Office of Developmental Programs
Technology Usage Survey Results

ODPs Technology Task Force surveyed qualified providers serving individuals with intellectual/developmental disabilities and autism about current experiences with Remote Supports, Assistive Technology, Teleservices, and Video Monitoring. Results included below.

Number of Provider Respondents:	94	Survey Date Issued:	April 17, 2023	Survey Date Closed:	May 5, 2023	Survey Results Published:	June 23, 2023

SECTION A: REMOTE SUPPORTS

This waiver service involves the use of technology for two-way, real-time communication in the participant's home and/or community that allows someone from off-site to monitor and respond to the individual's health and safety needs. (Examples include third-party vendors providing Remote Supports through a service agreement, in-house Remote Supports meeting all technical requirements and that ensure privacy, safety, and informed consent.)

1. Does your agency provide Remote Supports in Private Homes?	1a. Based on the definition above, how many individuals does your agency serve using remote supports in their own home (i.e., apartment, home, parent/caregiver home)?	2. Does your agency provide Remote Supports in Residential Services?	2a. Based on the definition above, how many service locations are equipped with remote support capabilities that meet all requirements specified under the Remote Supports service definition?	2b. How many individuals who reside at these service locations receive Remote Supports?
15 (16%)	**0** (Note: based on responses, 15 providers appear willing and qualified, but are not currently supporting anyone in their own home.)	**13** (14%)	**692**	**1093**

SECTION B: ASSISTIVE TECHNOLOGY

Assistive Technology is an item, piece of equipment, or product system, whether acquired commercially off the shelf, modified, or customized, that is used to increase, maintain, or improve an individual's functioning or increase their ability to exercise choice and control. (Examples may include tablets, smartwatches, Siri or Alexa devices, Bluetooth communication devices, GPS devices, health & safety monitoring, or motion detectors.)

3. Do any of the individuals your agency serves utilize Assistive Technology?	3a. How many individuals currently use Assistive Technology?	Vision	Hearing	Speech Communication	Learning, Cognition & Developmental	Mobility, Seating & Positioning	Environmental Adaptations	Vehicle Modification & Transportation	Computers & Related Peripherals	Recreation, Sports & Leisure	Other
65 (69%)	**2021**	**26**	**25**	**45**	**20**	**26**	**30**	**21**	**33**	**19**	**6**

SECTION C: TELESERVICES

Teleservices involves the delivery of a waiver service, other than Remote Supports, through live two-way audio/video or live audio engagement.

4. Does your agency provide Teleservices?	In-Home and Community Habilitation	Companion	Community Participation Support	Supported Employment	Small Group Employment	Therapies
25 (27%)	(20%) **13 of 64 Qualified Providers**	(6%) **3 of 48 Qualified Providers**	(24%) **10 of 41 Qualified Providers**	(9%) **4 of 44 Qualified Providers**	(0%) **0 of 18 Qualified Providers**	(100%) **1 of 1**

SECTION D: VIDEO MONITORING

Monitoring, which is not a waiver service, involves seeing or observing, but not engaging or communicating. (Examples may include Ring Doorbell, Blink camera systems, or other video monitoring capable of viewing or observing individuals receiving services or the people who provide them.)

5. Does your agency utilize video monitoring at any of your service locations?	Smart doorbell	Video monitoring system	Sensor technology system	Home security system	Other	At how many service locations do you use Video Monitoring?
26 (28%)	13	11	6	12	0	166

COMMENTS - *Do you have any comments you'd like to add about your agency's use of Remote Supports, Assistive Technology, Teleservices, and/or Video Monitoring?*

We would love to use remote supports or assistive technology more, but we aren't knowledgeable enough.

very interested in future use of remote supports.

Remote supports have been extremely helpful. They helped individuals feel that they had more control over how they want to live. Increased independence.

We would love more training opportunities to learn about what types of services/supports we can possibly offer and provide in the future in the remote supports/technology realm.

Most of our participants arrive at the facility and then go into the community, while other start at home. We need greater support with IT services to better support the participants who choose to start from home.

We have a contract with SafeinHome and will be providing Remote Support very soon. We do have individuals who use AT, but I do not know yet how many.

Would like to see additional funding to implement assistive technology and remote supports.

We only provide services in private homes, the community and employment. We are very interested in providing Remote Supports and utilizing technology to provide more independence and the ability for more people with intellectual disabilities to live in their own homes. The barrier we have is that there's no funding for backup support to be able to introduce and integrate remote supports and technology. seamlessly and safely.

Assistive Technology and Teleservices are used and will likely continue to be used, but we are also interested in and excited for the possibility of Remote Supports.

We appreciate the ability to add teleservices to our service offerings. We prefer to provide services in person, however, the ability to respond to consumer requests and remotely attend meetings has made our agency more efficient and able to attend more meetings without the travel. Some consumers also prefer phone conversations or face to face virtual meetings in some circumstances.

We are in the process of investigating these areas and plan to implement Teleservices with our individuals more frequently in the near future. We are also looking into Remote Supports but have not utilized that service as of yet.
Several programs were utilized during the pandemic that are resorting back to in person meetings and communication. However, they are being maintained to communicate with teams on an ongoing basis as needed or desired.
We are getting ready to pilot some smart home devices in our latest residential setting.
As soon as the rate changes for teleservices our agency will no longer be offering it to our CPS and IHCS individuals because we wouldn't even be able to pay our staff to provide that support as the rate will be ridiculously too low. It would have been a great alternative to be able to offer it for when we have snow days or when the individual is home sick but still wants to receive services.
We have explored some remote supports, but we are still trying to balance the sense of infringement on privacy versus the assistance given through the remote supports.
We would absolutely begin using these services if the rules and regulations were simple and consistent. We would also need a county Administrative Entity that would be on board with these services.
We anticipate utilizing more assistive technology in the future.
This is a very new idea and has been working well. We are currently contracting with Safe in Home and it has been going well.