

Technology First- Strategies for Increased Independence & Social Connections

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Wisconsin's Technology First Coalition

The Need is Great, But the Funding is Not

Providers, Funders, Self-Advocates, Technology Vendors &
Many Other Stakeholders

[Guiding Principals for Technology](#)

Wisconsin's Technology First Coalition

Create policy improvements that enhance access to technology through all publicly funded program.

- ▶ Promote
 - Technology first approach
- ▶ Define
- ▶ Fund

Assistive Technology



Remote Supports



Assistive Technology Resources

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What is Assistive Technology?

Assistive technology (AT) is any product or piece of equipment used to maintain or improve the functional capabilities of people with disabilities.

AT Services

AT services include:

- ▶ Evaluation, funding, design, customization, modification, maintenance, repair, training, and technical assistance.
- ▶ People of all ages can benefit from services that help them with the AT they want to use at home, in school, or at work.

Also Known As

Technology Solutions and Strategies

Examples of Solutions and Strategies

- ▶ Adaptive devices for everyday living
- ▶ Sensory aids for hearing and vision
- ▶ Adaptive driving controls
- ▶ Wheelchairs and mobility devices
- ▶ Customized seating
- ▶ Augmentative and alternative communication (AAC)
- ▶ Adaptive computer hardware and software
- ▶ Mobile devices
- ▶ Educational technology
- ▶ Doing things in a different way

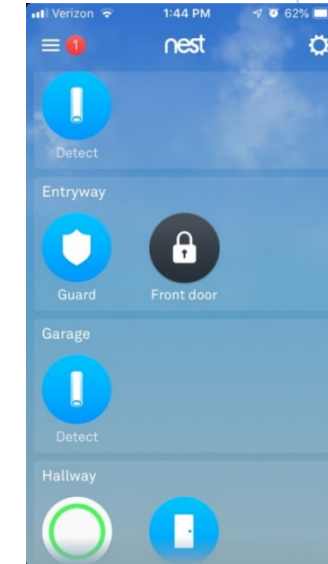
AT Example: Memory

- ▶ Couple
- ▶ Husband with hearing loss
- ▶ Wife with dementia
- ▶ Wandering concerns
- ▶ Ability to communicate to EMTs



AT Example: Smarthome

- ▶ Consumer with MS
- ▶ Lives alone
- ▶ Daily living
- ▶ Environmental Control
- ▶ Safety

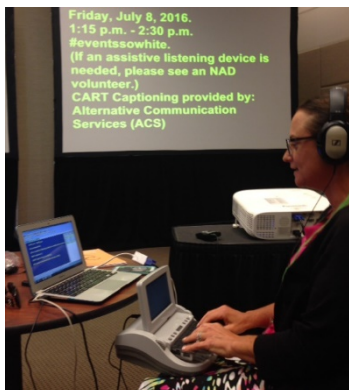



ifthisthen that

AT Example: Vision Access



AT Example: Hearing Loss



AT Example: Communication



AT Providers

AT Professional (ATP)

- ▶ Assesses the needs of individuals with disabilities
- ▶ Assists in selection of AT
- ▶ Trains others on AT
- ▶ Website: <https://www.resna.org/>
- ▶ ATP/SMS (Seating and Mobility Specialist)

Actual Job Titles

- ▶ Assistive Technology Specialist
- ▶ Rehabilitation Engineer
- ▶ Rehabilitation Technologist
- ▶ Adaptive Equipment Specialist
- ▶ Assistive Technology Practitioner
- ▶ Independent Living Staff

AT Resources in Wisconsin

- ▶ [WisTech](#)
- ▶ [AT4ALL](#)
- ▶ [DPI ATLC Library](#) and [AT Resources Map](#)
- ▶ Outreach Services ([WESP-DHH](#) and [WCBVI](#))
- ▶ [ADRCs](#)
- ▶ [Accessible Model Home](#)
- ▶ [Wisconsin AAC Network](#)
- ▶ [iCanConnect](#)
- ▶ [TEPP and TAP](#)
- ▶ [AgrAbility](#)

Assistive Technology Act

- ▶ Assistive Technology Act - Federally funded
- ▶ 1991(Wisconsin)
- ▶ All states and territories

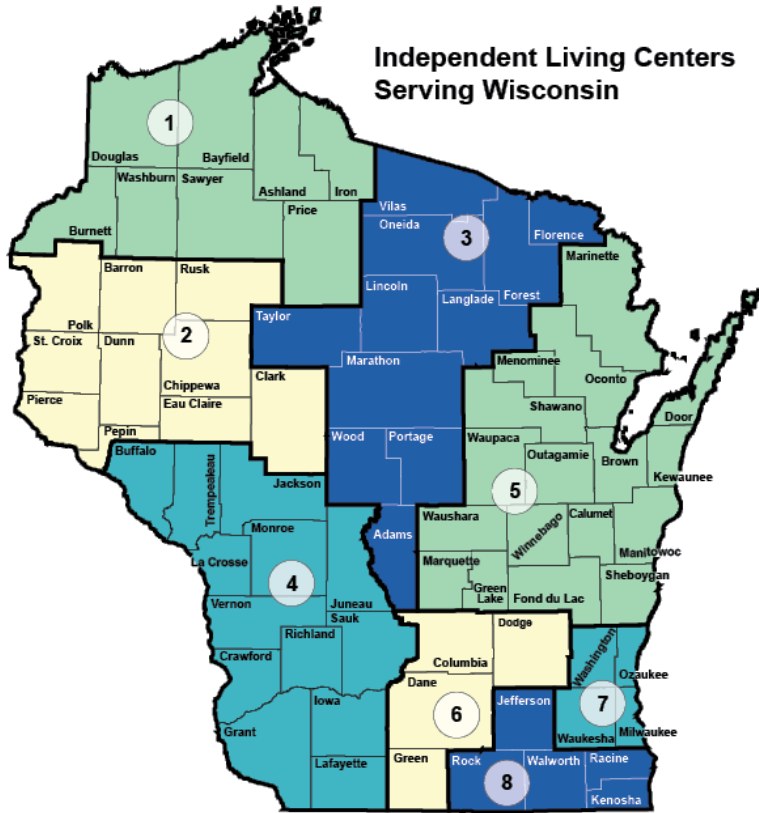


WisTech

- ▶ [AT Advisory Council](#)
- ▶ State Plan for Assistive Technology
- ▶ All ages
- ▶ All disabilities
- ▶ Device Loan
- ▶ Device Demonstration
- ▶ Technical Assistance
- ▶ Information & Assistance
- ▶ Training
- ▶ Alternative Financing (WisLoan)
- ▶ Device ReUse




State Level Activities



- | | |
|--|-----------------------------------|
| 1. North Country Independent Living | 5. Options for Independent Living |
| 2. Center for Independent Living for Western Wisconsin | 6. Access to Independence |
| 3. Midstate Independent Living Choices | 7. IndependenceFirst |
| 4. Independent Living Resources | 8. Society's Assets |

- ▶ Device demonstrations
- ▶ Device loans
- ▶ Equipment reutilization
- ▶ Alternative financing
- ▶ Independent living centers (ILCs)

AT4ALL



WisTech
Assistive
Technology Program

WISCONSIN AT4ALL

AWARENESS, ACCESS TO, AND
ACQUISITION OF ASSISTIVE TECHNOLOGY

HOME | MY ACCOUNT | **ITEMS** | CONTACT US | HELP



START HERE: - All Categories -

MENU

- Login
- Request a New Account
- I Forgot My Password!
- View New Items

1794 items found

Category: State:
Classification: Sorting:
Type:
Program:

Item Information	Bookmark
<p>EarPhone - Surround Earphone - 69770 Available for Loan Access to Independence Madison, WI Surround EarphoneS-Hangs on outside of the ear. 1m cord. For mild hearing loss and low-gain applications. 3.5mm mono plug is compatible with any mono receiver or Williams Sound Pocketalker</p>	 <input type="button" value="Bookmark"/>
<p>Earphone - Wide Range Earphone - 69767 Available for Loan Access to Independence Madison, WI Wide Range Earphone Hangs on outside of the ear. Cushion is replaceable and washable. For mild to moderate hearing loss. 3.5mm mono plug is compatible with any mono receiver or Williams Sound Pocketalker.</p>	 <input type="button" value="Bookmark"/>

wisconsinat4all.com

More WisTech

- ▶ [YouTube Channel](#) (archived trainings)
- ▶ [GOVD listserve](#)
- ▶ [Facebook Page](#)
- ▶ iPad Loaner program (via WIAT4ALL)

Model Home

- ▶ [Options for Independent Living](#)—Green Bay
- ▶ Model Home for tours and demonstrations
- ▶ Resources on universal design and visitability

Options IL



Aging and Disability Centers (ADRC)

- ▶ AT kits—each county
- ▶ Over 90 items
- ▶ Resource manuals
- ▶ Dressing
- ▶ Eating and meal prep
- ▶ Hearing
- ▶ Vision
- ▶ Writing
- ▶ Hygiene
- ▶ Recreation or leisure
- ▶ Fix It items

National Resource Links

- ▶ [AT resources](#) listing (vendor site)
- ▶ [AT3](#) and [ATAP](#)
- ▶ [ATIA](#)
- ▶ [IL Centers](#)
- ▶ [TEDPA](#)
- ▶ [iCanConnect](#)
- ▶ [FCC Emergency Broadband](#) assistance program

Funding Resources 1

- ▶ Personal and family resources
- ▶ WisLoan and Telework
- ▶ Medicaid and Medicare
- ▶ Insurance
- ▶ Long-term care coverage
- ▶ Flex plans
- ▶ State and county programs
- ▶ Social Security work incentive benefits
- ▶ Disability-specific state or county programs

Funding Resources 2

- ▶ Vocational rehabilitation programs
- ▶ Tribal vocational rehabilitation programs
- ▶ Veteran's Administration programs
- ▶ Schools and universities
- ▶ Employers
- ▶ ABLE accounts
- ▶ AT Makers movement
- ▶ Telecommunications programs (TEPP, TAP, ICC)

Funding Resources 3

- ▶ Disability-specific organizations (for example, the Multiple Sclerosis Foundation)
- ▶ Local “animal clubs” (for example, the Lions Club)
- ▶ Private foundations
- ▶ Churches
- ▶ IRS tax breaks
- ▶ Craigslist or Freecycle pages
- ▶ Used retail stores

Questions?

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Opportunity Development Centers (ODC)

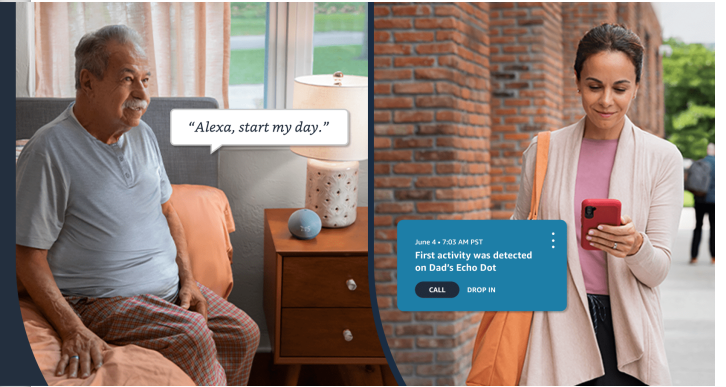
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Alexa Together

Introducing a new service to help you care for the ones you love



Google Duo



Innovative Services

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Provider Journey

John Spice of Antigo



Jeff's Technology Story



The Mentor Network (REM)

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Technology: Provider Journey

1. Why is Integrating Technology so Important?

➤ Increased Independence:

- Increase the autonomy and enrich the quality of life of individuals served.
- Assist individuals in maximizing independence
- Improve the quality of care provided while supporting individuals served with the appropriate level of care

➤ Staffing shortages:

- Technology offers our greatest chance at surviving the current and future staffing issues which are projected to only become worse.

Challenges During the Pandemic

- ▶ How can we be as efficient as possible with fewer staff
- ▶ How can we be effective in caring for individual and ensuring safety of everyone when individuals have COVID
- ▶ How can we encourage and teach independence that leads to less need for staff intervention or supervision

Remote Supports - Key Use Cases 1

Use Case	Summary	Technology Examples	Impact to Individual	Impact to Provider
NIGHT USE CASES				
1. Transition Awake Night staff to Sleep Staff or reduce Awake Night staff from 2 to 1.	<ul style="list-style-type: none">• Technology is used to monitor overnight needs• Staff sleep on-site in case needs arise or awake staff in adjacent home/duplex if applicable	<ul style="list-style-type: none">• Sensors, call button	<ul style="list-style-type: none">• Increase in privacy and ability for individual to rest	<ul style="list-style-type: none">• Decrease awake staffing need• Improve staff efficiency (staff enters room only when needed).

Remote Supports - Key Use Cases 2

Use Case

Summary

Technology Examples

Impact to Individual

Impact to Provider

NIGHT USE CASES

2. Replace the Need for On-site Sleep or Awake Staff

- Technology is used to monitor overnight needs
- Staff available at nearby location if needed

- Sensors, PERs, motion detectors, 2-way audio

- Increase in privacy and independence

- Decrease overnight staff needs

Remote Supports - Key Use Cases 3

Use Case	Summary	Technology Examples	Impact to Individual	Impact to Provider
NIGHT USE CASES				
3. Augment Awake Night Supervision	<ul style="list-style-type: none">• Technology is used to support nighttime needs• Awake staff remain on-site	<ul style="list-style-type: none">• Bed sensors, call button, seizure detectors,	<ul style="list-style-type: none">• Increase in privacy and ability for individual to rest.	<ul style="list-style-type: none">• Reduce staff stress and burnout.• Improve staff efficiency (staff enters room only when needed).

Provider Perspective: Using Technology 1

▶ **Devices**

□ Sensors

- doors, windows, motion, bed, chair, seatbelt, rapid motor motion detection (seizure)

□ Echo/Google devices

- Show, Dot, Home, smart plugs, smart light bulbs

□ Medical Monitoring devices

- Blood pressure smart watches
- Emergency call buttons, wearable continuous read thermometers
- Wearable oxygen detectors
- Blood glucose continuous read devices
- Medication distribution devices
- Enuresis monitoring

Provider Perspective: Using Technology 2

▶ **Devices**

- Repositioning devices
- Assistive eating tools
- GPS tracking devices
- Floor lift devices
- Watches for GPS directions
- Watches for emergency calling in community
- Devices for language understanding

Examples: Using Assistive Technology or Remote Support Technology

Situation	Technology Devices	Impact to Individual	Impact to Provider
Individual has seizures in the middle of the night requiring EMS called and medication administered: 2 awake staff on Overnight shift needed	<ul style="list-style-type: none">• Emfit bed pad or Embrace watch	<ul style="list-style-type: none">• Individual received the right care at the right time. Less interrupted sleep by less direct checks	<ul style="list-style-type: none">• Staff is immediately alerted to potential seizure
Two staff on overnight to turn bariatric individual every 2 hours	<ul style="list-style-type: none">• Automatic repositioning device	<ul style="list-style-type: none">• Less disruption while sleeping	<ul style="list-style-type: none">• Reduction in staffing during the night• Fewer work comp claims
Individual attempts to get out of bed at night and is at high risk of falling	<ul style="list-style-type: none">• Pressure sensor devices	<ul style="list-style-type: none">• Decreased fall incidents	<ul style="list-style-type: none">• Device alerts staff when they need to be in the individuals room for direct supervision
Individual is unable to control his environment and relies on staff for turning TV on, changing channels, turning lights on, using his computer, typing, phone calls, open or closing shaded	<ul style="list-style-type: none">• AT assessment and set up of Alexa devices to control home	<ul style="list-style-type: none">• Individual is more independent and less reliant on staff	<ul style="list-style-type: none">• Staff is able to focus on other urgent needs in the home

Remote Supports Success Story - MN

Opportunities/Challenges

- An opportunity existed for the individuals served to have increased responsibility and independence with their daily living activities.
- Significant staffing challenges existed for 4 sites (2 duplexes) located in rural settings.
- Program staff were not fully comfortable with the idea of remote supports.
- Obtaining guardian buy-in was very challenging and took a long time.



Solution Implemented

- Remote supports technology implemented in all 4 sites during May to September 2020 timeframe.
- Awake staff remain in 1 side of each of the duplex units and are available to respond if needed to the other duplex unit.
- When staff leave one duplex unit to go to the other duplex unit, remote monitoring is initiated, and a third-party vendor monitors if any needs arise.
- A 2-week transition period was implemented to ensure both the individuals served and the program staff were comfortable with the hand-off periods (including a period where staff remained at nearby site initially).



Impact

- Individuals have exhibited increased independence with daily living activities (e.g., getting up, making breakfast, basic cleaning). This indicates that a possible “learned dependence” had previously existed.
- Apartment mates have developed stronger relationships and a collective team spirit to work together as needed.
- Program staff have recognized this increase in independence and the benefits “change” can bring, and now fully support the process.
- Program leadership “couldn’t have survived this current COVID staffing shortage without remote supports implemented”.

Remote Supports – Individual Survey Results

Satisfaction surveys were distributed in August 2021 to individuals who have had remote supports implemented since January 2021. Responses were received from 64 Individuals across IA, MN, and WI.

Key Highlights

- ***89% of respondents indicate that they are happy with remote supports***
- ***80% would recommend remote supports to others.***

What are you most proud of since having remote supports?:

“I have freedom”

“More freedom”

“That my roommate and I know what to do if there is an emergency”

“That I’m able to be alone”

“Being able to be by myself at night”

“Knowing I’m okay at night”

“Being home alone at night”

“I survive without staff”

“Going to bed on my own”

“Get to do things on my own”

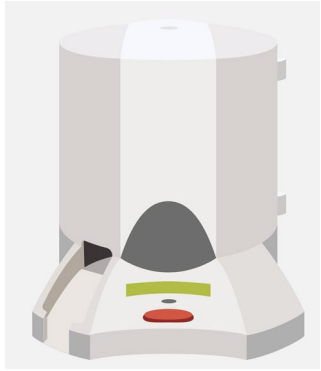
“Having someone especially for me if needed”

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Medication Dispensers



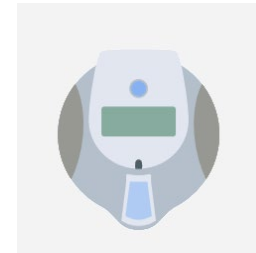
Philips MD2



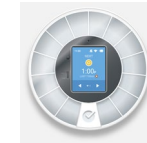
MedReady



MedMinder



MedSmart



Dose Flip

Things to Consider

- Monitoring
- Potential for Error
- Security
- Potential for Error
- Portability
- Cost
- Size
- Ease of Use
- Ease of Filling

Independence

Re-Defining Independence

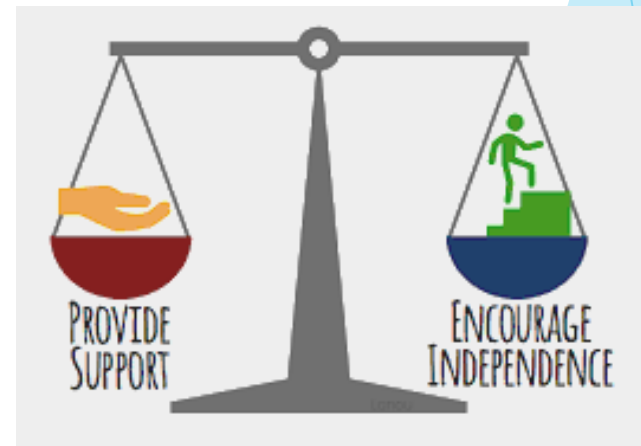
- ▶ Individual control over medications
- ▶ Safer vacations and community visits
- ▶ Independence has to start somewhere



Independence

Starting Somewhere with Independence

- ▶ Level of independence may vary
- ▶ Utilize staff support
- ▶ Write goals for seeing increased levels of independence
- ▶ Start somewhere!



SUPPORTING STAFF

Med Tech for Staff Support

- ▶ Reduce time for medication pass
- ▶ Decrease medication errors
- ▶ Create less stressful medication pass – goal of lowering staff turnover rates



Small Group Discussion

- ▶ What is currently working within your organization to promote the use of technology?
- ▶ What are the barriers/challenges that you are facing?
- ▶ How can the Technology First Coalition assist in the expansion of Technology Opportunities?

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