



THE OHIO STATE
UNIVERSITY
NISONGER CENTER

**Ohio Department of Developmental Disabilities &
The Ohio State University Nisonger Center**

**UNIVERSITY SUPPORT IN TECHNOLOGY
EVALUATION AND DEVELOPMENT**

Scope of Work

(September 2016)

Background

The Department of Developmental Disabilities (DODD) is dependent on direct service staff to provide support to over 90,000 individuals in the developmental disability's system. At this time, it is very difficult and costly to attract and retain direct service staff. To reduce reliance upon direct service staff, it is imperative that the use of technology be fully explored and leveraged.

Ohio was one of the first states to gain approval from the Centers of Medicare and Medicaid Services (CMS) for the use of remote monitoring, in its Medicaid waiver program. For the past few years, developmental disability providers have been experimenting with remote monitoring technologies. Currently, on a statewide basis, 170 individuals with a developmental disability utilize remote monitoring. Anecdotal reports indicate the use has resulted in reduced costs and greater satisfaction from both a health and safety perspective.

Goals

1. Prior to June 30, 2019, DODD would like to increase the use of remote monitoring, a currently existing technology, to 600 individuals statewide, and expand the diversity of equipment/technology utilized to support people with developmental disabilities.
2. Identify, prior to June 30, 2019, and implement, by June 30, 2021, a future technology that will have a significant impact in reducing the total reliance of people with developmental disabilities on direct service staff.

In order to achieve both goals, DODD is proposing to leverage the technical knowledge, research capacity, and networking ability of the Ohio State University Nisonger Center.

Methods

1. Utilizing the Department of Higher Education, a Research grant will be awarded to OSU Nisonger Center.
2. DODD and OSU Nisonger Center will jointly establish a *Technology Council* to oversee this project and make recommendations to the Department.

3. DODD will designate a staff person to serve as project lead to manage the contract with OSU Nisonger Center, provide information/data regarding Ohio's use of remote monitoring, as requested by OSU Nisonger Center, and coordinate the *Technology Council*.
4. The work to be completed and the grant funds shall be separated into four categories, with amounts to be adjusted based upon approval of the *Technology Council*.
 - a. Conduct a national review of existing technologies that enable people with disabilities to live and participate in their communities with less direct support from caregivers.
 - b. Conduct focus groups/interviews with people currently receiving remote monitoring services in Ohio (170 individuals), their families/guardians, and providers of service, to determine what is working, how the service may be improved upon, how the use of remote monitoring may be expanded beyond the individuals' homes, how the service has reduced reliance upon caregivers, and the approximate cost savings to Ohio's developmental disability service system. Satisfaction surveys will be completed on individuals who have utilized this service to gain an understanding of the impact on quality of life.
 - c. Based upon the information gleaned from 4a and 4b above, as well as an understanding of research currently underway at other universities, OSU Nisonger Center will determine how the use of technology may be expanded upon to reduce the reliance on direct service staff, project savings to Ohio's DD system with expansion, and identify any infrastructure improvements that may be needed to fully maximize the use of existing technology. OSU Nisonger Center will propose and implement a strategy to expand remote monitoring provider capacity, promote adoption of technological advancements, and market the use of technology to people with disabilities and their families.
 - d. Synthesizing the information from above and utilizing the research capabilities of other departments at OSU, recommend an area of future technology development, scope out the project, and develop a plan including cost estimates and revenue possibilities to bring the technology to the marketplace.

Conclusion

Human contact and interpersonal relationships are critical aspects of caregiving. It is not the goal of this project to replace them. However, it is critical to maximize the use of technology to support people where appropriate. In doing so, we will increase the likelihood that people with the greatest needs will have access to staff to provide care.

FOR MORE INFORMATION:

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