# Technology First: Reimagining Community Living for People with Disabilties



2025 Developmental Disabilities
Legislative Symposium
June 11 – 13
Seattle, WA

State of the States

In Intellectual and Developmental Disabilities



# Why Technology Solutions?

Why Now?



#### State of the States

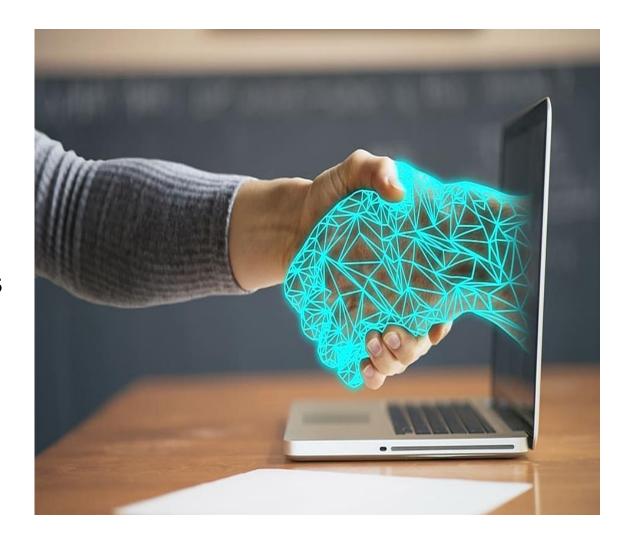
In Intellectual and Developmental Disabilities



The ubiquity of technology is changing the world around us and how we must interact, survive, and thrive within that world.

#### Technology Divide for People with Disabilities

- Lack of inclusive design of technology
- Failure to address "useworthiness" alongside usability
- Lack of digital/technology literacy and resilience
- Gatekeepers that limit opportunities
- Lack of adequate supports
- Systemic barriers
- Economic barriers



# The Rights of People with Cognitive Disabilities to Technology and Information Access

#### The Rights of Deople with Cognitive Disabilities to Technology and Information Access

- cognitive disabilities such as intellectual disability; severe, persistent mental illness; brain injury; stroke; and neurodegenerative disorders such as
- · People with cognitive disabilities are entitled to inclusion in our democratic society under federal laws such as the Americans with Disabilities Act (ADA), the Developmental Disabilities Assistance and Bill of Rights Act (DD Act), the Individuals with Disabilities Education Act (IDEA), Section 504 of the Rehabilitation Act, and under state and
- The disruptive convergence of computing and communication technologies has substantially altered how people acquire, utilize, and disseminate knowledge and information;
- · Access to comprehensible information and usable communication technologies is necessary for all people in our society, particularly for people with cognitive disabilities, to promote self-determination and to engage meaningfully in major aspects of life such as education, health promotion, employment, recreation, and civic participation;
- The vast majority of people with cognitive disabilities have limited or no access to comprehensible information and usable communication

- Twenty-eight million United States citizens have
   People with cognitive disabilities must have access to commercially available devices and software that incorporate principles of universal design such as flexibility and ease of use for all;
  - . Technology and information access by people with cognitive disabilities must be guided by standards and best-practices, such as personalization and compatibility across devices and platforms, and through the application of innovations including automated and predictive technologies;
  - · Security and privacy must be assured and managed to protect civil rights and personal dignity of people with cognitive disabilities;
  - · Enhanced public and private funding is urgently required to allow people with cognitive disabilities to utilize technology and access information as a natural consequence of their rights to inclusion in
  - · Ensuring access to technology and information for the 28 million people with cognitive disabilities in the United States will create new markets and employment opportunities: decrease dependency on public services; reduce healthcare costs; and improve the independence, productivity, and quality of life of people with cognitive disabilities.

We hereby affirm our commitment to equal rights of people with cognitive disabilities to technology and information access and we call for implementation of these rights with deliberate speed.

View endorsers of this document and join us at: colemaninstitute.org/declaration

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#### Endorsed by national advocacy organizations

#### Endorsed and cited by the

- President's Committee on People with Intellectual and Developmental Disabilities Report in 2015
- The Federal Communications Committee Disability Advisory Committee

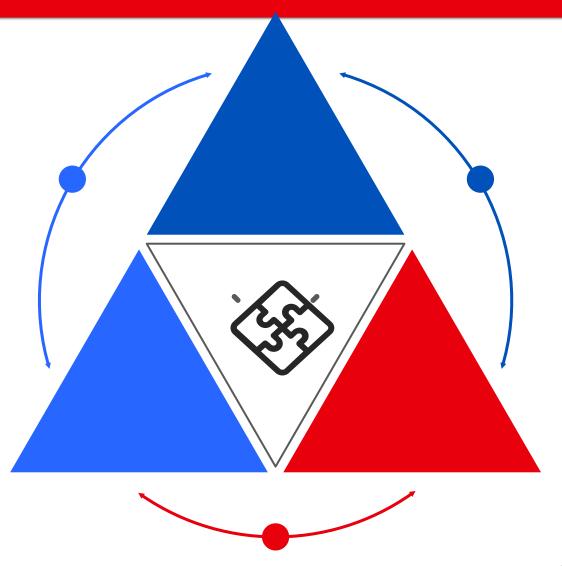
# Systems Change Approach

- Systems change: shifting the conditions including structures, practices, policies, resource flows, power dynamics, and mindsets that produce societal problems and hold them in place; typically involves cross-sector collaboration among stakeholders from public, nonprofit, philanthropic, or private institutions, as well as community constituents."
  - Mathematica
- It is a deliberate process designed to transform the system's fundamental behavior so that new, sustainable patters can emerge.

### Integrated Systems Change Efforts

#### **Technology First**

Identifies tools for autonomy and goal attainment



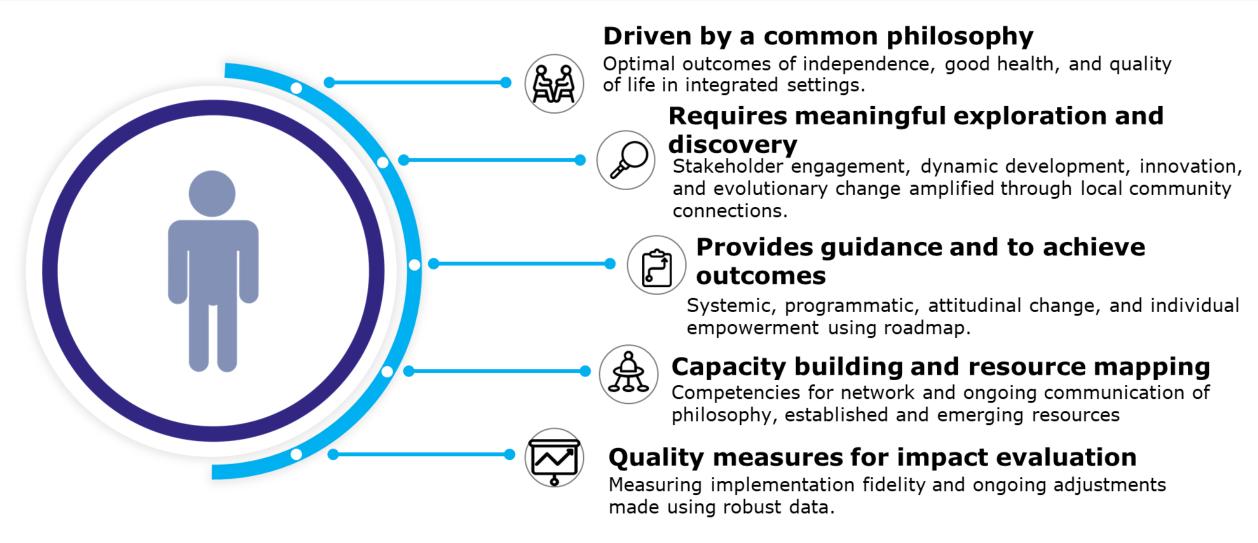
#### Person-Centered Practices

The foundation in increasing a person's autonomy through their goals, needs, preferences and values.

#### **Employment First**

Identifies employment as a priority outcome

#### **Commonalities**

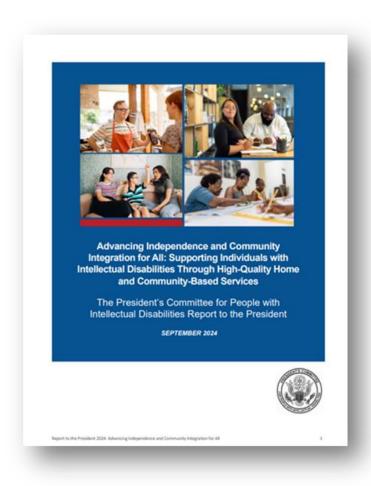


### **Technology First Systems Change**

Framework for systems change where technology is considered first in the discussion of support options available to individuals and families through personcentered approaches to promote meaningful participation, social inclusion, self-determination, and quality of life.



# President's Committee for People with Intellectual Disabilities (PCPID) 2024



- Advancing Independence and Community Integration for All: Supporting Individuals with ID Through High-Quality Home and Community Based Services
- "Six principles considered pivotal to strengthening and sustaining the nation's HCBS infrastructure...
- ...States can use the *Technology First* framework, which considers technology first in a discussion of available support options."
- Link to the State of the States website stateofthestates.ku.edu

# Technology First Systems Change Model



#### **Statewide Policy or Initiative**

- Set of core values
- Implementation team
- Resource allocation

Technology First Systems Change



#### **Active Implementation Framework**

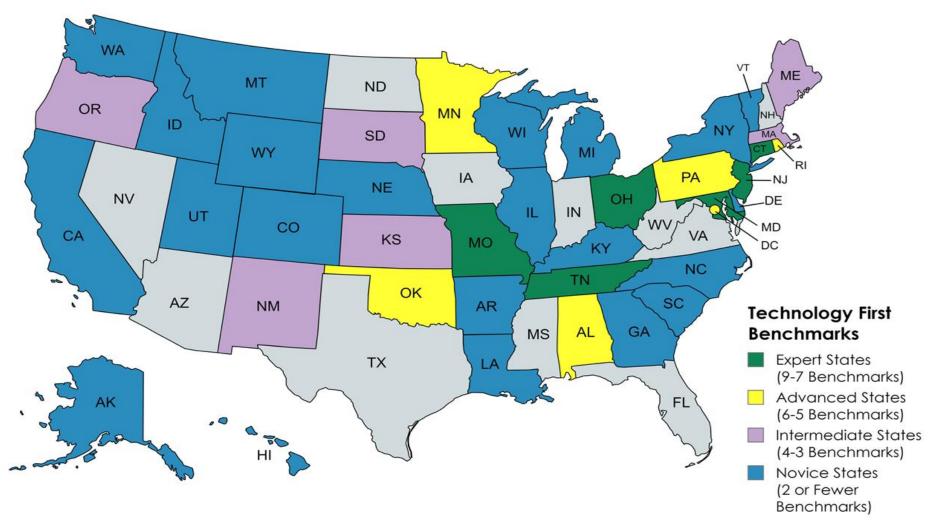
- Policy enabled practice
- Sustainable resources
- Communication plan
- Capacity building
- Leverage through collaborations



#### **Fidelity and Data Driven Decision Making**

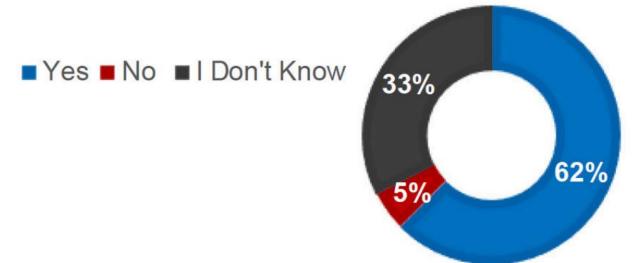
- Statewide data
- Practitioner data
- Individual and family data

#### Technology First Systems Change Benchmarks



# Why are States Investing in Technology First Systems Change?

62% of States identified a desire for technical assistance in Technology First Systems Change (N=40)



- 1. Implement creative ways to support people's independence, autonomy, and quality of life.
- 2. Identify strategies to help address the direct support professional workforce shortage.
- 3. Explores cost effective solutions.

# Measuring Systems Change Success



# National Policy

Policies and practices that align with access to technology solutions 2

#### **Access Measurement**

- Inclusion in goal setting as a support
- Acquisition, training, resilience, and maintenance

3

### Reduction in Barriers

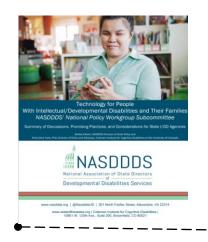
- Attitudinal
- Design access
- Financial access
- Policy parameters
- Identification of tech solutions



#### Maturity Model

Fidelity in model implementation

#### **National Data Driving Change**



2019

2023





National Data on Technology Solutions for People with Intellectual and Developmental Disabilities



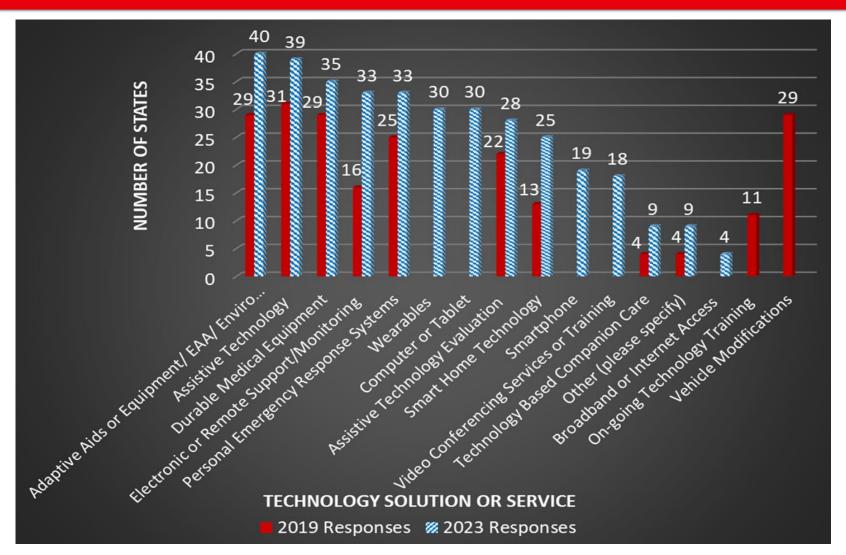
2020

2024
ANCOR
Technology Survey
\*Preliminary Results

# **Key Questions**

- ?
- 1. Do people with disabilities desire and need access to technology solutions?
- 2. Do people with disabilities have **Access** to technology solutions?
- 3. Does our society design for and build environments where people with disabilities can successfully use technology solutions in all major aspects of life?
- 4. How can we use technology solutions to support the workforce?
- 5. Can Technology First Systems Change advance access to technology solutions?
- 6. Do people with disabilities have the supports and knowledge needed to make decisions about and utilize technology solutions?
- 7. Do technology solutions improve quality of life for people with disabilities across all domains of living (ex. employment, civic engagement, social, etc.)?

# What Technology Solutions are funded by States?



#### Research-Based Tools

- Technology First Systems Change Benchmarks and Maturity Model
- Cognitively accessible Technology Needs and Barriers to Access Survey
- Technology Resilience, Agility, and Literacy Questionnaire (Tech RAL-Q)
- Technology Readiness Evaluation for Providers Customized in partnership with PA Dept. of Developmental Programs
- Technology Solution Specialist Training
- Case Manager Technology Solution Training

# State of the States Projects



### What Can You Do?



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# Champion and Sponsor Techology First Legislation

- 7 states consider their state to be Technology First
- 23 States are interested in advancing Technology First Systems Change efforts identified in model benchmarks
- States do not feel they are a Technology First without legislation for progress and sustainability
- 13 states indicated current work on legislation
- Most legislation is through Executive Orders

### **Technology First Legislative Priorities**

Advancement of Technology First legislation to address the following:

- Harmonize and modernize policies for flexible and agile practices (ex. technology solutions)
- Cross-agency collaborations (ex. Medicaid office and Office of Innovation)
- User engagement and training in technology literacy, resilience, and agility
- Expanded, braided, and blended funding opportunities and sustainable resources
- Investments in hybrid models of care through innovation
- Accountability for accessibility of products and services (procurement)
- Impact measurement and benchmarking

# National Technology Agenda for Disability and Aging



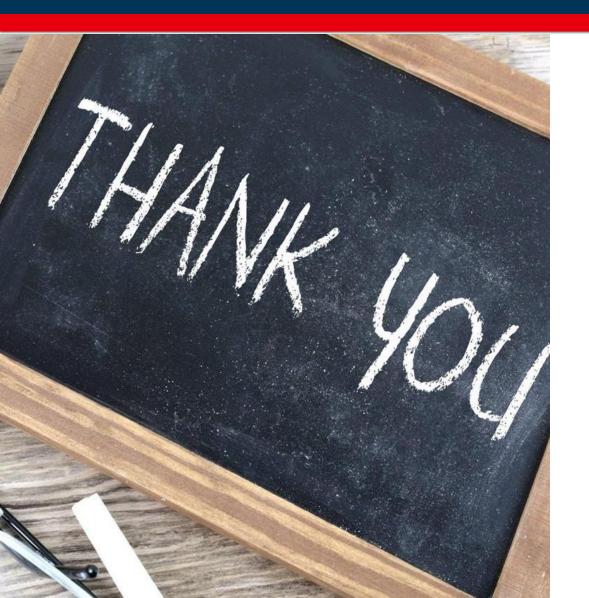






**ADvancing States and NASDDDS** 

2025 ENABLING TECHNOLOGY ENGAGEMENT NETWORK



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