

# SEARCHING FOR PROPHETS

## *THE OHIO STORY*

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### CONTEXT/OHIO



DODD is a cabinet level agency reporting to the governor

- Ohio is the 7th most populist state, with the 3rd largest DD budget nationally in total spending and 11th in per capita spending
- Ohio serves approximately 40,000 individuals with waivers, 5,400 individuals in private and public ICF's, and 35,000 individuals in Early Intervention and other non-Medicaid funded services
- Ohio is a county-based system - our counties are taxing authorities raising over one billion dollars a year

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### **CONTEXT - PERSONAL**

Parent of three children, one with significant disabilities

I loved to mess around with electronic toys and switches (late 80's, 90's)

The barking dog

The race car set

The electric train

The talking buttons

The move from \$25.00 switches to a \$10,000 communication device lesson learned- beware of shiny objects

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### **STRATEGIC THINKING**

My expertise is more in strategic thinking than technology

- Our biggest challenges are workforce and fiscal sustainability
- Technology-while not a panacea-should be a part of every state's strategy in dealing with these challenges
- My goal is to share Ohio's strategy to make technology an integral part of it's system

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## **CONTEXT/PROFESSIONAL**

Prior to becoming Director, I spent 30 years in various positions in the private provider business

In those positions, like many of you, I faced my share of difficult circumstances

- faced litigation
- went through difficult financial times and had to lay off staff
- had to admit there were people we couldn't serve
- couldn't find enough staff to adequately support folks

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## **CONTEXT/PROFESSIONAL (Cont.)**

I came from the private sector to government service with high hopes.

Two years into my first term the great recession hit. Managing through that time of constantly eroding state revenues was the most difficult time of my career.

The recovery was slow and painful.

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## **THE GREAT TOUR**

As Ohio emerged from the great recession:

- We started to talk about sustainable service models
- Focused on three main areas
- Shared Living
- Employment
- Technology

Traveled around the state talking about the importance of these initiatives, specifically to help address both fiscal and work force issues.

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## **BLOWBACK**

As I talked about technology, I got pushback with people feeling I was pushing it solely to save money, and that it was inferior to direct support staff.

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## THE SLOW START

In response to this criticism, Ohio began slowly, first incorporating SUPPORTIVE TECHNOLOGY in our waivers in 2013, encouraging growth to occur organically and planfully

It was a struggle to get it approved by CMS (Don't screw the government)

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## TELEPSYCHIATRY

About the same time, we started to explore Telepsychiatry with one of our university partners to get psychiatric services to remote areas of the state.

This was a good early learning experience.

In the last couple of years, we have started to explore **TeleEarly Intervention** with another of our university partners.

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**SUPPORTIVE TECHNOLOGY in Ohio Means:**

Technology that can support a person in accomplishing a task or provide care from a distance is known as supportive technology.

Supportive technology includes two services, Assistive Technology and remote supports.

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**Supportive Technology:**

**Assistive technology** that can support someone who wants more independence, like using a device that can turn off a stove when they are not using it, or a cellphone application that provides step-by-step assistance with recipes.



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### **Supportive Technology:**

**Remote Support**, is sometimes called remote monitoring. The service offers a person with a developmental disability the support of a direct service provider, even when the provider is not in the home, with them using two-way communication in real time, just like Skype or FaceTime.

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### **THE SLOW START**

In our first four years, approximately 100 people started using supportive technology, specifically remote supports.

Outside of the department's efforts, a number of families starting experimenting on their own with efforts that inspired the rest of us and helped provide early examples.

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## **GET THE STORIES**

I started to gather stories of people using remote supports.

When the governor went on a technology rant in Cabinet meeting, and went around and challenged each of us to tell how we were using technology to make state government more efficient, I had stories.

The governor stole my story and started using it so I needed more stories.

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## **MONEY**

Out of this experience came two positive outcomes:

1. The Governor gave us a grant to help expand the use of technology; and
2. I was invited to some press conferences around the state with the Governor and a few other cabinet members to talk about the emphasis of the Kasich Administration on technology.

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## THE GRANT

In terms of the grant, in 2016 Governor Kasich awarded the department a grant to study technology expansion efforts to date. Specifically, before we started to aggressively push, we wanted to study the 100 or so folks using technology to:

- Identify what works and what doesn't;
- Identify what can be expanded;
- Identify promising practices used in other states; and
- Identify what needs to be developed.

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## THE GRANT

The Department contracted with the OSU Nisonger Center to create an expert panel to carry out the research.

In early 2018 they published a [White Paper: Use of Remote Support in Ohio and Emerging Technologies on the Horizon.](#)

While the actual paper was not published until 2018, critical findings were used throughout 2017 [nisonger.osu.edu](http://nisonger.osu.edu) (to find the paper, go to website, look under research tab, then technology project)

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## GRANT OUTCOME

Details from White Paper - Key Learnings

- 90% of respondents would "recommend" remote supports to others;
- 33 of 55 respondents endorsed "Safety" as what they like the most;
- 25 of 35 respondents reported since using remote supports, they have greater "Independence";
- While "privacy" is a reported concern, 45 out of 51 respondents felt "some privacy" or "lots of privacy" in their home; and
- Adults with DD using remote supports frequently report "staff" was what they liked best.

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## GRANT OUTCOME

A video was created using some of the individuals, families, and providers interviewed.



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## THE PIVOT

A key outcome from the report was it created a pivot.

Originally we embraced technology because we thought it would save money (which it does) and help the staffing crisis (which it does).

But what became clear from the report was that people using the service PREFERRED technology and, it was incredibly effective in creating and supporting independence.

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## THE PIVOT

So this pivot really changed how we thought about marketing; how we talked about Technology; and who to use as our most effective promoters.

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## HIRED THE EVANGELIST

Simultaneous to the awarding of the Grant to Nisonger Center, we hired an evangelist, whose singular focus was to expand the use of technology.

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## APPROACHED THE GOVERNOR

- Armed with an Evangelist;
- A White Paper;
- The support of the Tech Council that was a part of the Nisonger Grant; and
- The successful example of Employment First.
- We approached the Governor about issuing an Executive Order declaring Ohio a "**Technology First State**".

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## **TECHNOLOGY FIRST**

Technology First Means that when the Person-Centered Planning Meeting occurs, the team should look to technology first when planning supports.

We emphasized “not technology only”, as many people will need and desire the support of a staff person. (Lesson learned from how we rolled out Employment First).

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## **BEWARE OF ROBOTS**

The press conference...



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## THE EXECUTIVE ORDER

Two Outcomes of the Executive Order:

1. Made Ohio a Technology First State
2. Created a Technology First Council that, as a foundation of its work used.....

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## THE FOUNDATION OF THE ORDER

In 2013, the Coleman Institute, with its issuance of "**The Rights of People with Cognitive Disabilities to Technology and Information Access**", challenged the DD community to think about the right to access technology in the same way we think of the right to access buildings.

The 2013 Coleman Institute Proclamation, extended the ADA (the proclamation can be found on the Institute's web site).

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## **AMERICANS WITH DISABILITIES ACT (ADA)**

Federal laws like the “Americans with Disabilities Act” have gone a long way to ensure that people with disabilities are guaranteed equal access and opportunity.

Addressing Barriers to inclusion; curb cuts, accessible buildings, parking spots, integrated schools, community living, accessible housing, money follows the person, voting rights, etc.

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## **THE TECH COUNCIL TASK**

The Technology Council’s (that was created in the Executive Order) task was to examine the system and look at what the barriers are; what are the “curb cuts”, or “ramps”, or “doors that need widening”; that our system needs to put in place to ensure people in our system have access to technology.

It called for the establishment of Benchmarks to set goals and measure success.

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## **The Council's Challenge**

How do we Bridge the Gap Between...

- The individual's support needs *AND*
- Technology that could make his/her life better?

The Person-Centered Planning Meeting

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## **THE MEETINGS**

Our Technology Council met once per month for six months in all-day meetings.

The Council was made up of system leaders, not tech experts.

Our mandate was to establish systemwide Benchmarks and Strategies to accomplish the Benchmarks.

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### **EXAMPLES OF MEETINGS**

One meeting focused solely on presentations by the six approved tech vendors who described what their technology did, their business plan, and capacity to expand/barriers to expanding.

Another meeting focused solely on individuals and families using the technology and their experiences, either positive or negative.

Parts of most meetings identified how our rules and reimbursement helped or hindered Technology First.

All presentations were video taped and put on our website, keeping the public informed and engaged.

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### **BENCHMARKS: (To be accomplished by 12/30/2019)**

1. 2,150 people with disabilities receiving Medicaid-funded supports will have supportive technology authorized in their plan (1,000 remote supports/1,150 assistive technology).
2. All 88 counties will access Medicaid funding for supportive technology for at least one person.
3. All county board strategic plans or progress reports will include current strategies for increasing the use of supportive technology to meet assessed needs.
4. Each person with a disability will have the opportunity during the person-centered planning process to consider how technology may meet assessed needs.

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**BENCHMARKS: (Cont.)**

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 to provide support.
6. Develop a national model for using the National Core Indicators (NCI) survey process to gather data on utilization, satisfaction, and impact of technology.
7. Develop comprehensive recommendations to expand the use of tele-medicine and tele-health services.

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**BENCHMARKS: (Cont.)**

8. Amend the Interagency Agreement between Opportunities for Ohioans with Disabilities (the VR agency) and the Department of Developmental Disabilities to expand the use of technology within the Employment First Partnership.
9. Update Ohio's Transition Vision Workplan to include a core principle on technology and address technology under each existing core principle.

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## **BUILDING THE INFRASTRUCTURE**

To make "Technology First" Successful

*OR*

Ten things that may be worth stealing from Ohio

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## **1. USE OF TECH COUNCILS**

The Use of Technology Councils

Ohio used this approach twice for two different purposes.

It's a good way to keep your reimbursement rules and regulations evolving with the technology, and keeping the system responsive to peoples' needs.

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## **2. GET A TECH EVANGELIST**

Use of a Tech Evangelist Employed by the State.

Background and personality are critical.

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## **3. CREATE AN EVANGLISM CARTEL**

Building on The Statewide Tech Evangelist.

Ohio provided grants to develop local Champions/Tech Experts (13).

They meet to trade ideas as a group with the Statewide Tech Evangelist.

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#### **4. USE OF SELF ADVOCATES**

To Complement these Tech evangelists.

Ohio is currently recruiting ambassadors.

These are individuals currently using the technology and maybe some families who can help educate others based upon their personal experience.

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#### **5. A STRONG TECH PROVIDER COMMUNITY**

Recruiting a robust and varied tech provider group

- local and national
- varied technology approaches
- competition
- Time-consuming work
- builds regional approaches

Ohio currently has 7.

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## 6. THE DATA

Keep and know the Data.

We analyzed data on a county-by-county basis  
and on a provider-by-provider basis

Use of heat maps to locate and address areas of  
drought and growth.

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## 7. SET LOCAL OR REGIONAL GOALS

As a county-based system, a number of counties have  
set goals for remote technology, developing  
benchmarks as a part of their five-year strategic plan.

The goal is for this to occur in all counties.

However your system is structured, local/ regional  
goals should be a part of it.

The data from the previous slide should be a part of it.

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## **8. TECH HOMES**

The use of Technology Homes...

These can provide educational opportunities for individuals, families, and Support Coordinators/Case Managers.

It provides concrete examples of what the technology can do.

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## **9. SUPPORT FAMILIES, INDIVIDUALS & SUPPORT COORDINATORS**

Use live video chats directed at families, and separate ones directed at support coordinators.

Develop handouts for those who prefer the "old way".

We emphasize, "you do not need to know technology, you need to know people. Don't talk about things you don't know".

Bring in vendor companies, if you know your people can determine if technology is appropriate.

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## 10. COMMUNICATION

Use the state's Communication Department to:

- ➔ Maintain a "Technology First Website"
  - Videos and animation;
  - Virtual home with 16 tech options - lots of examples; and
  - Presentations from tech council meetings.
- ➔ Every Tuesday we held "Tech Tuesday" Communication;
- ➔ Continue to collect stories; and
- ➔ Develop training modules for DSPs and Service Coordinators.

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## Conclusions:

Technology saves money, promotes independence, improves relationships - in some cases, and is the superior service - in some cases.

Nationally, it is sad how few persons with disabilities have access to technology. In Ohio only 1.5% of waiver recipients are using remote supports, and Ohio is viewed as a leader. Our evangelist thinks 20% is realistic.

Everyday new technology is being developed and sold, but we lack the ability and knowledge to match/adapt that technology to the needs of the folks we serve on a scale-able level.

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**Conclusions (Cont.):**

Each time we utilize remote supports, the savings is approximately \$10,000 per individual served (Ohio is currently saving \$5.5 million dollars per year. At 20% the number would be \$80 million).

The program needs to work for everyone to be successful, including providers, individuals, families, and support coordinators. Your tech evangelist needs to be able to communicate the benefits,

The use of technology will not expand without infrastructure, strong leadership, and thoughtful expansion.

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**CONCLUSIONS (Cont.):**

We have yet to scratch the surface on how management could use remote support technology to support Direct Support Staff

*OR*

use it, and assistive technology, for medical support.

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