



# REquipment DME Reuse Program Fiscal Year 2017 Annual Report

## Program Description:

REquipment is a durable medical equipment (DME) reuse program that collects and refurbishes donated DME, and gives it a second life with people in need in Massachusetts. REquipment refurbishes and delivers DME from a network of 4 reuse centers in Canton, Worcester, Amherst and Pittsfield. REquipment is a collaboration of public and private funding managed by REquipment, Inc. with support from the Massachusetts Rehabilitation Commission, the Department of Developmental Services and the Department of Public Health/Pappas Rehabilitation Hospital for Children (formerly MA Hospital School) and private foundations.

## Program Results:

Fiscal Year	# DME Items Reassigned	Value of Items Reassigned
2017	856	\$1,898,464
Since launch in January 2014	2,069	\$4,149,018

## Who Benefitted from REquipment?

- Adults and children with disabilities and elders
- People with chronic and newly acquired mobility challenges
- People with limited insurance coverage for DME
- People being discharged from hospitals or rehabilitation anxious to return home after costly stays in institutions
- Elders who need increased safety at home and to get to community appointments
- People with a temporary equipment need due to accident or illness
- People whose primary wheelchairs are being repaired and need to continue to get to work, school or medical appointments
- Taxpayers and insurers, as equipment gets a second life serving more than one person, saving money, resources and landfills!

## From REquipment Device Recipients:

*"Ricky was so excited to be able to go on grass and dirt trails with such ease (with power wheelchair). He even kept up on a bike ride with his cousin yesterday!" Stephanie, Barre*

*"I am so grateful, mine (transport manual wheelchair) was falling apart and I could not afford a new one." Carol, Longmeadow*

## Program Features:

REquipment refurbishes gently-used, donated durable medical equipment (DME) including manual and power wheelchairs, scooters, sling lifts, rollator walkers, shower chairs, portable ramps and other adapted equipment. REquipment picks up donations and delivers refurbished items which is vital to our users. Refurbished DME from REquipment is provided at no cost to users.

REquipment is a one-stop source for reuse DME statewide, making it easy for people to find and request refurbished DME using a web-based listing of available equipment, [dmeREquipment.org](http://dmeREquipment.org).

REquipment provides phone support to help people who do not use computers find equipment. Donations are screened and accepted via phone.

For more information, call the toll free number, **1- 800-261-9841**, or email: [info@dmeREquipment.org](mailto:info@dmeREquipment.org)

## Comparison Highlights

FY'15 (7/1/14-6/30/15) to FY'17 (7/1/16-6/30/17)

### Funding Sources

Fiscal Year	TOTAL	MRC	DDS	Private Grant(s)
2017	\$247,668	\$238,625	In-kind	\$ 9043 Christopher and Dana Reeve Foundation
2016	\$252,300	\$ 247,300	In-kind	\$ 5,000 Spaulding Rehab Hospital
2015	\$ 111,088.	\$ 51,088.	\$ 35,000.	\$ 25,000 Boston Foundation

### REquipment Usage by Purpose

Fiscal Year	Community Living	Education	Work	No response
2017	727 (79%)	196 (21%)	3 (<1%)	0
2016	439 (77%)	117 (21%)	11	0
2015	168 (76%)	39 (18%)	2	11

### REquipment Usage by Age of Consumer (all requests)

Fiscal Year	0-21	22-64	65+	No response
2017	284 (14%)	1007 (51%)	687 (35%)	0
2016	233 (20%)	544 (47%)	386 (33%)	0
2015	46 (11%)	156 (38%)	130 (32%)	76

### REquipment Usage by Gender and Vet Status

Fiscal Year	Female	Male	Veterans
2017	589 (39%)	917 (61%)	99
2016	528 (59%)	371(41%)	47
2015	242 (64%)	136 (36%)	10
2014	23 (62%)	14 (38%)	0

## REquipment Success Stories

### Ricky Loves his Powerchair (06/2017)

We are delighted to make stories like this one possible. Last month we had the privilege to make a real difference for a homeless 10-year-old boy. Ricky has a degenerative skeletal disease and a broken leg. Getting around with a manual wheelchair while awaiting surgery is not an option because manual chairs are too difficult for him to push. He is currently living with his aunt, who plans to help him recuperate following his surgery and while his mom looks for housing. She also helped connect him with our program and the MassMATCH AT Regional Center.

Thanks to our community of programs and donors, Ricky is now cruising around independently in a power wheelchair and he and his aunt could not be happier. "He absolutely loves the chair," she wrote Stavros CIL, our partner, who delivered the equipment. "I took him to Quabbin Dam on the way home and he was amazed at all the places he could go now."

Our network is helping give Ricky a quality of life that would otherwise be out of reach.



Ricky can get in and out of his aunt's house because of the loan of a portable wheelchair ramp provided by the AT Regional Center in Pittsfield. His aunt found a ramp/trailer hitch on Craigslist and she writes, "The possibilities are endless." Despite the broken leg and impending surgery, Ricky is getting a taste of summer: "He was so excited to be able to go on grass and dirt trails with such ease. He even kept up on a bike ride with his cousin yesterday!"

Want to help more kids (and adults) like Ricky? Power wheelchairs change lives and we have a steady demand and even a reasonable supply of equipment. What we need help with

is funding for batteries. Help us get more people moving! Your \$350 donation will solve someone's mobility needs and all gift levels are appreciated!

### Olivia's Self-advocacy Pays Off (02/2017)

Olivia is an active woman who uses a power-assist wheelchair for mobility and knows how to self-advocate. When her DME company told her they don't supply loaner equipment should she ever need a repair, Olivia contacted the REquipment DME reuse program. Good thing she did! REquipment provided her with a back-up power wheelchair and a month later a front caster broke off her primary chair while crossing trolley tracks. The DME company took several days to assess their chair and then said insurance would need to be authorized before the \$21 part was ordered. If not for her foresight and REquipment's assistance, Olivia could have spent weeks in bed! (Note: Olivia did sidestep insurance, ordering and installing the part herself, and sending the bill to the transportation authority.)



**Ricky with Tom Filiault on delivery day**



### **Roxanne Haecker Finds Power with REquipment (05/2017)**

REquipment was pleased last month to improve the day-to-day mobility of Roxanne Haecker. Roxanne is the Director of Education and Workforce Development at Roxbury Tenants of Harvard. She called us in March, explaining she has a spinal cord injury, and that she's in need of a power wheelchair to get back and forth to work. Accustomed to using a manual chair, Roxanne was lately finding it was more and more difficult to get around. "I actually had to ask for help more than a few times when it was windy or when I left work late in the evening," she told us. A power wheelchair, she suspected, would give her back her independence and peace of mind.

In April we received the donation of a Hoverround powerchair. Having never used a power wheelchair before, Roxanne was initially hesitant. "I was a little afraid of the chair at first, afraid whether I would be a crazy driver and crash into things or if the battery would die and I'd get stuck somewhere." Now, a month later, Roxanne is a happy powerchair driver. "None of those things happened! I am using the chair every day to go back and forth to work, and it has made my life so much easier!"



**Karen Langley, REquipment  
CEO with Roxanne Haecker**

### **Beacon Hill Chat Spotlights REquipment (03/17)**

On March 3rd, Senator Harriette Chandler invited our durable medical reuse program to her community access TV show Beacon Hill Chat. Sen. Chandler learned about us at a recent legislative forum hosted by Easter Seals, the Center for Living and Working and Elder Services of Worcester. She clearly loved the program's mission and wanted to assist us with spreading the word among her constituents in Central Massachusetts. We were delighted!

Senator Chandler expected to interview me with someone who has benefited from REquipment donations and would tell their story. At the last minute, however, our invited program user was not able to attend and we thought we were in trouble. Then in rolled Randi Sargent!

Randi works for Easter Seals which has office space in the same building as REquipment, Inc. in Worcester. She is a former REquipment program director and, importantly, a recent REquipment device recipient! Graciously, Randi bailed us out of our embarrassment and we were off to the Worcester Community Access TV studio.



**Left to right: Randi Sargent,  
Karen Langley, Senator Chandler**

On Channel 194, Randi explained how she broke her ankle this winter, falling on the ice. Stuck in an air cast and crutches, she was told no to weight bearing for four months. Randi contacted REquipment for a manual wheelchair and a knee walker to give her increased mobility and the capacity to get back to work.

Randi did a great job talking about the benefit the devices have made. She also spoke as a mom of a teenage son who uses durable medical equipment and the issues families like hers face wrestling with insurance providers as their children grow out of their equipment. Some devices are simply not covered by insurance at all. "There's a huge need for pediatric DME and reuse can play an important role."

Senator Chandler was so impressed, she has suggested REquipment host its own monthly cable show to share the stories of the many people we serve.

### REquipment Usage by Type of Disability

Type of Disability	FY'17	FY'16	FY'15
ALS	14	9	4
Amputation	74	28	11
Arthritis	144	71	27
Brain injury	53	35	12
Cerebral Palsy	134	104	39
Heart Disease	69	42	13
Lymphedema	4	1	2
Morbid Obesity	30	11	4
Multiple Sclerosis	62	20	22
Muscular Dystrophy	40	13	7
Neurological Disorder	164	102	56
Osteogenesis Imp	3	2	2
Other	376	227	81
Parkinson's	20	15	30
Seizer Disorder	19	20	2
Spina Bifida	11	8	2
Spinal Cord Injury	83	72	30
Stroke	80	68	40
Surgery related	77	50	0

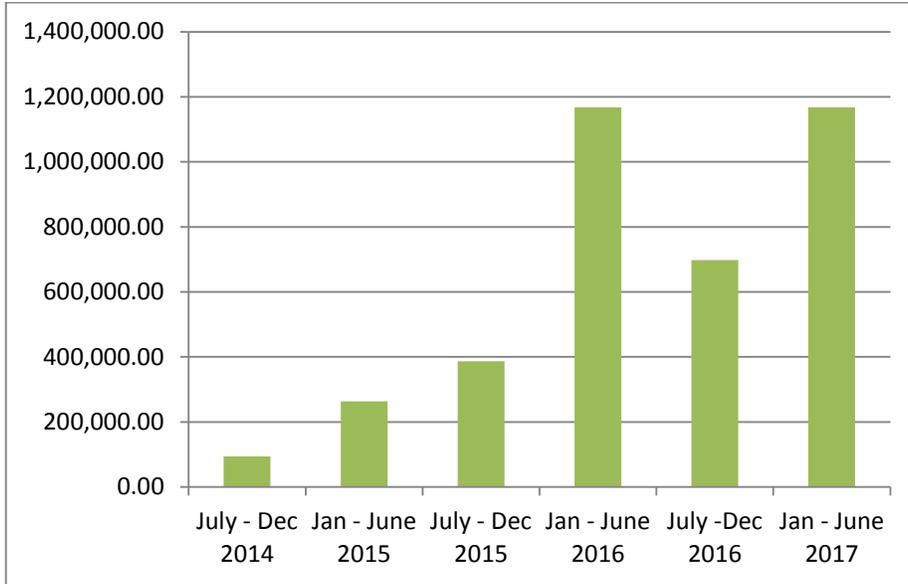
### Programmatic Milestones Fiscal Year 2017

In FY'17, the program was transitioned from The Boston Home to MRC and in October to REquipment, Inc. Program staff participated in 38 conferences, trainings and exhibits providing information on the program. Staff coordinated and participated in 3 donation drives in E. Bridgewater, Ayer and Arlington. Staff also coordinated 9 major marketing campaigns ranging from mass mailings, monthly digital newsletters, cable television appearance with Senator Harriette Chandler, digital banner on public television and material drop to all legislators at the State House.

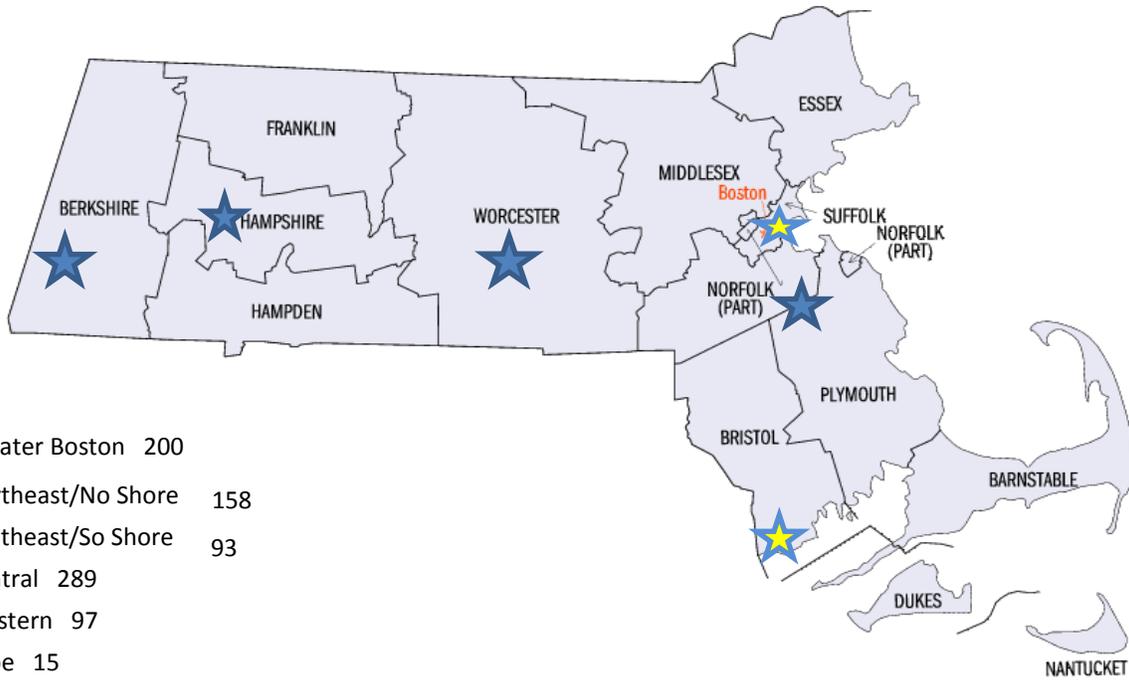
REquipment received a grant from the Christopher and Dana Reeve Foundation that will fund 3 donation drives in the Fall 2017 and Spring 2018. MRC provided one-time funds to purchase a used van with a lift to be utilized by the Pappas Center REquipment program staff. Previously, the Pappas Center did not have a van available for delivering and picking up equipment. The program was relying on a private pickup truck for delivery and to pick up equipment. Now, a greater volume of equipment can be transported during each trip.

REquipment has formed relationships with many organizations in the community that are the source of bulk donations of equipment. These include: Scituate Etrusco, Compassionate Care –ALS, National Seating and Mobility and Spaulding Rehabilitation Hospital.

Value of Reassigned DME



Assigned Requests by Region



- Greater Boston 200
- Northeast/No Shore 158
- Southeast/So Shore 93
- Central 289
- Western 97
- Cape 15
- Islands 4



Reequipment Partner Site



Reequipment Drop Off Site