

# Supporting People With Technology

PAR 2018

# Two Technology-Based Services

- New Assistive Technology service to be effective 1/1/19
  - Consultation
  - Equipment
  - Support
- Remote Monitoring
  - Effective since 2011
  - Effective 1/1/19 changing name to “Remote Supports” at the request of individuals served

# Assistive Technology

- Consultation
  - Optional service
  - Intended to help match people with the right technology to meet assessed needs
  - Replaces Assistive Technology Assessment under Career Planning
  - Provider qualifications include
    - Licensed occupational, speech, or physical therapists;
    - Assistive technology professional certification issued by the “Rehabilitation Engineering and Assistive Technology Society of North America” (RESNA); or
    - 2 years of paid work experience in DD field and a bachelor’s degree in specified fields

# Assistive Technology

- Equipment
  - Replaces remote support equipment
  - Replaces Personal Emergency Response Systems (PERS)
  - Internet service (\*only if meets all rule requirements)
    - Required to make the equipment function
    - Not available through other resources
    - Secured by the remote support vendor
    - Not for general utility or use by family, caregivers, etc.
  - Purchase/lease/customization of equipment
  - Monthly fees (excluding internet) up to \$75/month
  - NOT for non-technical, non-electronic equipment or items available as “specialized medical equipment”

# Assistive Technology

- Support
  - Training for the individual/caregivers/employers
  - May involve working with therapists to make adjustments, if needed
  - Promotes effective/ongoing use of the technology
  - Can receive no more than 40 hours/year

# Remote Supports

- Currently statistics
  - 215 individuals receiving the service
  - 44 counties are using the service
- Ohio Technology Project
  - Made possible with \$500,000 grant
  - Working with OSU's Nisonger Center to
    - Increase usage of Remote Supports to 600 individuals by 7/1/19
    - Expand diversity of equipment/technology used

# Remote Supports

- Technology Project focus groups/interviews
  - 24 people using or have used the service
  - 32 guardians of people using/used the service
- What people said they liked:
  - Safety
  - Staff providing the service
  - Increased independence
- What people said they did not like:
  - Perceived lack of privacy (20%)
- 98% would recommend the service to others

# Remote Supports

- Why consider Remote Supports?
  - OAC 5123:2-9-02 says it must be considered before more intrusive services (staff)
  - Cost-effectiveness
  - Direct support professional (DSPs) shortage
    - Not enough people to meet everyone's needs
    - Agencies experiencing high turn-over rates
  - Remote Support providers are DSPs
    - Same training is required as HPC providers



# Cost Analysis – County/Individual

- On-site/On-call averages \$11.60/hour, based on cost of doing business (CODB) category
- Remote Supports
  - \$9.83/hour per site for paid back-up support
  - \$6.47/hour per site for unpaid back-up support

# Cost Analysis - Provider

- On-site/On-call rate

Category 5	1:04	\$3.99	<b>\$15.96</b>
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- Typical On-site/On-call costs

OS/OC Cost	Hourly Cost Breakdown
Staff Hourly Rate	\$8.30
Overtime	32% \$1.33
Supervision	\$1.90
Taxes	12% \$1.38
Fringes	18% \$2.08
Admin	18% \$2.70
Total	<b>\$17.68</b>
	<b>(\$1.72 loss)</b>

# Things to Remember

- Have individual-specific conversations
  - Start with the needs of the person
  - Explore the variety of technology supports available to address those needs
    - Generic/off-the-shelf
    - Customized/specialized
  - Build upon existing devices/technology when possible (cell phones, laptops, Google Home, etc.)
- Emphasize how a person can be supported, rather than:
  - Reducing staff
  - Saving money

# Things to Remember

- Choosing technology does not eliminate staff, DSPs may still be scheduled for some supports
- Technology may be introduced gradually
  - Replacing on-site/on-call
  - To aid with specific tasks
- Technology, including Remote Supports, can address a wide range of needs
- Technology may afford someone more privacy than having a staff in the home 24/7

# Resources

- The following agencies have staff available to answer questions about Remote Supports
  - DODD: Kyle Corbin  
[Kyle.corbin@dodd.ohio.gov](mailto:Kyle.corbin@dodd.ohio.gov)
  - Ohio Association of County Boards (OACB)
  - Ohio Provider Resource Association (OPRA)
  - The Arc of Ohio

# Questions?