



Annual Report Fiscal Year 2023

July 1, 2022 – June 30, 2023

**REquipment Durable Medical Equipment (DME) & Assistive
Technology (AT) Reuse Program, Inc.**



*An adapted trike from REquipment
brings smiles.*

PRESIDENT'S MESSAGE

Fiscal year 2023 was a year of extraordinary challenges and opportunities for REquipment, Inc. While the Massachusetts legislature held true to its support for refurbishing and distributing donated durable medical equipment (DME) to people who need it, the Massachusetts Rehabilitation Commission (MRC) rebid the statewide DME reuse contract in an entirely new way. It was a technical change that could have had unintended consequences on critical program operations. Our services survived because of the solid collaborative relationship held by the six DME reuse program partners affected.

Here's what happened:

MRC consolidated the six partner-organization contracts and rebid the statewide reuse program at the combined higher dollar amount. Since Massachusetts requires contract bidders to have a financial reserve equal to three months' worth of total program expenses, REquipment, Inc. was not eligible to bid for the contract that we have administered since the program went statewide in 2016.

Fortunately, UCP of Western Mass did have that reserve and collaborated with us to construct a bid. UCP became the lead contract agency, subcontracting to the other reuse partners. REquipment, Inc. continues to administer the reuse program as a subcontractor.

This was a creative, fast-on-our-feet response, and we can be proud that our mission and services remained our central preoccupation. In FY23, REquipment provided 1,590 pieces of refurbished durable medical equipment valued at \$2.47 million to Massachusetts residents, an increase over prior years.

A positive new contract requirement was the addition of assistive technology (AT) to our inventory. This has been a huge undertaking that we will have much more to report about for FY24. The addition of AT has long been our intention, and during FY23, we worked with other agencies to plan for AT devices, staffing, and rolling out this service in FY24.

Change is never easy, but REquipment continues to grow and thrive. In these pages, learn how we – and you – are a lifeline for older Massachusetts residents and those with disabilities of all ages. Private support is essential to our long-term stability and short-term capacity. Please consider a financial gift. Help us ensure that more neighbors thrive at home, work, school, and in their communities.

Karen Langley



President and CEO of REquipment

ABOUT OUR PROGRAM

REquipment collects and refurbishes gently used durable medical equipment (and, as of FY24, assistive technology) for distribution, free of charge, to older adults, veterans, and individuals with disabilities of all ages. The REquipment Durable Medical Equipment and Assistive Technology 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 9,971 pieces of DME statewide, representing significant savings to Medicaid and other insurance programs. More than \$16.6 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 use it to maintain their independence, their employment, to improve their health, and to stay safe living at home.

Program Highlights

- REquipment provides DME and AT at no cost.
- REquipment is statewide. Browse and request devices at dmereuse.org.
- REquipment is also available at 1-800-261-9841. Call us to arrange donations or with questions.
- Pickup and delivery of large items are available, a vital service to program users.



REquipment DME & AT Reuse Program, Inc. administers the MassMATCH REquipment DME and AT reuse program as a subcontractor of UCP of Western Massachusetts. Funding from the Massachusetts Rehabilitation Commission supports the public-private partnership. The Department of Developmental Services and the Pappas Rehabilitation Hospital for Children (funded by the Department of Public Health) provide additional in-kind support.

WHO BENEFITS?

- Adults and children with disabilities, including veterans.
- Older adults who need increased safety at home or getting to appointments and events.
- Individuals with chronic and newly acquired mobility challenges.
- Individuals with limited or no insurance coverage for DME.
- Individuals with a temporary need for DME due to illness or an accident.
- Wheelchair users who need backup equipment for when their primary chair is out for repair.
- Individuals ready for discharge from hospitals or rehabilitation.
- Families wanting a deceased loved one's equipment put to good use.
- Taxpayers and insurers because reuse saves money, resources, and space in landfills.

In FY23, REquipment Delivered ...

- 509 manual wheelchairs
- 112 power wheelchairs
- 195 rollators
- 208 shower chairs
- 120 bath benches
- 113 sling lifts
- 33 power scooters
- 31 standers
- 28 adapted strollers
- 37 gait trainers
- 15 positioning/seating equipment
- 16 portable ramps
- and more!

“Bless you for the help and love.”
- Jerome Prince



Visit dmereuse.org or
call us toll-free at 1-800-261-9841

Dignity for Unhoused North Adams Residents

REquipment is proud to learn that our gently used, durable home medical equipment is supporting the mission of Louison House in North Adams. Louison House provides services to unhoused neighbors and those facing housing insecurity.



“When I know we have a resident coming who needs something, I start looking on your website right away,” says Maureen Clark, Resident Services Director for the Louison House Transitional Housing Shelter. “I also keep my ear out for equipment to donate back.”

During FY23, this informal partnership profoundly affected three community members in the northern Berkshires.

REquipment means ... “Dignity. Independence. And hope.” – Maureen Clark

One gentleman was at first too proud to use the manual wheelchair Maureen obtained for him, though his need for it was obvious. He grudgingly accepted the chair, but eventually, Maureen saw him with it all over town. “He always was a social butterfly,” she told us.

Another resident, a long-time chair user due to multiple strokes, arrived at Louison House with his manual wheelchair in shambles. “The tires were worn; the seat was falling apart, handles coming off. His need was dire.” Keeping an eye on our inventory, Maureen obtained him his first-ever power wheelchair. “It put less stress on his hands and restored his mobility.”

The third resident was a woman who had not yet used powered mobility equipment, though she has MS, diabetes, and a seizure disorder. Maureen acted quickly when she saw a scooter appear in REquipment’s inventory. “Now she lives where there are sidewalks, and if she wants, she can get over to the sub shop and get a sandwich and over to the social security office because that’s a local office. She is very happy and appreciative.”

We asked Maureen what REquipment has meant for Louison House Transitional Housing Shelter residents.

She responded simply, “Dignity. Independence. And hope.”

DEVICES AND DONORS



Christian Galpin with Team Bonding and UKG helping to load their donation of manual wheelchairs in Lowell.

Fiscal Year	# Devices Donated	# Donors
2020	855	488
2021	1126	597
2022	1554	705
2023	1294	580

REquipment diverted
an estimated 45 tons of
DME from solid waste
facilities in FY23.

Thank You Bulk Donors!*

Mala Aaronson, OT
 Carol Agin
 Stephen Akers
 Nancy Arone
 Helaine Block
 Laura Brannen
 Brian Cavanaugh
 Harry Duvall
 Drew Gibbons
 Dennis Ladner
 Karen Langley
 Kathleen Malone
 Marilyn McNickles
 Douglas O'Conner
 Dan Phaneuf
 Frank Propp
 Scott Robes
 Harvey Rosen
 Gregory Rogovin
 Elizabeth Rouleau
 Lebby Sarcia
 Zahra Taqi
 Nora Volgman
 Dorinda Zalauskas
 Lynne Zawada
 Auburn Senior Center
 Chelsea Soldier Home
 City of Cambridge
 Conlin's Pharmacy
 Cooperative Elder Day Services
 Disc Medicine, Inc.
 East Bridgewater Senior Center
 National Seating and Mobility
 Perkins School for the Blind
 Reliant Medical Group
 Reviewed.com
 South Shore Education Collaborative
 The Boston Home
 View Retreat

*Donors of four or more items.

Announcing the 2023 Jennifer Baker Scholar

Last year, the REquipment, Inc. Board of Directors established a scholarship of \$1,000 to be awarded annually to a student in a field related to the provision of DME and AT who sees value in reuse. The scholarship honors the late Jennifer Baker, a lifelong learner who went above and beyond her duties as REquipment Program Director.

Congratulations, Jeremy “Jem” Patrick!

Jeremy “Jem” Patrick is our 2023 Jennifer Baker Scholar. Jem first discovered the field of assistive technology and durable medical equipment at UMass, where they are pursuing a BS with a self-designed concentration in assistive technology. Jem learned about AT by supporting students in the UMass AT Lab after joining the Disability Culture Club. Jem has also interned at Stavros Center for Independent Living (a REquipment program partner), where they helped refurbish durable medical equipment.

About the scholarship, Jem tells us, “It will allow me to develop the skills to better aid those closest to me, as well as people just coming to terms with a new disability as I was only a couple of years ago. To me, a career in AT is not just a job; it is my responsibility to my community.”

REquipment, Inc. is thrilled to support Jem on their professional and personal journey and excited for the wealth of experience they will bring to the AT/DME reuse field.



REquipment is the only
reuse program in
Massachusetts to refurbish
power wheelchairs.

ADVOCACY & OUTREACH

Advocacy for a Wheelchair Warranty Bill

In Massachusetts, wheelchair users wait weeks or even months for wheelchair repairs. During FY23, REquipment, Inc. joined with disability rights and services organizations to continue advocating for “An Act Expanding Wheelchair Warranty Protections for Consumers with Disabilities” (H 378/S 152). The Wheelchair Warranty Bill is based on laws passed in other states. Among its provisions, the law would expand warranties to cover all wheelchairs for two years, hold providers to reasonable timelines for evaluation and repairs in emergencies, and provide loaner equipment while a consumer’s chair is inoperable. REquipment hears stories every day supporting the need for this bill. In FY23, REquipment distributed 509 manual wheelchairs across Massachusetts.

“Thank you for ALL you do in support of those who are disabled and their families so we can participate in our own lives and that of our community!” - Carolyn Horan

FY23 Presentations and Events

Community outreach to ...

- Northampton Neighbors
- Sutton-Douglas Community Support Network
- Mass Council on Aging (MCOA) Fall Conference
- Linden Ponds Senior Living in Hingham
- Framingham Disability Commission
- Waltham Service Providers
- Holyoke Council on Aging
- Latin America Businesses (on Unity Radio) in Worcester
- Mercy Medical Center in Springfield
- Mass Association for Occupational Therapy (MAOT) Conference in Norwood
- Senator Spilka’s Health and Wellness Fair in Framingham
- MassRecycle Conference in Marlborough
- Central West AT Fair in Springfield
- Northeast AT Fair in Danvers
- Metro AT Fair in Newton
- Burlington Health Fair



REquipment Program Director Dan Perkins with State Senator Karen Spilka at her Health and Wellness Fair in Framingham.

FY23 FINANCIALS

Assets

CURRENT ASSETS (\$)

Cash	27,411	21,417
Accounts Receivable, Program Services	74,659	63,934
Prepaid Expenses	9,765	8,160
Total Current Assets	111,835	92,971

PROPERTY AND EQUIPMENT (\$)

Vehicles	113,677	136,977
Less: Accumulated Depreciation	(84,886)	(62,151)
Net Property and Equipment	28,791	51,526

NON-CURRENT ASSETS (\$)

Board Designated Funds	73,590	40,115
Total Non-Current Assets	73,590	40,115

TOTAL ASSETS

214,216	184,612
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Liabilities and Net Assets

CURRENT LIABILITIES (\$)

Current Portion of Long-Term Debt	619	553
Line-of-Credit	31	-
Accounts Payable and Accrued Expenses	2,363	3,363
Accrued Payroll and Related Costs	30,467	21,588
Total Current Liabilities	33,480	25,504

LONG-TERM DEBT, NET OF CURRENT PORTION (\$)

22,725	24,447
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TOTAL LIABILITIES (\$)

56,205	49,951
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NET ASSETS (\$)

Net Assets Without Donor Restrictions		
Undesignated	84,421	94,546
Board Designated	73,590	40,115
Total Net Assets Without Donor Restrictions	158,011	134,661

TOTAL LIABILITIES AND NET ASSETS (\$)

214,216	184,612
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FY23 IMPACT

Since 2014, REquipment has provided more than \$16.6 million in no-cost DME to people of all ages throughout Massachusetts.

PROGRAM TOTALS

Value of reassigned DME	\$2,469,525
# of items distributed	1,590
# of donors of DME	580
# of donated items	1,294

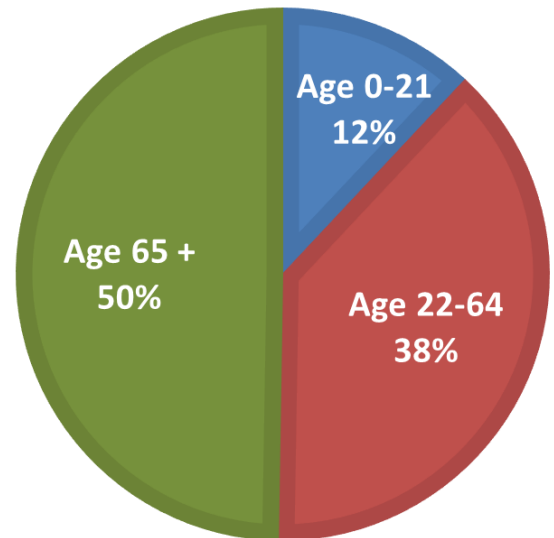
DME ASSIGNED BY REGION

Greater Boston	13%
Northeast/North Shore	19%
Southeast/South Shore	12%
Central	25%
Western	30%
Cape	1%



AGE DISTRIBUTION OF RECIPIENTS

■ Age 0-21 ■ Age 22-64 ■ Age 65 +



“Thank you so much!
My dad needed a
specific wheelchair, and
you guys came through!
Such a beautiful way to
help out someone in
need!”

- Sandi

"My little boy is wheelchair dependent. I am unable to transport him to appointments or school without a chair that folds."

"Margaret is a patient in our practice. She is in need of a rollator walker, and insurance will not cover it."

"Jackie is now ready to be discharged from the hospital and move into a group home. However, the rehab facility has lost her wheelchair, and insurance will not pay for another one."

"Syrian refugee family, stuck in the system, cerebral palsy, no help, Mass Health is messed up. She and her sister both need wheelchairs from which they don't topple over."

"My father hasn't had a shower in three months. That's why I'm requesting this shower chair."

"My patient is sharing her mother's walker."



THE POWER OF YOUR GIFT

- **\$500** refurbishes a power wheelchair (that retails for up to \$65,000).
- **\$300** replaces batteries in a power wheelchair.
- **\$172** replaces batteries in a scooter.
- **\$60** buys a pair of manual wheelchair armrests.
- **\$45** provides a pair of manual wheelchair footrests.
- **\$13** buys a gallon of Simple Green disinfectant.
- **Every gift** matters and makes our day!



Donate at dmereuse.org

"REquipment is a great resource for things people need to stay safe in their homes. God bless you!"

- Pastor Martha Waite

OUR DONORS

Under \$49

Too many to list.

THANK YOU!

\$50-\$99

Eliza Anderson
Richard Arcangeli
Kay Asupoto
Linda Bellil
John Brown
Karen Bureau
Bill Caddigan
Cynthia Chamberland
Ann Daley
Melanie Demoree
William Gaivin
Donna Giroux
Bonnie Griffith
Rita Heiferman
Irene Kane
Dana King
Kenneth Klatka
Michael Kornick
Amanda Lepine
Tiffaney Lorenc
Vincent Masucci

Sharon McCorley
Cynthia McDonagh
Paul Medeiros
Lynn O'Neal
Arthur Papazian
Simone Provencal
Claire Rogers
Beth Shulman
Jennifer Smith
Christopher Stone
Helen Vassallo
Elise Westmeyer
Boerjes

\$100-\$499

Linda Baldassari
Shirley Blanchette
Nathan Bohnke
Amy Bozarjian
Paula Callanan
Teresa Coulter
Shamus Curran
David Downing
Amy Drew
Kathy Edgell
Madeline Emerson-White

Margie Fuccione
Richard Furlong
Jo-Ellen Gates
Maria Godfrey
Kelsey Hambley
Robert Holland
Carolyn Horan
Kirk Joslin
Allison Kennealey
Lina Pires
Philip Rollins
Scott Ruth
Dean Stevens
Karen Tehan
Rob Tortorella
Recovery Journey
Services, INC.

\$500 and Over

Kathleen Allenbrook
James B Boskey
Foundation
New England Biolabs
Robbie Blackett
Nathan Bohnke
Charles Carr
Jeffrey Devolve
Karen Langley

"REquipment
is a program
that changes
lives and
needs
ongoing
support so
that our
friends and
fellow
residents can
engage in all
aspects of
living well."

- Marva
Serotkin



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