ENABLING TECHNOLOGY

CREATING INDEPENDENCE AND SUSTAINABILITY FOR THE COMMUNITY SERVICES SYSTEM

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WHY IS ENABLING TECHNOLOGY IMPORTANT?

There are a variety of reasons why innovation through Enabling Technology is important to the people we support and the HCBS service provider network:

- Provides opportunities for people to achieve new levels of desired independence or regain lost levels of individual control in their lives.

- Allows for more personalized service delivery through person-centered planning, and more flexibility with staffing patterns.

- Avails new tools and resources to service providers allowing greater programming quality while also addressing significant workforce deficits.

- Allows providers to efficiently grow their operations while recognizing cost efficiencies that can quickly be redistributed to address mounting wage pressures.

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ORIENTATION TRAINING OUTLINE

1. Identifying enabling technologies that are available and evaluating their value/impact
2. Defining the scope of what is or is not covered as an enabling technology
3. How should the program evolve
4. Steps to encourage/increase utilization of enabling technology among participants and providers
5. Training and education for internal state staff and for various external state stakeholders, including but not limited to case managers/service coordinators
6. How to pay for enabling technologies

ORIENTATION TRAINING OBJECTIVES

Identifying enabling technologies that are available and evaluating their value/impact

- **Tapping the Experts** – The Wheel is Here, Roll With It
- **Make Time to "Ideate"** – Defining System Voids, Current and Emerging Issues and Technology Solutions That Fit
- **Development** of Enabling Technology Protocols, Procedures, Documentation, Training and Resources
- **Identifying Champion Agencies**, Stakeholders, and People in Services
- **Designing Pilots** – Controls and Supports, Data, Analysis

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ORIENTATION TRAINING OBJECTIVES

Defining The Scope Of What Is Or Is Not Covered As An Enabling Technology

- **Technology 1ˢᵗ** - Enabling Technology solutions should be considered as the first option for services and supports and prioritized as a possible solution in order to promote independence, reduce risk of future reliance on direct supports, empower personal growth, and provide additional opportunities for self-determination;

- **Dr. K(no)W** – While often working in conjunction, Enabling Technologies must be delineated from their close cousin, Assistive Technologies. Plan development, agility, review and approval processes depend on it.

- **Connectivity Challenges** – To Date, CMS is unwilling to approve internet or cellular costs. Workarounds.

- Tennessee's Enabling Technology Full Definition & Protocol – https://www.tn.gov/content/dam/tn/tenncare/documents/EnablingTechnologyProtocol11022021.pdf

HOW DO WE DEFINE ENABLING TECHNOLOGY?
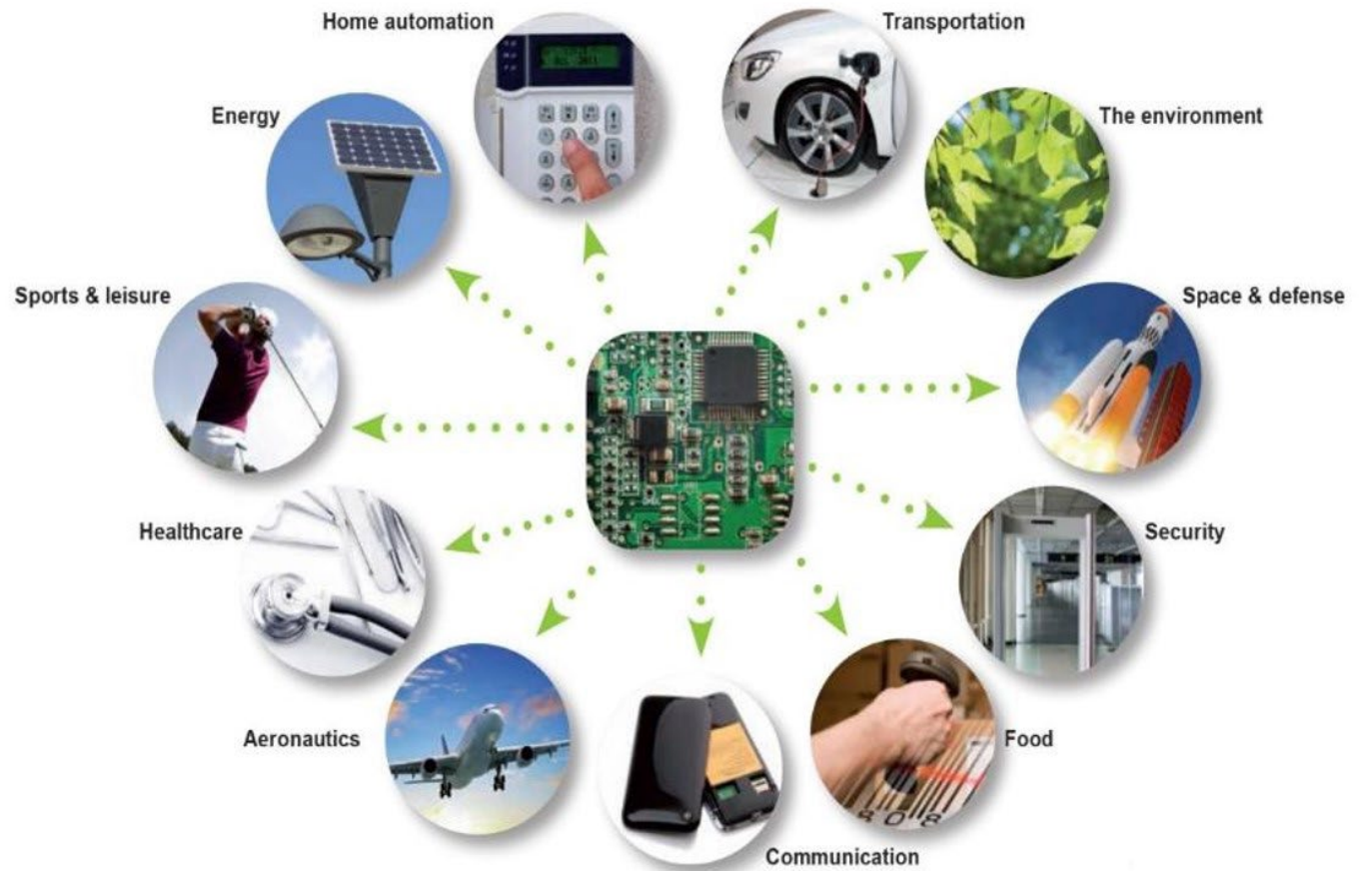
Enabling Technology is defined as **equipment and/or methodologies** that, alone or in combination with associated technologies, **provide the means** to support individuals' **increased independence** in their homes, communities, and/or workplaces.

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HOW DO WE DEFINE ENABLING TECHNOLOGY?

How Should The Program Evolve?

Phase 1

- Find Your Rock Star, Know Your Music
- Develop Basic Informational Sessions And Materials
- Define Your Stakeholders Most Likely To Become Early Adopters
- Communicate Successes Outside Of Your State
- Focus First On The Achievements Of People, Then On The Efficiencies Experienced By Providers and, Finally, On Financial Impact At A System Level

HOW DO WE DEFINE ENABLING TECHNOLOGY?

How Should The Program Evolve

Phase 2

- Develop A Pilot – Focus On A Single Issue and Limited Technology Engagement (ex. Nighttime Seizure Monitoring, Individual Control of Environment, Automated Medication Dispensing) And At No Funding Reduction

- Develop Your Guardrails And Your Training Plan

- Identify An Agency or Agencies Already Forward Thinking And Establish Contact, Share Vision, Information, Training

- Establish Initial Pilot, Small Control Group, Baseline Data, Collect Data On Experience

- Communicate Pilot Success And Highlight Person(s) And Agency, Aggressively

HOW DO WE DEFINE ENABLING TECHNOLOGY?

How Should The Program Evolve

Phase 3

- Building On Success Of First Pilot, Develop At Least 2 New Pilot Opportunities And Solicit Participation From Network. Continue To Focus Each Pilot On A Specific Issue Or Technology.

- Communicate Solicitation For Project And Subsequent Provider Selection, By Name And By High Level Official

- Communicate Pilot Outcomes, Highlighting Personal And Agency Success Adding Projected Staffing Efficiencies and Cost Impacts For Agency and State System.

- Develop Formal Report On Findings, Personal Gains In Independence, Agency Efficiencies In Cost And FTEs, State Cost Efficiencies. Distribute To Stakeholder Community And Legislature.

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HOW DO WE DEFINE ENABLING TECHNOLOGY?

How Should The Program Evolve

Phase 4

- Develop Waiver Definition And Agency Participation Requirements. Agency Requirements Should Include Either Validation Of Accreditation Or Direct Oversight And Support Of I/DD Agency Or Consultant.

- For Initial Inclusion Into Waiver Service Environment, Utilization Of Enabling Technology Should Not Impact Rate Of Reimbursement For Services In A Fee-For-Service System. In A Value-Based Payment System, Utilization Should Include Payment Incentives.

- Track Utilization Efforts Across System And Communicate, Highlight High Utilization Agencies, Frequently. Special Focus Should Be On Successful Utilization And Small Gains Of Control Achieved By Participants Of Especially High Acuity As Well As Large Gains In Independence, Such As Independent Living or Semi-Independent Living Availed By Use Of Enabling Technology.

- Based On Utilization Data and Cost Efficiencies, Develop Tiered Rate Structure Accounting For Cost Savings And Share Savings With Agencies To Maintain Incentives.

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ENABLING TECHNOLOGY INCLUDES...

Steps to encourage/increase utilization of enabling technology among participants and providers

Information

- Establish Relationships with the Experts – Learn and Solicit Their Participation In System Development

- Hold Info-only Sessions, Led by Highest Ranking Official Possible, Featuring Guest Speakers Who are ET Experts

- Target Advocacy Agencies, Family Stakeholder Groups, Provider Community Organization(s) or Leadership Council(s)

Acclimation

- Develop a Common Terminology (ex. Enabling Technology) And Use It Consistently During Any Opportunity With Stakeholders

- Solicit Participation From Any Provider Within Your Network With Experience And Highlight Their Involvement, Publicly

- Normalize ET. Present ET As A Tool Available To People – Affordable, Accessible, Approachable
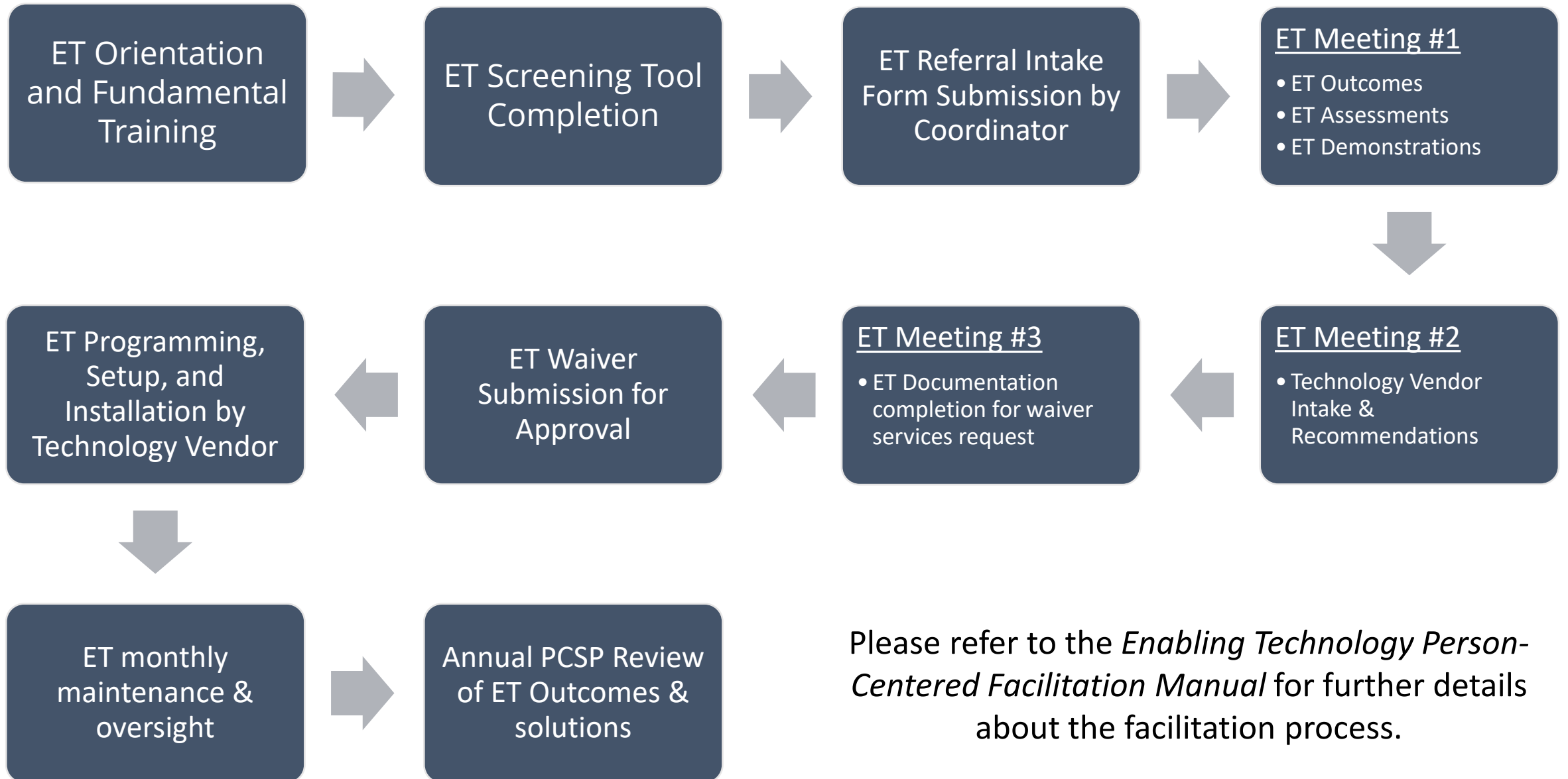
Technical Assistance

- Develop (or Commission) Training For ET to Establish A Foundation And Assure Person-Centered Approach, As Opposed To Agency Adoption

- Develop (or Commission) Organizational Certification

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ENABLING TECHNOLOGY FUNDING

Enabling Technology funding:

- For 1915(c) Waiver members - Enabling Technology, along with Assistive Technology, Specialized Medical Equipment and Supplies (SMESAT), are limited to $10,000 per two (2) Waiver years.

- For ECF CHOICES members - Enabling Technology, along with Assistive Technology, Specialized Medical Equipment and Supplies (SMESAT), are limited to $5,000 per year.

- For CHOICES members, Enabling Technology is limited to $5,000 per year and is available through March 31, 2024.

If you are interested in learning more about Enabling Technology, please contact your Coordinator for more information. Please also feel free to visit the State of TN DIDD Enabling Technology website at https://www.tn.gov/didd/for-consumers/enabling-technology.html

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ET Orientation and Fundamental Training → ET Screening Tool Completion → ET Referral Intake Form Submission by Coordinator →

ET Meeting #1
- ET Outcomes
- ET Assessments
- ET Demonstrations

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ET Meeting #2
- Technology Vendor Intake & Recommendations

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ET Meeting #3
- ET Documentation completion for waiver services request

←

ET Waiver Submission for Approval

←

ET Programming, Setup, and Installation by Technology Vendor

↓

ET monthly maintenance & oversight → Annual PCSP Review of ET Outcomes & solutions

Please refer to the *Enabling Technology Person-Centered Facilitation Manual* for further details about the facilitation process.

ENABLING TECHNOLOGY SCREENING TOOL

This screening tool was designed to assist coordinators in determining if a member and their team is interested, willing, and ready for the integration of Enabling Technology as a natural support to their services. The questions are asked using a person-centered thinking approach with a focus on understanding the member's outcomes, priorities, preferences, and concerns towards using Enabling Technology.

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Enabling Technology Screening Tool

Member's Information:

Member's Name (First Name & Last)	Name of Service Provider – County (if applicable)
Click or tap here to enter text.	Click or tap here to enter text.
Manage Care Organization (MCO)	Name of Coordinator – Title
Click or tap here to enter text.	Click or tap here to enter text.
Date Screening Tool Completed	Reason for Screening completion
Click or tap to enter a date.	Choose an item.

Enabling Technology Integration for a Member's Vision, Preferences, and Outcomes of a Preferred Life:

1. What is the member's desire for more independence at home, in the community, and/or at work?

2. Please indicate which outcome(s) for independent living the member is willing to use Enabling Technology to help support them in achieving their goal? (please select all that apply):

☐ Controlling My Environment	☐ More Privacy or Alone Time	☐ Housekeeping
☐ Health & Wellness	☐ Personal Appearance & Hygiene	☐ Employment
☐ Food & Cooking Safety	☐ Emergency & Safety Preparedness	☐ Communication
☐ Transportation	☐ Personal Funds Management	☐ Other_____
☐ Community Integration	☐ Developing/Maintaining Relationships	☐ N/A

3. Describe the member's interest in using Enabling Technology as a natural support to their daily routine? (provide examples if needed)

4. Please list any type(s) of technology that the member is currently using and/or is interested in using as a natural support to their services.

5. What is the team's attitude towards the member's desire for more independence at home, in the community, and/or at work?

HOW TO USE THE ENABLING TECHNOLOGY SCREENING TOOL

This screening tool was designed to assist coordinators and service providers in determining if a member and their team is interested, willing, and ready for the integration of Enabling Technology as a natural support to their services. The questions should be asked using a person-centered thinking approach with a focus on understanding the member's outcomes, priorities, preferences, and concerns towards using Enabling Technology.

Process:
- Have a conversation with the member and their team to answer all the questions on this form (Tip: make sure to get an answer from the member first in order to get their perspective before moving on to the rest of the team for their input)
- Complete the matrix at the end of the form by checking either YES, NO, or NOT SURE for each question in the matrix.
- Total up the number of checks in each column of the matrix

Scoring:
- 4+ checks in the "YES" column indicates there is an overall interest, willingness, and readiness to integrate Enabling Technology
- 4+ checks in the "NO" column indicates

ENABLING TECHNOLOGY REFERRAL INTAKE FORM

Once it is determined by the Coordinator that the member and their support team is interested, willing, and ready for the integration of Enabling Technology, then they will complete the "Referral Intake Form" to start the facilitation process. While providers may assist with the development of the ET plan, the documentation must be submitted by the Coordinator.

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Enabling Technology **Referral Intake Form**

The **Enabling Technology Referral Intake Form** should be completed and submitted for any 1915(c) Waiver, ECF CHOICES, or CHOICES member who has indicated they have an overall interest and readiness to participate in the Enabling Technology person-centered facilitation, planning, and integration process. The Coordinator should have completed and utilized the *Enabling Technology Screening Tool* prior to completing and submitting the Enabling Technology Referral Intake Form.

Referral Contact Person:		
Name of Contact Person	Title/Role of Contact Person	
Email Address	Phone Number	Date of Referral Click to enter a date.

Name of contact organization coordinating or providing waiver supports: Click or tap here to enter text.

Waiver Program Name, if Applicable Choose an item.

Member's Information:	
Member's Name (First Name & Last)	Name of Service Provider – County (if applicable)
Manage Care Organization (MCO)	Name of Coordinator – Title
Coordinator Email Address	Coordinator Phone Number

PERSON-CENTERED FACILITATION

The ET Person-Centered process:

- The Coordinator will be responsible for the coordination and facilitation of the Enabling Technology person-centered planning and assessment process.

- A DIDD Technology Champion can be requested to assist with the facilitation when needed for additional consultation and guidance.

- The Coordinator should also reference the "Enabling Technology Facilitation Manual" as a guide for facilitating each Enabling Technology planning meeting.

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PERSON-CENTERED FACILITATION

The ET Person-Centered process should include:

- Person-centered planning and ET assessment(s) to ensure the integration of Enabling Technology in a person-centered way that will help to increase independence while also ensuring the health, safety, and well-being of the member;

- Coordination with chosen Technology Vendor(s) for Enabling Technology recommendation(s) that support the member's priorities, preferences, and concerns; and

- An Enabling Technology Plan developed in conjunction with the member, their COS, and the contributing Technology Vendor.

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ENABLING TECHNOLOGY SERVICE AUTHORIZATION

The Coordinator will be responsible for submitting the Enabling Technology service authorization request along with these supporting documents:

- Updated PCSP with justification for utilizing Enabling Technology as a support service;

- Enabling Technology Assessment/Questionnaire;

- Enabling Technology Plan; and

- Quoted invoice from the Technology Vendor(s) according to requested service period.

ADDITIONAL TRAINING & RESOURCES

RELIAS – ET FUNDAMENTAL TRAINING

Enabling Technology Fundamental Training in Relias:

- All of our Enabling Technology Fundamental Training can be accessed through our DIDD Relias Learning Management System (LMS).

- You should contact your agency's Relias Supervisor to request assistance in assigning the Enabling Technology Relias ET Fundamental Training Plan and its corresponding courses to your Relias training transcript.

- The ET Fundamental Training can be easily found in Relias by going to the *Learning Tab>Training Plans>Training Plans List*, and then searching for "Enabling Technology". You will then need to assign the ***Enabling Technology – Fundamentals*** training plan which consists of the following courses.

RELIAS – ET FUNDAMENTAL TRAINING

Enabling Technology – Fundamentals (Training Plan):

MODULE 1

Introduction to Enabling Technology and Best Practices

Defining enabling technology and distinguishing it from assistive tech

Discussing benefits, uses and examples for home, work and community

Identifying best practices for technology-first organizations

MODULE 2

Roles and Responsibilities of Direct and Natural Supports

Exploring the concept of "support" and differences between direct and natural

Identifying generic responsibilities of everyone on the support team

Highlighting specific responsibilities for various team members

MODULE 3

Person-Centered Assessment and Support Planning

Applying person-centered approach to assessment and support planning

Highlighting the elements of a technology assessment

Discussing the integration of technology into the service/support plan

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SHIFT = CONNECT. INSPIRE. TRANSFORM

"Shift" – Enabling Technology Certification Program

- **Enabling Technology Credential** Program for Support Professionals and Coaches

- **Enabling Technology Integration Specialist (ETIS) Certification** Program for Technology Champions

- **Enabling Technology Navigator Certification** program for Support Coordinators & Case Managers

- **Technology First Accreditation** Program for Agencies & Organizations

TechFirstShift.org

DIDD ENABLING TECHNOLOGY CONTACTS:

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