

REquipment: 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.

[Group image of program staff gathered for the 10th anniversary celebration, October
2024]

Words From REquipment's President and Founder

"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.

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.*

[Image of Karen Langley honoring Program Director Dan Perkins at the 10th anniversary celebration.]

Words From REquipment's CEO

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.

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 16 — joy to people across Massachusetts.

Adriana Mallozzi - CEO, *REquipment, Inc.*

[Image of Adriana Mallozzi at REquipment, Inc's 10th anniversary celebration]

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.

[Image of 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 ...

Manual and power wheelchairs - 722

Shower chairs and bath benches - 386

Rollators - 282

Devices for Daily living - 189

Standers and standing frames - 92

... and 498 devices in more categories

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

Impact

Program Totals for FY25

Value 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.

Age Distribution of Recipients

Age Group	Percentage
Age 0 to 21	13.7%
Age 22 to 64	40.8%
Age 65 +	45.5%

Devices Assigned by Region

Region	Percentage
Western	33.3%
Central	27.7%
Northeast/North Shore	16.8%
Greater Boston	13%
Southeast/South Shore	8.2%
Cape	1%

Testimonial:

“This program was lifesaving and life-changing for my goddaughter! Thank you!!!”
 - A woman in N. Attleboro

Income and Expenses

Income: \$864,902

Source	Percentage
Public Funding	92.2%
Foundations	2.5%
Donations	2.0%
In-kind Contributions	1.2%
Fee Revenue	1.2%
Interest Income	0.2%

Expenses: \$851,013

Category	Percentage
Program Services	73%
Administration and Development	27%

Assets Without Donor Restrictions

Timeframe	Funds
Beginning of the Year	\$234,081
End of the Year	\$247,970

[Image of State Representative Mindy Domb (Amherst) presents 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 presentations and community events during FY25. These include legislative roundtables, conferences, health and AT fairs, and outreach to senior centers and housing authorities.

[Images are: Dan Perkins with 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; and Quinn, Elijah Tucker's service dog and unofficial mascot of REquipment, Inc., presiding over an event in Worcester.]

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

Success Stories

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."

[Two images of Cashen smiling broadly in his new wheelchair.]

Success Stories

For Olivia, REquipment Means Freedom

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."

[Image of Olivia Richard in the REquipment warehouse]

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 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.

Timeline

- 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.

[Two images: a young person, “Jojo,” playing an electric guitar in a powerwheelchair outdoors, and a young man, “Sandro Bruni,” using a stander.]

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	# of Devices Donated	# of 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. [Image of 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 Bleczynski, Benjamin Alleyne, Carolyn Horan, Judith Johnson, Daniel Lazarz, Paula McDonald, Conner Cox, Mallozzi Family, Eliza Anderson, Danny Van Leeuwen, David Hoffman, Alison Coady, Richard Arcangeli, 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

[Image of REquipment Founder Karen Langley, State Sen. Robyn Kennedy, Paul Medeiros and Joe Bellil of Easterseals Massachusetts (seated) at the REquipment 10th anniversary celebration.

Quote: "I want to join in screaming from the rooftops about this organization and the work that you are doing!" - State Sen. Robyn Kennedy

Scholarship Award

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 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.

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.

Profile in Giving

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.

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."

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

[Two images: Jeffrey, Joyce, and Daniel at home, and Jeffrey and Daniel at the Cape Cod Canal]

Sign up to make an affordable monthly gift and help more Massachusetts neighbors obtain the equipment they need. Image of a QR code for <https://tinyurl.com/GivREQ>

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.

Donate at DMEreuse.org

"BEST PROGRAM EVAHHHHH!!!!"

A Department of Developmental Services (DDS) staff person who requested doorknob handles for a client with rheumatoid arthritis.

"Thank you for existing!"

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

[Image of Cera Fredette refurbishing a power wheelchair in Worcester.]

[Backside of annual report shows an image of a handwritten note that reads, “Thank you so much! This is a lifesaver for me. Heart, Laura]

Contact Us

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