

Architects of Innovation

Collaboratively Building Creative Solutions
to Address Critical Challenges

Washington State Legislator Symposium
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Presenter



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Tennessee Department of Disability and Aging

Austin



Big Question for 2025+

What role can policymakers play in creating innovative solutions to address critical challenges experienced by people with intellectual and developmental disabilities?

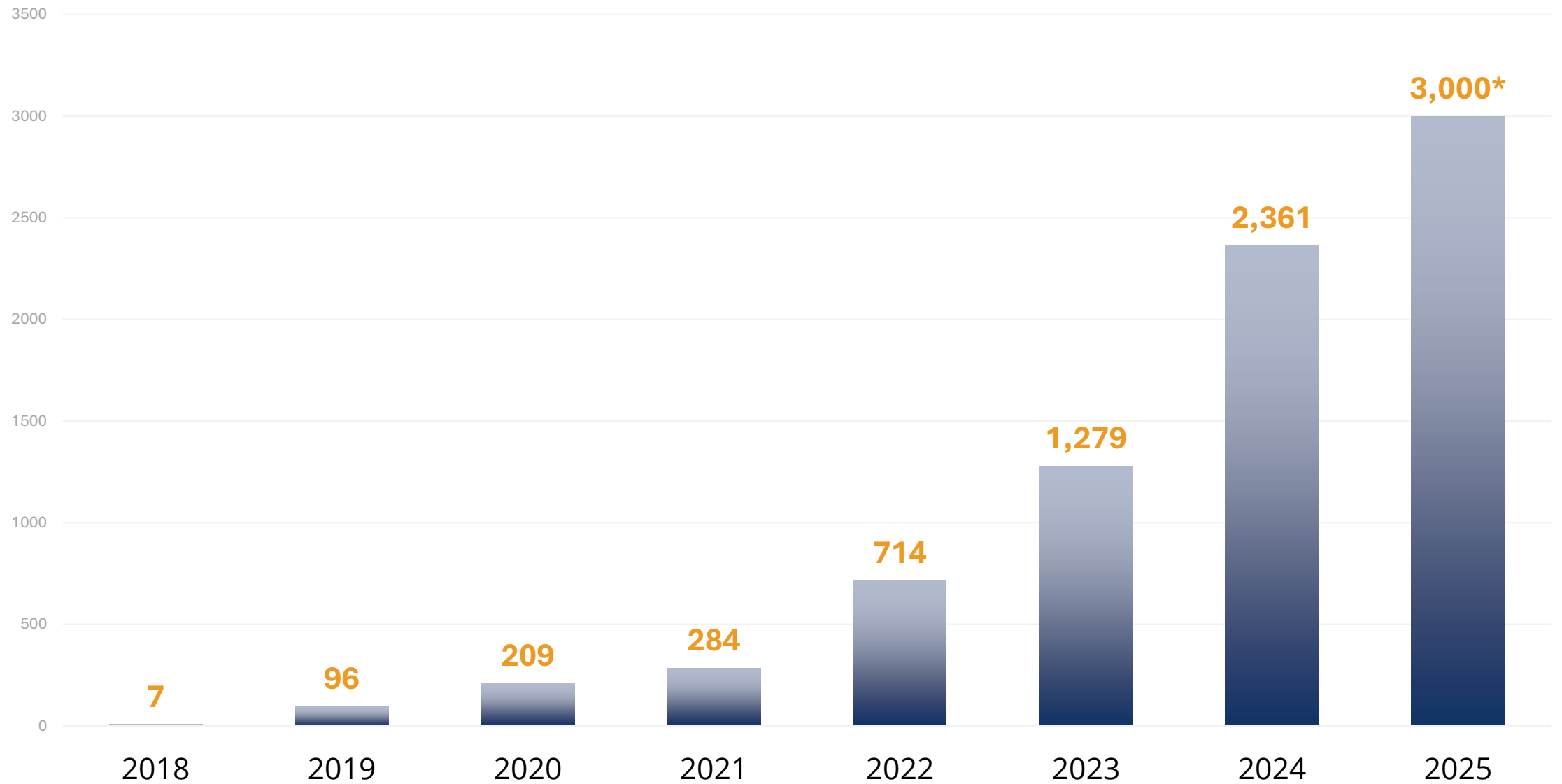


“Roads? Where we’re going,
we don’t need roads.”

Big Question from 2018

How can we use person-centered technology solutions to help people with intellectual and developmental disabilities increase their independence and overall quality of life?

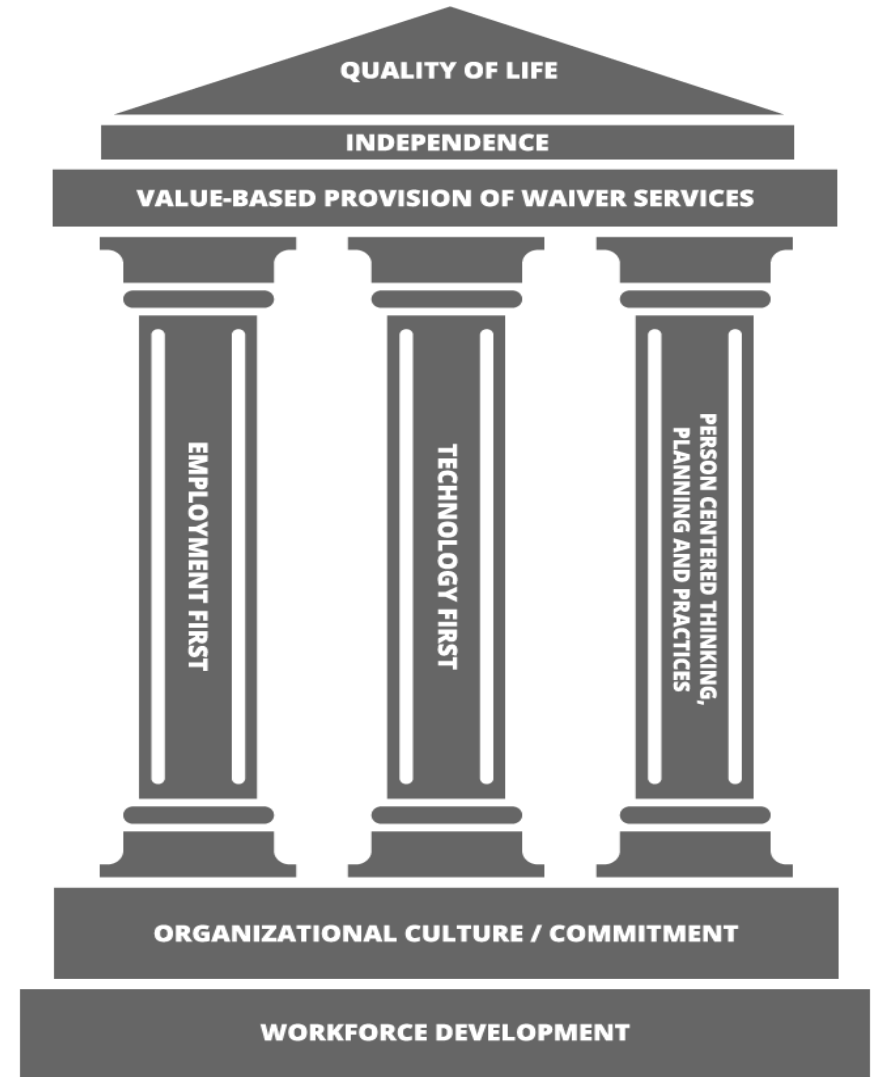
Number of People Using Enabling Technology



*Estimate based on current projections

DDA Program Innovation

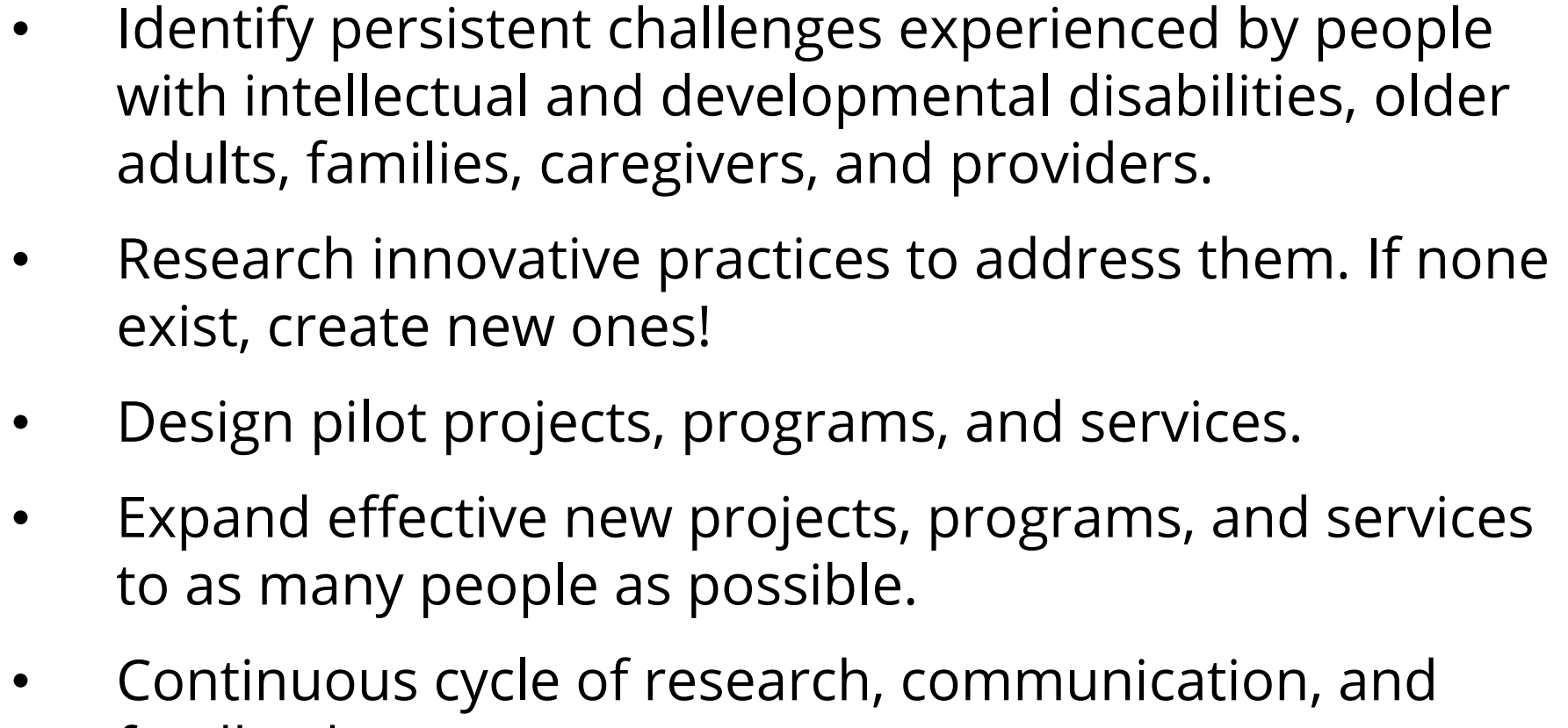
- Built on the successes of the original Enabling Technology pilot project in 2018
- Formally established in 2020 to continue exploring innovative ways of fulfilling DDA's mission
- Supports the “Pillars of Transformation” framework, with a primary focus on independence and quality of life

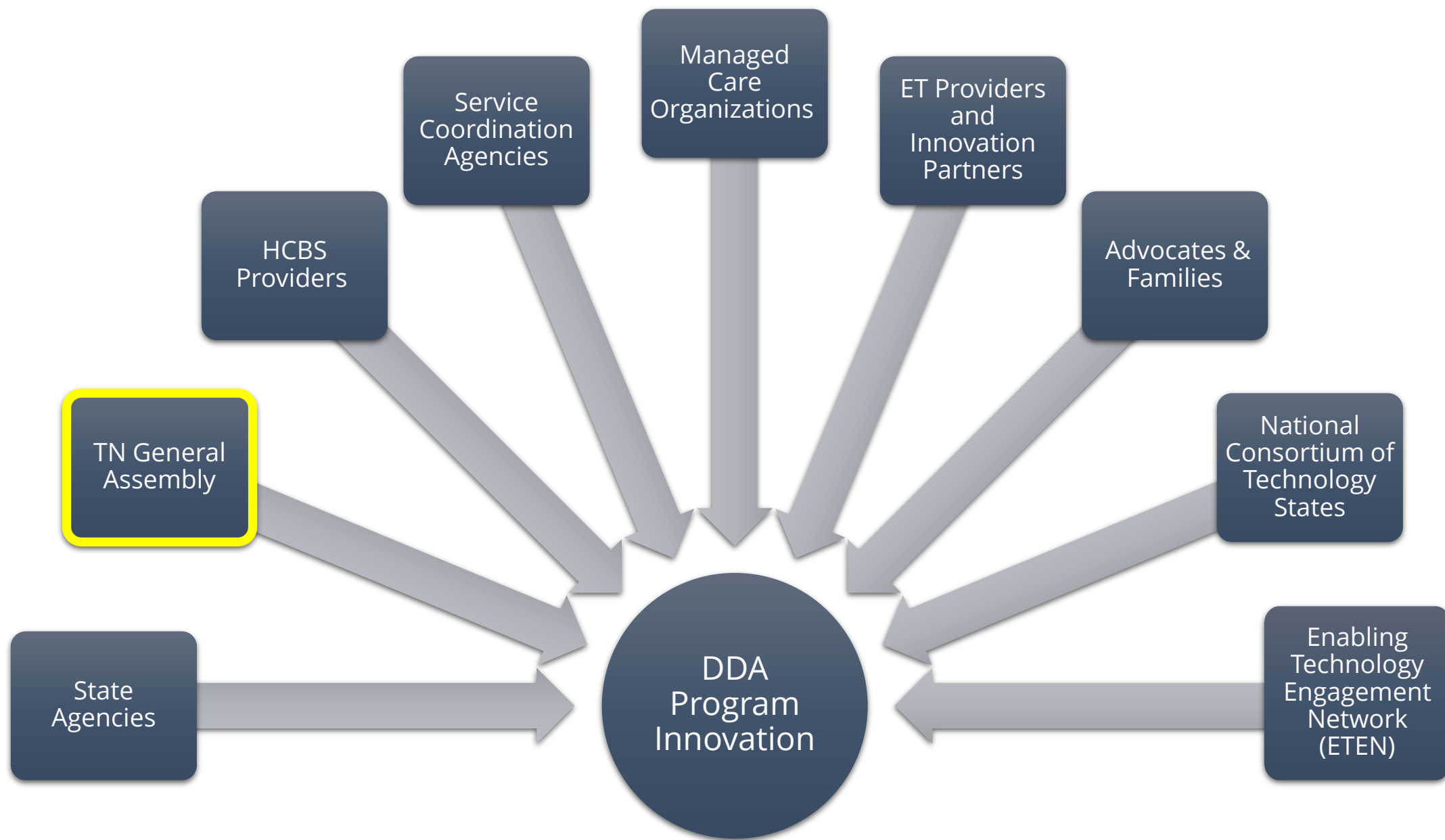


“People closest to the problem
are closest to the solution, but
furthest from power and
resources.”

-Glenn E. Martin

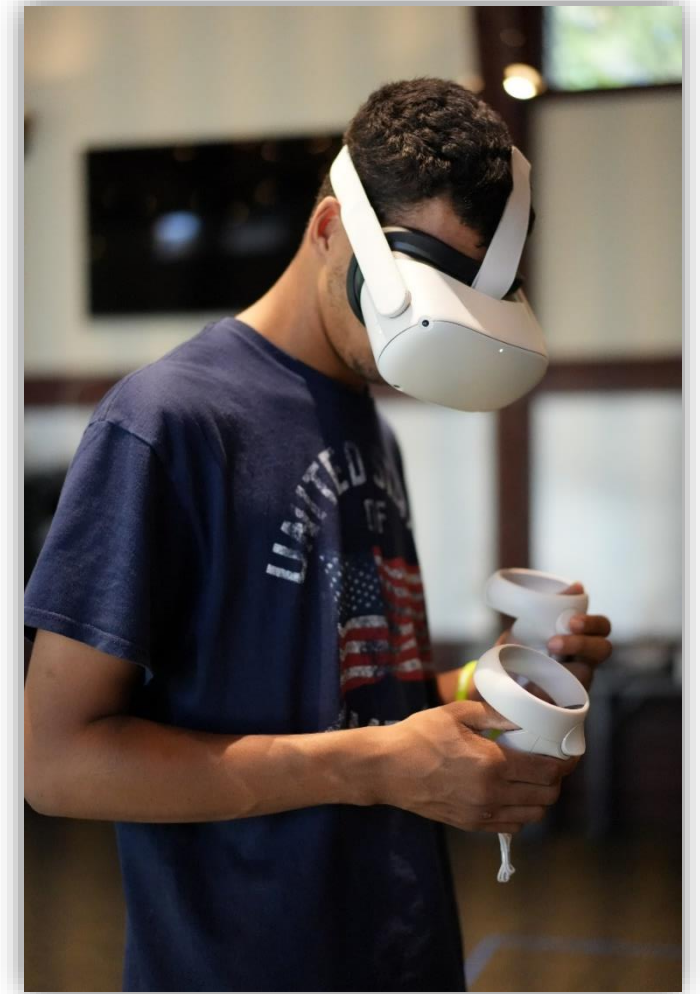
DDA Program Innovation

- 
- Identify persistent challenges experienced by people with intellectual and developmental disabilities, older adults, families, caregivers, 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.
 - Continuous cycle of research, communication, and feedback.



Innovation Examples

- Virtual & Augmented Reality
- Independent Travel Training
- Virtual Community Resource Maps
- Tech 1st Training & Accreditation
- Self-Advocate Tech Training
- TN Tech Connect
- Mobile Tech App Evaluation
- E1st Training & Accreditation
- Speech Recognition
- Supporting People with Complex Behavior Needs
- Tech Model Homes
- PowerUp! Tech Camp
- DSP Academy
- Provider Innovation Grants
- Flex Residential Model
- Value-Based Payments
- **Enabling Technology**
- **MAPs**
- **Dental Health Innovation**
- **Housing Innovation**



Enabling
Technology

- **Challenge:** People want to be more independent with activities of daily living, exercise more control over their lives, and experience a greater quality of life.
- **Innovation:** Design a program that gives people access, funding, training, and support to use technology to achieve their goals.

MAPs

- **Challenge:** Many people do not have access to long-term supports and services (LTSS), and many people are looking for ways to learn new skills and increase their independence before (or instead of) using LTSS.
- **Innovation:** Design a new program focused on building independent living skills and helping people fundamentally shift their trajectory with respect to LTSS.

Dental Health
Innovation

- **Challenge:** People with disabilities and older adults face significant barriers accessing dental care, and experience poor dental health outcomes.
- **Innovation:** Pilot a model that uses Enabling Technology and enhanced training to improve oral health outcomes, explore ways to increase dental health access points.

Housing
Innovation

- **Challenge:** People with disabilities and older adults face significant barriers with finding and maintaining housing that is safe, affordable, accessible, and inclusive.
- **Innovation:** Design a multi-level program to increase inclusive housing opportunities and explore innovative housing models.

Enabling Technology



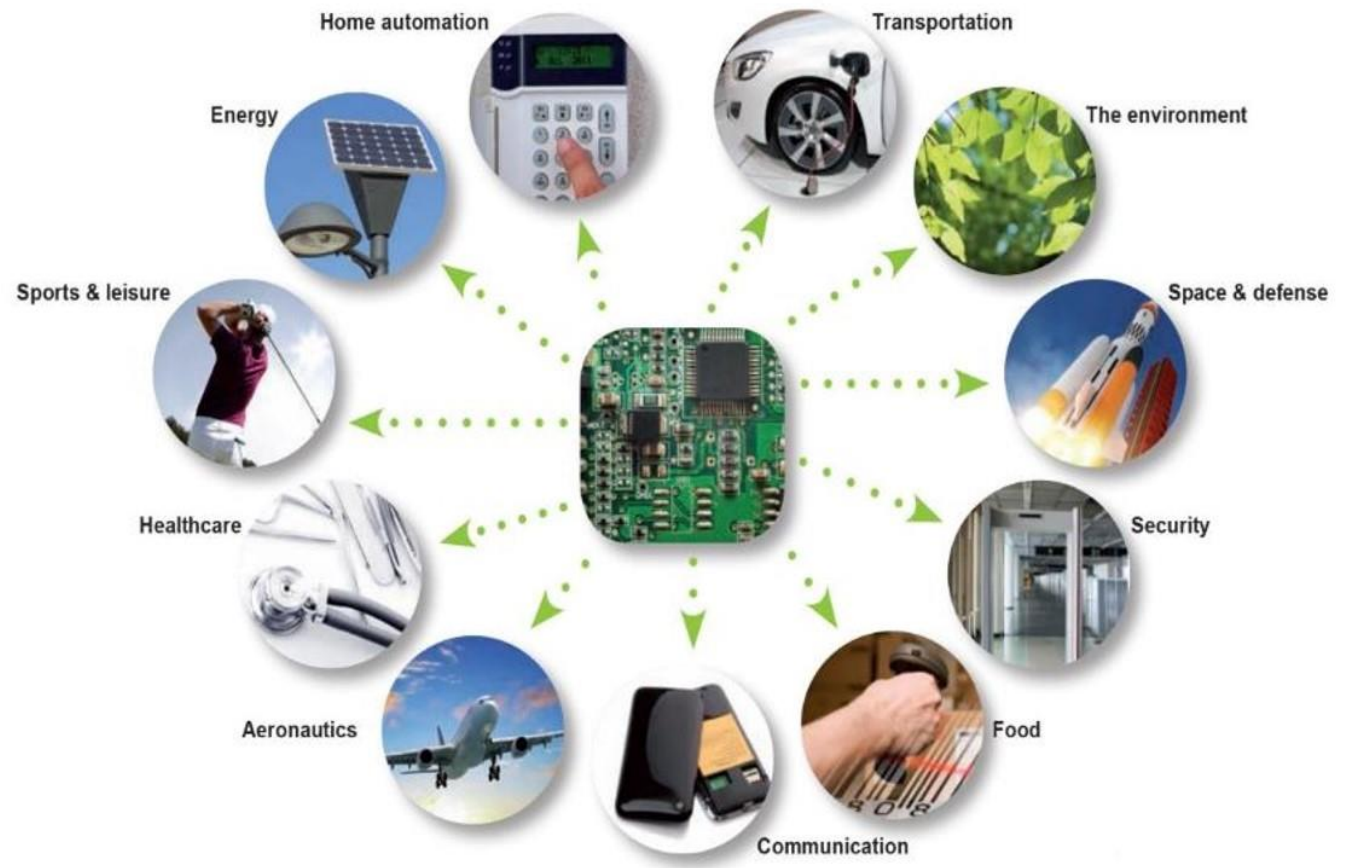
Enabling Technology

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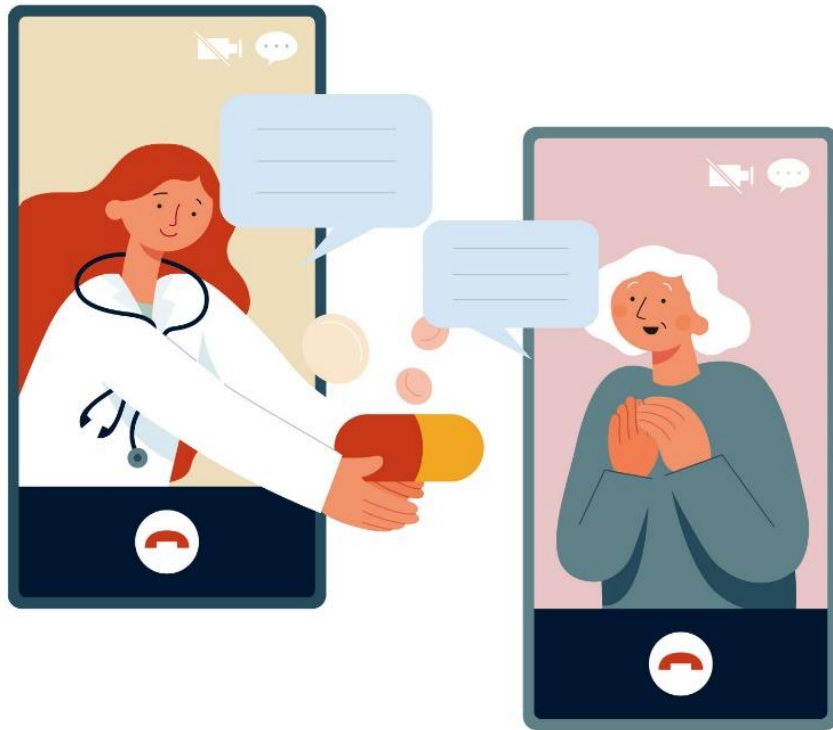
HOW DO WE DEFINE ENABLING TECHNOLOGY?

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.



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



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

- 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

Personal Emergency Response system (PERS) Device

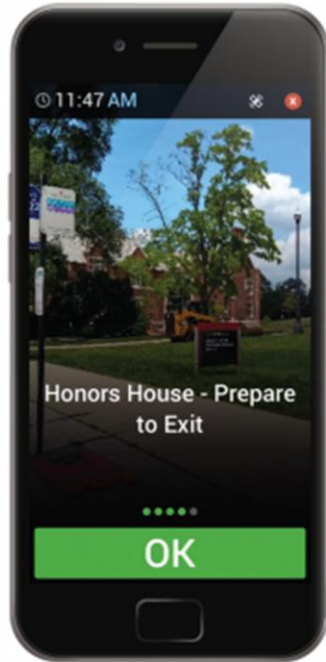
Provides 2-way communication allowing an individual to contact the Care Circle while in the community or at home.



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

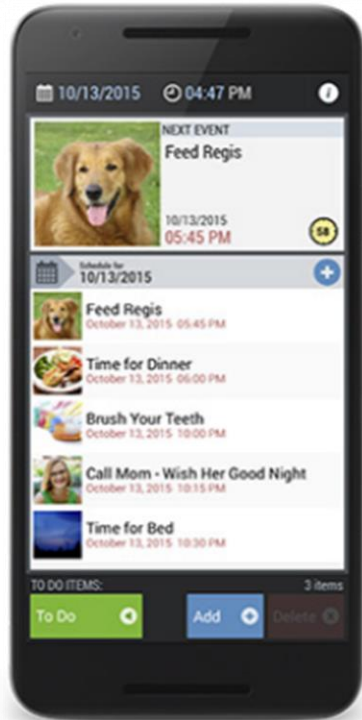
Step-by-Step travel directions
GPS Location prompting
Pictures & Descriptions of
Landmarks



Click on picture or link to watch video -

<https://youtu.be/mU0808nqHwg?si=JEx1RWUJopPl0DuY>

Mobile Technology Solutions

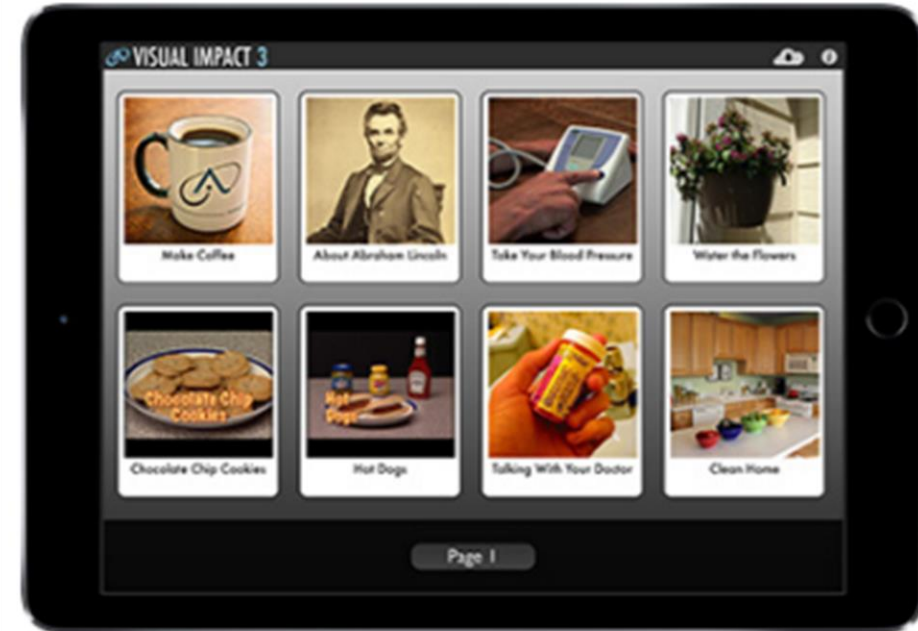


AbleLink Endeavor

Daily activity scheduling

Task prompting

Picture reminders



AbleLink Visual Impact

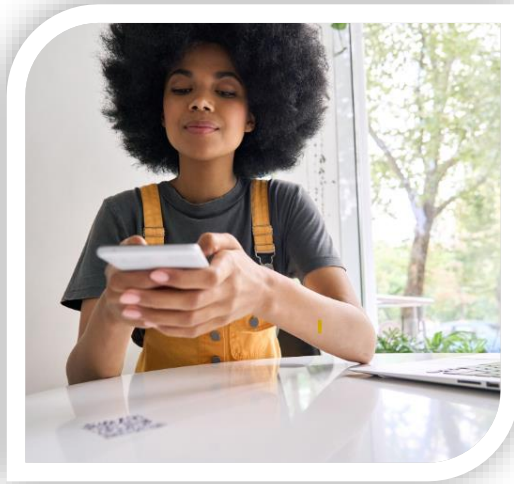
Step-by-step task directions

Full video modeling

Pictures with audio

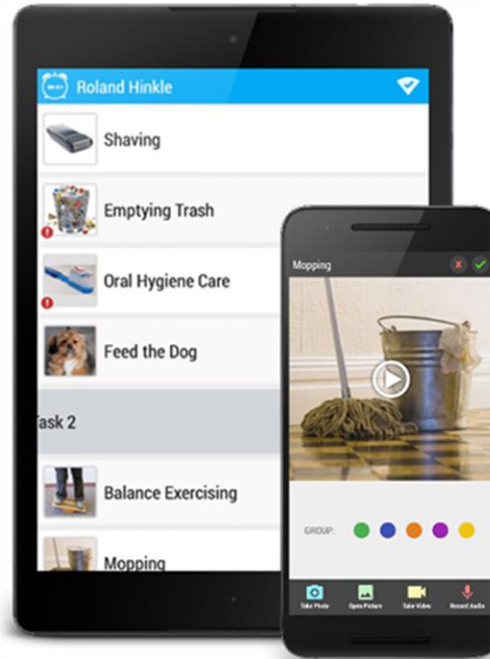
Checklist-style instruction

Mobile Technology Solutions



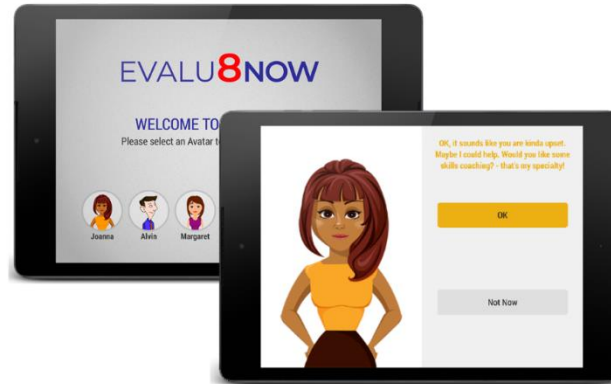
CreateAbility QMinder

Scan & Play Instructions
Video/Talking Pictures/Audio
Place QR code anywhere
User-Friendly



CreateAbility MeMinder

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



CreateAbility Evalu8NOW

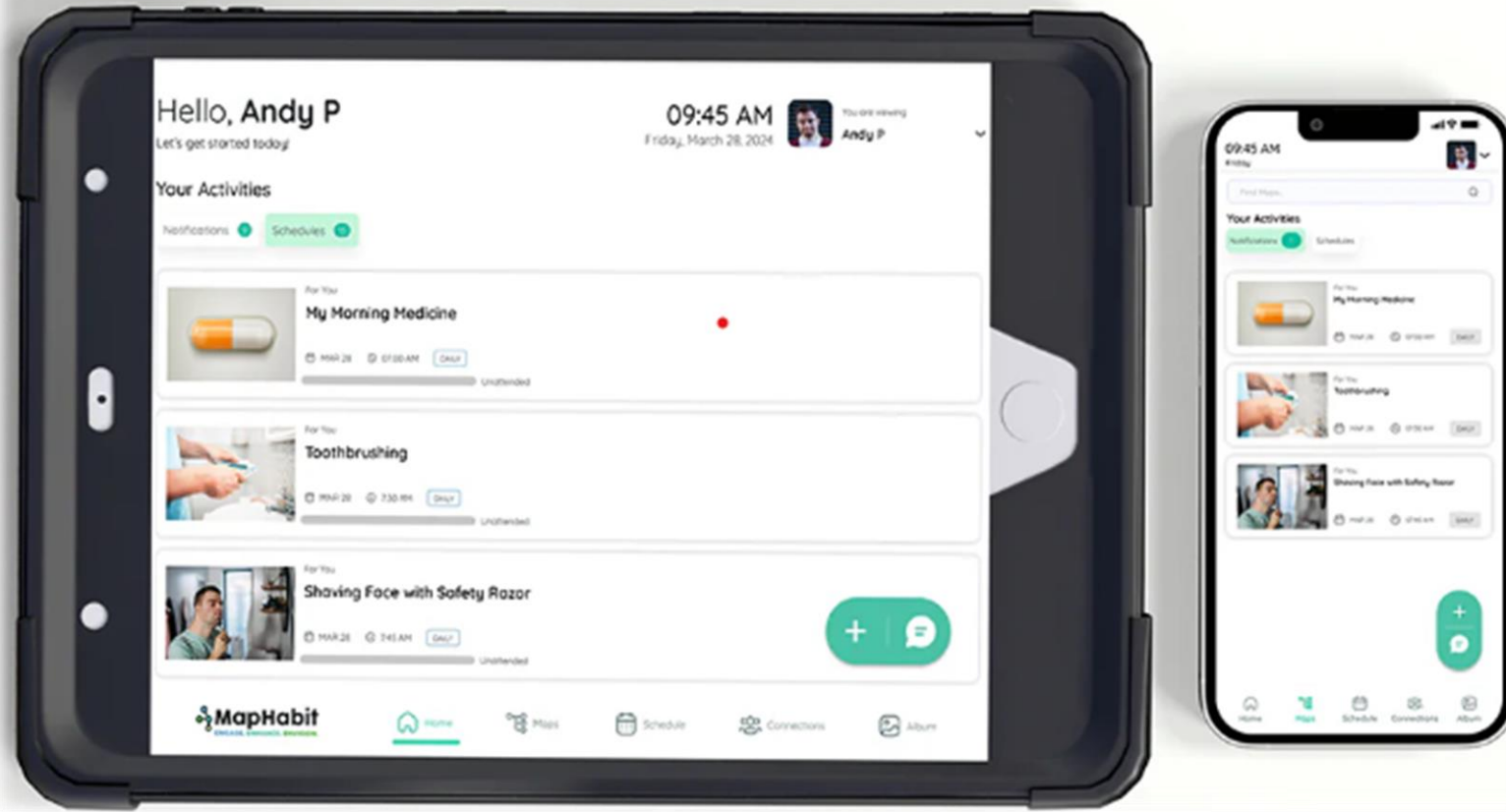
Avatar-led Assessment
Collect daily wellness data
Receive caregiver alerts
Engagement in Care Plans



CreateAbility FLEX

Remote Physical Therapy
Wearable Sensor Technology
Exercise Instructions
Real-time data feedback

Mobile Technology Solutions

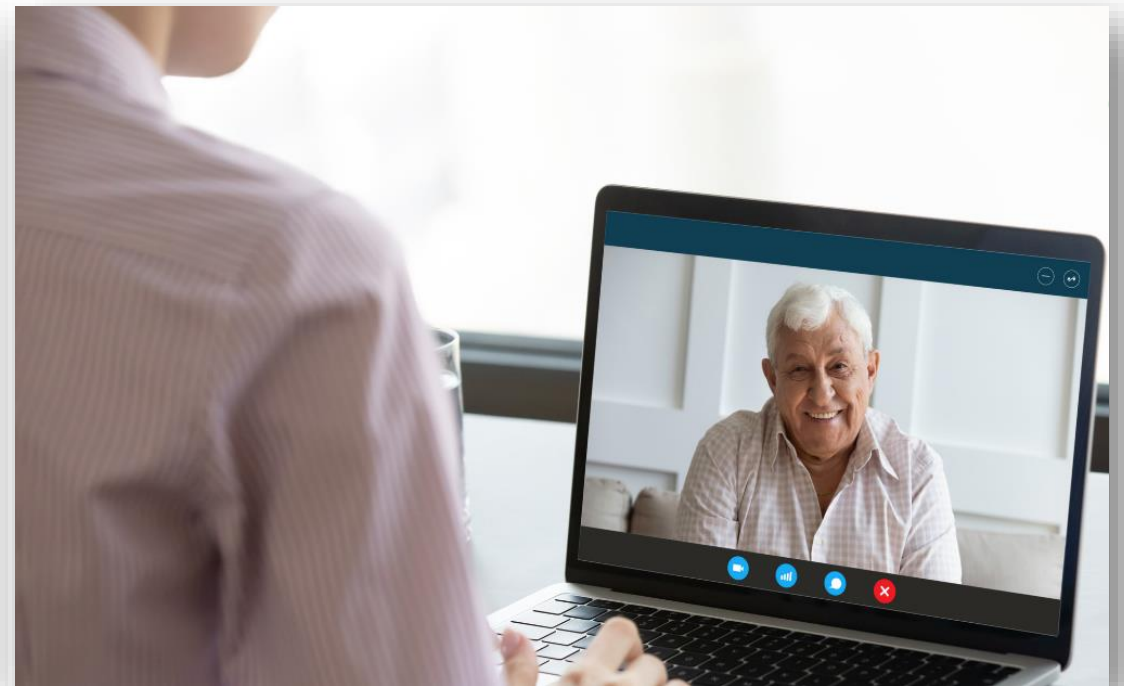
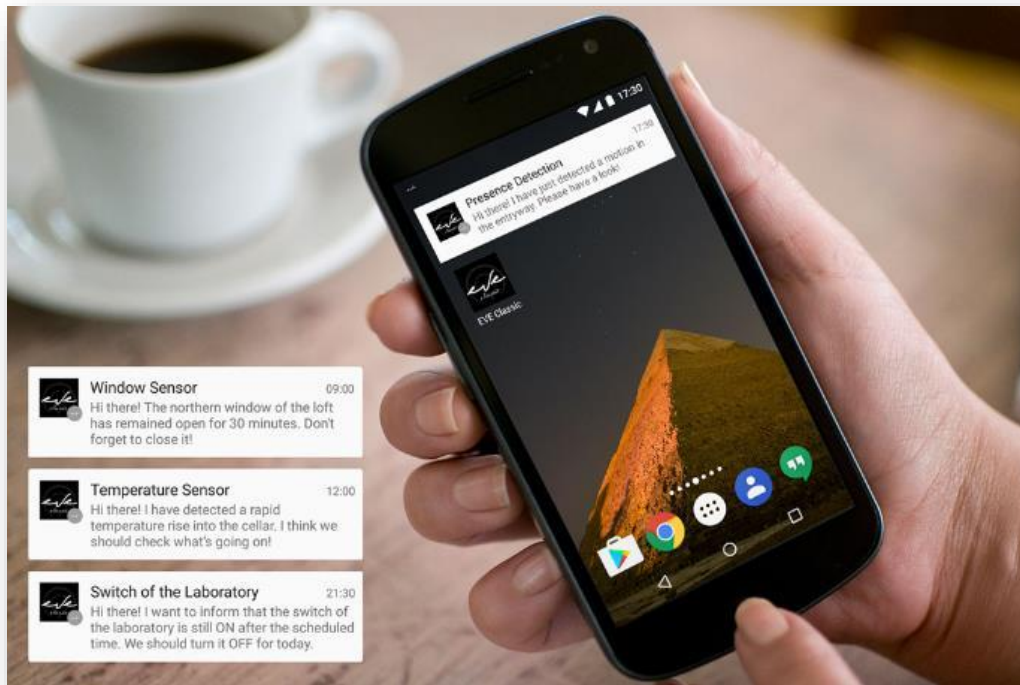


MapHabit

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.

Remote Support Technology

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



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.

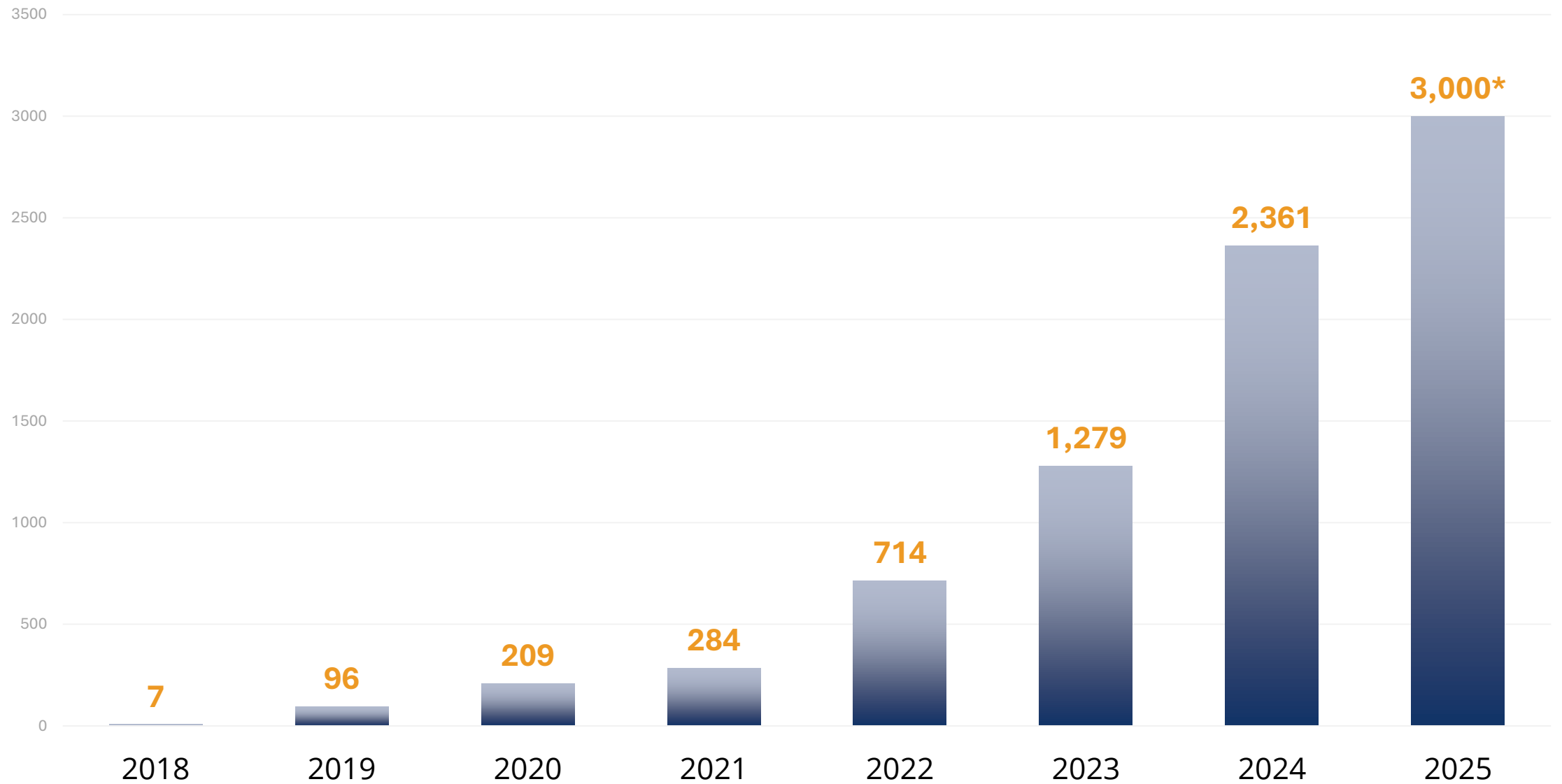
Technology First Initiative

- 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 in order 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.
- Aims to help people understand how Enabling Technology can improve their quality of life and allow them to experience new levels of desired independence.

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 and share your success

Number of People Using Enabling Technology



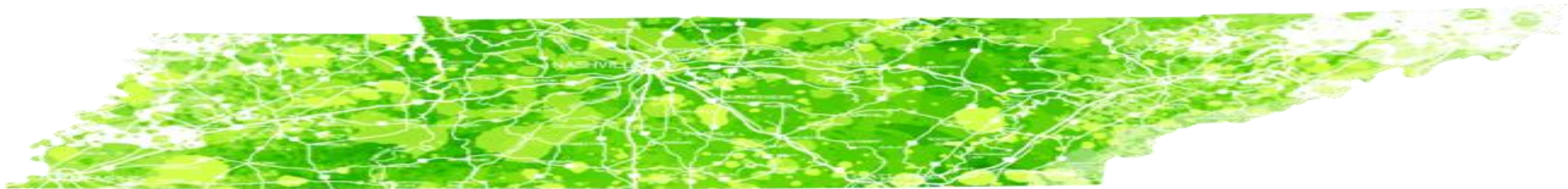
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Medicaid Alternative Pathways to Independence (MAPs)



MAPs

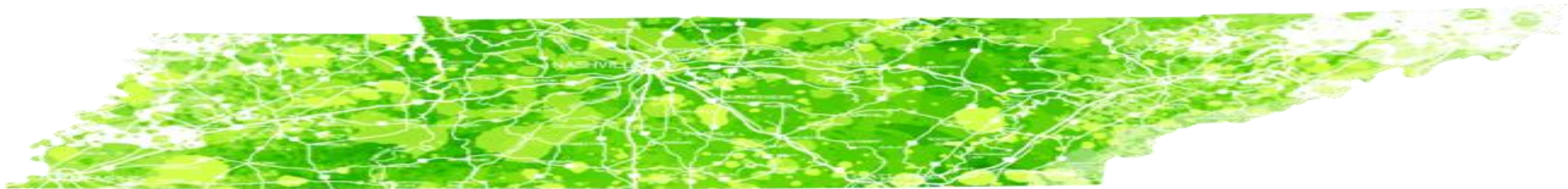
- **Challenge:** Many people do not have access to long-term supports and services (LTSS), and many people are looking for ways to learn new skills and increase their independence before (or instead of) using LTSS.
- **Innovation:** Design a new program focused on building independent living skills and helping people fundamentally shift their trajectory with respect to LTSS.



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

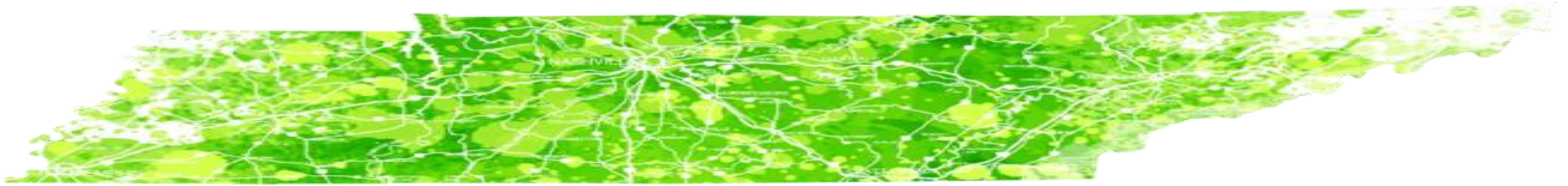
The Medicaid Alternative Pathways to Independence (**MAPs**) program is an innovative initiative where individuals gain access to 3-years of services aimed at supporting individuals with intellectual and developmental disabilities (ID/DD) in Tennessee.

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

Lorena



Dental Health Innovation



Dental Health Innovation

- **Challenge:** People with disabilities and older adults face significant barriers accessing dental care, and experience poor dental health outcomes.
- **Innovation:** Pilot a model that uses Enabling Technology and enhanced training to improve oral health outcomes, explore ways to increase dental health access points.



ABOUT HARMONY HEALTH

Creating Sustainable Solutions for Lasting Impact

Harmony Health is dedicated to creating sustainable solutions that ease the burden on families caring for individuals with intellectual and developmental disabilities (I/DD). Through community partnerships and innovative healthcare models, we strive to improve access to dental care and overall health outcomes, ensuring families receive the support they need.

+2400

Individuals Serving

+20

Partners

6

States Serving

ORAL HEALTH AND I/DD

Limited access to
preventive dental
services

Higher rates of
tooth loss

Higher occurrence
of severe gum
disease and cavities



Challenges with
dexterity and
toothbrushing

Higher rates of
sedation

Limited
accommodations/
inadequate resources

WHY ORAL HEALTH MATTERS

Cardiovascular
Disease

Dementia

Respiratory
Health

Diabetes

Blood
Pressure

Obesity



TN DENTAL INITIATIVE PURPOSE

The Dental Technology Initiative aims to close the gap in dental care access and quality for persons with intellectual and developmental disabilities (I/DD) through the use of enabling technology.

We aim to identify and address barriers that hinder access to technology in residential and clinical settings through the design of a pilot project that demonstrates how DDA can implement innovative strategies that lead to stronger dental health outcomes.



harmony
health™



Department of
Disability and Aging

INITIATIVE KEY ACTIVITIES

1

Tennessee Dental
Service System
Analysis

2

Tools and
Technology
Assessment

3

Technology Pilot

4

Replication and
Scale



harmony
health™

Dental Health Innovation

Year 1 Accomplishments



Report detailing the state of oral health care for individuals with I/DD in TN



Dental Tools and Technology report detailing available technology that may support oral health care for individuals with I/DD



Oral Health technology pilot with private practice dental offices, traditional I/DD care settings, and residential homes for I/DD individuals (non-dental)

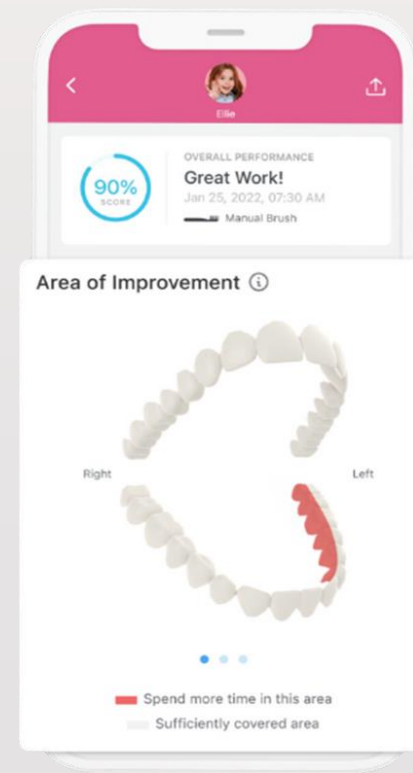
PILOT TECHNOLOGIES



oral genome



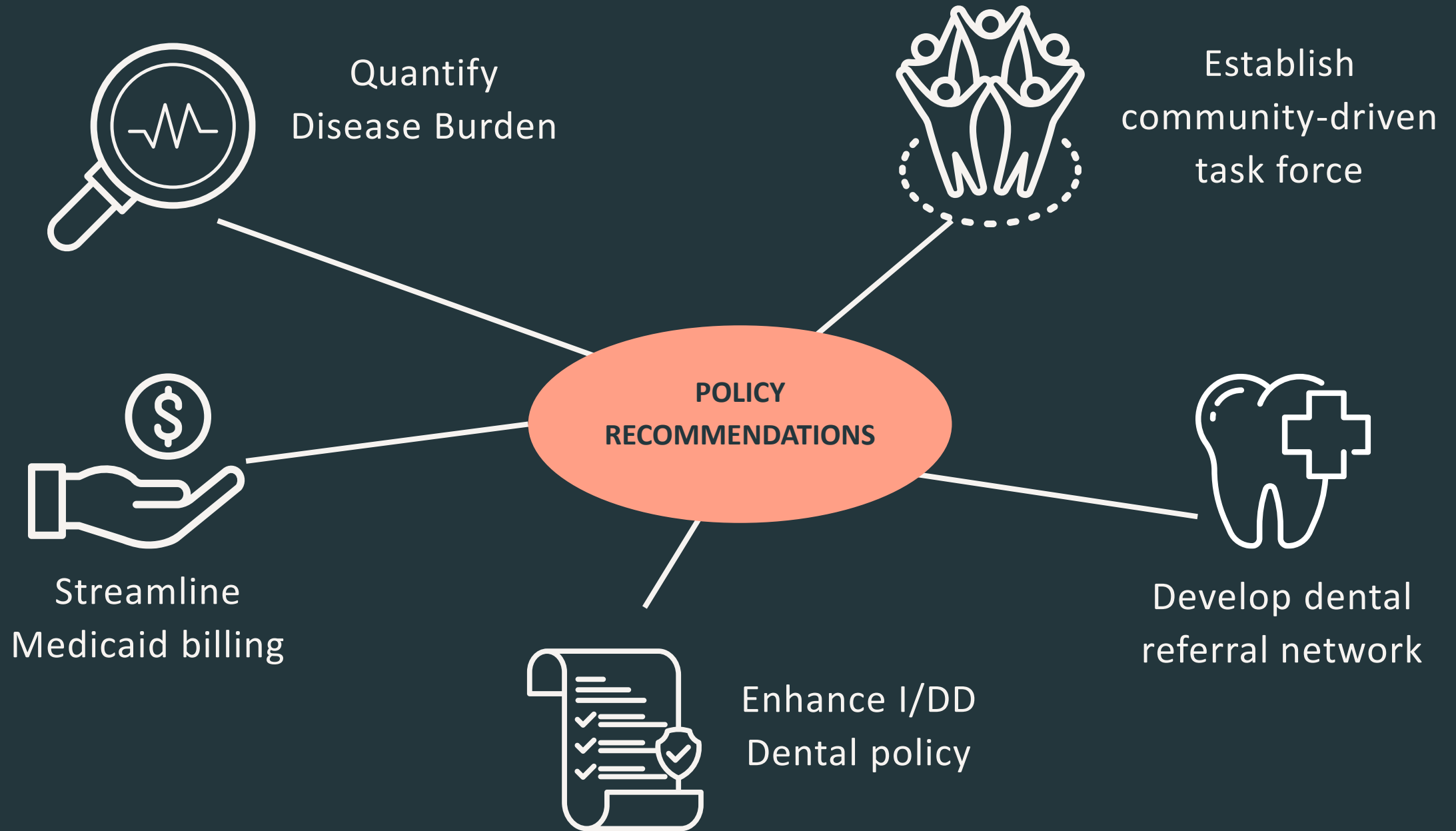
Truthbrush
Connected Oral Care System



Dental Health Innovation

Year 2

- **Pilot Expansion** - Focus on integration of oral health technology into non-dental settings.
- **Statewide Survey** – Assess oral health knowledge, attitudes, and ideas that will be used to guide future work.
- **Oral Health for I/DD Curriculum** – Online learning modules for dental providers that focus on oral health care for individuals with I/DD; separate online learning modules for non-dental providers and caregivers that focus on oral health basics to support individuals with I/DD





Train & incentivize
dental providers



Facilitate Medical
Dental Integration



Leverage
technology



Develop
specialized
curriculum

Housing Innovation



Housing Innovation

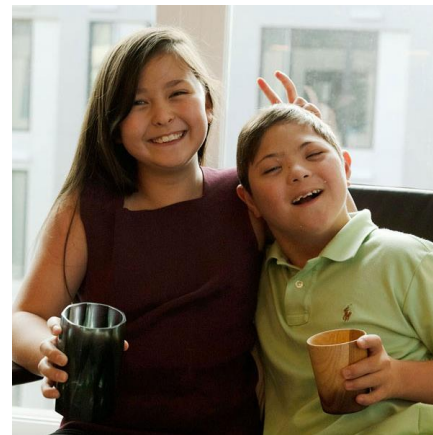
- **Challenge:** People with disabilities and older adults face significant barriers with finding and maintaining housing that is safe, affordable, accessible, and inclusive.
- **Innovation:** Design a multi-level program to increase inclusive housing opportunities and explore innovative housing models.

Over 1.8 million people in Tennessee are disabled, all experience one or more barriers:



Cost

People with disabilities reliant on SSI cannot afford any market-rate rate



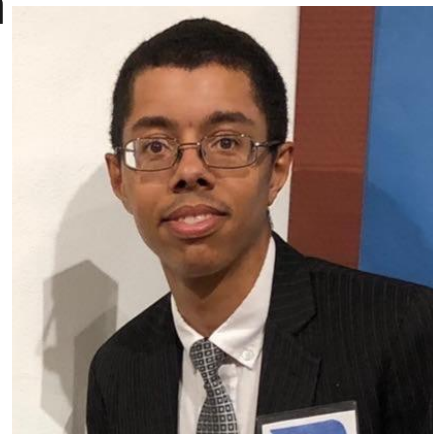
Access

Less than 6% of the housing market is accessible to people with disabilities.



Discrimination

Over 55% of housing discrimination is based on disability, more than any other type of housing discrimination.

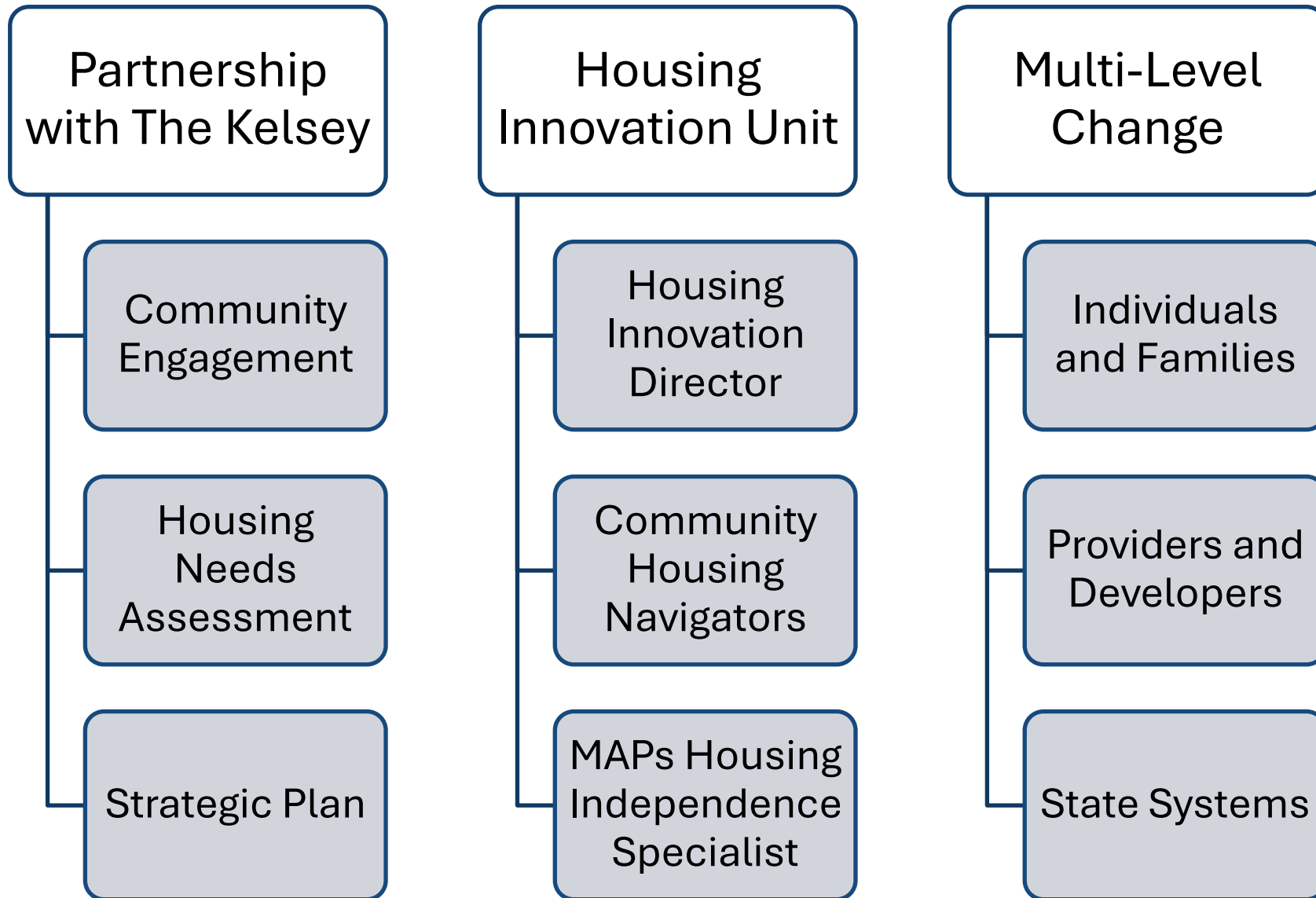


Supply

Only 12% of people with disabilities who utilize long term services and supports rent or own their own homes.

People with disabilities are 4x more likely to experience homelessness.

DDA Housing Innovation Program



325+

People with disabilities, older adults, HCBS providers, housing designers and developers, and state agency leaders



Key Themes

Severe Shortage of Affordable and Accessible Housing

Accessibility Is Misunderstood and Under Implemented

Desire for Independence, Choice, and Inclusion

Repair and Modification as Critical Infrastructure

System Fragmentation and Lack of Coordination

Location and Transportation Access Are Essential

Rigid Funding and Inflexible Regulations Block Innovation

Opportunities for Advancing Disability-Forward Housing

- State administrative action and cross-agency collaboration
- Piloting new programs that prove disability-forward housing is possible and benefits all
- State investment through legislative and gubernatorial action
- Cross-sector education and new partnerships between housing developers, service providers, funders and people with lived experience
- Cultivating champions for people with disabilities through unified messaging and storytelling

Enabling Technology Engagement Network (ETEN)



State of the States
In Intellectual and Developmental Disabilities

ETEN Purpose and Objectives

Purpose: To expand availability of and access to enabling technology to improve individual experiences and outcomes through state, federal, health plan, and provider partnerships.

Objectives:

- Educate states on the latest Enabling Technology solutions.
- Guide vendors on navigating Medicaid markets.
- Bridge knowledge gaps among states, health plans, and vendors.
- Foster federal solutions to streamline the adoption of new technologies.
- Ensure access to technology for all consumers

ETEN Advisory Group

Members: Washington, D.C., Massachusetts, Maryland, Missouri, Ohio, Oklahoma, Tennessee

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ETEN Member Highlights

Washington, D.C.	SHIFT Enabling Technology Credential, Remote Supports Expansion, Urgent Care Telehealth, AgeTech Collaborative, Enabling Tech Community of Practice, Assistive Tech in the IDD Waiver, Broadband Equity/Access/Deployment, AI Use Cases
Massachusetts	Telehealth delivery for services in all 10 waiver programs, Assistive Technology for Telehealth (TBI and Frail Elder Waivers), Remote Supports and Monitoring (3 waivers for Adults with ID/DD), Assistive Technology – Electronic Comfort Animals (Frail Elder Waiver)
Maryland	Tech 1st Governor Proclamation, Technology First Task Force, Annual Technology First Event, Assistive Technology Libraries
Missouri	Brain injury waiver (with assistive technology), Exploring the addition of broad AT for Structured Family Caregiving & Aged and Disabled Waiver, Exploring State Plan modification related to medication nurse visits, Enabling Technology used under Title III B and Title III C of Older Americans Act, State Funded Caregiver Training and Relief Program, federally approved Medicaid Value Based Payment for Remote Supports
Ohio	Technology First executive order and Ohio technology council, technology added to HCBS waivers, state investments in Technology First, Technology First rule established, Innovative Technology grants and projects
Oklahoma	Scissortail Research , Tech First, Smart homes, Wearables for Wellness (W4W), Wayfinder Steering Committee, Soaring on Hope

Advice from the TN DDA Legislative Team

Collaboration with State Departments

- As a legislator, taking the time to let a department explain to you the areas where they see an opportunity for change or growth creates an opportunity for meaningful connection between branches of government and meaningful change in policy as well. It creates future opportunities for problem solving when everyone has shared knowledge of the issues. Gaining another level of knowledge in these areas is also helpful in interfacing with constituents and communicating to them that you are involved in the issues they face.

Advice from the TN DDA Legislative Team

Pilot Programs

- Tennessee has found success in implementing innovation in an incremental fashion. If data or evidence is brought to you that a program that seems unorthodox may be effective, consider taking a chance at allocating a small amount of funds to “pilot” whatever program that may be. This allows for legislators to be fiscally responsible while also allowing departments to iterate to find the best solutions for their state.

Advice from the TN DDA Legislative Team

Share People-Focused Stories

- We strongly believe that the bills that are passed or the programs that are implemented are ineffective if they do not have positive outcomes on our citizens. In light of this, we strive to share people focused stories with our legislators to allow them to connect programs to the people they serve. Whether that is a short video highlighting someone utilizing enabling technology to reach new levels of independence or a news story that we forward to their inbox highlighting a success at a senior center, we are always trying to connect legislators to their constituents. If this is not being done in your state, you could request some direct stories from your constituents being served to connect further with the work.

What role can you play in your home state in creating innovative solutions to address critical challenges experienced by people with intellectual and developmental disabilities?

Thank you!

Jeremy Norden-Paul
Director, Division of Program Innovation
Tennessee Department of Disability and Aging
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