



National Home and Community Based Services Conference



No Wrong Door and Assistive Technology: What Works?

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Aging in America

- Life expectancy is 78.8 years.
- 52% of people turning 65 today will at some point require Long-Term Services and Supports.
- Technology adoption rates by seniors are rising.
- Assistive technology for seniors a \$14 billion industry, rising to \$26 billion by 2029

Assistive Technology Act

- 56 States and Territories
- A Mix of Implementing Agencies
- All Disabilities; All Ages
- Uniform Set of Activities

State AT Act Program Services

- Direct Services
 - AT Demonstrations
 - AT Device Loan
 - AT Reuse
 - AT State Financing
- State Leadership Services
 - Public Awareness
 - Training
 - Providing Technical Assistance
 - Transition Assistance

Where does AT Fit in the LTSS Picture?

Maintaining Independence (Activities of Daily Living);
Keeping Social Connections; Addressing Health Related
Issues

Three Examples

- HCBS waivers
- Money Follows the Person
- Complimentary Programs



Number of States Providing AT-Related Services in Medicaid HCBS Waivers

	Older Adult Waivers	Physical Disabilities Waivers	Intellectual & Developmental Disabilities Waivers	Traumatic Brain Injury Waivers
Assistive Technology	27	27	27	20
Specialized Medical Equipment & Supplies	30	32	26	19
Personalized Emergency Response Systems	27	25	18	13

NASUAD State of the States in Aging and
Disabilities Survey of State Agencies

www.nasuad.org

HCBS Service Categories – does it matter?

Specialized Medical Equipment

- Includes devices, controls or appliances that enable participants to increase their abilities to perform activities of daily living. Examples include lift chairs, commode chairs, patient lifts, trapeze equipment, oxygen, respiratory equipment, shower benches, augmentative communication devices, canes, walkers or wheelchairs.

Assistive Technology

AT Device: Any device, piece of equipment or product system whether acquired commercially or off the shelf, modified or customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities.

AT Service: Any service that directly assists an individual with a disability in the selection, acquisition or use of an assistive technology device.



PICKING UP THE PACE OF CHANGE

A State Scorecard on Long-Term Services and Supports for Older Adults,
People with Physical Disabilities, and Family Caregivers



No Wrong Door Systems

Symmetry Between State Assistive Technology Programs and NWD Systems

1. State Leadership and Investment
2. Public Outreach and Coordination with Key Referral Sources
3. Person-Centered Counseling
4. Streamline Eligibility for Public Programs

2016 No Wrong Door LTSS Transformation Grants

To increase collaboration between
Assistive Technology Programs and No
Wrong Door Systems

2 Year Awards

Washington

Oregon

Wisconsin

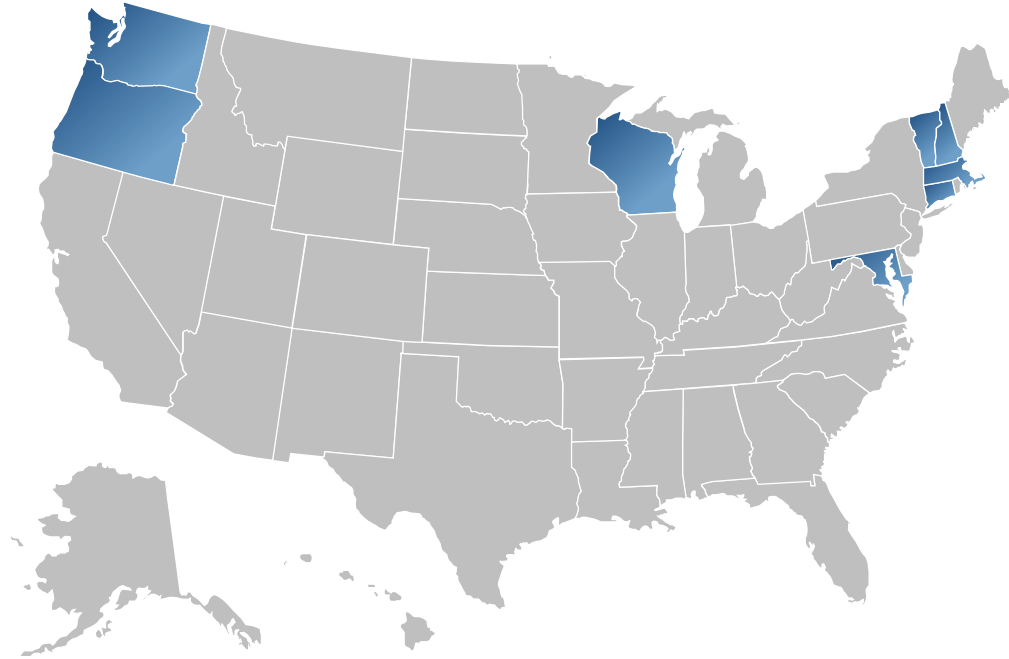
Massachusetts

Connecticut

Maryland

New Hampshire

Vermont



2016 Grant Opportunity

- Identify and develop strategies for collaboration across the NWD system with the state's Assistive Technology Act programs to improve the provision and utilization of AT for individuals with disabilities across the lifespan and their families.

New Hampshire

AT Act Program / ServiceLink Collaboration

Assistive Technology in New Hampshire
(ATinNH)

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NH AT Act Program

- ▶ New Hampshire's AT Act Program has been in existence since 1994 and is administered through the University of New Hampshire's Institute on Disability.
- ▶ Statewide Partner Organizations who provide device demonstrations, device loans and device re-use.



How we got started

- ▶ July 2016
- ▶ Assistive Technology in New Hampshire (ATinNH) was contacted by the administrator of NHCarePath and NH ServiceLink Aging and Disability Resource Center
- ▶ NHCarePath is New Hampshire's No Wrong Door System

Who are the agencies involved

- ▶ ATinNH
- ▶ ServiceLink – ADRC
 - ▶ 13 offices statewide



Assistive Technology in New Hampshire
ATinNH.org






Steps we took

- ▶ First meeting July 2016
- ▶ Decided on devices and purchased devices September 2016
- ▶ Leg work to get set up October 2016-January 2017
- ▶ January 2017 Kick-off Zoom meeting with Center Managers
 - ▶ The individuals who run the 13 ServiceLink offices
- ▶ Held two hands-on trainings for representatives from each office
 - ▶ Three hours long – learned how to use the devices and materials
- ▶ Implementation began on or before April 3, 2017
- ▶ Monthly Zoom meeting to answer questions / review data / etc.

Before Implementation

- ▶ 15 sets of 30 devices
- ▶ Took pictures with an iPad and labeled each device using the app Phonto
 - ▶ Available iOS and Google 
 - ▶ Two work study students helped with this
- ▶ Labeled each device as belonging to ATinNH
- ▶ Created a short 1-3 minute, how-to video of each device
 - ▶ Used for internal training and refreshers and to be shared with consumers
 - ▶ Created a QR Code for each video
- ▶ Created a Resource Binder
 - ▶ Added these materials to their online system



Resource Binder

- Procedures document – Roles and Responsibilities
- Device Reference Sheets
- Data collect forms – more forms were developed over time
- Battery Inventory – ServiceLink is responsible for batteries
- Device Price List – each kit approximately \$800 worth of devices
 - PocketTalker most expensive
- Device YouTube Clip Document

Device Reference Sheets

- Arranged by category for our Data Collection System
- Include picture and name of device on one side, name, QR code to video and a link to find the item on the back

Assistive Technology for Daily Living



Assistive Technology for Daily Living





Hands-on Training

- ▶ Each office was asked to send at least two people to the hands on training – preferably the Center Manager and one Options Counselor
- ▶ Began with Scenarios to “test” their knowledge
 - ▶ Ex. A consumer is having difficulty getting in and out of the car. What device would you suggest she try out? (HandyBar)
- ▶ Reviewed Policies and Procedures – had been approved at the Kick Off meeting with the Center Managers
- ▶ Participants were trained on each device and tried each one during the training
- ▶ Follow-up training was provided on Hearing Assistive Technology that had been provided to each office a few years back from New Hampshire DHHS Bureau of Elderly and Adult Services
- ▶ Training on how to fill out Data Collection forms – this is on going

Poster for each office

Assistive Devices Provided through ATinNH



Example of Set Up in one office





Follow-Up and Where we are at

- ▶ Monthly follow-up via Zoom Conferencing with Center Managers but anyone is welcome
 - ▶ Center Managers have requested this follow-up
- ▶ Kits are set up to take "on the road" to clients – some offices are using the kits primarily for walk-in clients
- ▶ These are tools to add to what they are already doing, not to add one more thing for them to do.
- ▶ ServiceLink is listed as a partner on our website but we are not otherwise advertising for people to go to them
- ▶ ATinNH handles the data collection paperwork



Report from ServiceLink

- ▶ One office provided an informational training for VNA – LNAs and home health aides - hoping to generate more referrals to ServiceLink
- ▶ Some offices were faster than others to begin implementation
 - ▶ First quarter generated up to 20 demonstrations from several offices
 - ▶ Some offices were not able to do demonstrations
 - ▶ Low staff was noted as a reason
 - ▶ Hadn't become automatic yet
- ▶ Aids for Daily Living and Hearing Assistive Technology were the most demonstrated
 - ▶ PocketTalker Ultra – most demonstrated
 - ▶ Knork and Jar Openers - popular



VERMONT

Tracy Roux

Assistive Technology Specialist

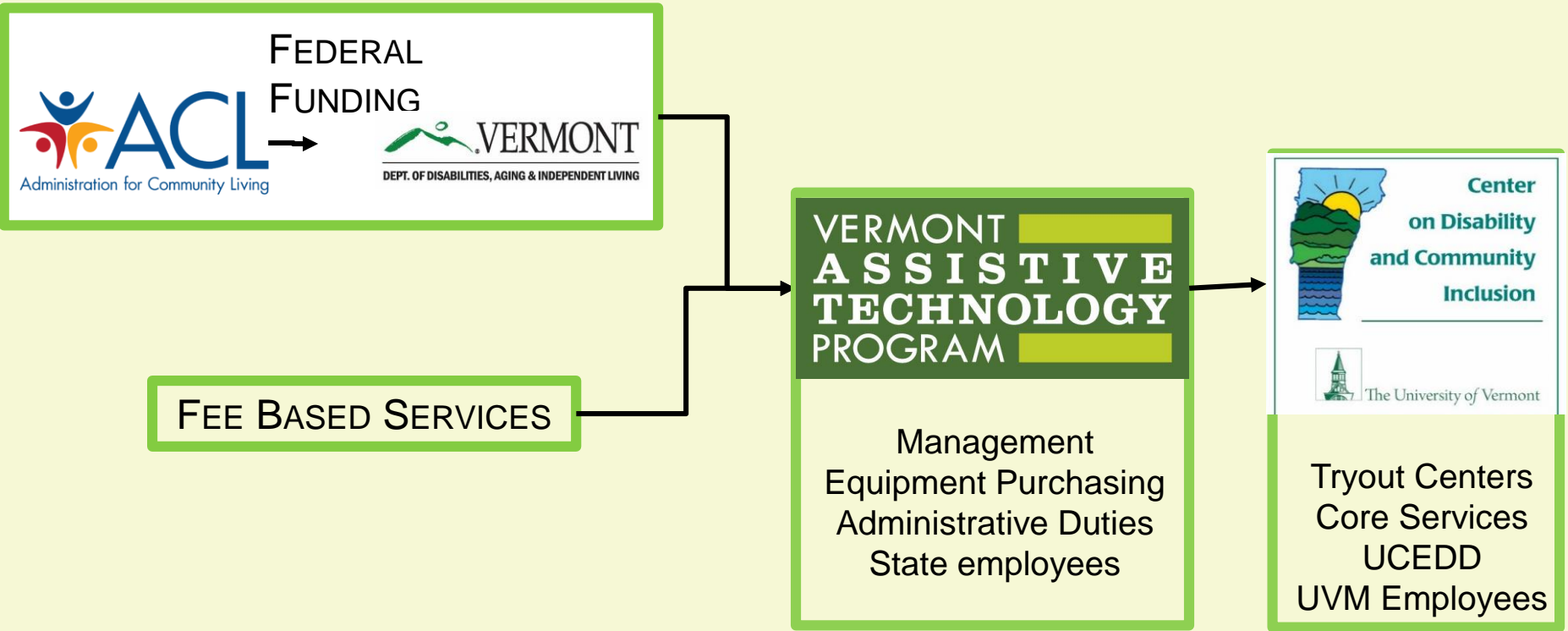
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**VERMONT ASSISTIVE TECHNOLOGY PROGRAM &
AGING & DISABILITY RESOURCE CONNECTION'S
COLLABORATION**

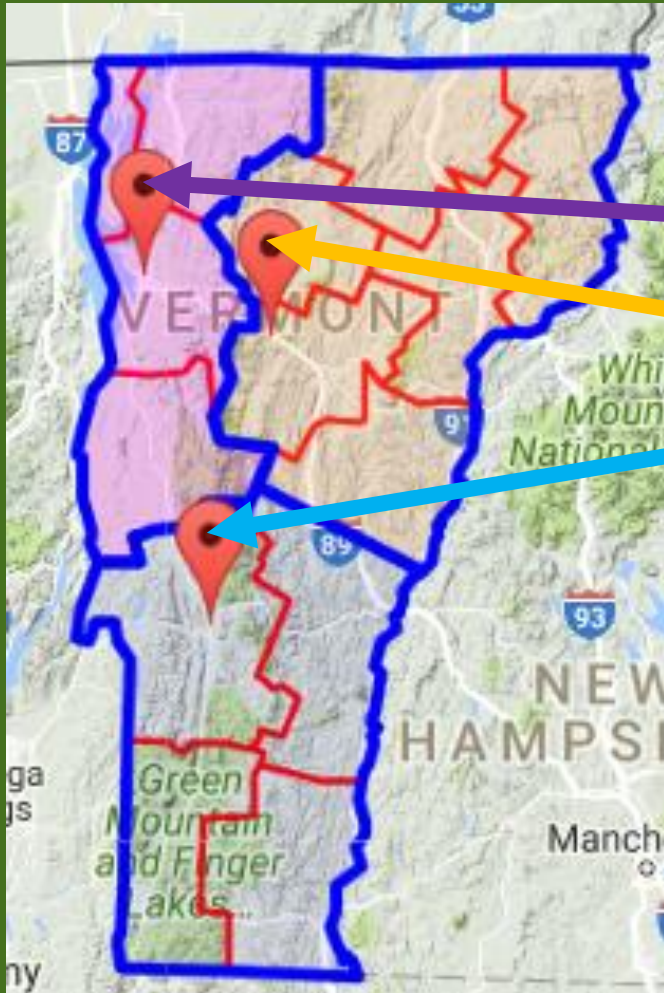
Vermont AT Program

- ✓ Vermont's AT Act Program
- ✓ AT for disability and aging related needs
- ✓ No eligibility requirements, all ages and needs
- ✓ Anyone can refer
- ✓ Statewide – 3 tryout centers
- ✓ Technical Assistance and Group Trainings are fee based activities.
- ✓ All other Core Services are Free.

Structure



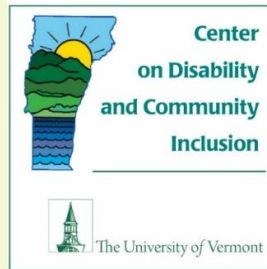
Statewide Coverage



Burlington

Waterbury

Rutland



- Dedicated Tryout Centers
- Hosted by UVM CDCI
- UVM and State Office Buildings
- Three Full-Time UVM Staff Members

Current Collaborations

University of Vermont Medical Center (UVM)

- Providing training and demo equipment to their AT Clinic

Vocational Rehabilitation (VR)

- Provide VR Consumers with AT Consultations and AT Training

State of Vermont Agency of Digital Services (ADS)

- Providing Technical Assistance around accommodations and accessibility

Aging and Disability Resource Connections (ADRC)

- Providing AT Video Training Series and AT Demo Tool Kit

How We Got Started

- Approached by administrator of Vermont ADRC
- Vermont 1 of 8 states to receive a grant to incorporate AT into No Wrong Door Services
- Surveyed the ADRC Partners to gather idea of understanding and needs
 - Understanding of Resources
 - Comfort with AT
 - How they would use AT if they had it

ADRC Partners

1. Five Area Agencies on Aging (AAA)
2. Vermont Centers for Independent Living (VCIL)
3. United Ways of Vermont 2-1-1

Which Job Role do you Fill?



- 21 respondents
- Majority from Area Agency on Aging
- Majority Case Managers

1a: VT AT provides which services?



In Home Assessments
(67%)



Equipment Sales (43%)



Unsure/ Don't Know
(24%)



Short Term Device
Loans (76%)



Information and
Assistance (76%)



Training and Technical
Assistance (85%)

- The AT Program does NOT Provide
 - In Home Assessments
 - Equipment
- Misinformation about these two services in particular will cause consumer distrust
- Advocates need to know about these gaps in our service structure

1b: Who Pays for AT?



VT AT Program (47%)



Unsure (15%)



Federal Programs
(57%)



State Programs (95%)



Private Health Ins.
(67%)



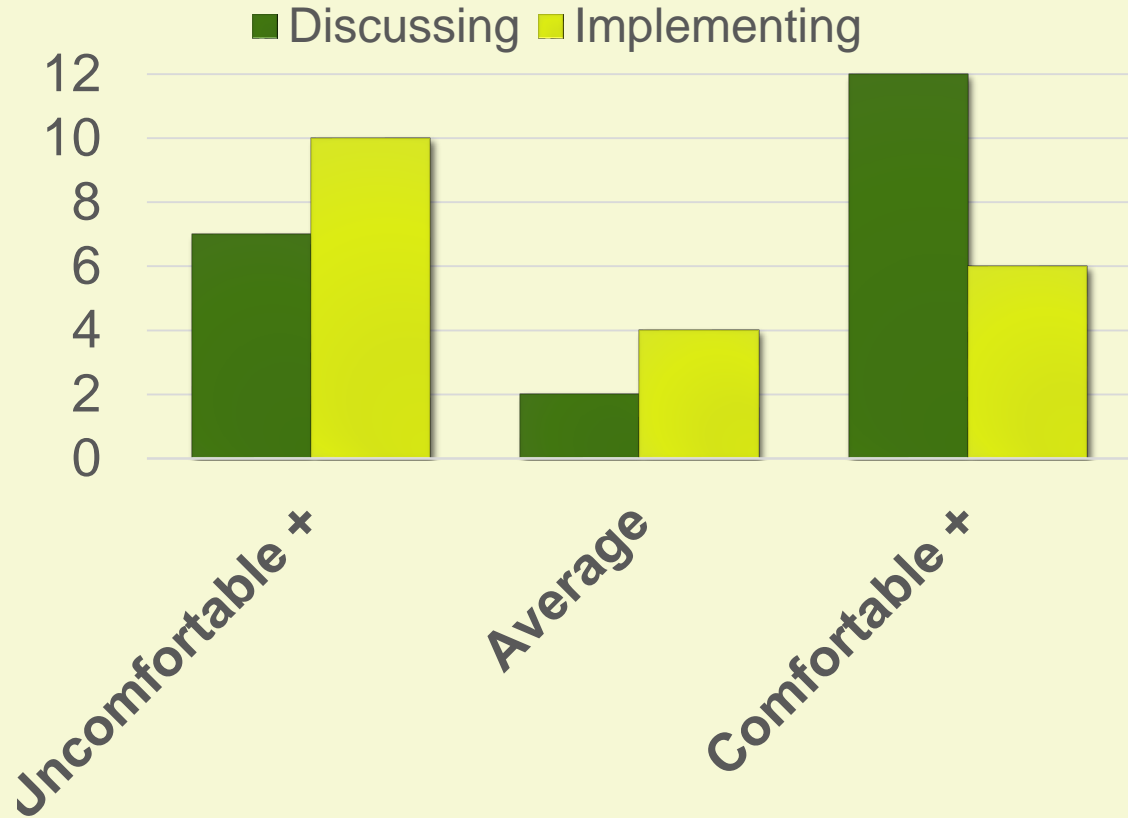
Private Charities (77%)

- Funding of AT is a top issue
- Advocates need to know about the funding gaps for crucial AT
- The AT Program does NOT Provide Funding. We provide funding resources.

2: Comfort with AT

- 50/50 split for comfort level
- More comfort with discussing than implementing
- Survey did not assess accuracy of this statement

How comfortable do you feel discussing/
Implementing Assistive Technology?



3: Current Gaps and Future Use



What are the most common needs?

- Mobility, Hearing, Vision, Daily Living



If you had AT, how would you use it?

1. Demonstrate equipment available
2. To Better Access Services
3. Provide training to other staff and community Members



Where would you use this AT the most?

- In the field
- In the office

Survey Results

- ✓ Need Language for talking about AT
 - ✓ Examples of AT and uses
- ✓ Overview of AT Program functions
 - ✓ What we can and cannot do
- ✓ Need access and knowledge about equipment to use in the field

OBJECTIVES



How?

AT Program Capacity is small, and the topic is complicated

Create a video training series to address knowledge areas.

- Utilize online platform for “Person-centered counseling training” developed in 2016 for NWD
- Disseminate to a large audience

Create access to equipment through a demo equipment kit

- Similar to Fanny Allen Outreach Project
- Increase capacity by number of centers offering demos

Part 1: AT Demonstration Kit



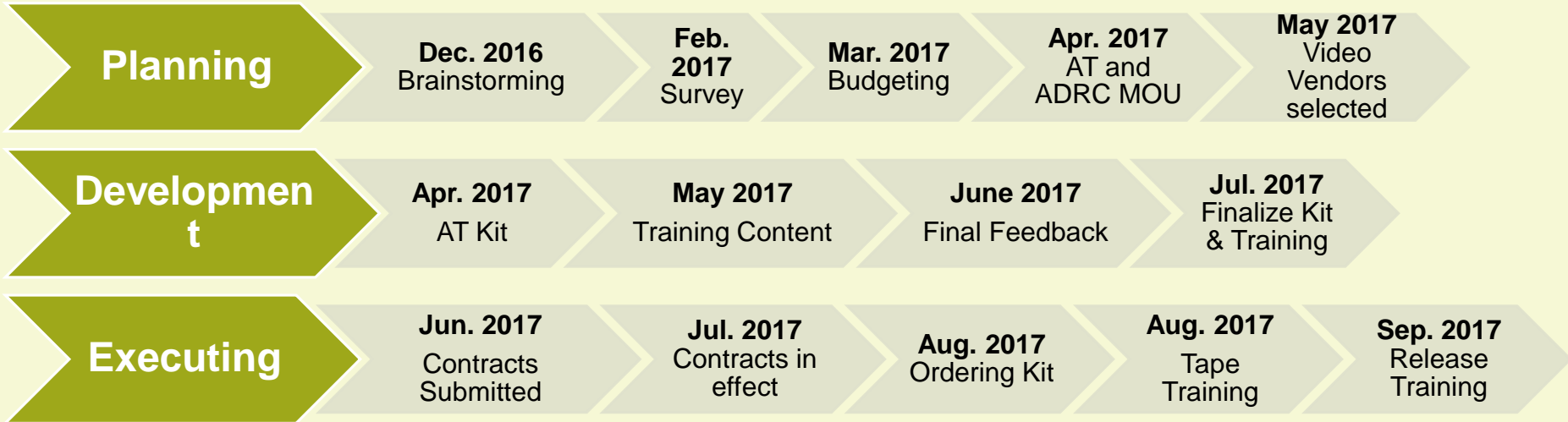
- Available to ADRC Partners
- Borrow for 30 days
- 43 items primarily items for Hearing, Vision, and Daily Living
- Resource Binder
- Training Videos
- Portable Display Unit/Tote
- Replicable

Part 2: AT Training Video Series



- Videos available online and through learning management system and online
- Consists of 3 Modules
 - What is Assistive Technology?
 - Who is the Vermont AT Program?
 - How to Consider AT using the CETT Process

Timeline



In Progress...

- ❑ Edit and Finalize Training Video. Release September 15th.
- ❑ Finish Ordering and Inventorying Kit Items
- ❑ Create Demo Videos for each item and Resource Binder
- ❑ Disseminate Training Materials and market AT Demo Kit
- ❑ Data Analysis, and measurements of success
 - Post-Training Survey: AT and AT Program Knowledge
 - Analyze number and “quality” of referrals, and where
 - Analyze number of demos from kit

Impact so far...

- Ideas for other organizations to have demo kits
- Availability of training materials to use with other partners
- Availability of AT demonstration videos

Other States

- Washington AT Act Program
- Wisconsin WisTech
- Connecticut AT Program
- MassMATCH
- Oregon Access Technologies, Inc.
- Maryland Technology Assistance Program

The Future

Where Do We Go From Here???

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