

Looking  
Toward the  
Future



# Ohio Technology First Council

Recommendations to Expand  
the Use of Supportive Technology  
Final Report

Submitted to Gov. John Kasich  
in accordance with  
Executive Order 2018-06K  
December 31, 2018





# Ohio Technology First Council Members

## **Chairman John Martin**

Director, Ohio Department of Developmental Disabilities (DODD)

## **Howard Collins**

Parent with significant experience using supportive technology

## **Carolyn Knight**

Executive Director, Ohio Developmental Disabilities Council

## **David Lewis**

Chief Operating Officer, The Arc of Ohio

## **Kevin Miller**

Director, Opportunities for Ohioans with Disabilities (OOD)

## **Kathy Phillips**

Executive Director, Ohio Waiver Network

## **Jenny Rousculp-Miller**

Superintendent, Clark County Board of Developmental Disabilities

## **Robert Shuemak**

Person with significant experience using supportive technology

## **Jamie Steele**

Board Chairman, Ohio Provider Resource Association

## **Marc Tassé**

Director, The Ohio State University Nisonger Center

## **Contributing Staff Members**

Steve Beha, DODD Family Outreach and Education Coordinator

Kyle Corbin, DODD Technology Project Manager

Zach Haughawout, DODD Legislative Affairs and Communications Deputy Director

Shawn Henry, Ohio Center for Autism and Low Incidence Executive Director

Lori Horvath, DODD Medicaid Administration Deputy Director

Jo Krippenstapel, Ohio Technology First Council Facilitator

Rebecca Myers, DODD Public Information Officer

Susan Pugh, OOD Vocational Rehabilitation Deputy Director



*Council members and staff celebrate the group's final meeting, including, from left, Jamie Steele, Steve Beha, Jo Krippenstapel, Kyle Corbin, Susan Pugh, David Lewis, Kathy Phillips, Carolyn Knight, John Martin, Marc Tassé, and Shawn Henry.*



*Technology First Council member Robert Shuemak, right, interviews DODD Director John Martin for his web series "How I See It," which focuses on how accessible technology can support people with and without disabilities in their everyday lives.*

# Council Meeting Dates

The Ohio Technology First Council met once a month for six months.

## **July 18**

The Council started its discussion of how state policy can be developed to encourage people with developmental disabilities to use and access supportive technology. Members heard presentations about technology trends and patterns and reflected on their own observations concerning supportive technology.

## **August 29**

Technology vendors presented about their business models and current demand for technology. The Council also discussed how lending libraries can help people with disabilities find what assistive technology is right for them before purchasing equipment.

## **September 26**

The Council focused on the perspective of technology users with disabilities and their families, hearing about people's personal experiences with supportive technology.

## **October 17**

The Council focused on the perspectives of county boards of developmental disabilities and providers working to connect people with Assistive Technology and Remote Support and services.

## **November 15**

The Council drafted benchmarks and recommendations, including how the Ohio Department of Developmental Disabilities and Opportunities for Ohioans with Disabilities will incorporate supportive technology in employment services through their interagency partnership.

## **December 12**

The Council finalized its benchmarks and recommendations.



**Office of the Director**

John R. Kasich, Governor  
John L. Martin, Director

Dear Governor Kasich,

It is my privilege to submit the Ohio Technology First Council's report authorized by your Executive Order, 2018-06K. This report is the culmination of six months of work by a dedicated group of council members representing diverse roles and perspectives in the developmental disabilities service delivery system. Each member of the Council made many valuable contributions. I am proud to have served with all of them. The Council adopted nine benchmarks with the goal of expanding supportive technology in order to improve the lives of those we serve. It is my hope the benchmarks will provide a roadmap for the next Ohio Department of Developmental Disabilities leadership team as well as the field.

As you know, many Ohioans with developmental disabilities encounter obstacles in daily tasks and activities as well as accessing education and jobs. Devices that engage in two-way communication or provide step-by-step assistance can help people overcome these barriers and help them live the lives they want. For example, many new technologies can help someone feel more secure in their home, provide instruction on how to prepare an evening meal, or help to access public transportation. With these advancements, more Ohioans with developmental disabilities will have the opportunity to experience a life more fully integrated into their community.

Working with our partners — the county boards of developmental disabilities — we can ensure these technologies are considered as part of all service and support plans. People served and their families will have the choice to be able to explore and learn about technology. The goal is to help people learn how technology can improve the quality of their lives.

Since we began work to improve the well-being of those we serve through supportive technology, the number of users have doubled. I fully expect the number of users to double again, increasing to more than 2,150 users by the end of December 2019.

This kind of advancement would not have been possible without your continued support. Thank you for all that you have done to make a difference for Ohioans with developmental disabilities.

Sincerely,

John Martin, Director

# Overview of Supportive Technology

Supportive technology allows people with developmental disabilities to experience more independence by providing personalized support for daily tasks or by offering care at a distance. Supportive technology encompasses two distinct Medicaid services in Ohio: Assistive Technology and Remote Support.

Under the [Technology First Executive Order 2018-06K](#), the department will work with the Ohio Technology First Council and with county boards of developmental disabilities to ensure technology is considered as part of all service and support plans for people with disabilities. The Executive Order is not a technology-only policy but aims to help people learn more about how to use technology to improve their quality of life and how they can experience more independence and personal freedom.

## **Assistive Technology**

Assistive Technology is a Medicaid service described in rule 5123-9-12 of the Ohio Administrative Code. The service enables people to use smart or electronic devices to increase independence and reduce reliance on paid caregivers to help with a person's needs. Examples include using safety sensors that turn off stoves or monitor water temperature, devices that remind people of appointments or medication times, and applications on tablets or cellphones that a person already owns.

The service pays for consultation to make sure people are matched with the right technology to meet their needs, the appropriate equipment, and equipment training for the person as well as for their paid or unpaid caregiver.

## **Remote Support**

Remote Support, formerly known as Remote Monitoring, is a Medicaid service described in rule 5123-9-35 of the Ohio Administrative Code. It is a model that combines technology and direct care to support people with developmental disabilities. Remote Support uses two-way communication in real time, including home-based sensors, cameras, and other technologies, to allow an off-site caregiver to monitor and respond to the safety needs of people living in the community. When hands-on care is not required, Remote Support makes it possible for direct care staff to provide care from a remote location, supporting a person's need for greater independence while reducing cost.

Remote Support may be used with either paid or unpaid backup support. Paid backup support is when a paid caregiver responds to a person receiving Remote Support who needs on-site assistance or the equipment stops working for any reason. When backup support is provided on a paid basis by an agency provider, the agency provider is the primary point of contact for the remote vendor. Unpaid backup support may be provided by a family member, friend, or someone who the person with disabilities chooses.

All Medicaid waivers cover the cost and maintenance of equipment used for Remote Support delivery.

# Ohio's Expansion of Supportive Technology

The Ohio Department of Developmental Disabilities has been committed to increasing the use of supportive technology for people with developmental disabilities throughout the years. The department began these efforts in 2012, when the state began to fund technology that would provide telepsychiatry videoconferencing for people with developmental disabilities who had a co-occurring mental health diagnosis and lived in remote areas without access to behavioral health care.

By 2013, the department furthered its commitment when Ohio became one of the first states in the nation to get approval from the federal government to add technology to its Home and Community-Based Services waivers. At that time, the changes made to the department's waiver program focused on remote support technology with the hope that the additions would help address the growing direct service provider staffing crisis. Later, the department came to understand that this type of technology was critical in helping improve the independence of people with developmental disabilities.

After three years of modest growth, the department began to investigate what would be needed to dramatically expand supportive technology in Ohio. In the spring of 2016, the department entered into a contract with The Ohio State University Nisonger Center and requested the center begin researching the kinds of technology available to Ohioans as well as the barriers preventing growth.

The following year, with the Nisonger Center's nationwide review of existing and emerging technologies, the department gained a better understanding of the types of technology available to support Ohioans with developmental disabilities and the advancements being made in this area.

In May 2018, Gov. John Kasich signed the Technology First Executive Order, 2018-06K, making Ohio the first state in the country to emphasize expanding access to technology for people with developmental disabilities. Since the signing, Ohio has seen a dramatic increase in the number of Ohioans with developmental disabilities using supportive technology. And with the full implementation of the Ohio Technology First Council benchmarks, the number of users is expected to increase significantly.

May 2018 also saw the publication of [\*White Paper: Use of Remote Support in Ohio and Emerging Technologies on the Horizon\*](#), the extensive report that details existing and emerging technologies and also describes barriers to further expansion.

In June 2018, the department and Nisonger Center hosted the first Ohio TechSummit. Free to the public, the event featured state and national speakers and allowed for a "hands-on" experience to learn about how technology can be used to promote increased independence and community engagement.

Also that month, the Ohio Developmental Disabilities Council published an interactive online map of the dozens of assistive technology lending libraries across the state. Through a grant with the Ohio Center for Autism and Low Incidence (OCALI), the Council's Google map helps people with developmental disabilities locate where they can try out new technology before purchase.

As of January 2019, changes to the Ohio Administrative Code will be fully implemented, allowing for the Assistive Technology service to be billed through the waiver program.

# Ohio Technology First Council Benchmarks

During 2018, in order to address the directives of Executive Order 2018-06K, the Ohio Technology First Council developed the following nine benchmarks.

## **BENCHMARK #1**

*2,150 people with disabilities receiving Medicaid-funded supports will have supportive technology authorized in their annual plan by December 31, 2019:*

- 1,000 people will have authorization for Remote Support, and*
- 1,150 people will have authorization for Assistive Technology services via Ohio Administrative Code 5123-9-12: Assistive Technology under the Individual Options, Level One, and Self-Empowered Life Funding waivers (unduplicated count, not inclusive of Remote Support authorizations).*

### **Background and Rationale for 1,000 Remote Users**

- As of October 24, 2018, there were 366 people using Remote Support; therefore, 634 new users would need to be added to reach 1,000.
- Six new Remote Support sites per week (on average) have been added during the past six months (annual projection = 312 per year). The proposed benchmark exceeds that trend.
- Nisonger Center awarded eight Tech Grants to county boards of developmental disabilities and councils of governments (COG) in 2018 to encourage the expansion of supportive technology.
- The Ohio Developmental Disabilities Council awarded five Tech Grants to county boards of developmental disabilities and COGs in 2018 to encourage the expansion of supportive technology.
- By June 30, 2019, 335 new Remote Support users are projected in the 45 counties participating in the Tech Grants.

Clearwater Council of Governments	24	Franklin County Board of DD	56
Wood County Board of DD	5	Ashland County Board of DD	15
Mid-East Ohio Regional Council COG	30	Knox County Board of DD	25
Fairfield County Board of DD	10	Southern Ohio COG	50
West Central Ohio Network COG	22	Richland County Board of DD	6
Portage County Board of DD	10	Medina County Board of DD	9
Southwestern Ohio COG	73	<b>Total</b>	<b>335</b>

- The Ohio Department of Developmental Disabilities (DODD) projects all Ohio counties can add an additional 215 new Remote Support users between the end of the grant period (June 30, 2019) and December 31, 2019.
- In addition to the numbers projected from the Tech Grants, Franklin County plans to add 44 more Remote Support users, and Hamilton County plans to add an additional 120 users.
- Cuyahoga County, though not having received a Tech Grant, projects the county will add 50 new users.
- Subtotal projected new Remote Support users:  $335 + 215 + 44 + 120 + 50 = 764$
- Total current Remote Support users (366) + projected (764) = 1,130

## **Background and Rationale for 1,150 Assistive Technology Authorizations**

- Effective January 1, 2019, Assistive Technology is a service in the Individual Options, Level One, and Self-Empowered Life Funding waivers through which people can get smart or electronic devices to meet their needs. Devices were previously available through other waiver services, including: (Totals represent users under those former services.)
  - Personal Emergency Response Systems (PERS) – 125 users
  - Specialized Medical Equipment and Supplies; Adaptive and Assistive Equipment (through The Arc of Ohio) – 250 users
  - Participant-Directed Goods and Services – 500 users

Subtotal = 875 users expected to convert to Assistive Technology

Projected additional new Assistive Technology authorizations = 275 users

Total projected Assistive Technology authorizations = 1,150 users

## **Recommended Strategies**

- Continue support for the ongoing work of the On-Site/On-Call Workgroup. Members include:
  - Ohio Association of County Boards of Developmental Disabilities
  - Ohio Health Care Association
  - Ohio Provider Resource Association
  - Ohio Superintendents of County Boards of Developmental Disabilities
  - Ohio Waiver Network
  - The Arc of Ohio
  - Values & Faith Alliance

# BENCHMARK #2

*All 88 counties will access Medicaid funding for at least one person for a.) Remote Support and/or b.) Assistive Technology available via Ohio Administrative Code 5123-9-12 (Assistive Technology under the Individual Options, Level One, and Self-Empowered Life Funding waivers).*

## Background and Rationale

- See [Heat Map of Ohioans with Developmental Disabilities Using Remote Support](#), page vii in the appendix.
- Sixty-two counties currently bill for Remote Support.
- Twenty-six additional counties would be added in order to meet this benchmark.
- The number of counties billing for Remote Support has doubled since May 2018.
- Thirteen counties not currently billing for Remote Support have received recent funding for technology projects and have committed to adding at least one new user.
- Thirteen counties have no current Remote Support users and have not received a Tech Grant.
- DODD has a targeted outreach plan to engage counties without any current Remote Support users.
- Broadband service is available in all 88 counties. This benchmark assumes that at least one person in each county will have sufficient connectivity to utilize Remote Support.
- As of October 2018, technology vendors reported that they have not encountered any requests for service that were rejected due to connectivity issues.
- OAC 5123-9-12 establishes distinct billing codes for Assistive Technology.

## Recommended Strategies

- DODD will provide training and technical assistance for OAC 5123-9-12.
- DODD will reach out to any county that has not billed for Assistive Technology or Remote Support.
- DODD will utilize a range of communication strategies to provide information about progress toward this benchmark.
- DODD, the Ohio Developmental Disabilities Council, Nisonger Center, and the Ohio Center for Autism and Low Incidence (OCALI) will promote the use of Ohio technology lending libraries.

# BENCHMARK #3

*All county board strategic plans or progress reports will include current strategies for increasing the use of supportive technology to meet assessed needs.*

## Background and Rationale

- Ohio Administrative Code 5123-9-04 (Home and Community-Based Services Waivers – Waiting List) focuses on the array of resources available to address the needs of people with developmental disabilities rather than requiring enrollment in a waiver.
- Technology that is not waiver-funded can be cost-effective, avoid the unnecessary placement of a person on a waiting list, and make life better for the person and their family.
- Paragraph (C) of OAC 5123-4-01 (Administration and Operation of County Boards of Developmental Disabilities) sets forth that:
  - (1) A county board shall develop and adopt by resolution a strategic plan that meets the requirements of sections 5126.04 and 5126.054 of the Revised Code, includes the county board’s mission and vision, and addresses the county board’s strategy for:
    - (a) Promoting self-advocacy by individuals served by the county board through the person-centered planning process, activities, and community connections;
    - (b) Ensuring that individuals receive services in the most integrated setting appropriate to their needs;
    - (c) Reducing the number of individuals in the county waiting for services;
    - (d) Increasing the number of individuals of working age engaged in community employment;
    - (e) Taking measures to recruit sufficient providers of services to meet the needs of individuals receiving services in the county; and
    - (f) Meeting with each newly certified independent provider within sixty calendar days of the provider being selected to provide services to an individual, for purposes of confirming the provider understands the individual service plan and the provider’s responsibilities and ensuring the provider has contact information for the county board.
  - (2) The strategic plan shall be made readily available to individuals and families who receive services, employees of the county board, citizens of the county, and any other interested persons.
  - (3) A county board shall prepare a strategic plan progress report at least once per year. The strategic plan progress report shall be made readily available to individuals and families who receive services, employees of the county board, citizens of the county, and any other interested persons.
  - (4) A county board shall have a mechanism for accepting public feedback regarding the strategic plan and strategic plan progress reports.

## Recommended Strategies

- Amend paragraph (C)(1) of OAC 5123-4-01 to add “Increasing the number of individuals using supportive technology to address assessed needs” OR “Providing opportunities for people to experience and interact with supportive technology so people can make an informed decision about how it may meet their needs.”
- Use educational materials, tools, and videos posted on the DODD Technology First webpage at [dodd.ohio.gov](http://dodd.ohio.gov).
- Recommend these strategies to county boards:
  - Create opportunities for people with disabilities and their families to share their technology experiences directly with other people with disabilities and family members.
  - Provide templates for how county boards can engage Homemaker/Personal Care (HPC) providers as partners, including use of heat maps to show clusters of On-Site/On-Call (OSOC) users and potential cost savings of using Remote Support.
  - Disseminate best practice tools and approaches to help people with disabilities and families assess the need for technology and find the best fit for their situation.
  - Develop high quality internet-based educational modules for families, service and support administrators, HPC providers, and direct service providers.
  - Offer targeted educational opportunities for counties that currently have no Remote Support users.
  - Provide training and support on the use of Charting the LifeCourse tools to frame conversations about technology.
  - Support the creation of smart homes.
  - Support the development of smart homes for in-person visits and virtual smart home tours.
  - Support the development of videos featuring local users and their families.
  - Engage people with disabilities and their family members to share personal experiences with technology with potential users and their families, either as volunteers or with support of a stipend (sometimes referred to as Tech Ambassadors or Tech Advocates).
  - Train staff who have content knowledge about technology resources and the process of planning and authorizing technology supports using wavier funding (sometimes referred to as Tech Experts).

# BENCHMARK #4

*Each person with a disability will have an opportunity during the person-centered planning process to consider how technology may meet assessed needs.*

## Background and Rationale

- The benchmark emphasizes requirements addressed in the Technology First Executive Order, which encourages all Ohioans with developmental disabilities, with or without a waiver, to consider supportive technology during the individual service plan meeting.

### Technology First Executive Order

- NOW THEREFORE, I, John R. Kasich, Governor of the State of Ohio, by virtue of the authority vested in me by the Constitution and laws of this State, do hereby order and direct that: Supportive technology that is intended to address an individual's assessed needs shall be prioritized when considering services and support needs.
- For people with developmental disabilities who use waivers, paragraph (C)(2) of Ohio Administrative Code 5123:2-9-02 requires supportive technology be considered during the individual service plan meeting:

### HCBS Waivers – Ensuring the Suitability of Services and Service Settings

- The service and support administrator shall provide the individual with a description of all services and service setting options available through the waiver in which the individual is enrolled. Each individual shall be afforded the opportunity to choose among services or a combination of services and settings that address the individual's assessed needs in the least restrictive manner, promote the individual's autonomy, and minimize the individual's dependency on paid support staff. Services and service setting options (such as technology-based supports, intermittent or drop-in staffing, shared living arrangements, and integrated employment services) with potential to enable the individual to live and work in non-congregate settings shall be explored in accordance with the individual's assessed needs, before congregate settings are considered.
- Some of Ohio's counties currently use local funds for supportive technology.

## Recommended Strategies

- Provide training and information on a range of ways to include supportive technology in the assessment process, including using the Charting the LifeCourse framework and other tools.
- Provide education and advocacy support so that people with disabilities and their families understand how technology can be used to meet their needs.
- Explore opportunities for technology supports for people living in intermediate care facilities.
- Review adherence during the county board accreditation process.

# BENCHMARK #5

*Increase the number of certified technology vendors from six to ten, and expand provider capacity for delivering Remote Support with paid backup by revising the rule in a manner that allows both agency and independent providers of Homemaker/Personal Care to provide backup support.*

## Background and Rationale

- Expanding the number of Homemaker/Personal Care (HPC) providers delivering Remote Support with paid backup support will address many challenges identified by the Council.
- Fifty providers are authorized to bill for paid backup support in State Fiscal Year 2018.
- Forty-seven providers billed for paid backup support in State Fiscal Year 2018.
- HPC provider questions and concerns about billing and liability may currently limit provider interest.
- The Ohio Provider Resource Association has initiated a workgroup to engage HPC providers in this topic.
- Ohio HPC providers may be interested in expanding their business model to become technology vendors. Total Homecare Solutions (THS) has done this and has expressed interest in consulting with other Ohio HPC providers.
- Increasing from six to 10 tech vendors could be accomplished by adding one new national vendor and developing three Ohio vendors.
- Attracting an additional national vendor increases the possibility for expanding the range of unique technology expertise and niche services, while stimulating healthy competition.

## Recommended Strategies

- Amend the waiver service definition and Ohio Administrative Code 5123-9-35 to reflect Remote Support vendors being the provider of record when a person chooses to receive Remote Support with paid backup support. The vendor would have the opportunity to enter into an agreement (agreement template to be developed by DODD) with any independent or agency provider certified to deliver HPC. The expectation would be that the vendor offers the right of first refusal to any HPC provider currently serving the person with a developmental disability, if requested by the person.
- Provider associations will share information and support members who may be interested.

## **BENCHMARK #6**

*Develop a national model for using the National Core Indicators (NCI) survey process to gather data on the utilization, satisfaction, and impact of technology.*

### **Background and Rationale**

- Nisonger Center currently manages the NCI data collection process for Ohio.
- User experience and satisfaction with technology-based supports could be compared with information provided by direct staff.
- This data could offer a way to compare Ohio with other states.
- Questions concerning supportive technology have been added to the following NCI surveys for the 2018-2019 survey cycle: Adult In-Person Survey (IPS); Adult Family Survey; Family/Guardian Survey; and Child Family Survey.

### **Recommended Strategies**

- Work with the State NCI Committee to add or amend questions in order to achieve this benchmark.

## **BENCHMARK #7**

*Develop comprehensive recommendations to expand the use of tele-medicine and tele-health services.*

### **Background and Rationale**

- Given the time constraints of the Council, there was not sufficient time to investigate specific opportunities and challenges or to identify specific strategies related to tele-medicine and tele-health services.
- Including this issue as a benchmark elevates the importance of this issue and provides a platform for a workgroup to engage in further study.

### **Recommended Strategies**

- Build on current efforts by DODD to expand the use of tele-medicine and tele-health services.

# BENCHMARK #8

*Amend the Interagency Agreement between Opportunities for Ohioans with Disabilities (OOD) and the Ohio Department of Developmental Disabilities (DODD) to expand the use of technology within the Employment First Partnership.*

## Background and Rationale

- Gov. John Kasich officially launched Ohio's Employment First Initiative when he signed Executive Order 2012-05K on March 19, 2012.
- The Executive Order established statewide collaboration and coordination by creating the Employment First Taskforce and Advisory Committee and made community employment the preferred outcome for people with developmental disabilities.
- OOD and DODD have had an interagency agreement regarding Employment First since 2013. The idea is to expand the partnership to enhance the use of supportive technology to help someone obtain and maintain community employment.
- Through the Employment First Partnership, 2,372 people have been placed in a job as of December 2018.
- Paragraph (B)(13) of Ohio Administrative Code 5123:2-9-15 reflects that Individual Employment Support can be provided remotely.
  - Individual Employment Support is individualized support for a person to maintain competitive integrated employment. Activities that constitute individual employment support include but are not limited to:
    - (a) Job coaching, which is identification and provision of services and supports, utilizing task analysis and systematic instruction that assist the individual in maintaining employment and/or advancing his or her career. Job coaching includes supports provided to the individual and his or her supervisor or coworkers on behalf of the individual, either in-person or remotely via technology. Job coaching may include the engagement of natural supports in the workplace to provide additional supports that allow the job coach to maximize his or her ability to fade. Examples of job coaching strategies include job analysis, job adaptations, instructional prompts, verbal instruction, self-management tools, physical assistance, role-playing, coworker modeling, and written instruction. Job coaching for self-employment includes identification and provision of services and supports, including counseling and guidance, which assist the individual in maintaining self-employment through the operation of a business. When job coaching is provided, a plan outlining the steps to reduce job coaching over time shall be in place within thirty calendar days.
    - (b) Training in assistive or other technology utilized by the individual while on the job.

- (c) Other workplace support services including services not specifically related to job skill training that enable the individual to be successful in integrating into the job setting.
- (d) Personal care and assistance, which may be a component of individual employment support but shall not comprise the entirety of the service.

## Recommended Strategies

- Amend paragraph (B)(13)(b) of OAC 5123:2-9-15 to clarify that training is available regarding how to specifically use assistive technology, rather than just providing a list of technology options.
- OOD will provide funding to support technology in employment. OOD will fund a pilot focused on the integration of technology into the delivery of on-the-job supports.
- OOD and DODD will incorporate technology into current training curricula for case managers, providers, individuals, and families.
- OOD and DODD will establish a method of data collection to better understand how technology is being utilized within the OOD fee schedule and Home and Community-Based Services waiver (HCBS) services regarding employment.
- OOD and DODD will establish targets to increase the use of technology within service delivery.
- OOD will evaluate the current fee schedule to ensure language incorporates technology as an option within service delivery.
- DODD will expand training on the evidenced-based practices identified within the [Employment First Transition Framework](#) (Evidence-Based Practices and Evidence-Based Predictors for Adult Success) beyond transition-age youth.
- OOD will enhance language in the Individualized Plan for Employment to ensure that people with disabilities understand that technology can be utilized as a method to increase their independence and enhance their employment outcome.

# BENCHMARK #9

*Update Ohio's Transition Vision Work Plan to include a core principle on technology and address technology under each existing core principle.*

## Background and Rationale

- View [Ohio Employment First: Transition Vision Work Plan](http://ohioemploymentfirst.org) at ohioemploymentfirst.org.
- Recognizing that transition happens at multiple points (i.e., from Early Intervention to pre-school; pre-school to kindergarten; classroom to classroom; year to year), the biggest “gap” seems to come during the transition from high school to adulthood (i.e., exiting school and moving into employment, independent living, education, etc.).

## Recommended Strategies

- Amend Ohio Employment First: Transition Vision Work Plan to include:
  - a core principle related to technology. (For example, ensuring access to technology will create new employment opportunities.)
  - supportive technology in all of the existing core principles. For example,
    - develop and administer a statewide training about technology considerations and application in the transition planning process, employment settings, etc.
    - include information about technology in the [Ohio Department of Job and Family Services \(ODJFS\) K-12 backpack](#).
    - request taskforce agencies to develop guidance and training about technology.
    - align policies and procedures related to technology assessment, access, availability, etc.
    - conduct training for transition professionals about technology.
    - include technology in any a cross-agency pilot to determine the response to a family outreach effort that targets parents of first and fifth graders.
    - develop a cross-agency definition of assistive technology, related terms, and common principles.

# Council Response to Executive Order Requests

The Ohio Technology First Council provides the following responses to the Executive Order directives.

## **Make recommendations to develop state policy to encourage the use of supportive technology and to align Ohio Administrative Code waiver service rules with that policy.**

In Benchmark #3, the Ohio Technology First Council recommends that all county boards of developmental disabilities, in order to meet the needs of people served, incorporate supportive technology into their strategic plans. In order to facilitate this statewide policy change, the department will amend Ohio Administrative Code 5123-4-01.

Additionally, in Benchmark #4, the Council recommends that all people with disabilities, whether receiving Medicaid services or not, be provided an opportunity to learn about the benefits of supportive technology during the annual planning process.

The Ohio Department of Developmental Disabilities has responded to the governor's recommendations by developing OAC 5123-9-12 for Assistive Technology and OAC 5123-9-35 for Remote Support.

## **Identify and address areas where sufficient support is not currently available or where additional options may be needed to assist those with developmental disabilities to gain access to supportive technology.**

Not all counties have someone who receives supportive technology. In Benchmark #2, the Ohio Technology First Council recommends that at least one person in each county utilize either Assistive Technology or Remote Support. As of December 2018, there were 26 counties in Ohio that are not providing Remote Support services. The department is providing assistance and technical support to the counties without the service.

## **Identify best practices, effective partnerships, and opportunities for shared services among existing providers and county boards of developmental disabilities to increase supportive technology opportunities for those with developmental disabilities.**

In order to more fully utilize the partnership between the Ohio Department of Developmental Disabilities and Opportunities for Ohioans with Disabilities, the Council recommends in Benchmark #8 to amend the interagency agreement to include the use of supportive technology.

Through the interagency agreement, the departments will start a pilot project focused on how technology can improve job supports, place an increased emphasis on supportive technology during case manager training, and create a data collection system to better understand how technology is being used to help people secure and maintain employment.

## **Recommend ways to integrate supportive technology into existing programs to move with children as they grow into adulthood, with a focus on transition-age youth.**

The Council recognizes that technology must be accessible to people with disabilities, meet their individual needs, and have the ability to transition with children as they grow. That is especially important as high school students transition to adulthood.

In Benchmark #9, the Council recommends updating Ohio's Transition Vision Work Plan to include supportive technology in the plan's core principles to address transition.

## **Develop educational materials for county boards, providers, and families about how supportive technology can have a positive impact on the independence, skills, and abilities of persons with developmental disabilities.**

The department has worked to educate Ohioans about supportive technology through online and print materials, continuing its efforts to connect people with disabilities and those who support them with new, innovative technology options.

Those materials include a [Supportive Technology one-pager](#) for people with disabilities and their families, county boards, and providers to learn about Assistive Technology and Remote Support services and examples of how technology can meet people's individual needs. The department has published video stories on its YouTube channel about people's success with using technology in their homes and at work, and the agency hosts a Technology First page on its website to highlight news and resources.

Each week, the department uses its social media outreach to educate how supportive technology has provided people with disabilities more independence and opportunities through a social campaign named "#TechTuesday." County boards and providers have joined in by sharing stories online of people with disabilities accessing technology in their regions. The department is also developing comprehensive guidance for county board service and support administrators to understand supportive technology rules and billing information.

In summer 2018, the department and The Ohio State University Nisonger Center hosted the first Ohio TechSummit for people with disabilities and professionals to hear from national experts in the disability field about the different types of available supportive technologies. The department plans to continue the event in summer of 2019, which will be free for people with disabilities.

## **Recommend system-level benchmarks for monitoring use of supportive technology and person-centered outcomes that demonstrate increased quality of life for persons with developmental disabilities.**

In Benchmark #1, the Ohio Technology First Council recommends that by the end of 2019, a total of a 1,000 people will be using Remote Support technology, an increase of more than 600 new users.

The Council also supports the view that a total of 1,150 people will be able to take advantage of the benefits of Assistive Technology by the end of 2019. In both cases, the monitoring of outcomes will be achieved through the implementation of Benchmark #6, which recommends the Ohio Department of Developmental Disabilities use the National Core Indicators (NCI) survey process to gather data on utilization and satisfaction of technology users.

# Conclusion

The world is experiencing a technological revolution, one that is expanding to caregiving. For time immemorial, helping a fellow human being with activities of daily living meant that help was provided by hand. With the advent of supportive technology, what was once done by hand for some people with disabilities now can be accomplished through technology. That is not to say that in-person help should be or could be eliminated; there will always be a need for personal caregiving. But growing the use of this technology in a balanced, person-centered manner is key to a bright future.

When the Ohio Technology First Council began exploring how best to expand the use of supportive technology for people with disabilities, the initial thinking was it could save money and help address the direct support staffing crisis. The Council quickly learned through in-depth conversations with supportive technology users and families just how dramatically people's lives and independence could improve after incorporating technology into their routines.

The Ohio Department of Developmental Disabilities is grateful for the Council's efforts to improve the lives of people with disabilities through increased access to supportive technology and is encouraged by the enthusiasm building across the state. Staff is also thankful for the Council's facilitator, Jo Krippenstapel, for so aptly leading the group through the benchmarking process.

The department received assistance from the entire developmental disabilities field, including self-advocates, family members, county boards of developmental disabilities, providers, The Arc of Ohio, the Ohio Developmental Disabilities Council, The Ohio State University Nisonger Center, the Ohio Center for Autism and Low Incidence, and Opportunities for Ohioans with Disabilities, who partnered to carry out the work of the Council.

# Glossary

**Charting the LifeCourse Framework:** This framework was developed to help people with disabilities and families at any age or stage of life think about what they need to know, identify how to find or develop supports, and discover what it takes to live the lives they want to live.

**Homemaker/Personal Care (HPC):** This service advances a person with a disability's independence within his or her home and community and helps them meet daily living needs. HPC services include

- self-advocacy training to assist in the expression of personal preferences, self-direction to initiate decision-making over life choices and respond to life events, and support in accessing community activities and participation;
- daily living skills that may include but are not limited to routine household tasks, meal preparation, personal care, self-administration of medication, assistance with personal finances, and other areas of day-to-day living;
- training and assistance in behavioral support strategies that facilitate appropriate expressions of emotions or desires;
- medical and health care services integral to meeting the daily needs of the person;
- and emergency response planning and training to access help in emergency situations.

**Home and Community-Based Services Waiver (HCBS):** A Home and Community-Based Services waiver (HCBS) is a Medicaid program that generally provides assistance with skill development, respite, transportation, and other services so the person can receive services in their own home or community rather than institutions or other isolated settings.

**Ohio Employment First Transition Vision Work Plan:** The Ohio Employment First Taskforce developed a transition vision work plan that is centered on serving transition-age youth and increasing community employment outcomes for youth with disabilities. The plan is centered around five core principles of transition: competitive, integrated employment is the expectation for all youth with disabilities; transition planning for youth requires multi-agency collaboration; early dialogue with people and families is critical to ensuring employment outcomes; there are multiple pathways to employment; and person-centered planning is key to the development of effective services and supports for transition-age youth.

**On-Site/On-Call (OSOC):** This is the rate paid when there is no anticipated need for supervision or supports; a provider must be on-site and available to provide Homemaker/Personal Care but is not required to remain awake.

**Tele-Health:** This is a collection of means or methods for enhancing health care, public health, and health education delivery and support using telecommunications technologies. Telehealth encompasses a broad variety of technologies and tactics to deliver virtual medical, health, and education services.

**Tele-Medicine:** This is the practice of medicine when the doctor and patient are widely separated and uses two-way voice and visual communication to remotely diagnosis and treat patients by means of telecommunications technology.

# Appendix

Gov. John Kasich’s Executive Order 2018-06K .....	i
Supportive Technology One-Pager .....	v
Heat Map of Ohioans with Developmental Disabilities Using Remote Support .....	vii
Guide to Assistive Technology Lending Libraries in Ohio .....	viii
Technology Vendor Contact Information .....	x

---



White Paper: Use of Remote Support in Ohio and Emerging Technologies on the Horizon

Authors: Jordan B. Wagner, Marc J. Tassé, Daniel K. Davies, and Steven E. Stock

May 1, 2018

View at [nisonger.osu.edu](https://nisonger.osu.edu).



**JOHN R. KASICH**  
GOVERNOR  
STATE OF  
OHIO

**Executive Order 2018-06K**

The Establishment of the Technology First Initiative  
and the Ohio Technology First Council to Expand the  
Use of Supportive Technology for Individuals with  
Developmental Disabilities

**WHEREAS**, many Ohioans with developmental disabilities encounter obstacles in their lives that can be overcome with technology; and

**WHEREAS**, innovative supportive technology positively impacts the lives of Ohioans with developmental disabilities at home and in our communities; and

**WHEREAS**, “supportive technology” includes any product, device, or equipment that may be used to maintain, increase, or improve the functional capabilities of individuals with disabilities; and

**WHEREAS**, with continuing technological advancements, Ohioans with developmental disabilities increasingly have more opportunities to access innovative supportive technology that lowers barriers that people with disabilities encounter in their daily lives and that promotes their independence, confidence, and abilities; and

**WHEREAS**, Ohio recognizes that supportive technology in the workplace can enable individuals with disabilities to perform job tasks in order to seek or maintain employment to achieve independence; and

**WHEREAS**, the demand for direct support staff who assist people with developmental disabilities is projected to increase and technology is one tool that can help to supplement and assist those who do the important work of caring for individuals with disabilities; and

**WHEREAS**, while Ohio recognizes that human relationships are an essential part of all our lives, supportive technology can connect people with disabilities with additional assistance to supplement and enhance the care that they receive; and

**WHEREAS**, Ohio aims to ensure supportive technology solutions are considered when determining the appropriate services and supports to be provided for people with developmental disabilities; and

**WHEREAS**, Ohio commits to a statewide initiative, *Technology First*, led by the Ohio Department of Developmental Disabilities (“DODD”), which will coordinate efforts to expand access to supportive technology designed to improve the lives of people with developmental disabilities;

**NOW THEREFORE**, I, John R. Kasich, Governor of the State of Ohio, by virtue of the authority vested in me by the Constitution and laws of this State, do hereby order and direct that:

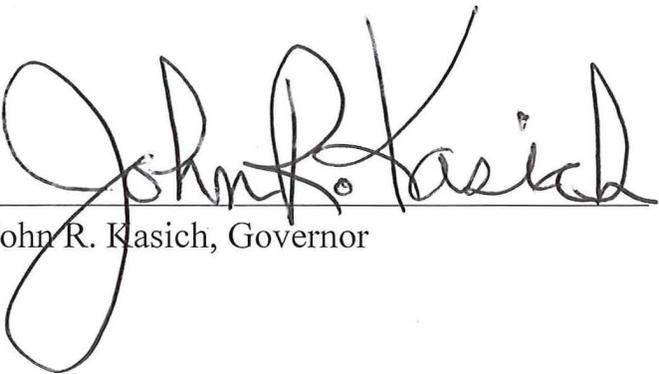
1. Ohio, through its *Technology First* initiative, is committed to the goal that citizens with developmental disabilities be afforded the opportunity to improve their lives through supportive technology.
2. Supportive technology that is intended to address an individual’s assessed needs shall be prioritized when considering services and support needs.
3. The Ohio Technology First Council (the “Council”) is created to advise regarding ways to expand the use of supportive technology for Ohioans with developmental disabilities. The Council shall consist of ten members, including the director of the DODD or the director’s designee, the director of the Opportunities for Ohioans with Disabilities or the director’s designee, and other members to be designated by the director of the DODD, consisting of the following:
  - a) One member who is a representative of an organization that works with or advocates on behalf of persons with autism and related

- conditions;
  - b) One member who represents the county boards of developmental disabilities and who has significant experience using supportive technology to provide services to people with developmental disabilities;
  - c) One member who is a representative of an intellectual or developmental disability advocacy organization;
  - d) One member who is familiar with supportive technology research and who represents an Ohio institution of higher learning;
  - e) Two members representing service providers who have significant experience using supportive technology to provide services to people with developmental disabilities;
  - f) One member who is the parent or guardian of a child with a developmental disability and who has significant experience with the use of supportive technology; and
  - g) One member who is a person with a developmental disability and who has significant experience with the use of supportive technology.
4. Council members shall serve without compensation. The DODD shall provide administrative support to the Council. The director of DODD or the director's designee shall serve as the chair of the Council.
5. All Cabinet Agencies, Boards and Commissions shall comply with requests issued by the Council, subject to the supervision of their respective agency directors.
6. In the first six months following the effective date of this Executive Order, the Council shall do the following:
- a) Make recommendations to develop state policy to encourage the use of supportive technology and to align Ohio Administrative Code waiver service rules with that policy;
  - b) Identify and address areas where sufficient support is not currently available or where additional options may be needed to assist those with developmental disabilities to gain access to supportive technology;
  - c) Identify best practices, effective partnerships, and opportunities for shared services among existing providers and county boards of developmental disabilities to increase supportive technology opportunities for those with developmental disabilities;

- d) Recommend ways to integrate supportive technology into existing programs to move with children as they grow into adulthood, with a focus on transition-age youth;
- e) Develop educational materials for county boards, providers, and families about how supportive technology can have a positive impact on the independence, skills, and abilities of persons with developmental disabilities;
- f) Recommend system-level benchmarks for monitoring use of supportive technology and person-centered outcomes that demonstrate increased quality of life for persons with developmental disabilities; and
- g) Submit to the director of DODD and the Governor by December 31<sup>st</sup>, 2018, a report setting forth recommendations for the use of supportive technology for services to persons with developmental disabilities.

I signed this Executive Order on 5-24, 2018 in Columbus, Ohio, and it will not expire unless rescinded.



  
John R. Kasich, Governor

ATTEST:

---

Jon Husted, Secretary of State

## Choosing Technology That Fits

Supportive technology offers people with developmental disabilities personalized help with daily tasks at home or at work.

Assistive Technology can support a person who wants to be more independent with devices like stoves that turn off when they are not in use or alarms for reminders to take medication.

Remote Support uses two-way communication in real time, like Skype or FaceTime, so a person can talk with their direct service provider, even when the provider is not in their home. The service also includes supports like sensors that can call for help if a person has fallen or cameras that show who is at the door. All Medicaid waivers cover the cost and maintenance of equipment used for Remote Support service delivery.

## How to Start Using Remote Support



Have a conversation to identify why a person with a developmental disability uses direct care staff and if their health and safety needs can be met remotely.



Have a team meeting where the person accessing services, their providers, and service and support administrator can talk about which needs might be met remotely, for what hours, and how backup support will be provided.



If the person chooses Remote Support, the provider that will act as a backup to those supports will be the one to choose the vendor for the technology and equipment needed. If the backup support is unpaid, natural supports like family or neighbors, the person, or their guardian will choose the vendor.



The service and support administrator works with the team to amend the individual service plan, or ISP, to include detailed protocols for the new Remote Support.



An ISP that includes Remote Support should detail back-up support contact information and what to do if the person wants to turn off Remote Support equipment.



## Technology Examples

- Cooking safety
- Overnight support
- Medication adherence
- Fall detection
- Visitor monitoring
- Community navigation

## Cost Saving



Supportive technology can be used to stretch waiver dollars to free up funds for other services

## Technology First

In May 2018, Gov. John Kasich signed the Technology First Executive Order, making Ohio the first state in the country to place an emphasis on expanding access to technology for people with developmental disabilities

# Tech at Work and Home: Meeting Different Needs

## Diane Likes Hanging Out with Her Friends

Diane likes to text and socialize with her friends. Because she is visually impaired, she uses a voice-activated app on her phone that reads what's on the screen, like what her friends are doing on Facebook. Diane also uses a ride-sharing app, like Lyft or Uber, so she can meet up with friends on her own.



## Alice Wants More Independence at Home

Alice likes to have time to herself at home. She uses a voice-activated speaker to add items to her to-do list, change the thermostat, or turn on the lights. By using a device like Amazon Echo or Google Home, Alice can give hands-free commands from her wheelchair to call her provider whenever she needs them.

## Jackson Enjoys Success on the Job

Jackson works as a line cook in a restaurant but needs reminders about how to make new recipes on the menu. He uses a tablet that gives him video prompts about what to do next. Jackson also wears a watch that buzzes every hour to remind him to make sure his workspace in the kitchen is clean.



Try tech before you buy it at one of 70 assistive technology lending libraries in Ohio



Follow DODD on YouTube for more stories about people using their technology

Find a map of lending libraries and other resources to start using supportive technology at [dodd.ohio.gov](http://dodd.ohio.gov)

*Above: Raven and Lincoln are Project STIR advocates*





# Guide to Assistive Technology Lending Libraries in Ohio



 Assistive Technology

 Medical Equipment

 Adaptive Toys

 Statewide\*

 Statewide\*\*

## Key to Types of Lending Libraries

- **ASSISTIVE TECHNOLOGY:** Communication devices, AT for curriculum-based needs, computer access equipment, mobile devices, recreation and play, switch access equipment, AT for low-vision/blindness or hard-of-hearing/deafness
- **MEDICAL EQUIPMENT:** Seating and positioning mobility activities of daily living
- **ADAPTIVE TOYS:** Adapted toys, recreational items, switches and switch access equipment
- **STATEWIDE\*** Items will be shipped by organization to you
- **STATEWIDE\*\*** Items are available for pick up by you



Lending Libraries listed by region are listed on the reverse side.

This guide identifies Assistive Technology Lending Libraries across the State of Ohio. The purpose is to increase awareness and access to resources found in libraries that loan assistive technology (AT), medical equipment and adaptive toys. Many of these programs offer these services for free. The information provided is current as of August 2018. You can also find this information at <http://ddc.ohio.gov/ohio-at-lending-libraries>, which includes a link to an online interactive map.

The Statewide list shares lending libraries that offer assistive technology to people across the State, that can ship AT directly to the individual or can have AT ready for pick up through a reservation system.

## STATEWIDE\* (items are shipped to you)

- Assistive Technology of Ohio
- OCALI AT Lending Library
- AbleNet Product Loan Program
- Attainment Company - AT Loan
- Logan Tech - Try Me
- Ohio Library for the Blind and Disabled
- Prentke Romich Company - Discovery Loan
- Saltillo Loan Program
- Tobii DynaVox
- Westminster Technologies

## STATEWIDE\*\* (items available for pick up)

- Adaptive Sports Program of Ohio
- Champaign County Library - Adaptive Toys
- ECRN+ Equipment Loan Program
- Equipped Kids - Sunshine Creating Community
- Give Medical Ministry
- MOBILE - Mid-Ohio Board of Independent Living
- Nisonger Center UCEDD - Toy & Technology Library
- The Carr Center - Equipment Lending Program

## REGION 1 - Northwest Ohio

- The Ability Center - Sylvania
- Easter Seals of Northern Ohio - Lorain
- Easter Seals of Northern Ohio - Fremont
- Goodwill Easter Seals Miami Valley - Dayton
- Independent Living Center of North Central Ohio - Mansfield
- Brumback Library - Van Wert

## REGION 2 - West Central Ohio

- The ALS Association Central & Southern Ohio - Columbus
- Logan County Libraries - Bellefontaine
- Miami Valley Regional Center - Dayton
- Montgomery County ESC Library - Dayton
- Church of the Ascension - Johnstown
- Goodwill Easter Seals Miami Valley - Dayton
- Recycled Equipment Donated for Independence (REDI) - Dayton
- Team Heart and Sole - Worthington
- United Way Strengthening Families - Delaware
- Wagnalls Memorial Library - Lithopolis
- Westerville Public Library - Westerville

## REGION 3 - Southwest Ohio

- ALS Association Central & Southern Ohio - Columbus
- Miami Valley Regional Center - Dayton
- Montgomery County ESC Library - Dayton
- Perlman Center Loan Library - Cincinnati
- Southern Ohio Educational Service Center (SOESC) - Hillsboro
- Southwest Ohio Assistive Technology Consortium - Cincinnati
- Goodwill Easter Seals Miami Valley - Dayton
- Recycled Equipment Donated for Independence (REDI) - Dayton

## REGION 4 - Southeast Ohio

- ALS Association Central & Southern Ohio - Columbus
- Southern Ohio Educational Service Center (SOESC) - Hillsboro
- Team Heart and Sole - Worthington
- Herbert Westcoat Memorial Library - McArthur
- Meigs County District Public Library - Pomeroy

## REGION 5 - East Central Ohio

- ALS Association Central & Southern Ohio - Columbus
- Belmont College Library ADA Support - St. Clairsville
- Church of the Ascension - Special Needs Medical Loan Closet - Johnstown

## Key to Types of Lending Libraries

● ASSISTIVE TECHNOLOGY

● MEDICAL EQUIPMENT

● ADAPTIVE TOYS

- Fairfield County District Library, Main - Lancaster
- Fairfield County District Library, Northwest - Carroll
- Holmes County Board of Developmental Disabilities - Holmesville
- Independent Living Center of North Central Ohio - Mansfield
- Muskingum County Center for Seniors - Zanesville
- Peace United Methodist Church - Helping Hands Ministry - Pickerington
- Perry County District Library - New Lexington
- Puskarich Public Library - Cadiz
- Southeastern Ohio Center for Independent Living - Lancaster
- Team Heart and Sole - Worthington
- Wagnalls Memorial Library - Lithopolis

## REGION 6 - Northeast Ohio

- Akron Public Schools Library - Akron
- Baldwin Wallace Library - Berea
- Cuyahoga County Board of Developmental Disabilities - Columbus
- Medina County Board of DD - Medina
- Murray Ridge Center- Elyria
- Cuyahoga County Board of Developmental Disabilities - Cleveland
- Easter Seals of Northern Ohio - Lorain
- Easter Seals of Northern Ohio - Fremont
- Independent Living Center of North Central Ohio - Mansfield
- Matthew's Lending Library - Lakewood, Ohio
- Muscular Dystrophy Association, Northeast - Middleburg Heights
- Richland Newhope Equipment Lending Center - Mansfield
- Services for Independent Living - Euclid
- SHC The Arc of Medina County - Seville
- Tri-County Independent Living Center - Akron
- Cuyahoga County Public Library - Parma
- SHC The Arc of Medina County - Wadsworth
- United Disability Services - Akron
- Wayne County Public Library - Wooster



**Ohio Developmental  
Disabilities Council**  
[www.ddc.ohio.gov](http://www.ddc.ohio.gov)

List is current as of 10.1.2018

# Technology Vendor Contact Information

## **Medforall**

Ali Rahimi  
ali.rahimi@ohioathome.com  
614-947-0791  
medforall.com

## **Syngistix**

Tim Janssen  
tim.j@sengistix.com  
651-695-5818  
sengistix.com

## **Rest Assured**

Ken Smith  
ksmith@restassuredsystem.com  
877-338-9193  
restassuredsystem.com

## **Total Homecare Solutions (THS)**

Jimmy Finley  
Jfinley@thshomecare.com  
513-277-0915  
thshomecare.com

## **Safe In Home**

Craig Colwell  
ccolwell@safeinhome.com  
855-476-6665  
safeinhome.com

## **Wynn-Reeth**

Jarrold Hunt  
jjhunt@wynn-reeth.com  
419-639-2094  
wynn-reeth.com