will be analyzed using a mixed methods approach to include both the qualitative and qualitative measures. Elements of the pilot program (both Phase One and Phase Two) which should be retained, eliminated, or otherwise modified in a permanent program will be identified.

Preliminary recommendations for a permanent program will be reviewed by the Assistive Technology Advisory Council (advisory to the TDDP) and the Telephone Relay Service Advisory Committee prior to submission of a final report to the Office of Vocational Rehabilitation and the Pennsylvania Public Utility Commission.



pennsylvania

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OFFICE OF VOCATIONAL REHABILITATION

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www.dli.state.pa.us

RETURN SERVICE REQUESTED

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Harrisburg PA 17105