



Celebrating 10 Years Changing Lives Through Reuse



FY 2025 Annual Report: July 1, 2024 – June 30, 2025

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



REquipment program staff gathered for the 10th anniversary celebration, October 2024

"The best is yet to come!" is what I told an audience at the annual meeting of the MetroWest Center for Independent Living in 2013. The meeting honored me and several others for our lifetime achievements in serving people with disabilities, yet I was not ready to retire. My career with the state was winding down, but the REquipment Durable Medical Equipment (DME) Reuse Program was still a pilot serving just Greater Boston. So a group of us – like-minded people with disabilities or with family members using DME – decided to launch a nonprofit: the REquipment Durable Medical and Assistive Technology Reuse Program, Inc., and expand the reuse mission throughout Massachusetts. REquipment was incorporated in 2015. These last 10 years have flown by.



Karen Langley honors Program Director Dan Perkins at the 10th anniversary celebration.

We have remained, as Program Director Dan Perkins likes to say, "lean, but not mean." REquipment scaled statewide through multiple public and private partnerships, including with the Department of Developmental Services, Stavros CIL, and UCP of Western MA. With Easterseals MA and the Centers for Independent Living, we have educated hundreds of elected officials about the value of equipment reuse. Best of all, the REquipment program has diverted more than 13,000 pieces of equipment from the landfill – valued at over \$23M – to support the well-being of neighbors throughout Massachusetts.

As we head into FY26, the challenges people with disabilities face statewide and nationally could not be more serious. Thankfully, our reuse community is shining a way forward grounded in caring for one another. Thank you for making my second career my most rewarding one. Thank you for helping REquipment not just survive, but thrive.

Karen Langley

President and Founder of REquipment, Inc.

WORDS FROM LEADERSHIP

This first year as REquipment CEO has been both humbling and energizing. I left the tech start-up world to lead a nonprofit whose mission is near and dear to my heart: ensuring that people with disabilities across Massachusetts have access to the equipment they need to live with dignity, independence, and choice. Serving in this role has reaffirmed for me how right that choice was, and how increasingly vital REquipment is to our community for individuals with disabilities, families, and care providers in Massachusetts.



Adriana Mallozzi at REquipment, Inc's 10th anniversary celebration.

So much good change is underway. FY25 brought significant progress in streamlining our systems and software to better serve program users, support our staff, and strengthen reporting — efficiencies that help move more equipment out of storage and into homes where it belongs. The Board and I have also begun a strategic planning process, setting the stage for FY26 to be another exciting period of growth with new board members, new energy, and expanded networks as we build a “REquipment 2.0” that is sustainable and responsive to more communities in our second decade and beyond.

I’m deeply grateful for the trust placed in me during this first year and inspired by the dedication of our team, partners, and supporters. As you read this report, I invite you to consider what this program means to you and to explore the many ways you can engage with us: by making a financial contribution, partnering with us in your community, or helping spread the word about the impact of our work. Each action strengthens our mission and helps bring independence, safety, and — as Joyce says on page 17 — joy to people across Massachusetts.

A handwritten signature in black ink that reads "Adriana Mallozzi".

CEO, REquipment, Inc.

ABOUT OUR PROGRAM

The REquipment Durable Medical Equipment (DME) and Assistive Technology (AT) Reuse Program collects and refurbishes gently used donated devices and provides them free of charge throughout Massachusetts. Individuals with disabilities, including children, older adults, and veterans, rely on the REquipment program statewide.



*REquipment Driver/Technician
Anthony Calderon-Diaz transporting DME*

REquipment envisions a world without waste where everyone enjoys independence, agency, opportunity, and community, regardless of age or ability.

Launched in Greater Boston in 2014, the REquipment program has grown into a powerful resource. **Since inception, more than 13,000 devices have been reassigned**, providing an estimated \$23 million in equipment — from power wheelchairs to handheld magnifiers — directly to people who need them. Hundreds of tons of devices have been donated and diverted from the waste stream.

Program Highlights

- DME and AT are provided at no cost across Massachusetts.
- Pickup and delivery of large items are available.
- Browse and request available devices in real-time at DMEReuse.org.
- REquipment is also available by phone at 1-800-261-9841.

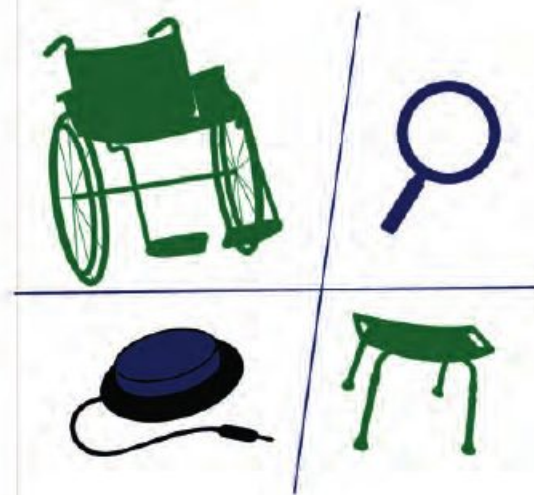
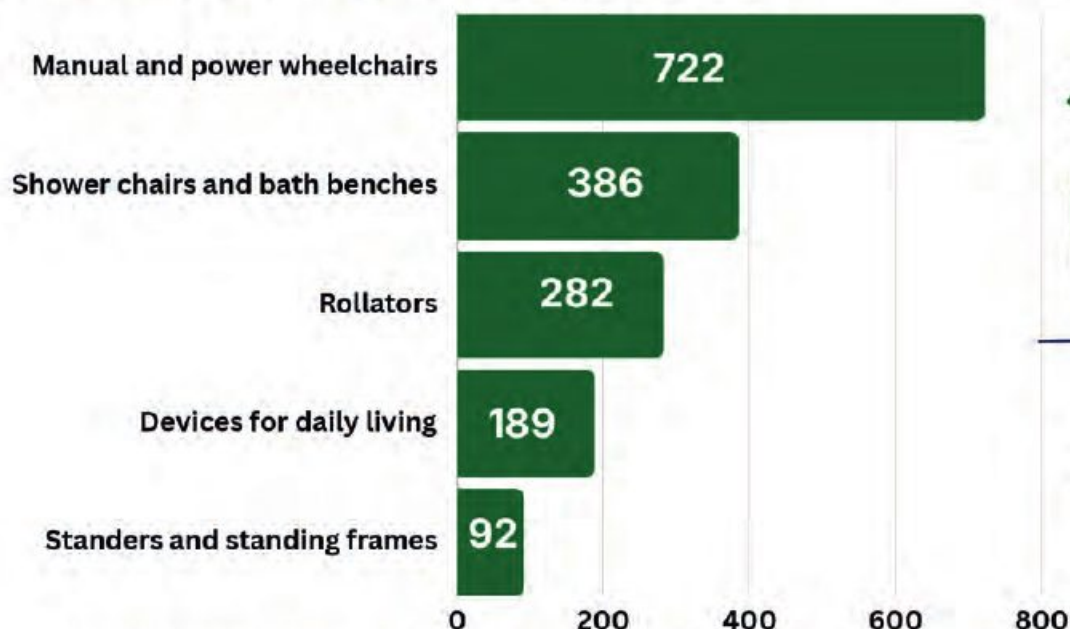
The REquipment program is a **private-public partnership** between three state agencies and six private nonprofit organizations. Funding from MassAbility supports the public-private partnership. The Department of Developmental Services and the Pappas Rehabilitation Hospital for Children (funded by the Department of Public Health) provide additional in-kind support. **REquipment, Inc. is the 501(c)3 nonprofit administering the program and coordinating the partnership** as a subcontractor of UCP of Western Massachusetts.

WHO BENEFITS?

- Adults and children with disabilities, including veterans and seniors.
- People with chronic and newly acquired mobility challenges.
- People with limited or no insurance coverage.
- Individuals with a temporary need 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 because reuse saves money, resources, and space in landfills.



In FY25, REquipment Delivered ...



... and 498 devices in more categories

Visit DMereuse.org
or call toll-free 1-800-261-9841

Program Totals for FY25

Value of reassigned items	\$4,200,961
# of items distributed	2,169
# unique recipients	1,760
# of donated items	2,293
# of donors of DME/AT	958

The REquipment program delivered a 200% return on investment (ROI).

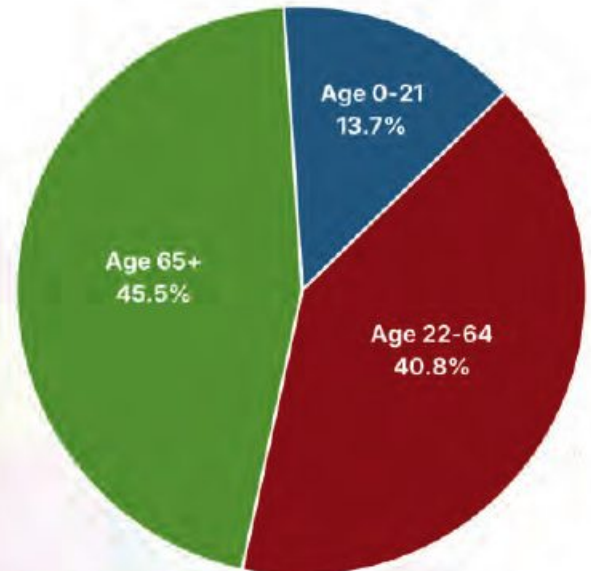
A \$1.4 million total state allocation became \$4.2 million in value returned to residents.

"This program was life-saving and changing for my goddaughter! Thank you!!!"

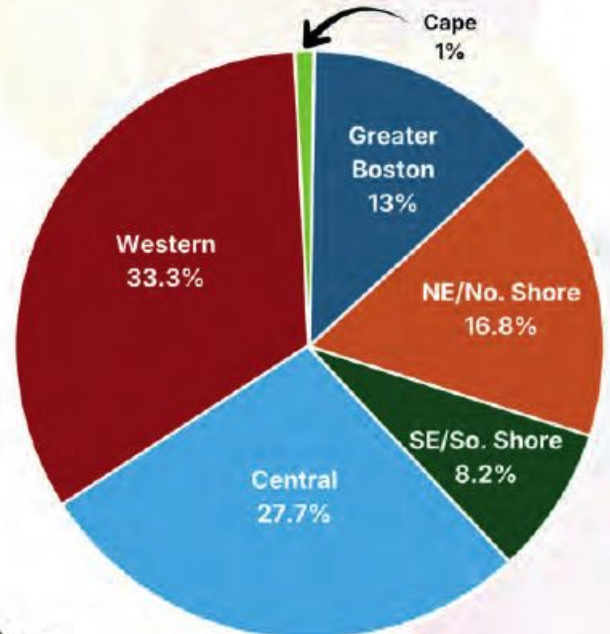
- A woman in N. Attleboro



Age Distribution of Recipients

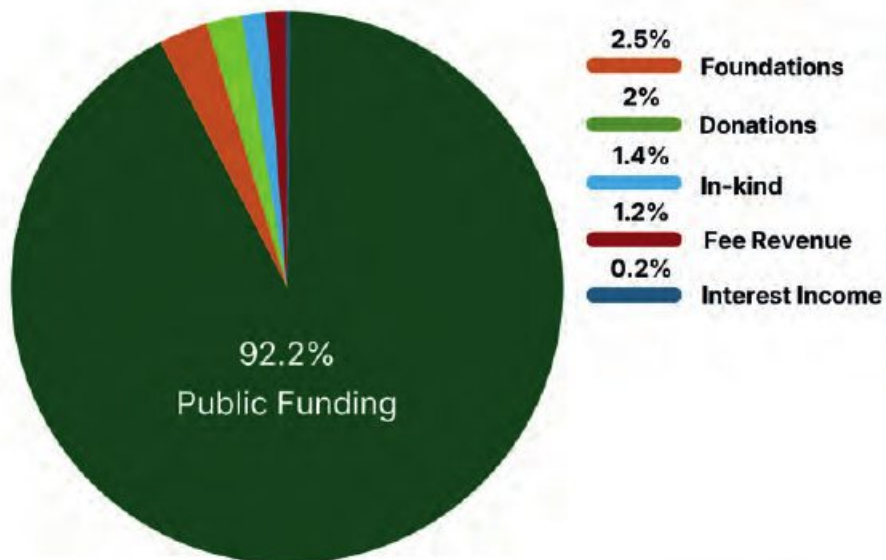


Devices Assigned by Region

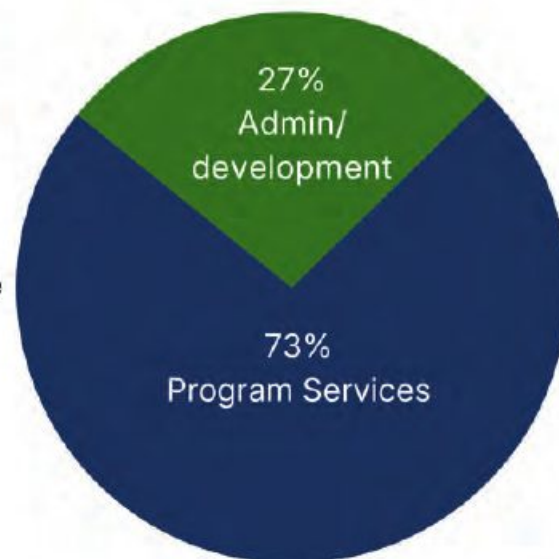


INCOME AND EXPENSES

Income:
\$864,902



Expenses:
\$851,013



Assets Without Donor Restrictions

Beginning of the year: \$234,081

End of the year: \$247,970



Left, State Representative Mindy Domb (Amherst), presenting REquipment Inc. CEO Adriana Mallozzi with a citation from the Massachusetts House of Representatives in honor of REquipment's 10th anniversary.

Presentations and Events

REquipment led or took part in 31 events and presentations during FY25. These include legislative roundtables, conferences, health and AT fairs, and outreach to senior centers and housing authorities.



Dan Perkins and State Rep. Jeff Roy at a Disability Expo in Franklin



Elijah Tucker at the MOAT conference in Norwood



Adriana Mallozzi at ADA Day in Boston



Dan Perkins with attendees of MCOA's annual meeting



Quinn, Elijah Tucker's service dog and unofficial mascot of REquipment, Inc., presides over an event in Worcester

To invite REquipment to present at or participate in an event in your community, please email info@dmereuse.org.

Cashen's First Wheelchair

When Cashen was two, he received a heavy adaptive stroller with full head support. Then, after exciting progress in physical therapy, he could suddenly sit up and walk short distances. The stroller no longer matched his abilities.

It also didn't fit in the family car.

However, it still fit Cashen, and his mom, Katie, knew the MassHealth process for replacing it was long and that a denial was likely.

So Katie turned to REquipment, where in the inventory, she was delighted to find a lightweight pediatric Aero Z wheelchair.

"It was his size and fit. I can even lift it with one arm," she reported.

That chair opened up their world.

Last spring, Cashen and Katie traveled to South Carolina and navigated airports. Now they take it everywhere. It gets Cashen into the community, fits in their car, and lets him self-propel on flat surfaces.

"Thank you for all that you do," Katie wrote to us.
"Your organization is absolutely amazing."



Cashen



For Olivia, REquipment Means Freedom



Olivia Richard

Olivia Richard stole the show at REquipment's 10th Anniversary celebration at the Worcester reuse center in October.

Attendees watched her powerful video story, "REquipment Means Freedom," and learned she received her first REquipment wheelchair during the program's pilot year in Greater Boston (REquipment's 20th-ever request!).

Since then, Olivia has stayed mobile despite insurance and provider delays that might have left her waiting weeks for repairs or new equipment.

Over the course of ten years, she's had four REquipment wheelchairs, staying active, healthy, and in the driver's seat of her life.

Today, she's a vocal advocate and program champion.

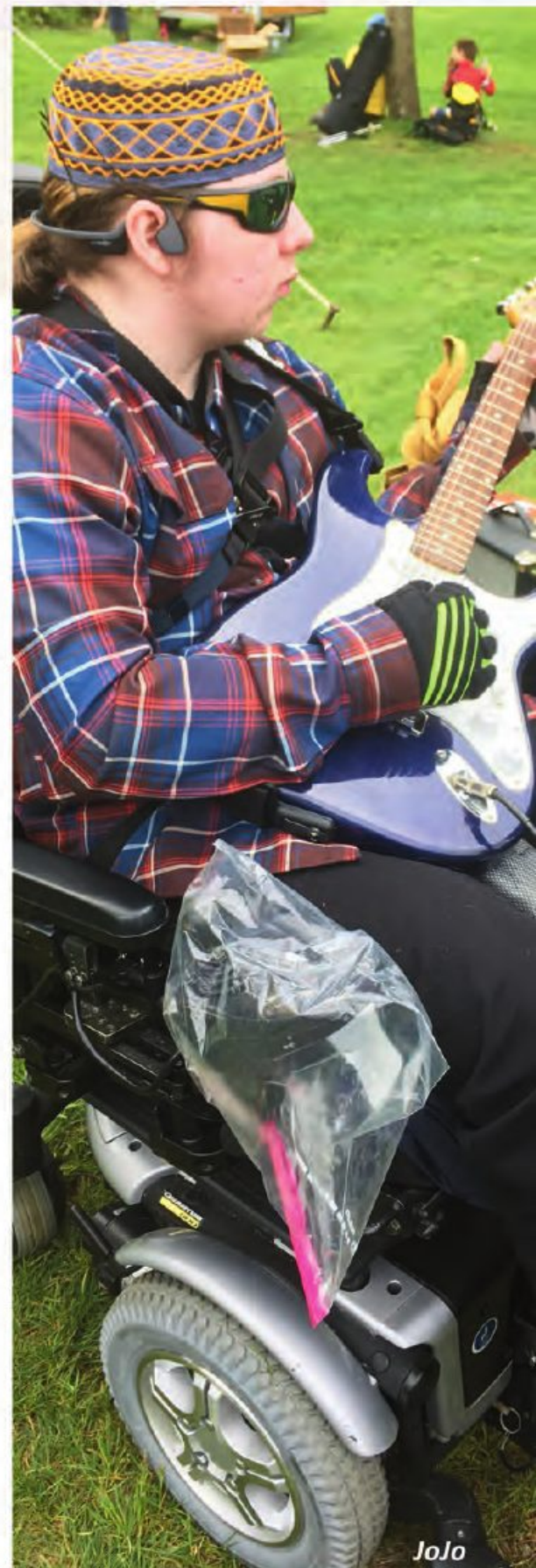
"REquipment has my back," Olivia says, "and I've got theirs."

Did you know? REquipment is the only reuse program in Massachusetts that refurbishes and delivers power wheelchairs.



TIMELINE

- **FY2014** - a REquipment pilot is launched to serve Greater Boston. Pappas Rehabilitation Hospital for children (DPH) in Canton, The Boston Home, and The Boston Center for Independent Living are reuse partners. 39 device requests are filled.
- **FY2015** - REquipment expands to Central Massachusetts with funding from MassAbility and the Boston Foundation. The Department of Developmental Services provides in-kind support with warehouse space and staff to refurbish DME. REquipment, Inc. is established as a 501(c)(3). 408 device requests are filled.
- **FY2016** - The legislature votes to expand the program statewide. 567 devices are provided.
- **FY2017** - REquipment scales statewide with Stavros CIL in Amherst and UCP of Western Mass in Pittsfield as new reuse partners. Drop-off sites are in E. Bridgewater, Salem, and New Bedford. 856 devices are provided.
- **FY2018** - The legislature votes again to increase support for the program. Four donation drives are held with support from the Christopher and Dana Reeve Foundation. REquipment hits a milestone: \$5 M worth of equipment distributed since inception, including 1,158 devices this fiscal year.
- **FY2019** - With the increased state support, the program acquires a lift-equipped van. Hardship arrives, however, when the online system crashes. The program continues operating with a backup paper system. Nevertheless, 1,362 devices are distributed.



JoJo

- **FY2020** - COVID-19 causes a 2-month shutdown and requires new safety protocols. Nevertheless, 1,156 devices are distributed.
- **FY2021** - Pandemic year two brings state budget cuts. REquipment stays open with a Federal Payroll Protection Program and an SBA Economic Injury Disaster Loan. Late in the year, the legislature recognizes REquipment as an essential service and restores funding. Still, 1,533 devices are distributed.
- **FY2022** - COVID-related staff vacancies endure. Program Director Jen Baker passes away suddenly, yet 1,554 devices are distributed.
- **FY2023** - REquipment prepares to expand to provide assistive technology devices despite an ongoing threat to its state funding. UCP of Western Mass deepens its role as the program's contract lead agency and AT reuse partner. The legislature comes through in the final hour — as it will for the next two budget seasons. 1,590 devices are distributed.
- **FY2024** - Program founder and REquipment, Inc. CEO Karen Langley retires, having achieved her goals for a statewide DME and AT reuse program founded on consumer-centered principles. 2,025 devices are distributed.
- **FY2025** - Adriana Mallozzi, a lifelong user of assistive technology and durable medical equipment and a disability tech leader, becomes CEO. 2,293 devices are distributed.



DEVICE DONORS

Thank You, Bulk Donors! *

Advocate Healthcare of East Boston

Angels' Care Closet

Dept. of Developmental Services

Carvalho Grove Nursing Home

Compassionate Care ALS

NAPA Center

National Seating & Mobility

Venture Life Skills

Seth Bordeaux

Jean Boulette

Cindy Buraczynski

Jean Boulette

Larry Cavazos

Laura Cooper

Diana Cuddy

Tom Galant

Gerard Luby

Susan Moreau

Kim Perazzelli

Ilsa Sandel

Arthur Smith

*Donors of five or more items.

Fiscal Year

Devices
Donated

Donors

2022

1,554

705

2023

1,294

580

2024

2,225

537

2025

2,293

958

REquipment diverted an estimated 68 tons of DME and AT from solid waste facilities.



Jim Smith, Worcester Reuse Center Coordinator, explaining the reuse process at the 10th anniversary tour. Jim's hard work and dedication have kept the REquipment program operating through many challenges over the last decade.

FINANCIAL DONORS

\$49 and below

Too many to list.
THANK YOU!

\$50-\$99

Elizabeth Doorandish
Grace Pitts
Lisa Orgettas
Karen Bureau
Meg Flaherty-Griffith
Jane Kenney
Ivan Mathews
Mary Holland
Jackie Smith
Cynthia Chamberland
Sharon Houle
Lise Zapatka
Lisa Tulipani
Tiffiniy Cheng
Carlos Pacheco
Andrea DeMayo-Clancy

\$100-\$499

Arthur Smith
Scott Bleczinski
Benjamin Alleyne
Carolyn Horan
Judith Johnson
Daniel Lazarz
Paula McDonald
Conner Cox
Mallozzi Family
Eliza Anderson
Danny Van Leeuwen
David Hoffman
Alison Coady
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Susann Arcangeli
Susann Wilkinson
Christine Prendergast
Judy Geller
Kathy Service
Alicia Berrospe
Benjamin Laliberte
National Philanthropic
Trust
Aniket Rastogi
Kerry Little

\$500-\$999

Lighthouse Thrift
U.S. Charitable Gift Trust
Laura Brelsford
Janine Stasior

\$1,000 - \$1,999

Kirk & Shelia Joslin
Endless Highway
Joyce and Jeffrey Devolve
TD Charitable Foundation

\$2,000 - \$3,000

Francis Dixon
Karen Langley

\$25,000

James Boskey Memorial
Foundation

**“I want to join in
screaming from
the rooftops
about this
organization and
the work that you
are doing!”**

**– State Sen.
Robyn Kennedy**

*Left to right: REquipment
Founder Karen Langley, State
Sen. Robyn Kennedy, Paul
Medeiros and Joe Bellil of
Easterseals Massachusetts
(seated) at the REquipment
10th anniversary celebration.*



Congratulations to Iris Medina, the 2025 Jennifer Baker Scholar

Iris Medina always knew she wanted to work in healthcare, “helping others and contributing to society,” she wrote in her application’s essay.

Iris is from the United States, grew up in Guatemala, and discovered the field of Occupational Therapy while running a home daycare. She is enrolled in a master’s program at Salem State for Occupational Therapy and plans to use her \$1,000 reward toward tuition.

Iris currently works in Early Intervention, where she has seen the benefits of reuse equipment for children. The company she works for loans devices to families who cannot afford them.

“We provide families with access to various pieces of assistive technology during their enrollment,” she explains. “This includes speech devices, feeding chairs, rolling walkers, sensory tools, mats, and foam equipment for gross motor development.”

Her ambition, she says, is to someday open a sensory integration playroom in an underserved community. Iris wants to create a space “where children with unique needs can play freely and be themselves.” And she plans to make assistive technology for the children whose families cannot afford the equipment they need.



Iris Medina



The Jennifer Baker Memorial Scholarship is a \$1,000 award that honors the memory of REquipment’s beloved program director, who passed away at the beginning of 2022. Jen Baker was a lifelong learner who helped build the REquipment program.

Joyce Hayman-Devolve

For Joyce Hayman-Devolve and her husband Jeffrey, monthly giving is an affordable way to support a program that has transformed their family's life.

Among the equipment their son Daniel has received from the program is an adult-sized stroller — an expensive device his insurance wouldn't cover. The stroller goes where his heavy, complex power wheelchair cannot. It restored their family's ability to travel and enjoy the outdoors.



Jeffrey, Joyce, and Daniel

As a nurse case manager, Joyce saw similar transformations for her patients. Wanting to give back, the Devolves make a \$100 monthly donation in honor of Daniel and the many people she's referred to the program over the years.

"I've seen again and again how refurbished equipment promotes dignity, community, inclusion, safety, and lives well lived," she says.

A monthly gift fits their budget while providing steady support for a resource they know is essential to Massachusetts residents statewide.

"It's a lot friendlier for us financially to give this way. It's easier to give \$100 each month than \$1,200 all at once."



Jeffrey and Daniel at the Cape Cod Canal

Joyce hopes their story will inspire others to consider an affordable monthly gift.

"Even five or ten dollars each month adds up. Especially if everyone does what they can."

Sign up to make an affordable monthly gift and help more Massachusetts neighbors obtain the equipment they need.



THE POWER OF YOUR GIFT

- \$500

can refurbish a power wheelchair (that retails for up to \$65,000).

- \$300

can replace batteries in a power wheelchair.

- \$200

can replace batteries in a scooter.

- \$75

can buy a pair of manual wheelchair armrests.

- \$45

can provide a pair of manual footrests.

- \$15

can buy a gallon of environmentally-friendly disinfectant.



Cera Fredette refurbishing a power wheelchair in Worcester

Donate at DMereuse.org

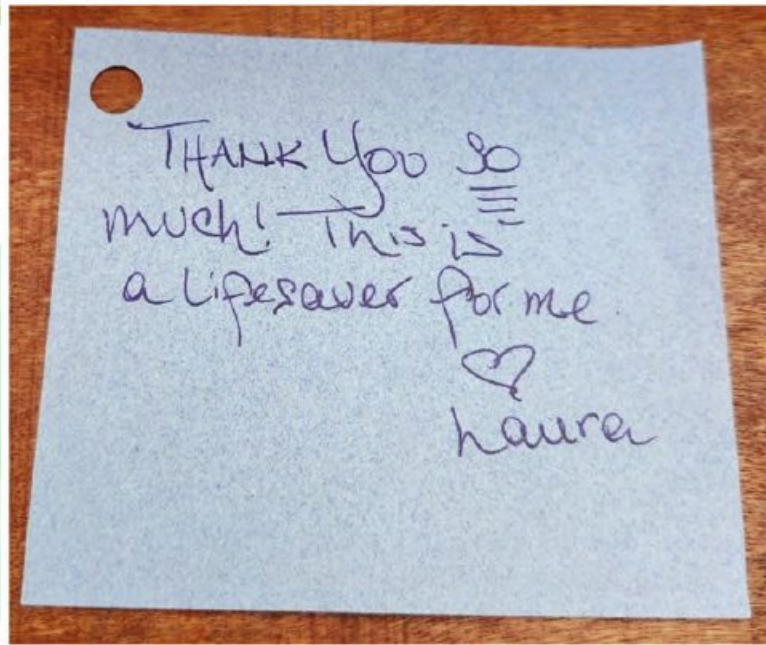
**"BEST PROGRAM
EVAHHHHH!!!!"**

– A Dept of Developmental Services (DDS) staff person who requested door knob handles for a client with rheumatoid arthritis

**"Thank you for
existing!"**

– Erica, who requested a wheelchair for her mother in Spencer.





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DMereuse.org

 @dmerequipment

 @dmereuse

 @dme_reuse

 REquipment