



# **REquipment Durable Medical Equipment & Assistive Technology Reuse Program, Inc.**

**ANNUAL REPORT FISCAL YEAR 21**  
*July 1, 2020 to June 30, 2021*





## PRESIDENT'S MESSAGE

We were once again faced with multiple challenges this past year. In addition to the closure of our Canton reuse site and reduced staffing in our Worcester reuse site, we began our year in fiscal uncertainty as the state grappled with the impact of COVID on business revenues. In July 2020, we received a contract to maintain us for six months while the state tried to project what federal and state resources would be available ahead.

The pandemic also had a substantial impact on our day-to-day operations of refurbishing gently used durable medical equipment. We implemented new pandemic protocols, including: no-contact deliveries, no drop-off of donations, quarantining requirements for equipment before evaluation and refurbishment, vigorous use of personal protective equipment, and more.

Despite these myriad challenges, we had our best year ever for delivering refurbished equipment. We provided 1,533 pieces valued at \$2.3M to seniors, adults and children with disabilities, and veterans in Massachusetts, and our state contract was later extended to the whole year.

We additionally provided information to equipment recipients about vaccine eligibility, how to sign up for an appointment, and available resources. We petitioned legislators and the Baker administration to provide in-home vaccinations for the homebound due to disability, and we advocated for MassHealth to pay for transportation to vaccination and testing sites.

The pandemic slowed us down, but it did not knock us out. We survived and thrived. Not only have we improved lives; our program has also saved public and private insurers—as well as individuals paying out of pocket—millions of dollars, by giving valuable equipment a second life and keeping it out of landfills.

Choose to Reuse!

Sincerely,

*Karen Langley*

Executive Director



Karen Langley  
*Executive Director*

## ABOUT OUR PROGRAM

REquipment collects and refurbishes gently-used durable medical equipment (DME) for distribution, free of charge, to seniors, veterans and people with disabilities of all ages. The REquipment Durable Medical Equipment Reuse Program is a private-public partnership between three state agencies and six private, not-for-profit organizations. REquipment, Inc is the coordinating entity for this partnership.

First piloted in Greater Boston in 2014, the program has since reassigned over 5,000 pieces of DME statewide, representing significant savings to Medicaid and other insurance programs. Nearly \$10 million worth of devices—ranging from power wheelchairs to shower benches—have gone to residents to assist with their activities of daily living. People who request our equipment come from all over the state and use it to maintain their independence, keep their jobs, and stay safe in their homes and out of facilities.

### PROGRAM HIGHLIGHTS

**REquipment is statewide!** People browse and request available DME from our online inventory at [dmereuse.org](http://dmereuse.org).

**Refurbished equipment** includes manual and power wheelchairs, scooters, sling lifts, rollator walkers, shower chairs, portable ramps and other adapted devices.

**Equipment is provided at no cost** to individuals and families in Massachusetts who request devices.

**Pickup and delivery**—a vital service to our program users—is available.

**REquipment is also reachable by phone.** People who don't use computers can call us to arrange donations or to ask questions. Call us toll-free at 1-800-261-9841

*REquipment DME & AT Reuse Program, Inc. operates the MassMATCH REquipment DME reuse program through a contract with the Massachusetts Rehabilitation Commission. The Department of Development Services (DDS) and the DPH-funded Pappas Rehabilitation Hospital for Children (PRHC) provide in-kind support for two reuse sites.*

# WHY EQUIPMENT MATTERS

REquipment is the only durable medical equipment (DME) reuse program in the state to provide refurbishment of power chairs. Power chairs are the most time-consuming and costly DME to refurbish and this work requires staff with specific skills to perform.

In FY21, we provided 132 power wheelchairs and 33 scooters to individuals who needed a backup while theirs was being repaired or a new one ordered. Our chair meant they could continue to work, attend school, perform daily life activities, and prevent secondary health conditions.

Sometimes all it takes is a few pieces of equipment to keep a senior at home. These include a rollator for walking stability, a lightweight transport wheelchair for family to push them for appointments, and a tub seat for shower safety. Although this equipment is low-cost, some seniors cannot afford it and Medicare will often not pay for these items. Our program makes the difference in their independence.

Our delivery of an adaptive bike or sports equipment—or a two-seater trike for the youngest recipients—makes it possible for individuals with disabilities to get out with their family and friends and enjoy what it feels like to ride a bike and be a part of the group, boosting their quality of life and sense of well-being.



These are only a few examples of the impact that a device from REquipment has on residents and their families. We thank our supporters—from the state of Massachusetts, to individual donors of funding and gently used durable medical equipment, to our partners in the community. We could not do this life-changing work without you.

## FY21 CLIENTS



Without this equipment donated to our son, Daniel, we would likely have to do without or “mud up” his essential wheelchair (not a great option, long term). The “do without” comment is related to our out of pocket of \$2000.00 for it (new), as his health insurance does not deem it medically necessary and will not cover the cost. We are very grateful to this essential organization as it offers relief in providing a quality of life to him, one in which the abled body often take for granted.

~ Joyce H.-D.



HUGE SHOUTOUT to REquipment DME for providing me this amazing power wheelchair so finally now I have the perfect back up chair when my chair breaks and is in the shop. I am very fortunate to have this chair. It is in better condition than mine, is easier to maneuver and is far more comfortable as it came with a cushioned back rest and fantastic seat cushion. Now my other powerchair will be my back up for now! Thank you so much Karen Langley and everyone at REquipment.

~ Cynthia C.



I am extremely grateful to everyone at REquipment! My power wheelchair completely malfunctioned the Wednesday before the holiday (Christmas), and I am dependent on my power chair to maintain my independence. The staff went above and beyond to assist me. They were able to reallocate a power chair that was donated previously to me to regain my independence through the holiday, and I permanently have a powered back up chair!

~ Kevin H.

Since our launch in January 2014, we have provided 6,827 items of reassigned DME with a total value of **\$12,001,905**.

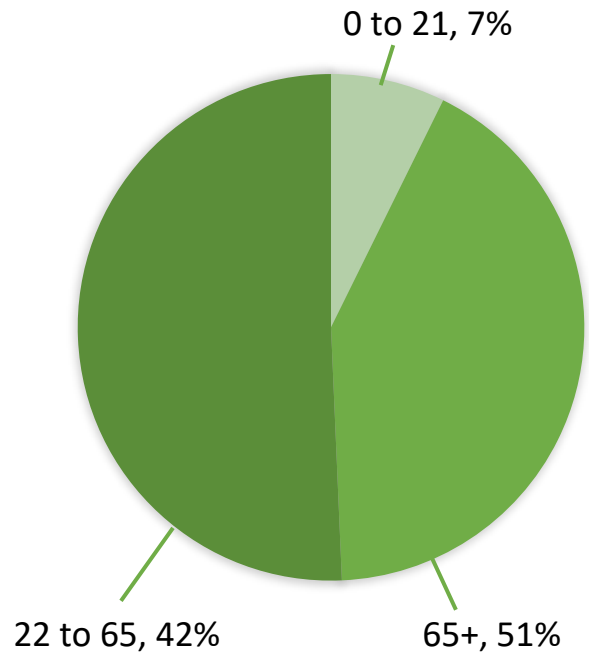
## PROGRAM TOTALS FY21

Value of reassigned DME	\$2,276,926.49
Total number items	1533
Total clients served	1919
Total donors	597
Total units donated DME	1126

## DME ASSIGNED BY REGION IN FY21

Greater Boston	13.2%
Northeast/North Shore	19%
Southeast/South Shore	7.9%
Central	30.3%
Western	28.2%
Cape	1.4%

## Age Distribution of Recipients



### A note from one of our clients:

*"I cannot thank you enough. The pieces of equipment I have been able to get from your program have made it possible for me and my family members to care for my husband of 48 years in our own home. There could be no greater gift!"*

# FY21 FINANCIALS

Assets	FY 21	FY20
<b>CURRENT ASSETS (\$)</b>		
Cash	31,080	16,376
Accounts Receivable, Program Services	49,302	42,407
Prepaid Expenses	19,990	2,563
<b>Total Current Assets</b>	<b>100,372</b>	<b>61,346</b>
<b>PROPERTY AND EQUIPMENT (\$)</b>		
Vehicles	136,977	136,977
Less: Accumulated Depreciation	(58,439)	(31,043)
<b>Net Property and Equipment</b>	<b>78,538</b>	<b>105,934</b>
<b>NON-CURRENT ASSETS (\$)</b>		
Board Designated Funds	17,886	8,403
<b>Total Non-Current Assets</b>	<b>17,886</b>	<b>8,403</b>
<b>TOTAL ASSETS</b>	<b>196,796</b>	<b>175,683</b>
Liabilities and Net Assets	FY21	FY20
<b>CURRENT LIABILITIES (\$)</b>		
Current Portion of Long-Term Debt	553	-
Line-of-Credit	-	15,643
Accounts Payable and Accrued Expenses	6,953	9,948
Accrued Payroll and Related Costs	20,199	16,149
<b>Total Current Liabilities</b>	<b>27,705</b>	<b>41,740</b>
<b>LONG-TERM DEBT, NET OF CURRENT PORTION (\$)</b>	<b>24,447</b>	<b>-</b>
<b>TOTAL LIABILITIES (\$)</b>	<b>52,152</b>	<b>41,740</b>
<b>NET ASSETS (\$)</b>		
Net Assets Without Donor Restrictions		
Undesignated	126,758	125,540
Board Designated	17,886	8,403
<b>Total Net Assets Without Donor Restrictions</b>	<b>144,644</b>	<b>133,943</b>
<b>TOTAL LIABILITIES AND NET ASSETS (\$)</b>	<b>196,796</b>	<b>175,683</b>



## Who Benefits

- ♻️ Adults and children with disabilities, including veterans.
- ♻️ Elders who need increased safety at home and to get to community appointments and events.
- ♻️ People with chronic and newly acquired mobility challenges.
- ♻️ People with limited or no insurance coverage for DME.
- ♻️ People with a temporary equipment need due to accident or illness.
- ♻️ People whose primary wheelchairs are under repair and need to get to work, school or medical appointments.
- ♻️ People newly discharged from hospitals or rehabilitation anxious to return home after costly stays in institutions.
- ♻️ Families eager to see a deceased loved-one's equipment put to good use.
- ♻️ Taxpayers and insurers, as the equipment gets a second life, saving money, resources and landfills.

	devices donated	donors
<b>FY18</b>	1176	636
<b>FY19</b>	1046	548
<b>FY20</b>	855	488
<b>FY21</b>	1126	597

*Thank you to our*

### **FY21 BULK DONORS\***

Reliant Medical Group  
 Atrium (Danvers)  
 Haverhill High School  
 Scituate Etrusco  
 Chelsea Soldiers' Home  
 Greenspan  
 Denise Sukis  
 Lee Roy  
 LCB Assisted Living  
 Jodi Chase  
 National Seating & Mobility  
 Leominster Crossing  
 Wayforth  
 Christine Griffin

*\* Bulk donors are organizations and/or individuals who donated four or more items.*

**“I am happy I found your company. For YEARS I used to toss all this stuff in our dumpster because I could not find a home for any of the equipment that obviously can be reused.”**

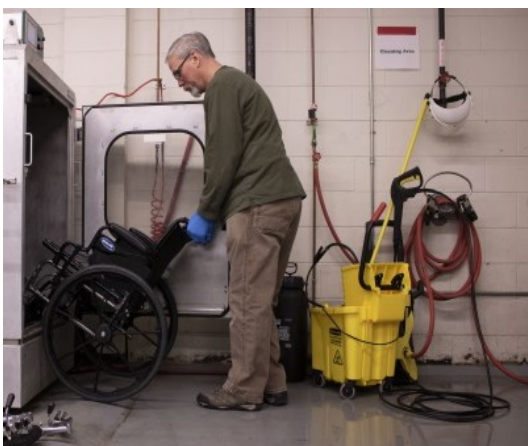
~ Tom Higgins, Assistant E.D. for Resident Services Assisted Living Center, Salisbury

# COMMUNITY PARTNERS

## Cape Organization for the Rights of the Disabled (CORD)

This year, REquipment announced a new partnership with CORD's Mobile Food Pantry. CORD is the independent living center that serves individuals with disabilities on the Cape and Islands and its Mobile Food Pantry serves thousands of residents with disabilities who can't get to food pantries. CORD's bus removes access barriers by bringing food closer to where people with disabilities live, increasing food security, and improving health. REquipment does not have a physical presence on the Cape.

Getting the word out about our program has been a challenge there. The visibility of that bright yellow bus inspired us to purchase ad space and help support its mission. Now, as the bus travels up and down the Cape, REquipment's logo and message is carried with it. We are thrilled to join together in this way and help promote food security and greater independence and safety at home and in the community. We hope to see an increase in equipment requests and donations from Cape residents as a result of this partnership.



## Legislative Advocacy

At the start of FY21, REquipment was faced with an 80% budget cut and only a six-month funding contract due to the uncertainty of the state and federal budget. We tightened our belts and remained open with the assistance of the Federal Payroll Protection Program and an SBA Economic Injury Disaster Loan. We worked closely with legislators through forums hosted by Easter Seals in February and March 2021, which resulted in the restoration of \$630 million to the DME Reuse Program and Assistive Technology Programs. Our Massachusetts legislators understand the value of the DME Reuse Program!

### COVID Public Health Outreach

In the early stages of the pandemic, REquipment used Facebook to disseminate information about COVID, such as recommendations and requirements around the use of masks and personal protection (PPE), social distancing, frequent handwashing, and public health announcements. Later, we posted information about vaccine eligibility requirements, times/locations of vaccine clinics, testing information, and more. We “friended” many state legislators’ FB pages, sharing their information and advocated through them for a state vaccination program for those homebound due to disability or lack of affordable, accessible transportation and therefore unable to get to mass vaccination sites.

We shared 49 “posts” and four blogs to amplify the message of scientifically verified COVID-related information. In February 2021, responding to Senator Harriette Chandler’s request to take a role in getting people with disabilities vaccinated, we developed a COVID Information Fact Sheet. The fact sheet was distributed alongside deliveries to 556 equipment recipients. If the pandemic lasts, we will play a role in ensuring we get information to the people we serve.



### Chelsea Soldiers’ Home

A tremendous thank-you to the Chelsea Soldiers’ Home for their collaboration on two large donations totaling 50 items. We are grateful for their transfer of 30 manual wheelchairs, two geriatric chairs, two power wheelchairs, 14 rollators, and more. The Chelsea Soldiers’ Home Coordinator commented, “Glad we can help with such a wonderful and amazing cause. You made my day!” We hope to maintain this collaborative relationship that benefits MA seniors, veterans and individuals with disabilities across the state.

# THE POWER OF MOBILITY

*A power wheelchair was donated to REquipment with an anonymous note intended for the next user. We want to share this with you as a reminder to never underestimate the power of a wheelchair—or a reuse program!*



*The late Jen Baker with a power wheelchair*

To the recipient of this chair:

I am truly sorry about the circumstances in which you find the need for this chair. I can only hope it brings you as much enjoyment, comfort, and peace of mind as it did for my husband. It has been a difficult decision for me to part with this chair. However, I know in my heart that the time has come for me to pay it forward.

This chair gave my husband the ability to do some of the simplest things in life that most may take for granted. In his final days, my husband was able to go outside and enjoy fresh air and even walk our dog which was so amazing to see (I recorded it). The first time he got in the chair and went out the door, he left track marks on our front lawn. I think he thought he was riding a Harley or driving a Maserati. Either way, the rubber hit the road and he was in his “glory days.” Of course, I think he was showing off a little bit, too, trying to impress me. Imagine that, 23 years of marriage and he was still trying to impress me.

We both underestimated the power of this chair because it had nothing do with the motor, albeit powerful. You see, the power of the chair was about the “glory days” he felt while using it in ways that would not have been possible without this chair. Even if it was for just a short time. I hope you find those moments as well! I will leave one last thought, below, which I whole-heartedly believe:

*“Life is not measured by the number of breaths we take, but by the moments that take our breath away.” ~Author unknown*

Best wishes to you as you embark on this journey with this chair!

## OUR DONORS

### **up to \$49**

Linda Allen  
Susan Alward  
Ira Anderson  
Gloria Anderson  
Patricia Aranja  
Gale Bassett  
Elaine Bentley  
Debra Bertera Peet  
K. Borshuk  
Nicole Bradley  
Lewis R. Capone  
Carlos Cardona  
Jocely Coffee  
Rita Cohen  
Linda Cook  
Frank Coolidge  
Stephanie Cooper  
Richard Courtney  
Joanne DiVasta  
Sarah Dostie  
Cecilia Eyisi  
Mary Faulkner  
Darlene Filipovich  
Amy Fiorino  
Matthew J Fleck  
Susan Gaulin  
Julia Gawle  
Francine Gedeon  
Thomas Gillis  
Rachel Girard  
Meredith Goldberg  
Lisa Govostes  
Sharon Grace  
Patrick Graham  
Edward Grecco  
Phyllis Greene  
Suzanne Grochowski  
Elsa Guerra  
Rosalyn Heflin  
Bailey Hendrickson

Paul Joseph  
Daniel Klabish  
Toby Kopman  
Caroline Larson  
Dianne Lavasseur  
Suzanne Liebech  
Roger Lovell  
Zane Lumelsky  
Debra Maddax  
Maryann Maloney  
Lynda Marbi  
Caroline Marotta  
Noam Mason  
Kristen Munyon  
Marlene Narrow  
Betsy Nelson  
Darlene Novia  
Dianne Perini  
Daniel Perkins  
Lauren Provensal  
Jennifer Quintin  
Yvonne Ruck  
Catherine Ryan  
Muralee Salvatore  
Linda Shaffer  
Richard Sheffield  
Kathleen Siebrands  
Richard Smith  
Rosalie Spickler  
Sunrise-Amanecaer  
Erica Supple  
Pius Fru Teneng  
My Trinh  
Frances Tuttle  
Maryann Vacca  
Penelope Vasquez  
Colette Walsh  
Susan Warner  
Taube Werner  
John Whitley  
Judy Williams

### **\$50 to \$99**

Joanne Blankenship  
Kathleen Bosworth  
Patricia Connly  
MaryJane Cusick  
Kenneth D'Arrigo  
Sophie Dempsey  
Lolita Diaz  
Patricia Duncan  
Susan Duty  
Richard Friedman  
Bonnie Griffith  
Hilary Hoban  
Elnora Johnson  
Valerie Kerxhalli  
Lawrence Lombard  
Eunice MacAllister  
Janice Meehan  
Seth Miller  
Breanna Nichol  
Cindy Purcell  
Terry Ruby  
Diane Savioli-Chase  
Scott Sawyer  
Marguerite Sciuto  
Beth Shulman  
Mark Smith  
Tiffany Stout  
Sherry Sullivan  
Lisa Tuttle  
Martha Waldron  
Cynthia Weldon  
Emily Wu  
Dorinda Zalauskas

### **\$100 to \$249**

Richard Arcangeli  
Marybeth Barker  
Joanna Bauer  
Samuel Billingsrath

Margaret Corliss  
John Currie  
Joanne Drumm  
Judy Ferber  
Wanda Gomez  
Cortney Ippoliti  
Sarah Louise Lorentz  
Arcelia Miarecki  
Brenda Nancy  
Novoson  
Gary Rabideau  
Kathleen Ryan  
Mario Schenkel  
Kam Sum Wong  
Paul Sweeney  
Sherri Ton  
Julie Williams  
Arthur Wong  
Joyce Wood-Shortino

### **\$250 to \$499**

Dave Austin  
Jeff Bauman  
Cynthia Chamberland  
Matthew J. Joslin  
Fund  
Marjorie Langley  
Joseph Tringali

### **\$500 and over**

Tempus Unlimited,  
Inc.  
Jeffrey Devolve  
Lucinda Everett  
Mary Michele Gilligan  
Edward Langley  
Karen Langley  
Gary E. Marshall  
Larry Spencer  
Margaret Wendlandt

REquipment, Inc.  
PO Box 311  
Methuen, MA 01844

(508) 713-9690 phone  
(800) 261-9841 toll free  
[info@dmereuse.org](mailto:info@dmereuse.org)  
[www.dmereuse.org](http://www.dmereuse.org)