Everybody Wins!
States and Assistive Technology Providers Partnering to Support More Individuals, Both Aging and Those With I/DD and ND

MapHabit and MO-DD

Holly Reiff, Provider Relations Director, MO DMH-Division of DD
Matt Golden, Co-Founder and CEO, MapHabit, Inc

Improving lives THROUGH supports and services THAT FOSTER self-determination.

How We Started and Where We Are Going
Holly Reiff, Provider Relations Director, MO DMH-Division of DD

Technology in Missouri

- Assistive Technology had long been part of the 1915c Home and Community Based Waivers for ID/DD in MO
  - Was not being fully utilized
  - New emerging technologies were showing that support without in-person staff was available
  - 2012 Remote Supports are added as service options

- Education and possibilities about how technology can support individuals good life were not being fully explored.

Missouri becomes a Technology 1st State

- In 2012 remote supports were added as a service option

- 2019 Missouri began the Technology 1st Initiative to support Missourian's access to technology supports that:
  - Improve quality of life
  - Increase independence and privacy
  - Increase safety and health
  - Support the direct care professional shortage

Missouri becomes a Technology 1ˢᵗ State

- Missouri set a goal to reach 1600 individuals supported technology by 2021

- We did not reach this goal 🙁

- Why were we not successful?
  - No driver to keep and measure the progress of the goal
  - No formalized education
    - Support Coordinators
    - Families/Individuals
    - State Support Staff

Missouri's Organizational Efficiency

- 2020
  - Facing the challenges of a growing and changing system of government and other needs
  - Noticing gaps in services and supports
  - Noticing areas that could be improved to better services to all Missouri citizens

- Provider Relations re-designed how to support current and future providers

Missouri's Organizational Efficiency

- Provider Relations Teams

    - Provider Rate and Enrollment
        - On-board new companies wishing to contract with the   Division of DD
        - Support rate and rate changes

    - Vender Service Coordination
        - Technical Assistance
        - Contract support and review

    - Universal Design and Assistive Technology
        - Increase capacity and utilization of UD services
        - Support the Technology 1st and Housing Initiatives

- With the beginning of the UDAT team we saw great leaps of improvement
  - Increased Utilization of remote support by 200 + services
  - Increased Provider capacity including new technology options
  - Partnerships that support education
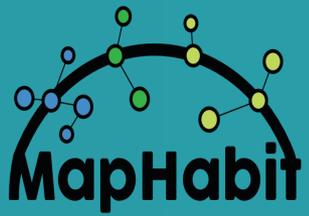   - SHIFT
    - MO-AT

Future UDAT Goals

- Technology Ambassadors

- Growth of waivers to include virtual delivery options
  - Offering "just the right amount of support, only when the support is needed"
  - Expansion of service options

- Universal Design
  - Combining and educating on how services work together to achieve outcomes

Technology Concerns

MISSOURI DIVISION OF
DEVELOPMENTAL DISABILITIES

- Surveillance
  - Reviewed by executive leadership team
  - Outlined in Contract with DD providers

- Restrictive Supports
  - Due Process
    - Due Process Subject Matter Experts receive additional training on Enabling/Assistive Technology
    - Consultations with accredited Enabling Technology Information Specialists
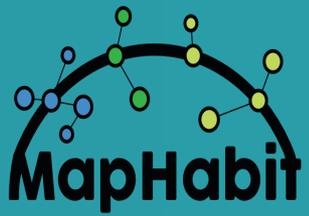 - Provider Education and support

MapHabit

The
MapHabit
Founders

Matt Golden
CEO and Co-Founder

Coca-Cola   **Deloitte.**   Capgemini

Stuart Zola, PhD

CSO and Co-Founder

neurotrack   EMORY UNIVERSITY   VA | U.S. Department of Veterans Affairs

Matt's Inspiration

MapHabit Milestones
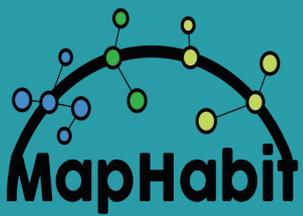
MapHabit
Medicaid
Waiver
Coverage

1,500
ENROLLED
across
25 States

MISSOURI DIVISION OF
**DEVELOPMENTAL
DISABILITIES**

MapHabit Is Fully Reimbursed In 9 States

(And Growing)

Approved

Application in Progress

Self-Directed Program

Medicaid-Waiver

MapHabit
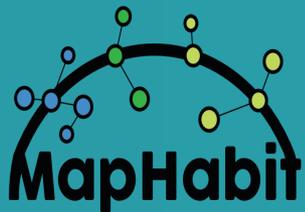
Our Research

5 Peer-Reviewed Studies

3 Conditions studied: Intellectual/Developmental Disabilities, Traumatic Brain Injuries & Alzheimer's Disease & Related Dementias

84 Net Promoter Score

☑ Improved Quality of Life

☑ Decreased Caregiver Burden

☑ Improved Independence

Member Journey

Member Opt In

Initial Questionnaire

Mail Tablet and Kit

Member Interview:
Build Personalized
Wellness Plan

Technical
Coaching
(optional)

Personalize Content

Evaluate
Outcomes

Setup Complete

Check
In

Check
In

Monthly
Check
Ins

WEEK	0	1	2	3	4	6	8	

ONBOARDING

INITIAL USE

OPTIMIZATION

MONTH 2

MONTH 3+

Wellness
Assessment
(1 Hour Session)

Follow Up Session
(30 Min Session)

MapHabit

MapHabit allows caregivers to help, not to do.

Eating

Bathing

Getting Dressed

Activities of Daily Living (ADL)

Using the Restroom

Transferring

Incontinence

Instrumental ADLs

Shopping

Housework

Transportation

Medication Setup / Reminders

Managing Personal Finances

Communication Skills

Exercise
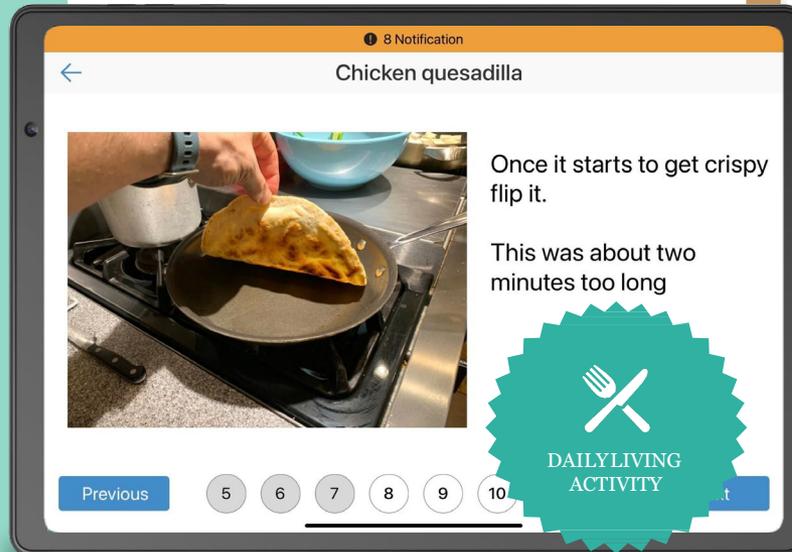
Nutrition

Sleeping

Social Engagement

**Memory Health**

Transition, Employment & Independence

Individualized by Each User

Paper-based print-outs can be emailed in seconds

MOBILE PLATFORM

Mi Medicacion

1. 12:00PM medio dia; 1 pastilla amarilla
2. 6:00PM tarde; 1 cucharadita de citroid
3. 8:00PM noche; 1 pastilla para la garganta

Chicken quesadilla

8 Notification

Once it starts to get crispy flip it.

This was about two minutes too long

Previous   5   6   7   8   9   10

DAILY LIVING ACTIVITY

MEDICATION SETUP / REMINDERS

Audio/Video can easily be added to personalize step-by-step maps and cue individuals
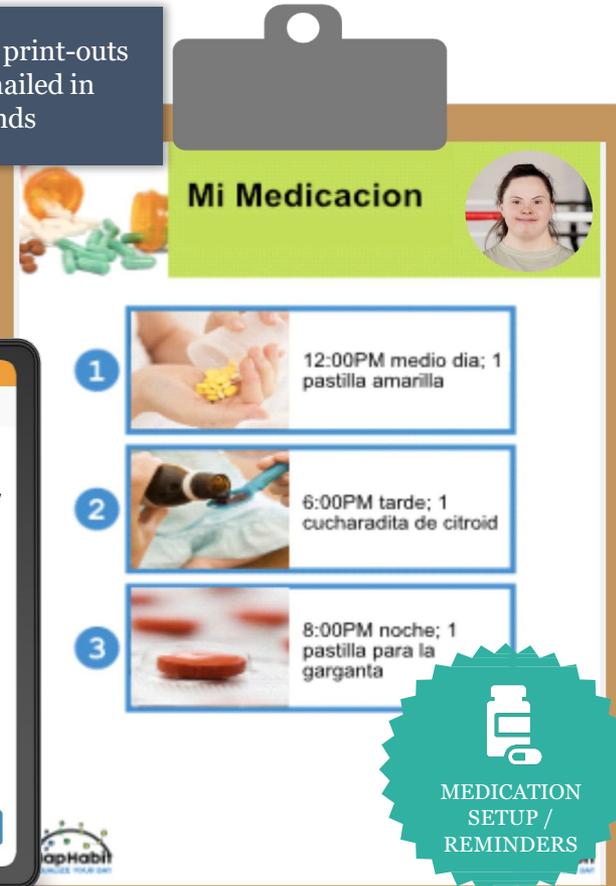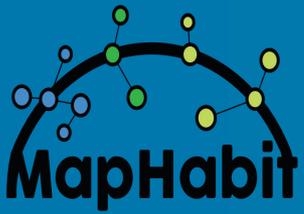
PDF PRINT-OUTS
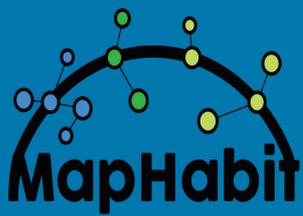
How This Led to MO Waiver

- Visual supports = Gold Standard in I/DD and ND Support
  - Usage falls off 8-10-13 years of age, negatively impacting progress toward independence

- MapHabit created to support those with Alzheimer's and Dementia
  - applicable support for I/DD and ND Support?
    - LuMind Study

- How do we get it into the hands of those who need it, who do not have expendable income to direct purchase, specifically individuals with I/DD, ND and TBI and their circles of support?

  - Waivers
  - Grants
  - VocRehab

  - Schools
  - Partnerships
 - Peer Providers

- Communication
  - How it changed, evolved
    - DD learning tech language
    - Tech learning DD and Medicaid language

- Tech in the community, how can it fit in the waiver terminology and definitions
  - Technology can eliminate barriers and increase accessibility to supports (ie. Visual supports portability and accessibility)

- Analytics vs Surveilance
 - Supported Self-Direction vs Restriction
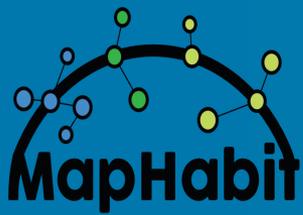
Learnings

- Timing
  - Gap from selection to UR approval to onboarding

- Definitions and process variations from state to state

- Communication/Fears
  - Knocking down barriers
    - No need for pre-evaluation or proof of ability to use
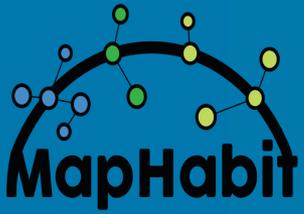
- CMS support of consistency
  - Enabling technology

- How do we support definitions that support greater technology adoption, but protect from technology overstep
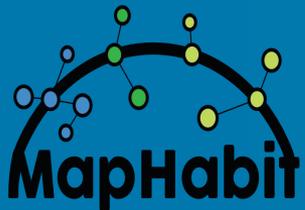 - Support, not isolate
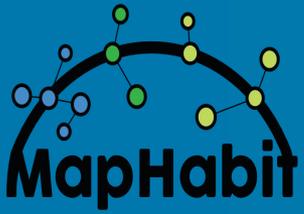
Questions?

You can contact Matt or Holly in the following ways:

Please find us at the MapHabit booth or
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Holly Reiff, MO DMH Division of DD,
TechnologyFirstAndUniversalDesign@dmh.mo.gov

APPENDIX

Product Demo