

## **The AT Messenger...bringing technology to you**

Delaware Assistive Technology Initiative (DATI), Volume 13, No. 3,  
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### **Tobin Foundation, DATI Find Common Ground**

Francis J. Filliben, Tobin Foundation for the Visually Impaired

The Tobin Foundation for the Visually Impaired has contacted DATI to determine how its resources can best be partnered with those of DATI to provide additional assistance to Delawareans with disabilities, specifically those with visual problems.

Founded in 1986 and officially incorporated as a nonprofit in 1987, the Tobin Foundation is a volunteer organization headquartered in Wilmington. For nearly 20 years it has helped to bring greater freedom and independence to many visually impaired men, women, and children in the First State. It was founded by eight Delawareans in memory of their friend, former DuPont executive Bill Tobin, who had a history of quietly aiding less fortunate people, particularly those with visual disabilities. Emphasizing this, the founders created an acronym for TOBIN—"Touching Our Blind In Need."

Tobin's partnership with DATI is an expansion of both organizations' continuing efforts to extend assistance to individuals with disabilities in Delaware. Through the years, Tobin volunteers have been able to improve the quality of life for many blind and other visually impaired individuals by providing them with guide dogs, computers, customized accessories, and special training personalized to meet specific needs.

For years, Tobin has partnered with Guiding Eyes for the Blind of Yorktown Heights, New York, and co-sponsored 20 guide dogs bred and trained by Guiding Eyes. These exceptional dogs have brought greater freedom and independence to their blind partners throughout the state, including recipients in Wilmington, Newark, Magnolia, and Seaford.

In the early 1990s, Tobin initiated a program to provide specialized computers and equipment to qualifying individuals with visual

impairments. In the mid-1990s, the Foundation established a Computer Training & Technology Center where new vocational rehabilitation clients could be trained and tested before Tobin provided them computer hardware and software. In 1997, Tobin, in conjunction with its long relationship with the Delaware Division for the Visually Impaired (DVI), conducted a survey to identify blind and visually impaired students in Delaware's K-12 public schools. Since then, the Tobin Foundation has continued to provide home computers to eligible students, as well as adults.

In the past few years, Tobin also has partnered with Independent Resources, Inc. (IRI). IRI has developed a computer training program for visually impaired people motivated to pursue independent living. A number of IRI-trained individuals have qualified to receive a home computer system customized and installed by volunteers of the Tobin Foundation.

There is no charge for equipment or services provided by Tobin. Funds for Tobin's activities are obtained through contributions from individuals, businesses, charitable foundations, and by fundraising events such as the annual "Tobin Open" Golf Tournament, the Tobin "Eating Extravaganza" (scheduled for September), and membership in the Foundation's "1200 Club" (named in recognition of the fact that there are an estimated 1,200 sightless people in Delaware).

At its upcoming board meeting, directors of the Foundation will review how Tobin can complement the activities of DATI and authorize details of a program with DATI to provide additional support to Delaware's visually impaired citizens. All contacts with the program will be through DATI.

## **I Want ThAT!**

Dan Fendler, AT Specialist, Sussex County ATRC

It has been a while since I have been to a large AT trade show, so when I attended California State University Northridge's Annual International Conference, *Technology and Persons with Disabilities*, earlier this year, I have to admit I was overwhelmed. There was so much new stuff! It was truly a daunting task to explore a show that

spanned two hotels and over a dozen separate halls in a few short days. I will try and give you a taste of some of the exciting new offerings I discovered.

## **Cell Phones**

People often complain about cell phones. I hear it all the time—can't make them loud enough, screens are too small, no voice output. In order to understand what options are available for those with visual impairment, you will need to understand a little about cell phone technology. The terms GSM and CDMA represent standards of communication protocols that the various different cell phone companies use to handle their digital calling networks. There are additional protocols, but I will limit my discussion to these two, since it appears that GSM and CDMA are the dominant protocols. From what I have read, it appears that GSM, or some combination of GSM and CDMA, will become the global wireless standard. A standard should ease the compatibility issues between carriers and may ultimately result in lower development costs (which should translate into lower prices and potentially more features). GSM is the technology that carriers like **Cingular** and **SunCom**<sup>™</sup> use on their mobile phone networks. CDMA is the technology that carriers like **Sprint**<sup>™</sup> and **Verizon** use on theirs. The two are incompatible with each other. The operating system (the graphical user interface that you use when you use your phone) known as **Symbian** is found only on GSM phones. At this point in time, the greatest number of accessibility options exists for GSM phones running the **Symbian** operating system. Here is what is available for the two different technologies:

### **CDMA**

CDMA cell phones have built-in voice recognition and voice output. This is the approach taken by the CDMA carriers like **Sprint**, **Alltel**, and **Verizon**. **Verizon** markets phones such as the **LG VX4500** and **LG VX4700**. **Alltel** sells the **LG AX4750**. These phones offer some basic options including voice dialing, audio Caller ID, and audio phone status. Entering contacts into the phone book is also accessible. The phones offer inexpensive solutions without email or text messaging. **US Cellular** markets a similar LG phone, the **LX5550**, but it cannot be upgraded to the **VX4500** standard. It lacks a phone status which provides the audible battery and signal strength indicator. **Sprint** sells the **Toshiba VM4050**, which has voice dialing

and voice guidance. Voice guidance provides talking Caller ID and phone status. **Sprint** also markets the **Samsung™ VI660** and **MM-A700** with **VoiceSignal®**. **VoiceSignal** allows voice dialing, voice commands, and phone status. The main advantage is that it is free, but do not expect accessible email and text messaging.



*Verizon LG VX4500*

## **GSM**

The **Symbian** operating system allows third party software to be developed and installed on phones that run it. A Spanish company, **Code Factory**, has developed several applications that make compatible GSM phones very accessible for users with visual impairment. **Mobile Speak** is a screen reader for mobile phones. It provides speech feedback that can help you navigate through the phone's functions. It also includes bundled software, such as **Code Factory's** accessible calculator, an accessible sound recorder, a game, an MP3 player, and **FExplorer**, a file-system browser. **Mobile Speak** allows a free trial license so you can test the software with no restrictions for one month.



**Symbian** OS cell phones are typically made by **Nokia** and are GSM, so the major carriers include **Cingular** and **T-Mobile**. The accessible software designed for those who are blind and visually impaired includes **Cingular TALKS** and **Code Factory's Mobile Magnifier**, **Mobile Accessibility**, and **Mobile Speak**, which are compatible with the **Nokia 3650**, **3660**, **6600**, **6620**, **6670**, **7610**, and **N-Gage QD**.

**Symbian** offers the most flexibility to enable use of almost all of the phone's features. It allows the user to text message and email. The disadvantage is the cost. You have to pay extra for the accessible software. If you have one of the phones listed above, check out **Code Factory's** website at [www.codefactory.es](http://www.codefactory.es). You can download a 30 day trial version of the **Mobile Speak** software.

### **Personal Digital Assistants**

Personal Digital Assistants, also known as PDAs, or handheld computers, have become powerful enough to provide voice output. This is an extremely important development for users who are blind or have very limited vision. This opens up access to many mainstream applications, because the new devices rely on added software, not expensive hardware, to give access.

**Optelec** has developed the **EasyLink**, a PDA solution that combines an **HP iPAQ Pocket PC** and a Bluetooth Braille keyboard. The **iPAQ** is equipped with **Dec-Talk** speech that can be used for the reading of data through its internal speakers or through headphones.



*Optelec EasyLink*

The **EasyLink** can also be used with full-size Bluetooth wireless keyboards. For pricing information, call **Optelec** at (800) 828-1056.

### **MP3 Players and Text-to-Speech Files**

While not new, those ubiquitous MP3 players have now morphed into important tools for those who have reading difficulties.

Now, anyone with an MP3 player and access to text-to-speech software can create audio files out of any digitized text. Think of the potential of this powerful technology. Any text that is in a digital form

can be turned into voice files—files that you can listen to anywhere you go. It's all available at an extremely affordable price. If you do not have access to text-to-speech software, **NaturalReader** is available free of cost. It will allow you to make voice files of any digitized text you have. **NaturalReader** is available at [www.naturalreaders.com](http://www.naturalreaders.com).

As always, if you have any questions about these promising new technologies, please give your local ATRC a call.

## **Medicare Wheelchair Coverage Modified**

Eliza Hirst, Staff Attorney, Disabilities Law Program

After experiencing widespread fraud regarding wheelchair coverage, the Center for Medicaid and Medicare Services (CMS) plans to implement a broad policy change for funding wheelchairs, scooters, and other power operated vehicles effective July 5, 2005.<sup>1</sup> CMS overhauled its current coverage determination system to consider more individualized circumstances and functional limitations of Medicare beneficiaries. Most significant among the changes is the elimination of the requirement that a beneficiary be “bed or chair confined” to receive Medicare coverage for a wheelchair. Although the new approach for determination of wheelchair coverage may be more burdensome and not as sweeping as many disability advocates would want, CMS’s policy change is nonetheless a positive step to increase self-sufficiency, mobility, and greater integration for individuals with mobility impairments.

### **Background for the CMS Policy Change**

Medicare funds mobility assistive equipment (MAE) that is “reasonable and necessary for beneficiaries who need assistance with mobility-related activities of daily living such as toileting, feeding, dressing, grooming, and bathing in customary locations in the home.”<sup>2</sup> MAE includes wheelchairs, power operated vehicles, and scooters. However, the federal regulations regarding MAE limit funding to equipment that has a medical purpose and is appropriate

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<sup>1</sup> Throughout the article, I will refer to wheelchairs broadly to include all power operated vehicles.

<sup>2</sup> 42 U.S.C. Section 1395x(n)

for use in the home.<sup>3</sup>

Currently, Medicare pays over \$1.2 billion every year for wheelchairs and other mobility assistive equipment. The cost of a single wheelchair is upward of \$5,000. Not surprisingly, with a burgeoning budget and the threat of Medicare insolvency estimated for 2020,<sup>4</sup> CMS is making every effort to reduce costs. Prior to the policy change, CMS confronted excessive abuses in requests for wheelchair coverage. During the last five years, CMS has recovered over \$84 million in wheelchair fraud through “Operation Wheeler Dealer.” CMS found that fraud stemmed from the loose standard for Medicare’s coverage of wheelchairs.

Therefore, in an effort to revamp its policy on wheelchair coverage and safeguard against fraud, CMS created a Modern Mobility Initiative in April 2004. This initiative included three major changes. First, CMS changed the definition of when a patient meets the criteria for coverage. Second, CMS changed the caps for Medicare payments of wheelchairs, based on individual needs and circumstances. Third, CMS created standards and an accreditation program for bidders and suppliers of wheelchairs to root out fraud. With a new “algorithmic approach” in place, CMS plans to broaden its assessment for qualified beneficiaries.

### **The New Approach**

CMS created an algorithmic approach to determine Medicare coverage, which asks nine questions of potential beneficiaries regarding use of a wheelchair “in the home:”

1. Does the beneficiary have a mobility limitation causing an inability to perform one or more mobility-related activities of daily living in the home?
2. Are there other conditions that limit the beneficiary’s ability to perform mobility-related activities of daily living at home?

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<sup>3</sup> 42 C.F.R. Section 414.202

<sup>4</sup> Estimates range from 2019 to 2024, [www.house.gov/budget\\_democrats/pres\\_budgets/fy2002/april\\_analysis/solvency.htm](http://www.house.gov/budget_democrats/pres_budgets/fy2002/april_analysis/solvency.htm).

3. If these other limitations exist, can the use of mobility equipment enable the beneficiary to perform mobility-related activities of daily living in the home?
4. Is the beneficiary willing and able to consistently operate the wheelchair safely?
5. Will the purchase of a low-tech piece of AT (e.g., cane) be more cost effective and efficient?
6. Does the beneficiary's home support the use of a wheelchair?
7. Is the beneficiary able to use a manual wheelchair for tasks during a typical day?
8. Is the beneficiary able to use a power-operated vehicle (POV or scooter) for tasks during a typical day?
9. Are the additional features provided by a power wheelchair needed to allow the beneficiary to perform one or more mobility-related activities of daily living?

### **Benefits of CMS's Policy Change**

The new approach will calculate an individual's need based on his or her independent functional ability without assistance.<sup>5</sup> More specifically, a beneficiary will be deemed eligible for wheelchair funding if the beneficiary is unable to move through her home. CMS will also provide wheelchair coverage for a beneficiary who is able to walk with the assistance of a caregiver, but can not walk independently without support.

Despite CMS's elimination of the "bed and chair confined" requirement, CMS still determined it is limited to funding wheelchairs for activities of daily living for use "in the home." However, a beneficiary is not limited to use the equipment strictly inside of the home. The beneficiary is entitled to use the wheelchair out in the community or in a variety of settings. With this policy change, CMS believes that it will not only crack down on fraud, but also will "ensur[e] that a beneficiary's functional status and individual circumstances are considered so that the most appropriate

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<sup>5</sup> Steve Phurrough, Louis Jacques, Shamiram Feinglass, Karen Daily: Decision Memo Medicare Improves Access to Power Wheelchairs and Scooters, Part III History of Medicare Coverage and Figure 1(8) Public Comments, May 5, 2005, available at <http://www.cms.hhs.gov/mcd/viewdecisionmemo.asp?id=143>.

technology for each beneficiary's personal needs is covered..."<sup>6</sup>

### **Criticism of the CMS Changes**

While CMS's change to wheelchair coverage is a step in the right direction, the change falls short of what many advocates and people with disabilities hoped would be an opportunity to create greater access to wheelchairs. Critics of the new policy believe that many individuals with mobility impairments will continue to be left in the lurch because the policy ignores the realities and the challenges people with disabilities face on a daily basis outside of their homes.<sup>7</sup>

First, many advocates believe that CMS construed the "in the home" requirement for wheelchairs too rigidly. The "in the home" requirement was originally placed in the regulations to distinguish Medicare Part B services from Medicare's funding for equipment in an institutional or residential treatment facility.<sup>8</sup> The "in the home" requirement was never intended to mean that the wheelchair equipment be limited to use in a beneficiary's home. Advocates, such as ARC, United Cerebral Palsy, and the Assistive Technology Law Center, remain concerned that individuals who have the ability to move around in some form in their home with the use of a cane, crutch, or a manual wheelchair will not be candidates for power wheelchairs under the new approach, even if these same individuals need power wheelchairs to navigate outside of their homes.<sup>9</sup>

Second, many advocates believe that CMS should include mobility as an activity of daily living, since it is such an essential part of self-sufficiency.<sup>9</sup> Completion of activities such as feeding, grooming, and

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<sup>6</sup> Barry Straub, M.D., CMS Acting Chief Medical Officer and Acting Director of the Office of Clinical Standards and Quality CMS Office of External Affairs, May 5, 2005, Medicare Improves Access to Power Wheelchairs and Scooters.

<sup>7</sup> Center for Medicare Advocacy, Inc., *Restrictions Remain on Power Wheelchairs and Other Assistive Devices*, 2005, available at [www.medicareadvocacy.org](http://www.medicareadvocacy.org).

<sup>8</sup> Comments regarding the CMS Proposed Criteria issued on Feb. 3, 2005, James Sheldon, Steven Elliot, Jennifer Giesen, March 7, 2005, page 18.

<sup>9</sup> Comments from The Assistive Technology Law Center, The American Association of People with Disabilities, The ARC, United Cerebral Palsy, and American Academy of Physical Medicine and Rehabilitation, Public Comment for Mobility Assistance Devices available at [http://www.cms.hhs.gov/mcd/viewpubliccomments.asp?nca\\_id=143](http://www.cms.hhs.gov/mcd/viewpubliccomments.asp?nca_id=143).

dressing requires individuals to travel outside of their homes to buy food, toiletries, and clothes. Unfortunately, CMS's new policy may still restrict people with mobility impairments from going to doctors' appointments, running errands, or performing other functions related to activities of daily living if they are denied wheelchair coverage under the new approach.<sup>9</sup> In addition, CMS's new approach does not adequately account for when a caregiver is unavailable, or when individuals with a mobility impairment cannot move around in their homes due to a temporary change in circumstances.

Third, and of greatest concern for many advocates, is that CMS's new policy continues to isolate people with mobility impairments. People with disabilities will not only continue to be dependent on in-home caregivers or antiquated equipment to navigate through activities of daily living, but will also continue to be excluded from participating in community activities such as going to the movies, visiting with friends, attending religious services, or going to work on a daily basis.<sup>9</sup> As society shifts toward more acceptance and awareness of people with disabilities, CMS's policy may ultimately fail to respond to our communal obligation to break down existing barriers for people with disabilities.

## **Conclusion**

At this stage, it is far too early to determine whether the change in CMS's National Coverage Determination for wheelchairs will have a dramatic effect on creating greater independence for individuals with mobility impairments, or whether the change will lead to continued isolation. On the whole, the policy overhaul is a step in the right direction to remove obstacles for individuals with mobility impairments in their homes, and to a greater extent, in the community. However, governmental change often happens slowly through incremental steps. CMS's elimination of the harsh "bed or chair confined" standard is likely to increase coverage to a larger number of beneficiaries in need of mobility assistance. In the meantime, the disability community can continue to encourage CMS to expand wheelchair coverage for use outside of the home as part of our commitment to foster self-sufficiency and increase community participation for people with disabilities.

## **Variety – The Children’s Charity Comes to Delaware**

Variety – The Children’s Charity is a non-profit organization dedicated to improving the quality of life for children with disabilities through programs and services. These programs and services are designed to address a child’s physical, social, medical, educational, and recreational needs without regard for economic status, race, creed, gender, or type of disability.

Variety of Greater Philadelphia has been serving children with physical and developmental disabilities since 1935. On March 28, 2005, Variety opened an office in Delaware.

Variety offers various programs and initiatives including Direct Care for Kids. Direct Care is a last resort medical program for families in need. This program provides necessary medical equipment for children whose insurance companies refuse coverage. Variety ensures that families and children receive equipment such as wheelchairs, prostheses, car seats, and educational/recreational components—all of which help to better a child’s life.

Direct Care for Kids is a volunteer administered program. Physical therapists, children’s hospitals and clinics, and other health care professionals contact Variety on behalf of the child in need of durable medical equipment and devices. Variety then obtains the best price from several vendors, places the order, and the equipment is delivered directly to the child’s home. There is never a fee charged to the family or hospital.

In this age of managed care health systems and the cost-cutting measures that are epidemic, children with disabilities that need specialized equipment often fall through the cracks. Managed care will often pay a small portion, or none, of the cost of equipment such as wheelchairs, standers, and walkers. The Direct Care Program bridges that gap and gets the equipment directly to the children and their families.

Contact the Delaware division of Variety at (302) 993-0896 or visit them online at [www.varietyphila.org](http://www.varietyphila.org).

## The AT Bargain Basement

Marvin Williams, AT Specialist, Kent County ATRC

Hello, true believers, and welcome to the summer blockbuster installment of the AT Bargain Basement. I will be taking your ticket as you enter the theater and watch billions of bargains race by you at lightning speed. OK, maybe not billions and maybe not at lightning speed, but there will be bargains. Oh yes, there will be bargains! For those of you who are new to the Basement, the rules are simple—I find all of the AT bargains I can for \$100 or less and tell you where to get them. I have decided to drop my rule restricting bargains to only those available through local shops. I will now include Internet bargains as well. There are just too many bargains to be had online to not fill you in on them. Now that the introductions are out of the way, let's get to the bargains!

As many of you regular readers know, one of my favorite places to look for bargains is **Wal-Mart®**. Well, I have found some assistive listening bargains there that surprised even me. I found three products by **Clarity** that can make talking on the telephone less of a chore for those of us who have some hearing difficulty. The first item is the **Clarity WR100 Extra Loud Phone Ringer**. The **Extra Loud Phone Ringer** gives you a nice and loud 95 dB ringer, which is a lot louder than the ringer on a regular telephone. It also has a red flasher on it to provide a visual cue when the phone is ringing. Since the ringer is battery operated, you can take it with you on vacation. Now, the manufacturer lists the ringer's sale price at \$29.95, but I found it at **Wal-Mart** in Milford for \$24.92. Not a bad savings.



*Clarity WR100 Extra Loud Phone Ringer*

Right next to the **Extra Loud Phone Ringer**, I found another nifty **Clarity** product, the **CE-125 Portable Phone Amplifier**. Now, this

amplifier is an in-line device, meaning it is installed between the phone handset and the phone base. This device will not work on cordless phones. It is nice and compact, yet the controls are large enough for easy use. It is battery powered, so it too can go with you on vacation. It is a nice thing to take with you to use with a hotel telephone if regular phones are not loud enough. This amplifier is also available at the Milford **Wal-Mart** for \$24.92. The amplification is adjustable up to 25 dB, which is loud, but may not be exactly what everyone needs. As with this and anything else you get, make sure you save the receipt so that if it does not work with your telephone, you can take it back for a refund. You can also borrow similar amplifiers from the Assistive Technology Resource Center (ATRC) nearest you for a free trial. That way, you can make sure it will work for you before you buy it.

The third **Clarity** product I found is the **W1000 Amplified Telephone**. This phone is nice because it includes the amplifier in it. It provides a 26 dB volume boost. It also has a red flasher on the corner for a visual alert that the phone is ringing. Also, the large buttons are easier to see. The phone will not work with a digital exchange (i.e., an office setting), and it is not cordless. Still, for a corded phone, it is an excellent value. The manufacturer suggested retail price is \$109.95; **Wal-Mart** has it for the unbeatable price of \$34.88, a 68 percent savings! A very similar phone is available for loan through the ATRCs, so why not borrow it to make sure it will work for you before you spend any money?

If you are looking for a cordless telephone, **Uniden**® offers a phone with frequency and volume enhancement that is very attractive for a low price. The Uniden EZI996 Loud & Clear Cordless Phone is not only a nice looking phone, but it packs a lot of features in a model that is friendly for those with hearing impairments. In addition to the audio boost, it also has flashers on the base and handsets to let you know when the phone is ringing. If you have voice mail through your phone service provider, the flashers will also let you know when you have a message. The large back-lit buttons are nice for those who need bigger buttons to dial. It also comes with some standard features such as Caller ID/Call Waiting compatible, ten memory locations for storing numbers, headset compatibility, and one-touch emergency number dialing. The **Uniden** factory store has this phone

listed at \$65.99, but I found it for \$38.82 at the Milford **Wal-Mart**. We do not have this particular phone in our inventory, but we do have a similar cordless amplified phone by **Clarity** that costs \$99.99 from **Radio Shack**. That phone is also available for loan from the ATRC nearest you.

I could keep listing all of the bargains I found at **Wal-Mart** from the jumbo display clock radio (\$18.83) to **Alaska Jack's Power Knife** (\$7.96), but there isn't enough space. So head over to your local **Wal-Mart** and see what they've got.

My last bargain for this issue of the Basement is a personal alert system that does not require a monthly maintenance fee. The **Personal Assistance Voice Dialer** costs only \$49.95 from [www.x10.com](http://www.x10.com). For \$49.95, you get the base unit and a pendant you wear that activates the system when there is trouble. Once the pendant is activated, the unit will call four numbers you have programmed and play a prerecorded message stating that there is an emergency at your address. The device then allows those you called to listen in on the room where the unit is located. It also sounds a loud siren and can flash lights in the house if they are connected to X10 modules. The flashing lights help emergency crews find your house more easily than if nothing was happening. You get all of this for a one-time payment of \$49.95, and you can purchase additional pendant transmitters if desired. Now, considering that other personal alert systems can cost upwards of \$30 a month, that is a good deal for a one-time payment that provides lasting protection. I also understand that we have a similar system available for loan from the New Castle ATRC. If you can use such a system, it is worth looking into to see if it will meet your needs.



*X10 Personal Assistance Voice Dialer and Pendant*

That does it for this installment of the Basement. I will see you back here next time. If you have any bargains you would like to share, please contact me, and I will make sure you are credited for your find. And remember, just because it is cheap, does not mean it is a bargain!

## **iCommunicator Helps Bridge the Gap**

Eden Melmed, AT Specialist, New Castle County ATRC

The **iCommunicator**<sup>™</sup> software facilitates two-way communication between the hearing world and a person who is deaf or hard of hearing by instantly converting speech to text and video sign language.

How this software works is fairly simple. The speaker creates a voice profile and transmits to the end user's computer. The software then translates the speech into three different formats: text, video sign language, and computer generated speech. The multiple formats give the user a variety of access methods to the audio information. The computer generated speech can be amplified or transmitted to a personal assistive hearing device. All of these created files can be saved for future reference.

The **iCommunciator** program is being used in K-12 education, post-secondary institutions, government, and public access sites. It is a useful accommodation for daily workplace communication, ad hoc meetings, classroom applications, public venues such as libraries, and in emergency situations.

For more information about **iCommunicator**, visit [www.mycommunicator.com](http://www.mycommunicator.com), call (800) 245-2133, or contact your local ATRC.

**To Contact DATI's Central Site office or the ATRC  
closest to you, call 1-800-870-DATI**

Press

#1 for English or

#2 for Spanish,

then press

#3 for the Central Site office

#4 for the New Castle County ATRC

#5 for the Kent County ATRC

#6 for the Sussex County ATRC

TDD callers: Do not press #1 or #2 and your call will be answered on  
a TDD line at the Central Site office.

## **DATI Resource Centers Throughout the State...**

Delaware Assistive Technology Initiative  
Center for Applied Science & Engineering  
University of Delaware/Alfred I. duPont Hospital for Children  
PO Box 269  
Wilmington, DE 19899-0269  
1-800-870-DATI

### **New Castle County ATRC**

Easter Seals of Delaware and Maryland's Eastern Shore  
61 Corporate Circle, Corporate Commons  
New Castle, DE 19720-2405  
(302) 328-ATRC; (302) 328-2905 (TDD)

### **Kent County ATRC**

Easter Seals of Delaware and Maryland's Eastern Shore  
100 Enterprise Place, Suite One  
Dover, DE 19904-8200  
(302) 739-6885; (302) 739-6886 (TDD)

### **Sussex County ATRC**

Cheer Community Center  
20520 Sand Hill Rd.  
Georgetown, DE 19947  
(302) 856-7946; (302) 856-6714 (voice or TDD)

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