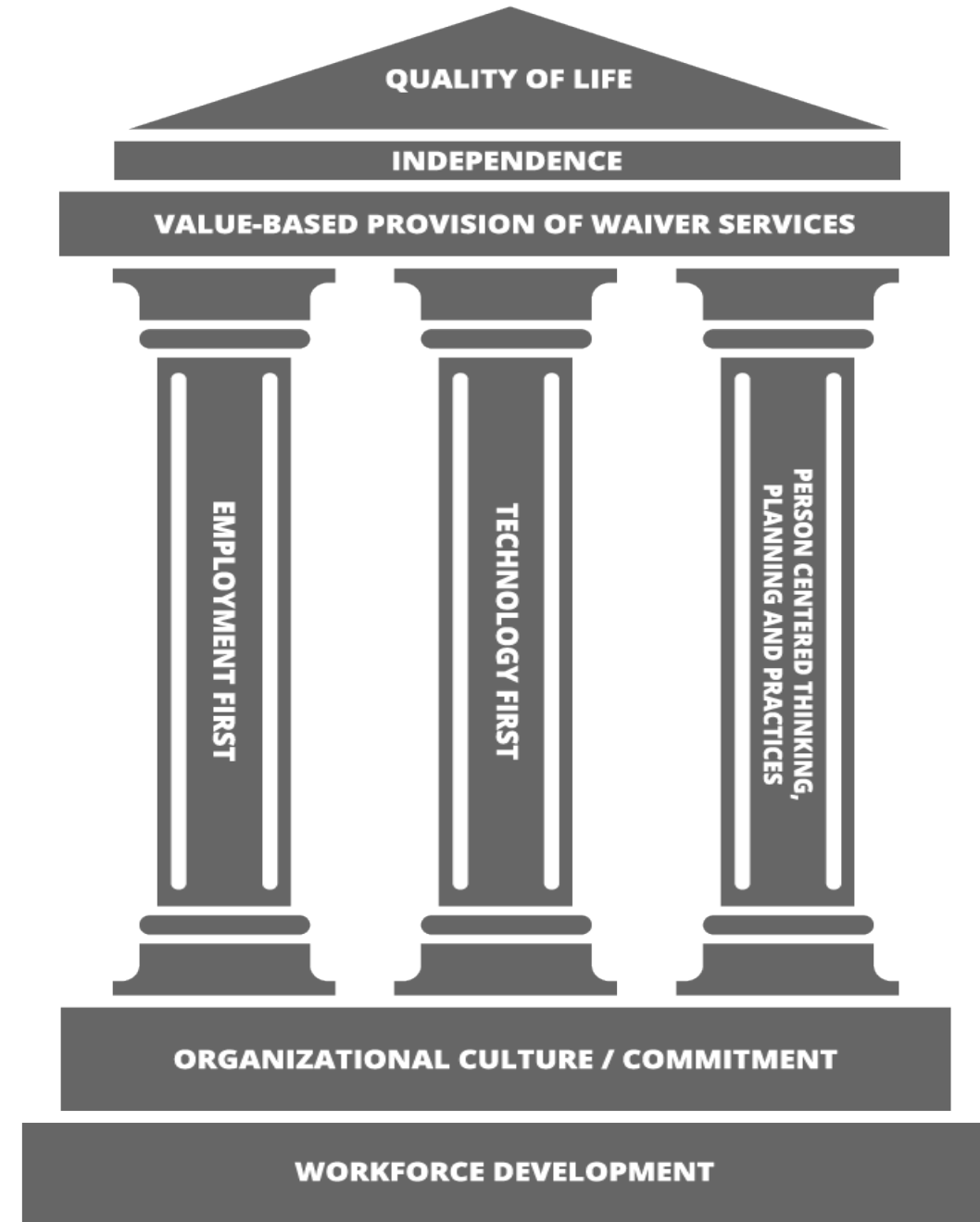


DIVISION OF PROGRAM INNOVATION

*State Government as an
Architect of HCBS Innovation*

What is the Division of Program Innovation?

- Established in 2020 to create innovative pathways to advance TN DIDD's mission
- Enabling Technology as a throughline
- Support the “Pillars of Transformation” framework

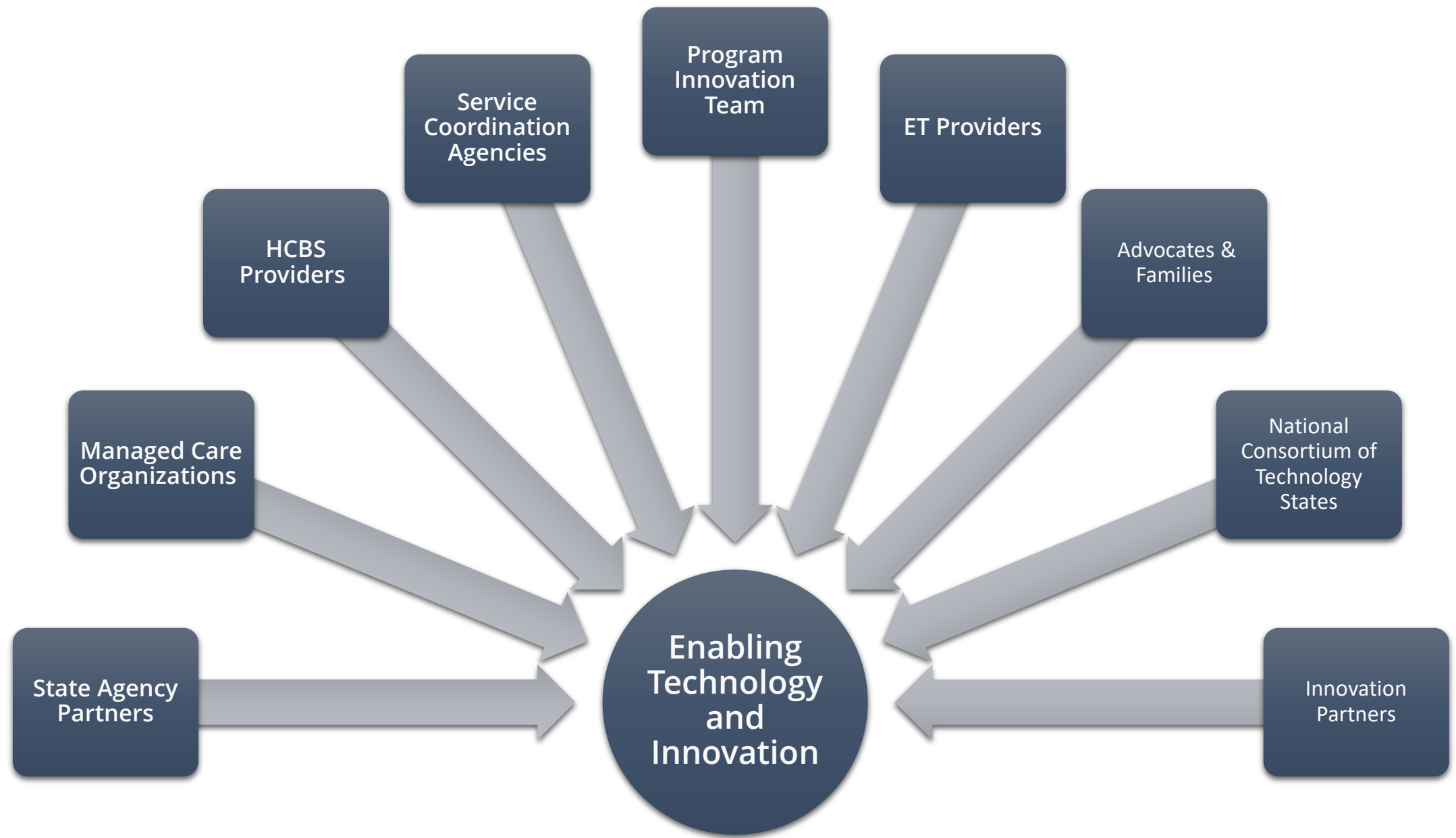


PROGRAM INNOVATION GOALS

1. **People**- Create and adapt innovative tools and strategies to help people with intellectual and developmental disabilities increase their independence, achieve personal goals, and experience greater quality of life at home, at work, and in the community
2. **Providers**- Increase provider capacity to support people with intellectual and developmental disabilities using innovative tools and strategies to increase their independence, achieve personal goals, and experience greater quality of life at home, at work, and in the community
3. **Services and Programs**- Create innovative, outcome-based services and programs that enhance independence, personal goal achievement, and quality of life for persons supported

PROGRAM INNOVATION LOGIC MODEL

- 
- 
- Identify persistent challenges experienced by people with intellectual and developmental disabilities, families, and providers.
 - Research innovative practices to address them. If none exist, create new ones!
 - Design pilot projects, programs, and services.
 - Expand effective new projects, programs, and services to as many people as possible (e.g., secure ongoing state funding, integrate into waiver services, share tools/knowledge with other partners, etc.).
 - Continuous cycle of research, communication, and feedback.



"Technology alone is not enough." -Steve Jobs

Innovation examples

People	Providers	Services and Programs
<ul style="list-style-type: none">• Independent Travel Training• Remote support options• Virtual Reality for public transit training and employment exploration• Virtual Community Resource Maps (VCRM)• Technology For All: Self-Advocate Training• Enabling Tech Model Homes• Power Up! Technology Camp• TN Tech Connect	<ul style="list-style-type: none">• Technology 1st training and organizational accreditation• Employment 1st training and organizational accreditation• Travel Training certification• Provider Innovation grants• DSP Academy	<ul style="list-style-type: none">• Medicaid Alternative Pathways to Independence (MAPs) program• Flexible residential rate• Exploring value-based payments and incentives across other waiver services• Innovation Dental Health Project• Neurodiversity Project

ENABLING TECHNOLOGY (ET)

Defining ET and its Key Principles

Enabling Technology: Larry

Larry lived in an institution his entire adult life before coming to Core Services and given the opportunity to live in his own apartment with staff supports. Larry now uses Enabling Technology to help him communicate with staff and control his home environment so that he can have a new level of desired independence.



Click on picture or link to watch video -
<https://youtu.be/aFnu8Ek0G24>

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.



HOW DO WE DEFINE ENABLING TECHNOLOGY?

- A person-centered technology solution
- Driven by personal outcomes, preferences, priorities, and concerns for well being
- A service that promotes independence, personal development, and additional opportunities for self-determination
- A service that supports accessibility and skill development at home, at work, and in the community
- A service that does not require recommendation by qualified health care professional; but instead, uses Enabling Technology Integration Specialists (ETIS)

TECHNOLOGY FIRST INITIATIVE

- Enabling Technology solutions should be considered first as an option for services and supports.
- Enabling Technology should be prioritized as a possible solution when considering any direct supports and services to promote independence, reduce risk of future reliance on direct supports, empower personal growth, and provide additional opportunities for self-determination.
- Is not a “technology-only” strategy, but a “balanced” approach.
- Aims to help members understand how Enabling Technology can improve their quality of life and allow them to experience new levels of desired independence.

ENABLING TECHNOLOGY (ET)

*Person-Centered Outcomes for
Technology Driven Solutions*

There are many areas in which Enabling Technology can provide technology solutions to support individuals with I/DD across their lifespan:

- Calling for Help (PERs)
- Cleaning & Housekeeping
- Cooking Safety and Food Access
- Cuing Independence & Productivity
- Fall Risk & Inactivity
- Health & Medication Management
- Home Safety
- Personal Appearance, Hygiene, and Toileting
- Remote Support & Check-in Services
- Communicating with Others
- Community Engagement
- Employment
- Controlling a Person's Environment
- Blind or Low Vision Assistance
- Deaf or Hard of Hearing Assistance
- Managing Emotions
- Building Social Skills
- Managing Seizures
- Travel Safety Skills
- Wandering & Elopement

REMOTE SUPPORT TECHNOLOGY SOLUTIONS

Family members, agency staff, remote support staff, and other natural supports can receive alerts & notifications when assistance is needed and provide remote support from any location.





[Enabling Technology: Kristie and Mindy's Home in Jackson](#)

Health & Medication Management

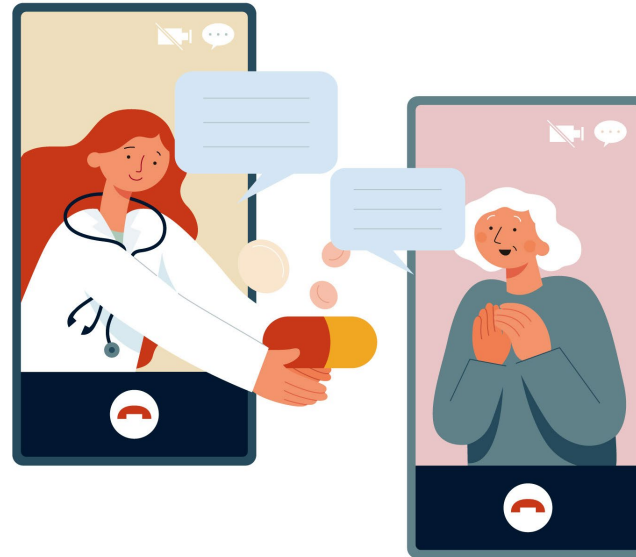
Telehealth services and Medication Dispensers can help to ensure medications are taken as ordered, and health concerns and needs are addressed quickly and conveniently.



MedReady



Livi



Spencer



Dose Flip

Telemedicine: StationMD

StationMD delivers superior medical care to people with intellectual and developmental disabilities (I/DD) in their home settings employing telehealth.



Click on picture or link to watch video -
<https://youtu.be/w8XL52g1PW0>

PERS



Aloe Care Health



Dose Health - Stride Watch



Apple Watch

Personal Emergency Response system (PERS) Device

Provides 2-way communication allowing an individual to contact the Care Circle while in the community or at home.

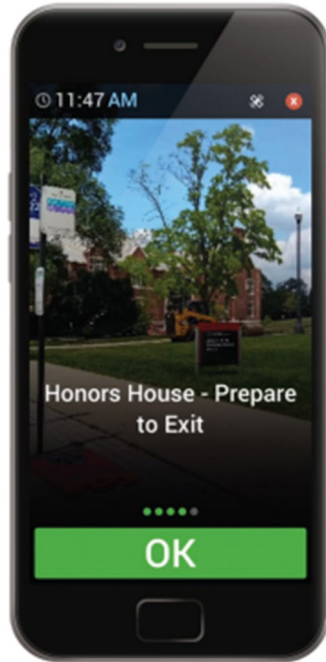
- Two-way audio communication
- Text messaging
- Fall Detection
- Prompting tasks
- Reminders of activities
- SOS button for emergency or assistance
- GPS location tracking
- Travel Notifications
- Easy to carry



Mobile Technology

- Travel Friendly
- Wi-Fi or cellular access to internet
- Built-in Accessibility Features
- Built-in virtual assistants like Alexa, Siri, or Google
- There's an App for that...
- Very popular!

SMART Travel Training



AbleLink WayFinder

Step-by-Step travel directions

GPS Location prompting

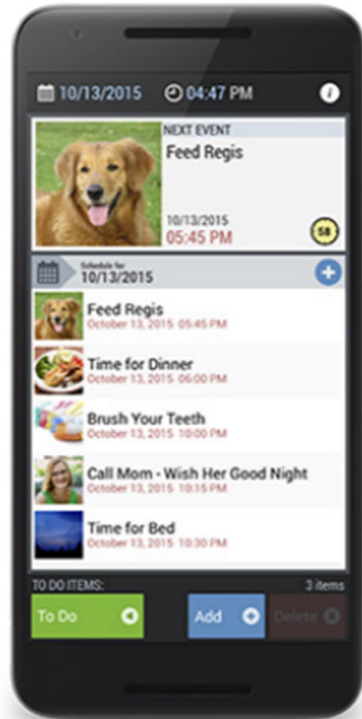
Pictures & Descriptions of Landmarks



Click on picture or link to watch video -

<https://youtu.be/mU0808nqHwg?si=JEx1RWUJopPI0DuY>

Mobile Technology Solutions

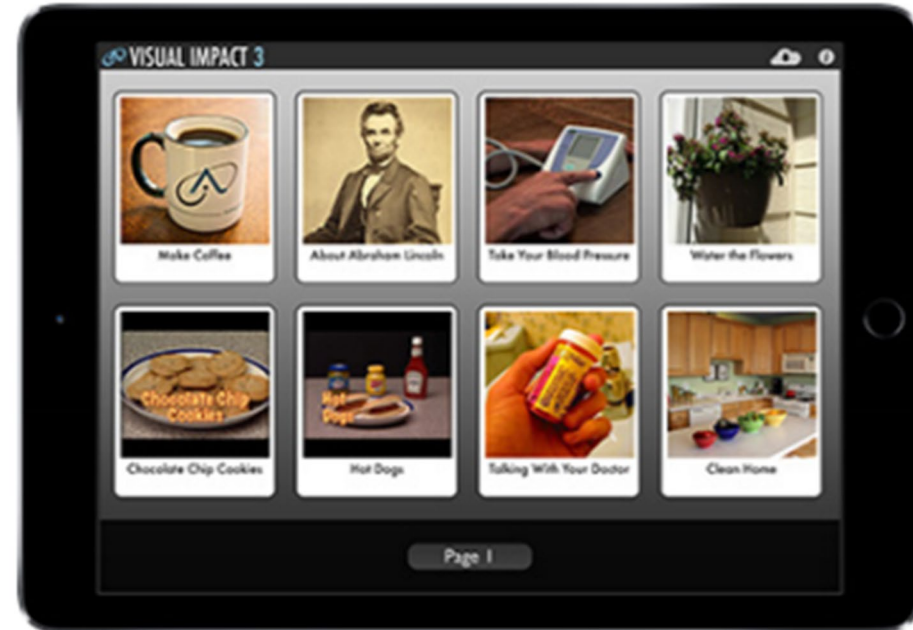


AbleLink Endeavor

Daily activity scheduling

Task prompting

Picture reminders



AbleLink Visual Impact

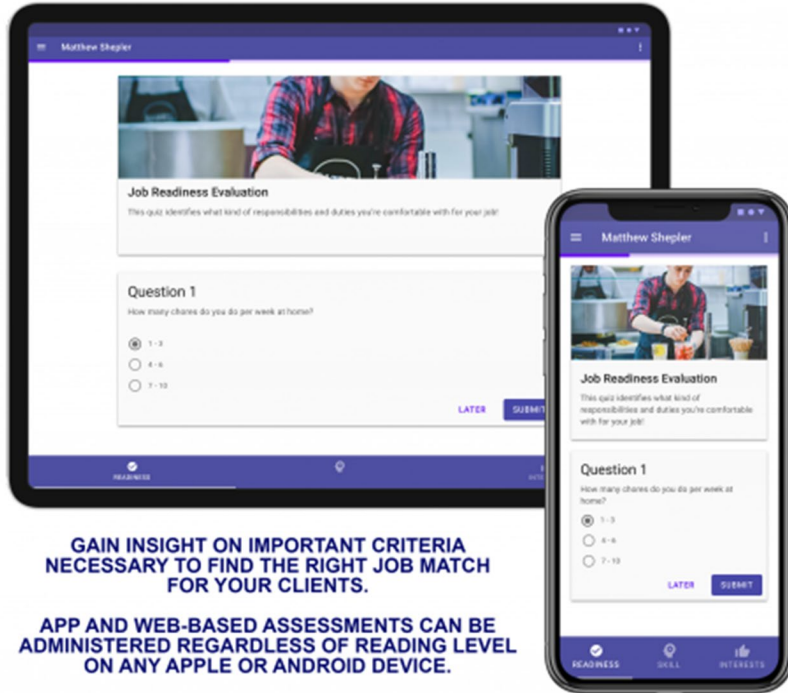
Step-by-step task directions

Full video modeling

Pictures with audio

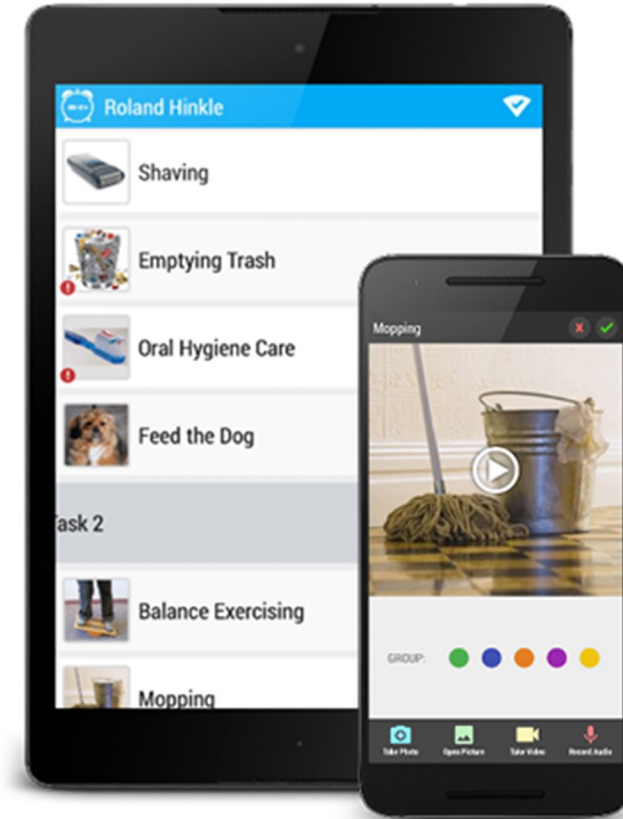
Checklist-style instruction

Mobile Technology Solutions



CreateAbility Employment Pathfinder

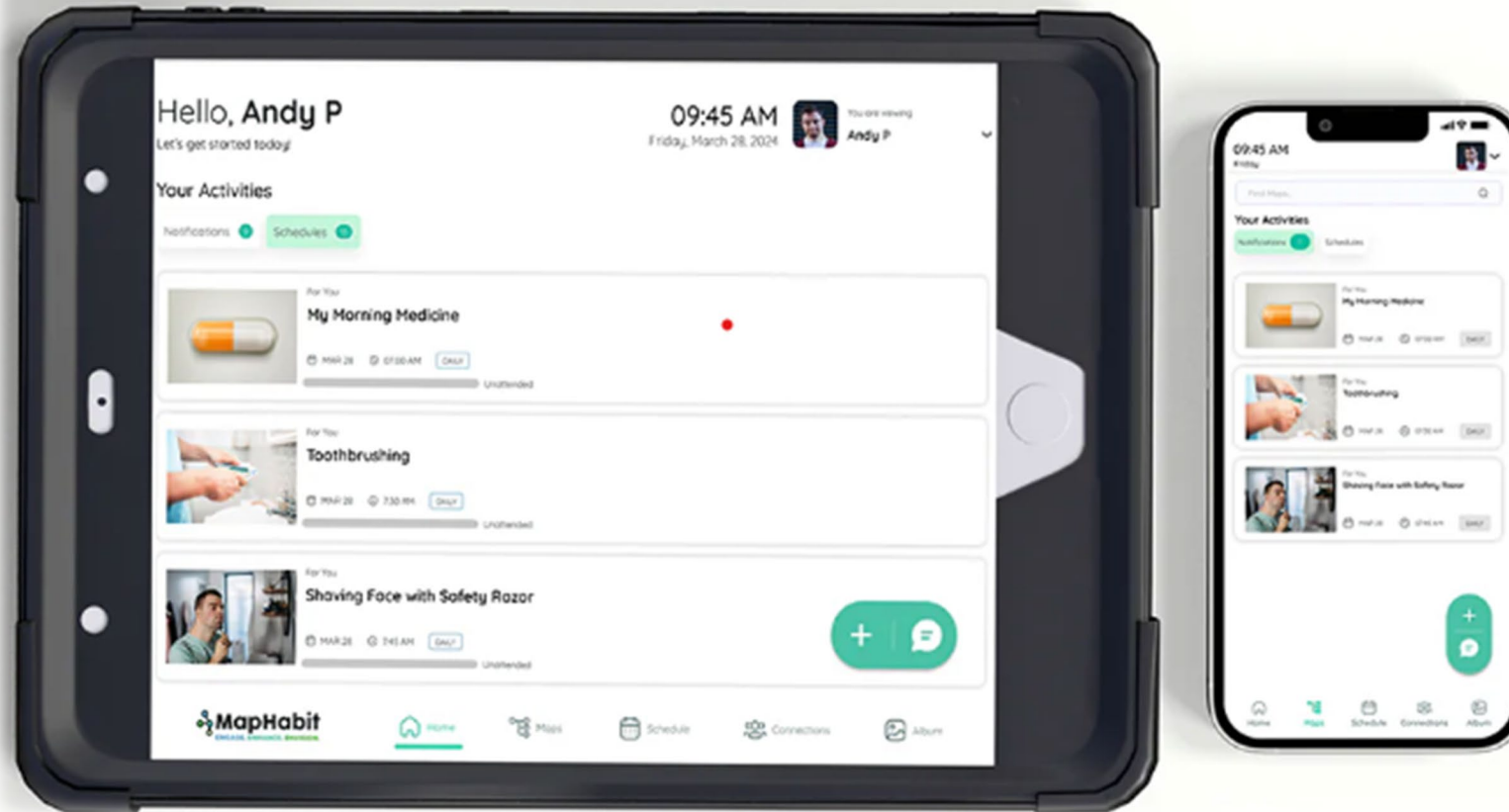
Job Readiness, Interest, and Skill
Assessment



CreateAbility MeMinder

Step-by-step task directions
Full video modeling
Pictures with audio

Mobile Technology Solutions



MapHabit

The MapHabit platform uses scientifically proven step-by-step guides to empower individuals with intellectual and developmental disabilities (IDD), autism, and traumatic brain injuries (TBI), as well as individuals living with Alzheimer's Disease and related dementias (ADRD) to master their daily routines.

ENABLING TECHNOLOGY (ET)

Training Initiatives & Resources

Shift = Educate. Transform. Accredit.



- **Enabling Technology Navigator (ETN)** - is most appropriate for people who are responsible for developing and writing person-centered plans (case managers, service coordinators, program coordinators, etc.).
- **Enabling Technology Integration Specialist (ETIS) Certification** - is most appropriate for professionals who specialize in the integration of enabling technology.
- **Enabling Technology Leadership Certification (ETL)** - is most appropriate for the person who leads an organization in the process of a Technology First culture shift.
- **Technology First Organizational Accreditation** - is most appropriate for those organizations who are committed to adopting a Technology First culture

www.TechFirstShift.com

A collage of images showing various IoT devices and their usage, arranged in a hexagonal pattern. The images include: a smartphone displaying a social media feed, a hand holding a smartphone with a red heart icon, a laptop with a video call on the screen, a smartphone with a lock screen, a smartwatch on a wrist, a smartphone with a music player interface, a hand holding a smartphone, a smart home device (like a smart speaker), and a hand interacting with a smart lock. The collage is set against a background of blue hexagons.





TENNESSEE DISABILITY PATHFINDER

Tennessee Tech Connect

Tennessee Tech Connect (TN Tech Connect), a collaborative program between Pathfinder and the Tennessee Department of Disabilities and Aging (DDA), provides resource information on assistive and enabling technology. The website portal connects individuals with disabilities to tools available to increase their capabilities.

Multiple Ways to Access TN Tech Connect:

1. Pathfinder Homepage: Go to TNPathfinder.org to find TNTechConnect in the menu bar on the home page.
2. Pathfinder Website Topic of Interest: [Technology](#)
3. Direct Link: TNtechconnect.org

Finding Resources: A guided journey

Begin by clicking, "[Start Your Journey](#)," to make selections in 5 Steps



Enabling Technology Model Homes & Demonstration Areas

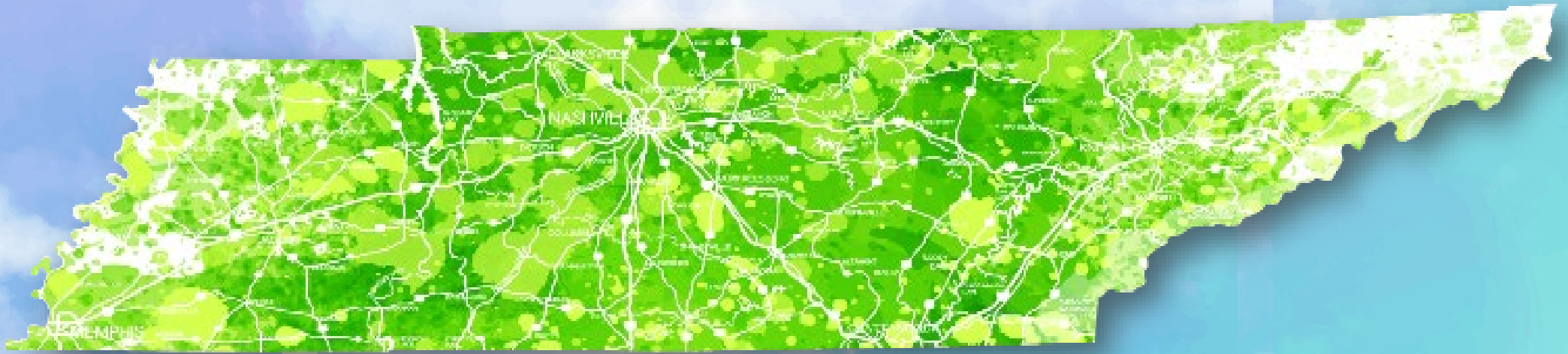
Visit our [Enabling Technology Model Home](#) website page to “Schedule a Tour” or watch ET demonstration Videos.



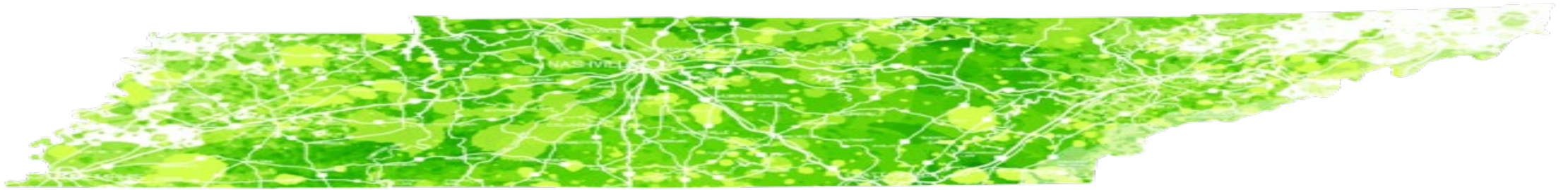
ENABLING TECHNOLOGY FUNDING

- 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, 2025 (ARPA grant).

Medicaid Alternative Pathways to Independence (MAPs)

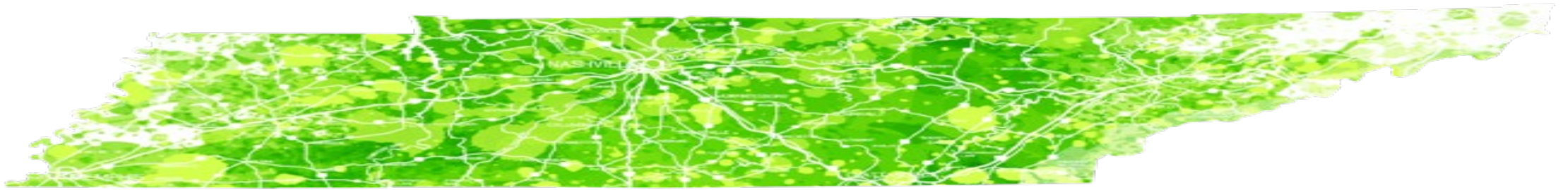


Jay Camperlino – Youth Transition Director
Tennessee Department of Disabilities and Aging



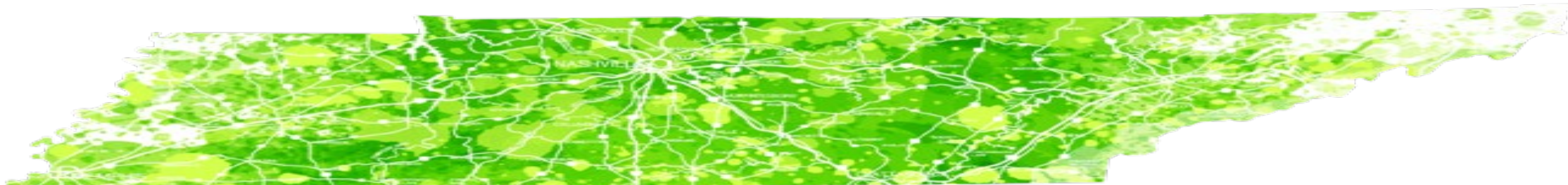
Medicaid **Alternative Pathways** to Independence (**MAPs**)

The Medicaid Alternative Pathways to Independence (**MAPs**) program is an innovative initiative where individuals gain access to 3-years of services aimed at supporting individuals with intellectual and developmental disabilities (ID/DD) in Tennessee. The program's primary goal is to promote independence, community integration, and improved quality of life for participants by utilizing person-centered, value-based payment methodologies prioritizing the use of Enabling Technology, Employment Supports, and Independent Living.



Medicaid **Alternative Pathways** to Independence (**MAPs**)

MAPs offers a flexible service model designed to help individuals achieve key milestones, such as learning to navigate their communities, building meaningful social connections, and securing and maintaining employment while empowering provider agencies to deliver innovative supports reducing dependency on in-person paid supports and ultimately altering the trajectory of Long-Term Services and Supports utilization.



MAPs Outcomes and Milestones

HOME

Home Safety
Personal Hygiene
Health Mgmt.
Financial Mgmt.

WORK

Pre-Employment
Employment Innovation
Career Development
Independence Achieved

COMMUNITY

Independent Travel
Community Relationship
Community Activities

Virtual Community Resource Map (VCRM)

SERVICES

Community Navigator
Employment Innovation

Independence Coaching
Peer Mentoring

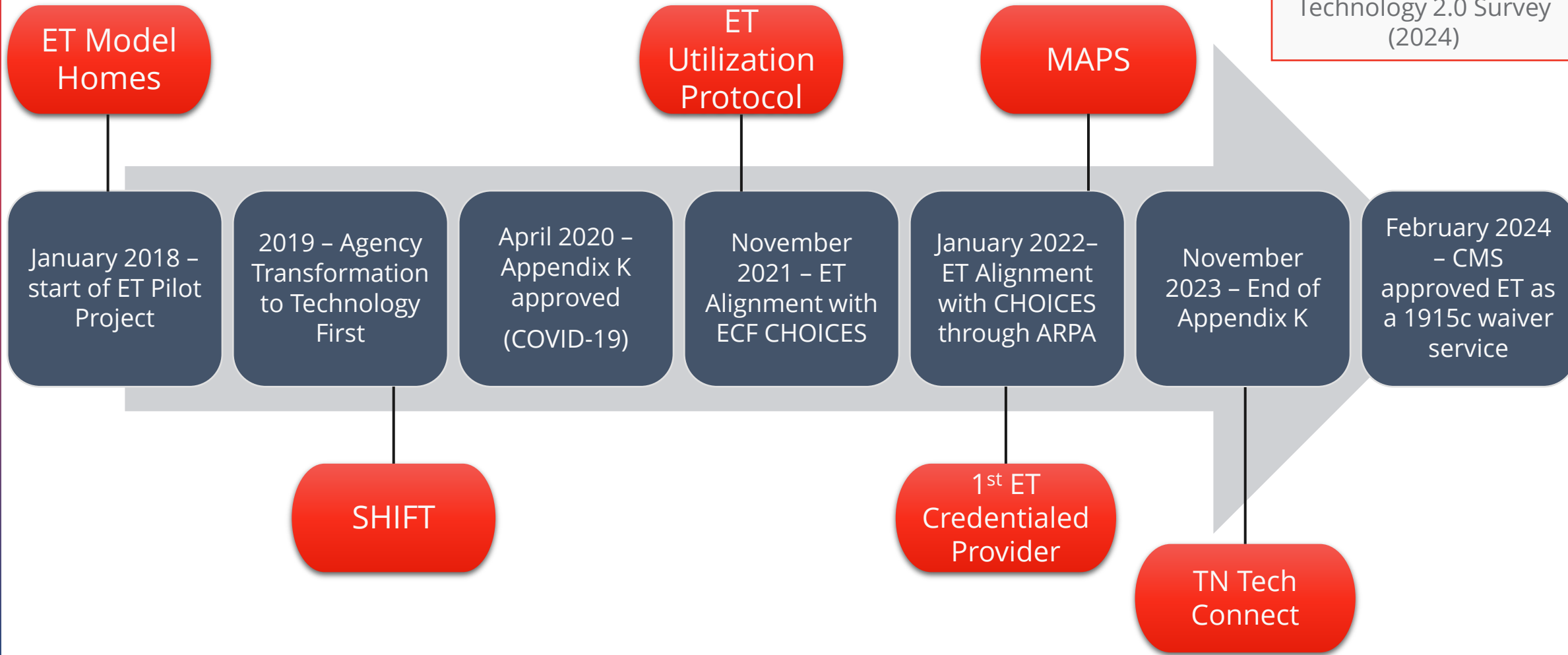
Enabling Technology

The Evolution of ET

*Creating a Playbook through
Innovation and Collaboration*

ENABLING TECHNOLOGY TIMELINE

TN ranked in the top 6 of “Expert States” for Technology First
~ State of the States Technology 2.0 Survey (2024)



Phase 1 – Plan & Align

- **Find your Rock Stars** – Help them become Change Management Leaders
- **Develop Workgroups** – provide Basic Informational Sessions and Develop Materials
- **Define your Stakeholders** - Choose those Most Likely To Become Early Adopters
- **Communicate Successes Outside of your State** – Build Interest and Excitement
- **Focus First On The Achievements of People Supported** - Then on the efficiencies experienced by Providers and, Finally, On Financial Impact At A System Level

Phase 2 – Develop & Strategize

- **Develop A Pilot** – State Funds allow more flexibility and avoids funding reductions
- **Develop a Training Plan** – [Shift \(techfirstshift.com\)](https://techfirstshift.com)
- **Identify Participating Agencies** - Already Forward Thinking (e.g., person-centered, Employment 1st, Innovative, etc.)
- **Recruit Technology Champions** – SMEs within the State to guide the program
- **Small Control Group** – Start small and build on success each year
- **Start Collecting Data** – Types of technology, Experience, Cost, Purpose/Reason, Usage
- **Communicate initial Pilot Success** - Highlight Person(s) And Agency's achievements aggressively

Phase 3 – Implement & Communicate

- **Build On Success Of initial Pilot** – Add new Providers, Add new Technology Vendors, increase Participants, increase Reasons for Usage
- **Start Building Technology First Organizations** – provide agencies opportunities for ETIS Credentialing & Technology First Accreditation
- **Continue Collecting & Tracking Data** – set goals and collect data towards milestones
- **Communicate Pilot Outcomes** - Highlight Personal And Agency Success, Add Projected Staffing Efficiencies and Cost Impacts For Agency and State System.
- **Develop Formal Report(s) On Findings** - Personal Gains In Independence, Agency Efficiencies In Cost, workforce efficiencies, and State Cost Efficiencies.
- **Maintain Momentum** – Annual Enabling Technology Summit, success stories and videos

Phase 4 – Consolidate & Incorporate

- **Finalize Waiver Definition And Provider Agency Credentialing Requirements**
- **Finalize Protocols, Procedures, and policies**
- **Align the Enabling Technology Program across all departments** – QA, Provider Support, Staff Development, Employment Support, etc.
- **Develop Value-Based Payment Systems** – includes payment incentives for utilization of Enabling Technology
- **Finalize Rate Structures** - Account For Cost Savings which are shared with service provider agencies to maintain incentives
- **Continue to Track Utilization Efforts Across all Systems And Communicate Success** - Highlight High Utilization Agencies, Technology First Organizations
- **Maintain Momentum!**

ENABLING TECHNOLOGY (ET)

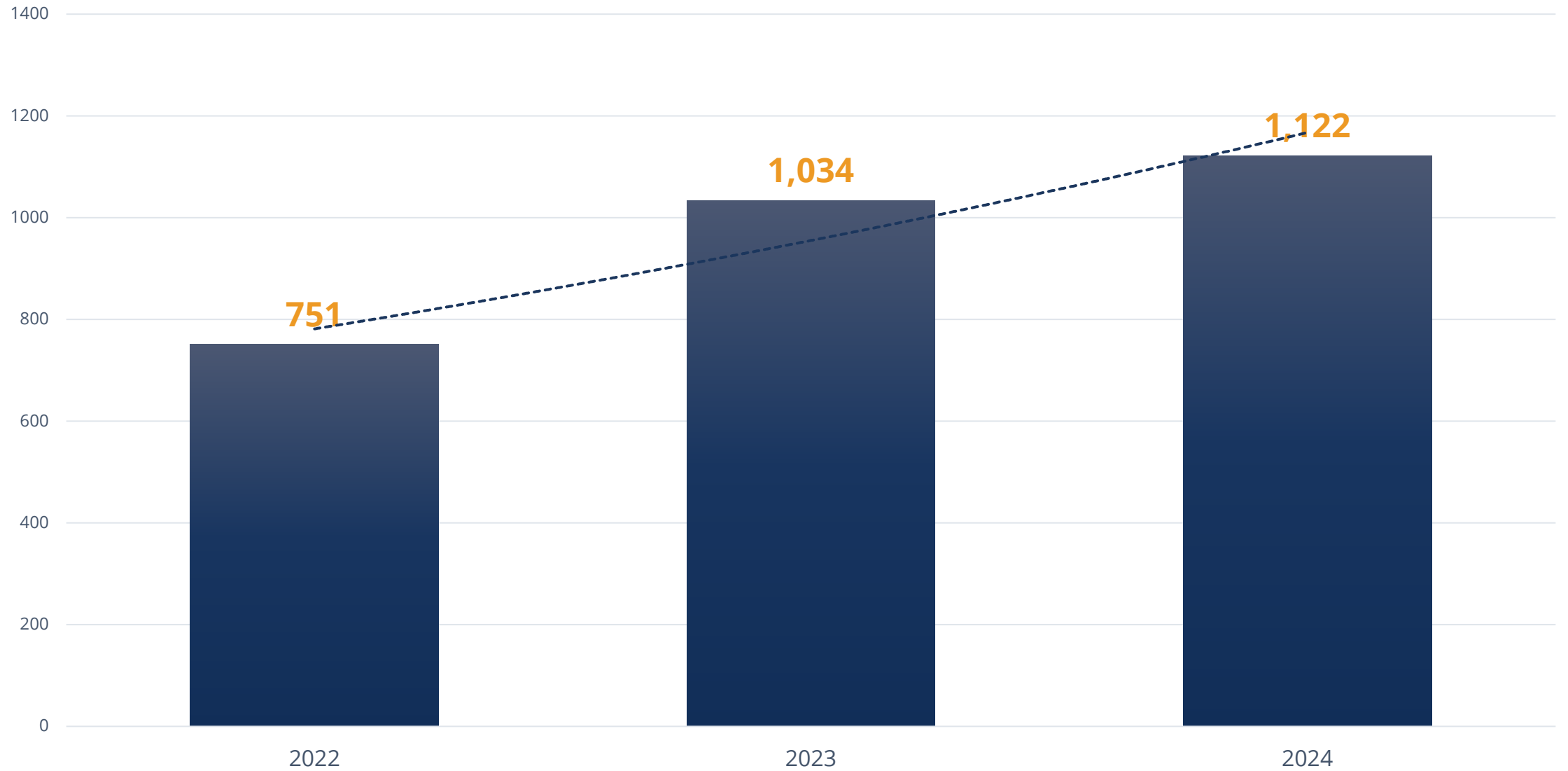
Initial Outcomes & Results

Enabling Technology – “By the Numbers”

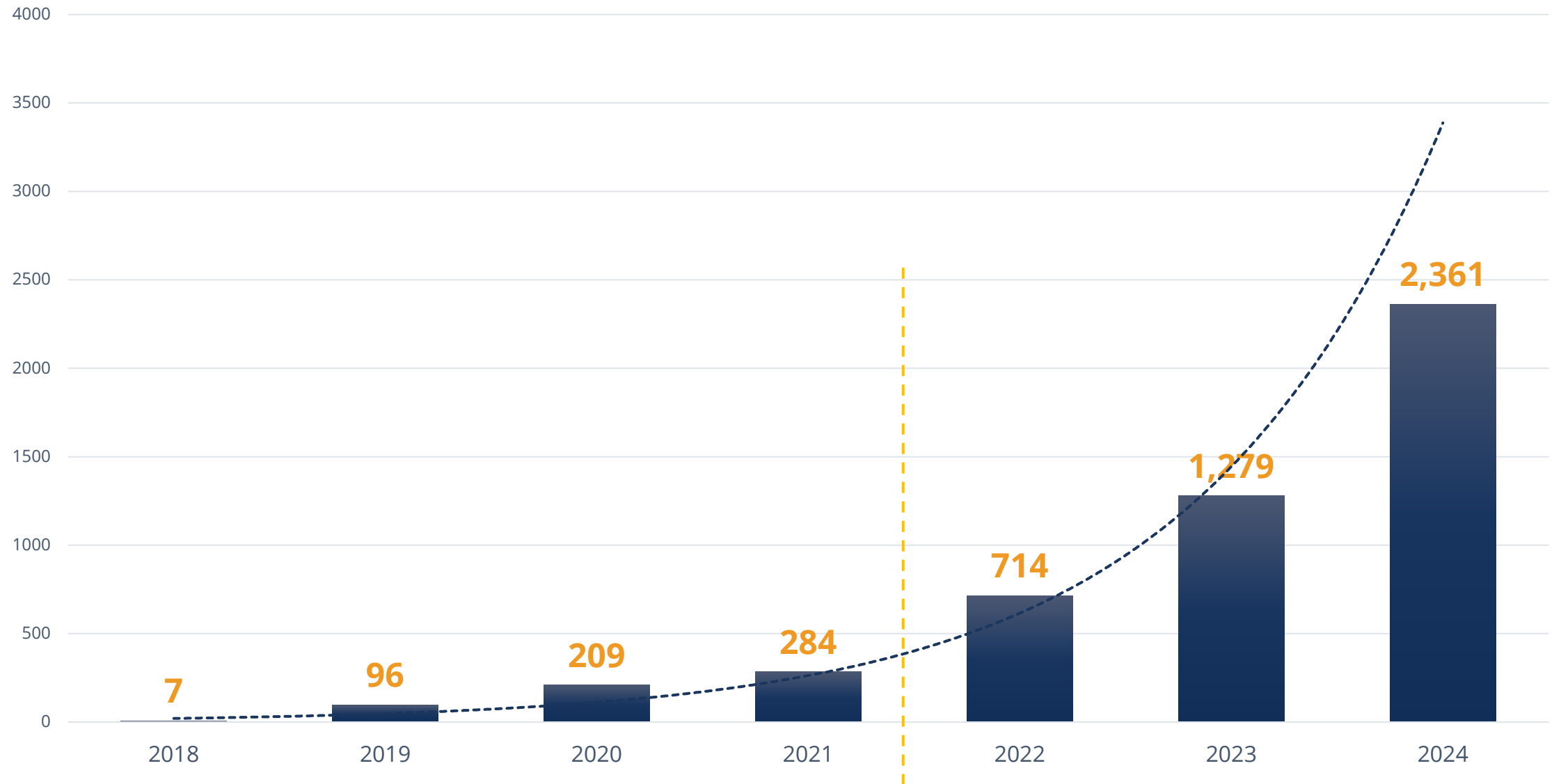
- From 2018 to Dec. 2024...**3,278** ET Referrals have been submitted to the program
- In 2024 – **1,122** ET Referrals have already been submitted
- **1,556** people are actively using ET as part of their services
- An additional **805** people are participating in ET Person-Centered Planning
- This is an **85% increase** in participation since this time last year
- **206** Regional Provider Agencies supporting people with using ET (**45% increase from 2023**)



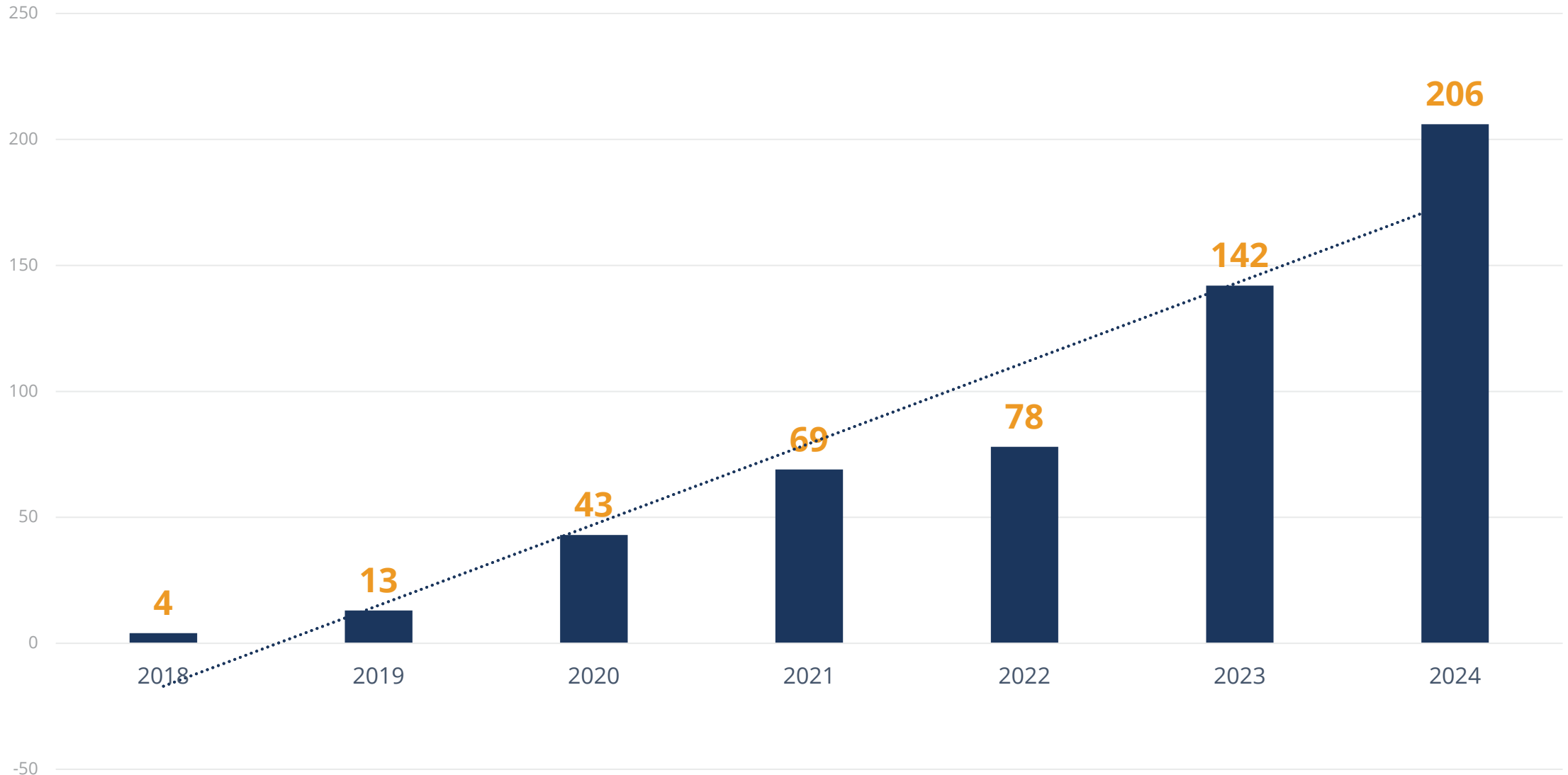
Number of ET Referrals Per Year (as of Dec 2024)



Number of People Participating in ET (as of Dec. 2024)



Number of Regional Provider Agencies Participating in ET (as of Dec. 2024)





Medicaid **Alternative Pathways** to Independence (**MAPs**)

- **11-1-2022** official Launch Date of the MAPs Program
- Total Enrollment = **600+** MAPs participants
- Total of **21** MAPs Providers across the State of TN
- **395** T-Mobile Devices Deployed (with AbleLink's Mobile Suite of Apps)
- **48** AbleLink's Mobile Suite of Apps deployed to personal devices
- **175** Person-Centered Applications Deployed on MAPs device (beyond AbleLink's Mobile Apps)
- **228** ET Person-Centered Facilitations
- **133** ET funding validations



10 Keys to Success

1. Develop Person – Centered Practices to drive your ET program
2. Develop ET planning into a process and not a one-time assessment
3. Provide Technology Training across all Levels
4. Adopt ET at the State Level
5. Collaborate with Local Organizations that share your same mission
6. Develop Technology Champions
7. Build Agencies into Technology First Organizations
8. Create ET Model Home and Demonstration Areas
9. Collect data early and often
10. Communicate & share your success