

UTAH CENTER FOR ASSISTIVE TECHNOLOGY (UCAT)

Annual Report • FY 2018



Doing the Right Thing, Right Now

Proudly serving all Utahns living with disabilities and delivering specialized services and equipment loans to individuals in need.



**WORKFORCE
SERVICES**

REHABILITATION

**UTAH CENTER FOR
ASSISTIVE TECHNOLOGY**

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2017-2018 Accomplishments

The Utah Center for Assistive Technology accomplishes its lofty goals by building upon a foundation of four cornerstones laid out for it by the Department of Workforce Services:



OPERATIONAL EXCELLENCE

We deliver the highest quality public service, with innovative methods, at the most efficient cost.



EXCEPTIONAL CUSTOMER SERVICE

We meet the needs of our customers with responsive, respectful and accurate service.



EMPLOYEE SUCCESS

We provide an environment that fosters professional growth and personal fulfillment.



COMMUNITY CONNECTION

We actively participate with and engage our community partners to strengthen Utah's quality of life.

Allow me to elaborate on how these cornerstones defined everything that UCAT did in the last fiscal year. Between July of 2017 and July of 2018, we accomplished the following:

- We received 548 new referrals.
- We transferred the tracking of all inventory into the AWARE system, which is a database that Vocational Rehabilitation uses to track client services.
- We successfully completed two inventory audits of our loan banks, which praised our administrative work. We are working on addressing the few minor issues that the auditors brought to our attention.
- UCAT, through cooperation with Utah Assistive Technology Program Salt Lake (UATP, formerly known as CReATE), provided numerous grants of \$400 or less to qualifying disabled persons with low income in order to obtain needed assistive technology devices that made a positive difference in their daily lives.



Director Michael Wollenzien at work in the UCAT shop.

Richard Lavoie, M.A., M.ED., holds three degrees in special education and was the keynote speaker at the 2018 UATT conference held in the Davis County Convention Center. Rick Lavoie is an advocate for children with learning differences and special needs.



- We helped UATP with information gathering regarding assistive technology trainings and the use of assistive technology devices. Our staff accomplished this by periodically logging into a website portal launched by the UATP in 2018.
- We continue to collaborate with UATP Salt Lake in the provision of services and low-cost equipment (e.g., wheelchairs, ramps, lifts) for disabled individuals on a budget. The project head of UATP Salt Lake is Mr. Tom Boman and UATP Salt Lake operates with oversight from Utah State University (USU) located in Logan, Utah.
- UCAT, through a program headed by our occupational therapist, Kevin Christensen, continued positive work in the “Go Baby Go” program, which modifies toddler-sized battery-controlled cars to act as a first wheelchair for disabled children. This program has received local news coverage as it’s making a difference in communities throughout Utah.
- We held another successful Utah Assistive Technology Teams (UATT) conference in Davis County that brought together hundreds of professionals working with special education programs in schools throughout Utah.



- We performed 766 actual services for clients of Vocational Rehabilitation. We expect these numbers to be higher next year, because this year’s tracking only happened for approximately six months due to the transition to AWARE from the old database. At the same time, this number represents a significant number of services and our team remains busy fulfilling service requests.
- We held our first integrated Workforce Services Specialized Services Open House, of which UCAT was a participant. Attendance remained steady from previous years’ open houses. With more agencies participating the open house is more informative for attendees.

- UCAT staff utilized many outreach opportunities and hosted various groups of occupational therapy students. Additionally, we saw visitors from Africa and visitors from around the state (in the first Independent Living conference held at UCAT). All of these were great opportunities UCAT used to promote the excellent services we provide and to network with individuals in Independent Living Centers and Assistive Technology Programs from just about every walk of life.
- UCAT made more than 60 long-term computer loans to clients of vocational rehabilitation, with many of these clients going into educational programs. Once completed, these clients will be able to obtain living wage jobs and achieve independence through work.
- UCAT adopted a new logo.
- We have obtained five laptops — earmarked for use by the Division of Services for the Blind and Visually Impaired (DSBVI) clients — loaded with Jaws and ZoomText that are available for 30-day loan. These are two programs that are useful in helping individuals with visual impairments operate a computer.
- We coordinated with the Center for Persons with Disabilities at USU to produce a 40-minute informative video about using electronic aids for daily living. The funding for this production came from the UATP and highlighted the Amazon Echo, the Google Home, and the Apple Home Pod with the “Siri” voice assistant.

Our goals moving forward are to continue with excellent customer service, helping other agencies to achieve their goals with respect to serving their disabled clients and being an exemplary service provider to people with disabilities.



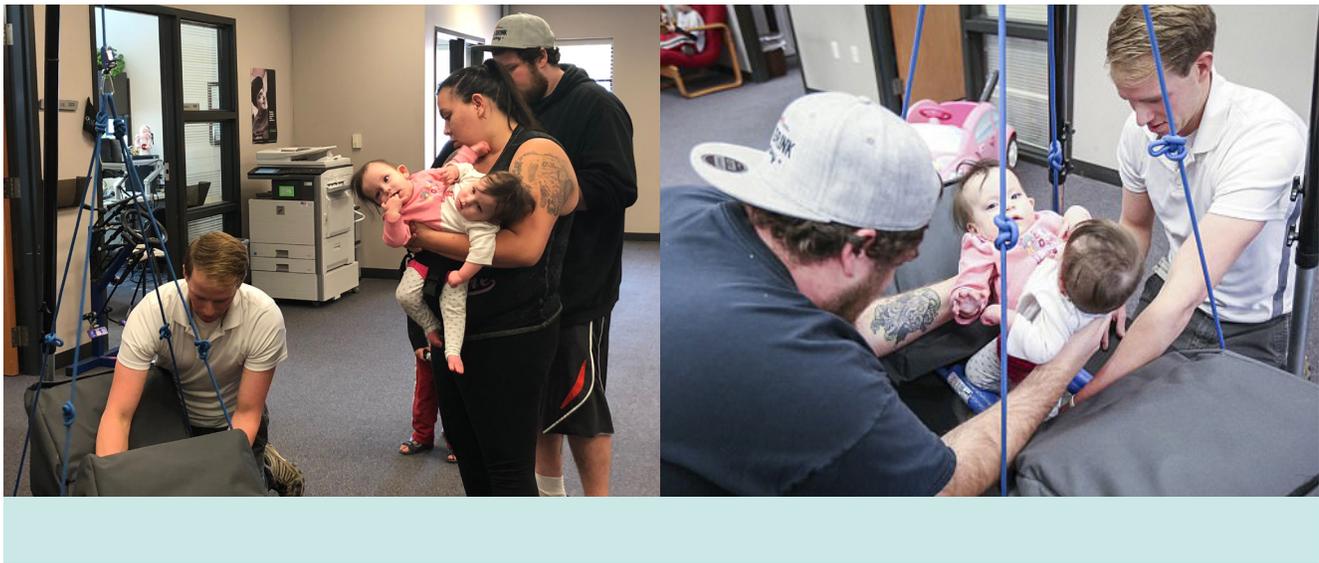
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The delegation from North Africa’s visit was a great opportunity to show the international disabled community what great work UCAT does on a daily basis. During this event, we answered questions about assistive technology devices (like the Milo robot in the woman’s hands above) and assistive technology services.

Doing The Right Thing, Right Now

“Doing the Right Thing, Right Now” was our theme for the 2017-2018 year. For example, when we had parents of conjoined twins from Blackfoot, Idaho, request some assistance from us with a car seat and a baby jumper, we stepped in and found funding for a modified device engineered by our recreational therapist, Ed Whiting, and our occupational therapist, Kevin Christensen. Even though we specifically serve the citizens of the state of Utah, we knew that we couldn’t say no to helping some Idahoans in need. This is just one example of how we impact our community on a daily basis.



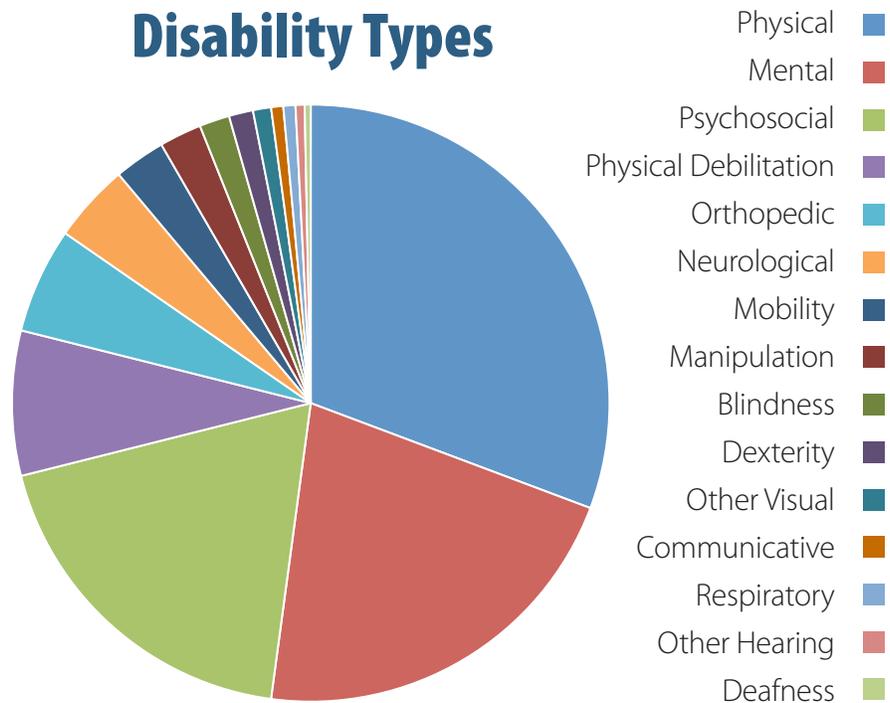
Nick Torres places his daughters, Callie (left) and Carter, in a specially-made baby jumper, as Kevin Christensen makes adjustments.

Photo courtesy of Deseret News

Additionally, UCAT sometimes hosts visitors from foreign countries who want information on assistive technology, and who are working to build their own programs in foreign lands to help their own citizens who are living with disabilities. We did this on a couple of occasions this last year with one group from Northern Africa and another from the Emirates area. v also meet with occupational therapy students from the local universities on a regular basis to show them how we work and to continue to be involved with occupational therapists and speech language pathologists who practice in Utah.

By The Numbers

In FY 2017-2018, the employees of the UCAT received 548 new referrals and performed 766 services spread out among our eight employees. The following chart shows the different types of disabilities we served.

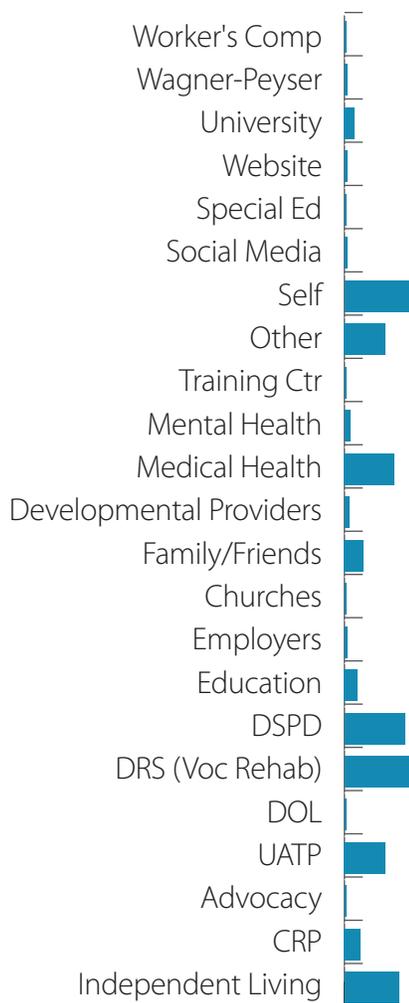


As you can see, more than half of our clients either had a generalized physical or generalized mental disability. The conjoined twins from Idaho are an example of a generalized physical disability. Psychosocial impairments represented the next largest category of disability type we served, which were mostly made up of clients who qualify for Vocational Rehabilitation-type services due to anxiety and depression. Beyond those, we helped individuals with various learning (communication) disabilities and neurological impairments, such as amyotrophic lateral sclerosis (ALS), muscular dystrophy, or stroke. We also helped a number of clients who are hard of hearing or deaf, as well as clients who are blind or visual impaired.

Referral Sources

The bulk of our referrals come from the Rehabilitation Services Program, also known as Vocational Rehabilitation. The chart below shows where our other referrals came from relative to the ones that we receive from Vocational Rehabilitation. We get quite a few referrals from Independent Living, UATP Salt Lake, families and friends who have previously benefitted from our services (word-of-mouth), medical health providers and people who either walk-in, telephone, or otherwise self-refer themselves. The bulk of the remaining referrals come through our various outreach programs.

Origin of Referrals



Utah Center for Assistive Technology (UCAT)

The Utah Center for Assistive Technology (UCAT) is a statewide resource offering information and technical services to help people with disabilities acquire and use assistive technology devices. UCAT offers free evaluations to anyone within the state of Utah.



Free Consultation / Referral Form

If you are seeking a free consultation with UCAT, please fill out a referral form and email it to ucats@utah.gov.

[Download Referral Form](#)

Who We Serve

Our services are available to people with disabilities, parents and other family caregivers, rehabilitation counselors, independent living specialists, special educators, occupational therapists, physical therapists, allied medical professionals, and other who are concerned with and advocate for people with disabilities.

Referrals for our UCAT services are easy to do. Our website includes a direct link to the downloadable referral form. Just fill it out and send it in!



2018-2019 Outlook

We expect fiscal year 2019 to be even more exciting than 2018. First, UCAT staff are optimistic that the AWARE database will provide stability and ease in tracking cases and UCAT inventory. Second, with an ever-increasing population, there is more of a need for disability-related services to serve those who are moving to Utah from other places.

Looking ahead to 2019, we are adding the following to the docket of “business as usual”:

- Continued upswing in UCAT referrals and the tracking of “actual services performed.” This will require diligent outreach to continue to serve existing referral sources, as well as identifying new potential referral sources to reach underserved populations.
- Continued emphasis on UCAT Service Quality Assurance. This will include providing customer service surveys for our clients through the online Survey Monkey platform, or a mailed post card, depending on the client’s needs.
- Continued management of our inventory database for all of our loan equipment.
- Spending of UCAT funds on equipment that makes a positive impact in the lives of disabled citizens of Utah.
- Further development and enhancement of our UATP Salt Lake partnership.
- Continued cooperation with UATP Salt Lake on information gathering regarding trainings and assistive technology device demonstrations.
- Providing funding solutions and options to disabled individuals who need assistive technology equipment, but are struggling to find the money to be able to afford that equipment.
- Promotion of UCAT projects and clients to expand awareness of UCAT services.
- Continued leadership in the area of assistive technology devices and assistive technology services for all citizens who live in the state of Utah.
- Continue hosting of special groups and outreach to organizations like the North Africa delegation and various occupational therapy students from different universities in Utah.
- Loaning and refurbishing of gently-used computers, as well as providing technical support, made available through cooperation with the Department of Technology Services to clients of Vocational Rehabilitation.
- Pursuing more training opportunities for staff, either through attendance of conferences or through webinars provided by vendors of assistive technology products.



Back Row (left to right): Kent Remund, Michael Offutt, Ed Whiting, Kevin Christensen, Lynn Marcoux, Julia Pierce and Michael Wollenzien.

Front Row: (left to right): Ken Reid and Bryan Carroll

Not pictured: Austin Oseguera

We are happy to serve the citizens of Utah by Doing the Right Thing, Right Now.

Michael Wollenzien
Specialized Services Director

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Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities by calling 801-526-9240. Individuals with speech or hearing impairments may call the Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.

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