



# Beyond the Pandemic: How Technology Influences and Ensures an Integrated Life in the Community Part 1



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# Today's Part 1 Webinar will Cover:

- ✓ How technology can influence and support an integrated community life
- ✓ Person-centered approaches, self determination and informed choice
- ✓ Balancing technology and in-person services
- ✓ Technology solutions during and beyond the pandemic
- ✓ Types of technology solutions
- ✓ Research

# **How Technology Influences, Ensures and Supports an Integrated Life in the Community**

# Technology

- ✓ Technology influences the lives of all of us
- ✓ Our activities are reliant on technological advancements
- ✓ Technology is a way to increase opportunities for more inclusive and independent lives for people with intellectual and developmental disabilities (I/DD), physical disabilities, people with mental/behavioral health needs and individuals who are aging

# Key Components of High-Quality Community Living



AAIDD & AUCD (2015)

# Ensuring a Person-Centered Approach to the Appropriate Use of Technology

The person centered service plan (PCSP) must reflect what is important to the individual to ensure that services and supports are delivered in a manner reflecting individual preferences and ensuring the individual's health, safety, and well-being.

Any decision regarding risk or risk mitigation is an essential component of person-centered planning and should always involve the person supported.

Technology that enhances community integration and provides access to learning new skills should all be thoroughly addressed in the person centered planning process and reviewed regularly.

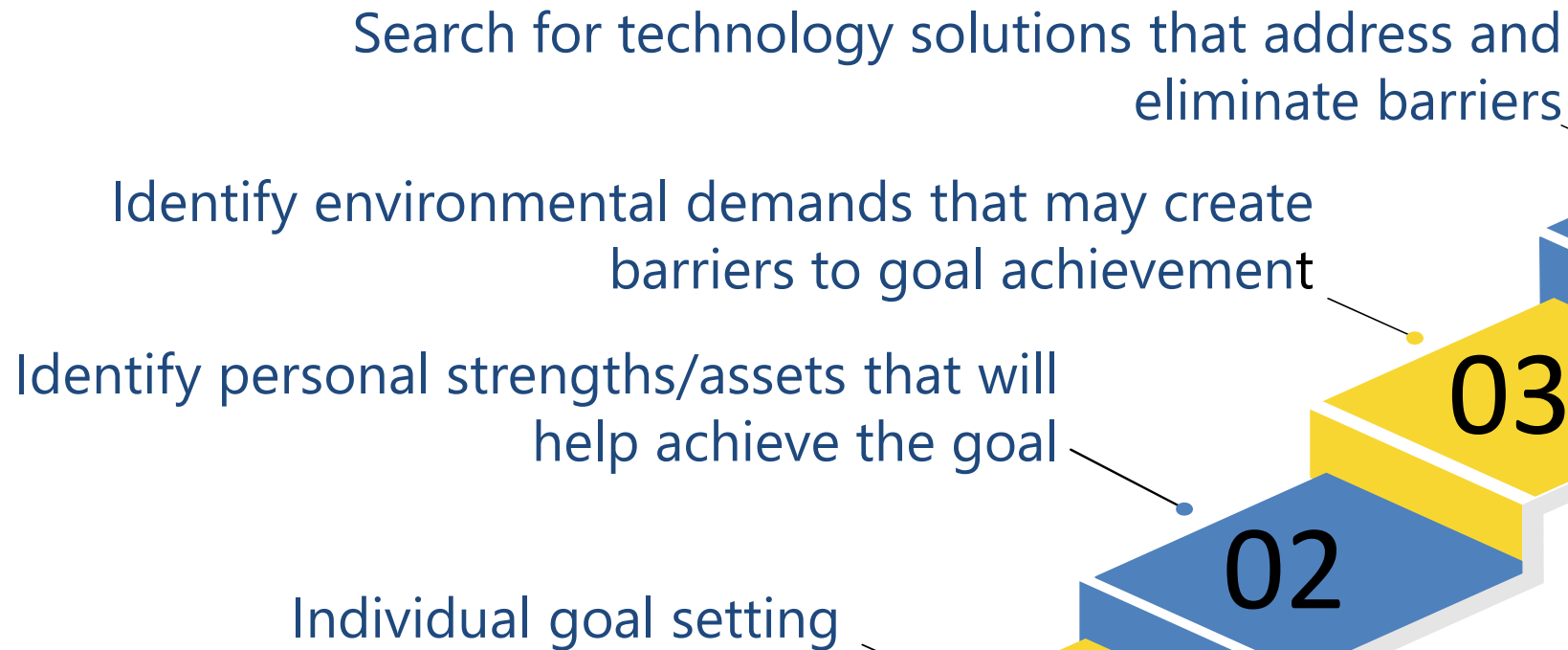
While technology use is identified through the person centered service planning process, the specifics of each scenario (e.g. nature of technology, Medicaid coverage authority in use, purpose of technology) will need to be carefully considered to ensure congruence with any applicable requirements and/or rules in order to provide access to technology.

# Ensuring a Person-Centered Approach to the Appropriate Use of Technology (Cont'd)

- ✓ Goal identification
- ✓ Choice
- ✓ Privacy
- ✓ Quality and Monitoring



# Person-Centered Process for Identifying Technology Solutions



# Self Determination & Autonomy-The Purpose of Technology

\*Self-Determination is a “characteristic of a person that leads them to make choices and decisions based on their own preferences and interests, to monitor and regulate their own actions.”

\*The National Gateway to Self-Determination definition

# Informed Choice

- ✓ Informed choice starts with the assumption that all people have the right to make choices and decisions about their lives.
- ✓ Founding principle in society that is critical for the independence and happiness of all people.
- ✓ Having the decision-making authority to make a voluntary, well considered decision that is based on options, experience, information and understanding.

# How to Ensure People are Informed of their Options

- ***The Individual is the focal point and the driving force:*** The Individual's goals drive the PCSP process.
- ***The choice must be offered in a manner that the Individual understands:*** information about possibilities and opportunities must be available and understood.
- ***The Individual has information, knowledge, and experience:*** The Individual has accurate information, knowledge and the experience to understand the decisions they are making and to weigh the possible values and consequences of various choices.
- ***The Individual has a meaningful choice:*** A choice is meaningful only if (1) the individual is choosing among a range of feasible options and new options are created as needed; (2) service providers are willing to accept the person's choice; and (3) resources are available to support the choice.
- ***The Individual has the appropriate supports to make decisions***
- ***The Individual is free to decide without undue pressure:*** No part of the service delivery system should be able to use its power or influence to persuade the individual to make a certain decision.

\*Ruby Moore; Mark Friedman. (2017). The Role of Informed Choice in Advancing Competitive Integrated Employment. (Journal of Vocational Rehabilitation).

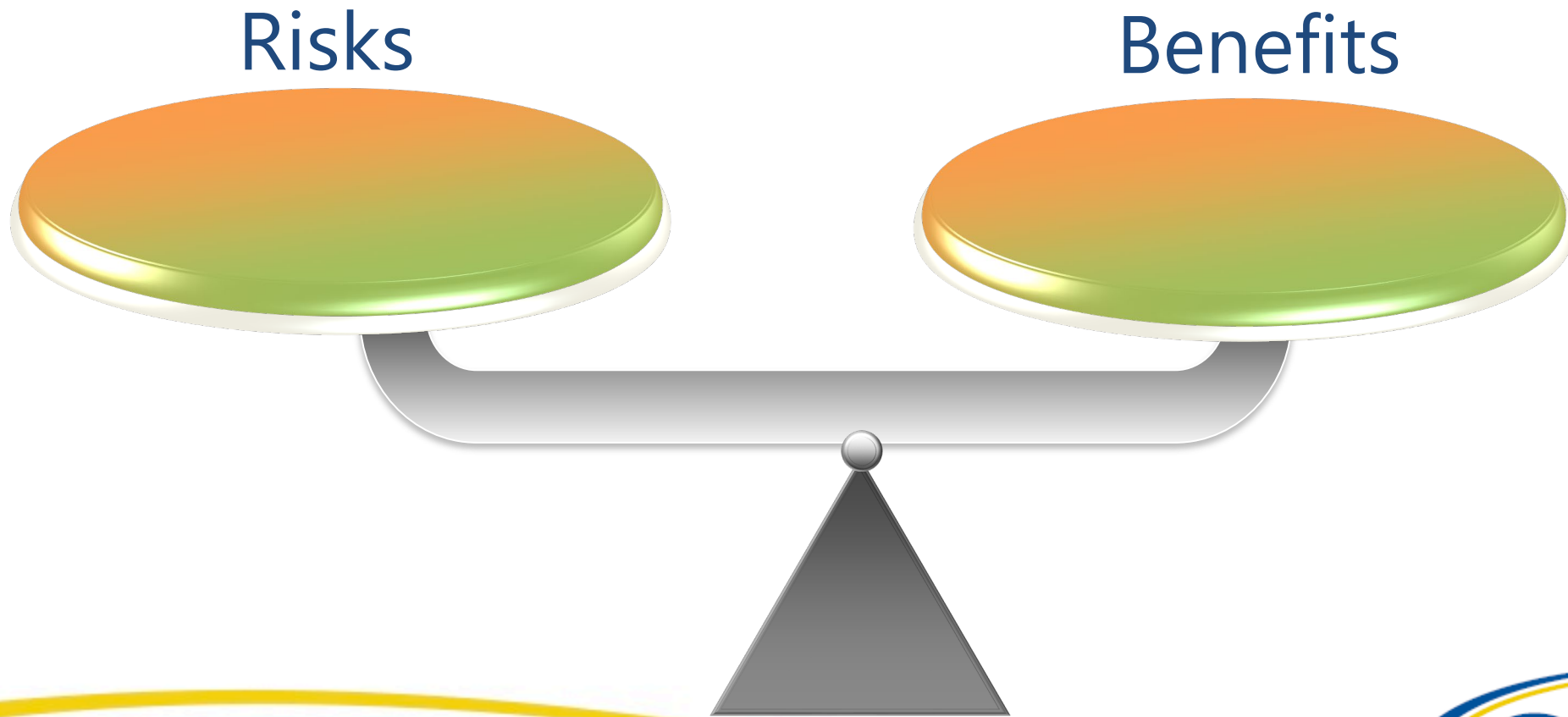
# Self Determination, Informed Choice

- ✓ Using the principles of self determination and informed choice, people with disabilities and individuals who are aging can have experiences and opportunities to access technology to increase autonomy, independence and life in the community.
- ✓ Key to success is strong person-centered planning

# Dignity of Risk

People are viewed with honor and respect to the extent that they are trusted to make decisions that may result in negative consequences

# Need to Weigh the Benefits and Risks of Technology



# What Families and Self Advocates Say About Technology\*

- ✓ Increases control and additional ways of learning new skills and meeting new people
- ✓ Can be less intrusive in supported employment environments
- ✓ Facilitates individuals being connected to each other
- ✓ Requires support to use the equipment first and keep software updated
- ✓ Requires clarification of "ownership"

\*A compilation of Fall 2020 Innovation Roundtable discussions from the Community of Practice for Supporting Families project.



# States Expanding the Use of Technology Solutions

# Re-Evaluating Technology Use During the Pandemic

Out of necessity, states have made significant changes to their use of technology in service delivery and quality monitoring.

- ✓ What services to authorize via telehealth? (Adult Day Health, Community Integration, Behavioral Consultation, Supported Employment, etc.)
- ✓ What practitioners to authorize to deliver services via telehealth?
- ✓ What types of technology to use?
- ✓ Where in the state will telehealth delivery be permitted?
- ✓ How will services delivered via telehealth be reimbursed?

## Re-Evaluating Technology Use During the Pandemic (Cont'd)

- ✓ Case management and quality review monitoring
- ✓ Video conferencing — engagement in an online class, exercise group, etc.
- ✓ Socialization versus educational/personal growth
- ✓ Assistive technology

# Balancing and Broadening Use

As states undertake decisions regarding technology use, they must determine strategies that will facilitate the state's ability to ensure health and welfare and maximizing independence and autonomy while broadening the use of technology. States will need to make determinations about:

- ✓ What composes quality and can this be completed through a combination of virtual and in-person supports?
- ✓ Is there an assurance the individual's preferences lead the discussion regarding technology use?
- ✓ How will the state assure some level of standardization/expectations?
- ✓ What technology may be widely used and available that provides both learning or social engagement? And, how can these be leveraged to enhance integration opportunities "to the same degree" as others not receiving HCBS?

# Integrating Technology as a Component of In Person Services

In addition to the necessity revealed during the pandemic for the wide-scale use of technology, states are, predictably, exploring strategies to incorporate technology as an ongoing component of in person services. To achieve this successfully, states will need to consider:

- How will everyone be educated on the use of technology?
- How will technology be used as a natural support rather than an add-on feature?
- How to ensure that technology is not used to replace staff or act as a barrier to access to the broader community?
- How will technology be financed as a component of an in person service?

# Definitions Overview: Technology Solutions

# Technology Solutions

“Technology solutions” shifts the paradigm to technologies used to achieve personal goals. Technology solutions can include Internet of Things (IoT) devices, assistive technology, information and communication technologies (ICT), and many others. Using the term technology solutions allows for consideration and utilization of emerging and future technologies that may not fit defined criteria.

*\*Shea Tanis, PhD, Coleman Policy Institute*

# Telehealth

- ✓ Using technology to deliver services.
- ✓ Many services covered in Medicaid can be delivered using telehealth.
- ✓ Examples of technologies are asynchronous, store and forward, two-way real time audio/visual communication, telephone, etc.
- ✓ States set Medicaid policy around coverage of services provided via telehealth, and are not required to adopt Medicare policies or requirements
- ✓ Medicaid coverage of services delivered via telehealth is subject to HIPAA Privacy and Security Rules
- ✓ Telehealth Toolkit [published](#) and [updated](#) in 2020 to provide guidance



# Remote Monitoring (1 of 2)

Remote Monitoring, increasingly referred to as Remote Supports in most states, allows an off-site direct service provider to monitor and respond to a person's health, safety, and other needs using live communication, while offering the person more independence in their home.

## Remote Monitoring (2 of 2)

- Remote monitoring is a modality of technology that is growing rapidly
- Based on an 2018 survey from the Coleman Institute of state I/DD agencies, 22 states funded remote monitoring or a similar service.
- Remote monitoring is designed to assist a person to increase autonomy and independence in their life.
  - Not to take the place of other services; rather it increases opportunities for autonomy as part of a person's desired goals.

# Virtual and Digital Service Delivery Examples

- Virtual and Digital Service Delivery is expanding for people with disabilities and for Individuals who are aging.
- What types of technology do all of us use that provide both learning or social engagement?
  - Video conferencing — engagement in an online class, exercise group, etc.
  - Socialization versus educational/personal growth
  - Case management and quality review monitoring
  - Instant messaging reminders
  - Digital calendar scheduling
  - Wearable health reporting

# Assistive Technology

## Assistive Technology (CMS 1915(c) Waiver Technical Guide)

- *An item, piece of equipment, service animal or product system, whether acquired commercially, modified, or customized, that is used to increase, maintain, or improve functional capabilities of participants.*
  - *Directly assists a participant in the selection, acquisition, or use of an assistive technology device.*
  - *Assistive technology includes-- (A) the evaluation of the assistive technology needs of a participant; (B) purchasing, leasing, or otherwise providing for the acquisition of assistive technology devices for participants; (C) selecting, designing, fitting, customizing, adapting, applying, maintaining, repairing, or replacing assistive technology devices; (D) coordination and use of necessary therapies, interventions, or services with assistive technology devices (E) training or technical assistance*

# Emerging Practices in the Use of Technology Solutions

- ✓ Technology is emerging in every day life for all Americans
- ✓ This is also true in HCBS with the continued proliferation of such technologies as assistive technology, devices, remote monitoring, virtual employment-related supports, and remote promotion of skill building and navigating the community.
- ✓ With this growth, states are exploring needed policies and protections to ensure that the available technology is a good fit for any particular person – and are devising polices and regulations that focus on individual outcomes.

# Including Technology in Person-Centered Planning

- ✓ Including technology in person-centered planning
  - ✓ What technology solutions were identified by the individual and/or family member during the planning process?
  - ✓ Is there a reference for case managers to share with the individual and family before the planning meeting, or other resources to support what the person would like to achieve?

# *Including Technology in Person-Centered Planning (Cont'd)*

- ✓ What steps are being taken to ensure that the purpose of an individual's use of technology is to create connections and engagement in community life?
- ✓ How can quality strategies be devised and measured to ensure that technology does not replace in person, meaningful engagement?
- ✓ What steps are being taken to provide individuals with the training and support needed to enhance reintegration into their community supported, in part, through technology once the PHE ends?

# Provider Roles & Expectations (1 of 3)

As states design policy, guidelines, and expectations for providers using technology, there are several areas to address, with consideration for variation based on the type of technology solutions

- ✓ If there is remote support of any kind, the policy should include the need for an indicator so that the individual knows that the system has been activated.
- ✓ How are hardware and software solutions maintained and updated?
- ✓ What is the system for verification?



## Provider Roles & Expectations (2 of 3)

- ✓ How can individuals provide feedback as to their satisfaction and the usefulness of technology solutions? What will happen with the satisfaction data?
- ✓ If data is available, how can it be shared to inform system wide improvements?
- ✓ What are the procedures to support Direct Support Professionals in assisting individuals who are using technology and ensure they have the necessary skillset for success?
- ✓ What strategies can be employed – even on a person-by-person basis – to support individuals' emotional health as part of health, safety and welfare?
- ✓ Are there opportunities for growth, new learning and increased independence?

# Provider Roles & Expectations (3 of 3)

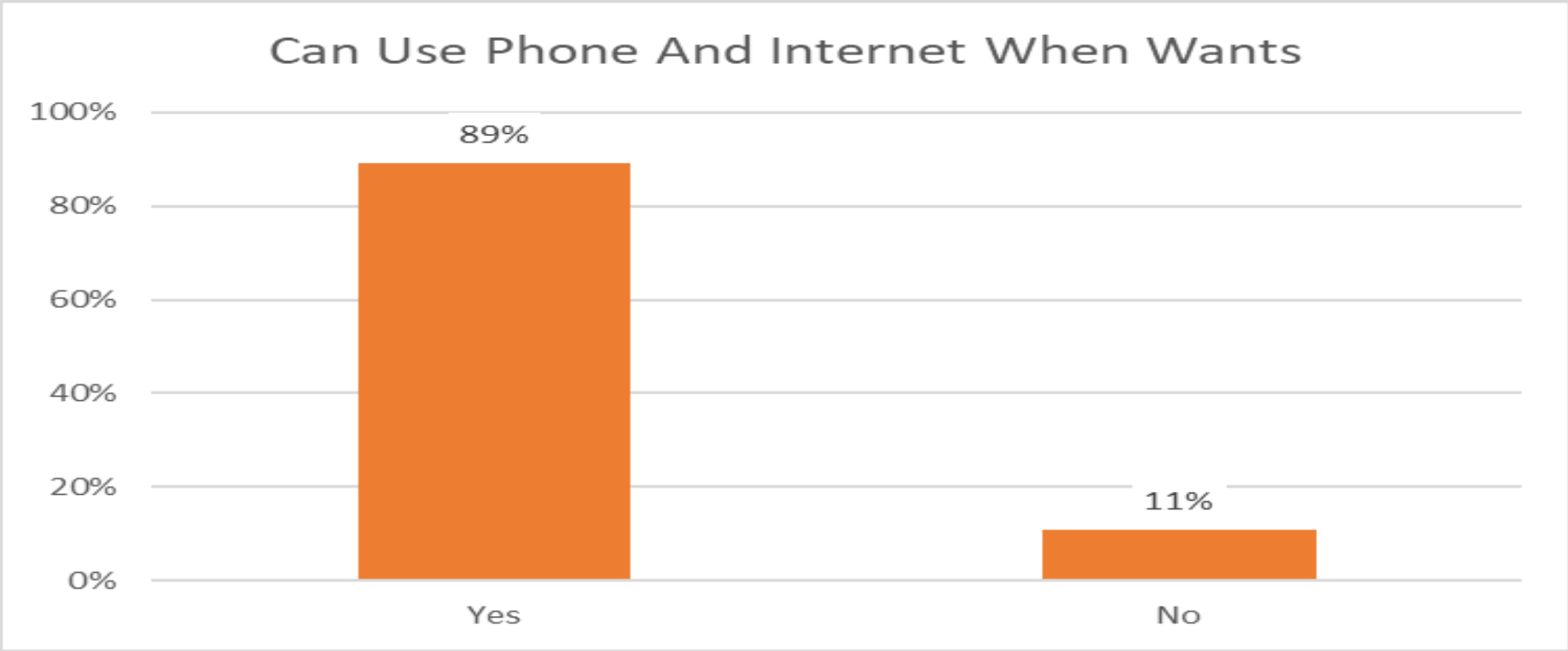
- What approaches can be used to ensure privacy expectations, meet the HCBS settings requirements and are based on the person's choices?
- What are the technical specifications for upkeep, maintenance and enhancement, if appropriate?
- What kind of training for both the individual and DSPs is needed on an ongoing basis?
- What alternative strategies and solutions are available in the event of technology failure?

# **Taking a Deeper Dive into Technology Solutions: Data and Research**

# National Core Indicators

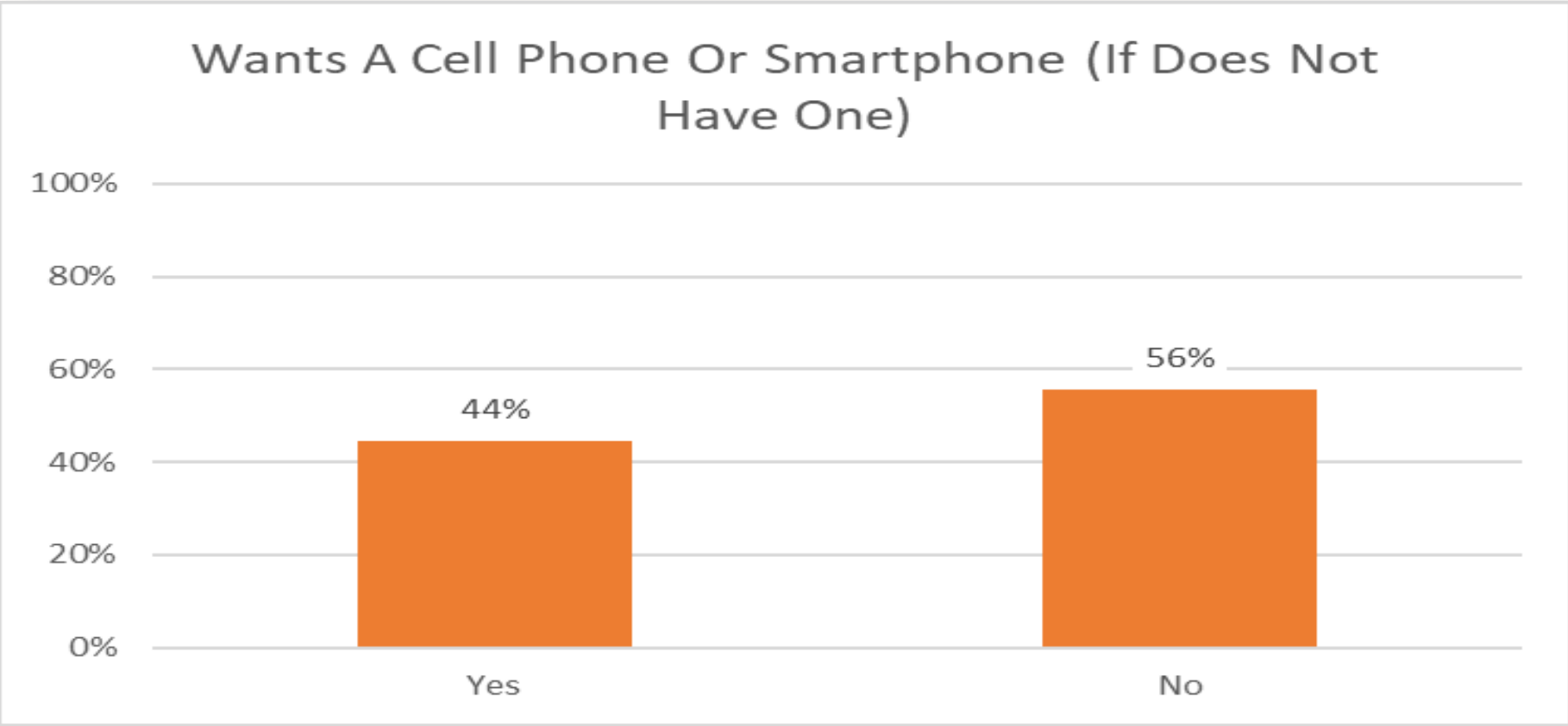
- National Core Indicators (NCI)<sup>®</sup> is a voluntary effort by public developmental disabilities agencies to measure and track their own performance.
- The core indicators are standard measures used across states to assess the outcomes of services provided to individuals and families. Indicators address key areas of concern including employment, rights, service planning, community inclusion, choice, and health and safety.

# National Core Indicator<sup>®</sup> In-Person Survey 2018-2019



\*(19-20 data has not been published yet)

# National Core Indicator<sup>®</sup> In-Person Survey 2018-2019 Cont.



\*(19-20 data has not been published yet)

# NCI 20-21 In-Person Survey Covid Supplement

- Is there a computer, tablet (iPad or similar) or smartphone that you can use in your home?
- How does your internet work at home?
- Have you ever talked to your case manager/service coordinator using video conference or telehealth like Skype, Zoom or FaceTime? If so, did you like it?

# NCI 20-21 In-Person Survey Covid Supplement (Cont'd)

- Have you ever talked to any health professionals using video conference/telehealth like Skype, Zoom or FaceTime? A “health professional” could be a doctor, nurse, therapist or specialist who provides health-related services. If so, did you like it?
- With the start of the COVID-19 pandemic, did you use any of the following services using video-conference technology like Skype, Zoom or Facetime? If so, did you like it?



# Beyond the Pandemic: How Technology Influences and Ensures an Integrated Life in the Community - Part 2

*Thank you for attending Part 1 of How Technology Influences and Ensures an Integrated Life in the Community. Part 2 of this webinar series is scheduled for **July, 14, 2021** and will build upon the material included in today's webinar.*

Part 2 will cover:

- ✓ Technology First states and their use of technology solutions
- ✓ Technology across populations
- ✓ Payment strategies
- ✓ Lessons learned and questions raised from the pandemic
- ✓ Appendix K and the PHE
- ✓ Stakeholder engagement and other considerations for next steps

# Questions?

# Feedback

Please complete a brief (7 question) survey to help CMS monitor the quality and effectiveness of our presentations.

Please use the survey link to access the survey:

**<https://www.surveymonkey.com/r/TATechPart1>**

*(The survey link CAN'T be opened within the webinar platform)*

WE WELCOME YOUR FEEDBACK!