

Disclosure slide

The Technology Project is supported, in part by:

- grant #90-DDUC-0038 (PI: Marc J. Tassé, PhD), from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201

Remote Support research was supported, in part by:

- the Ohio Department of Higher Education and the Ohio Department of Developmental Disabilities



Ohio focus groups and survey of 48 states and DC

Jordan B. Wagner
The Ohio State University
Nisonger Center



THE OHIO STATE UNIVERSITY

NISONGER CENTER



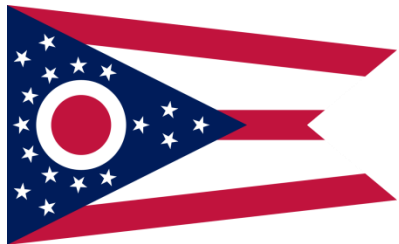


Remote Support (Remote Monitoring)



- Assisting an individual from a distance using technology.
- Just like having Direct Support Professionals – only they're not in your home.

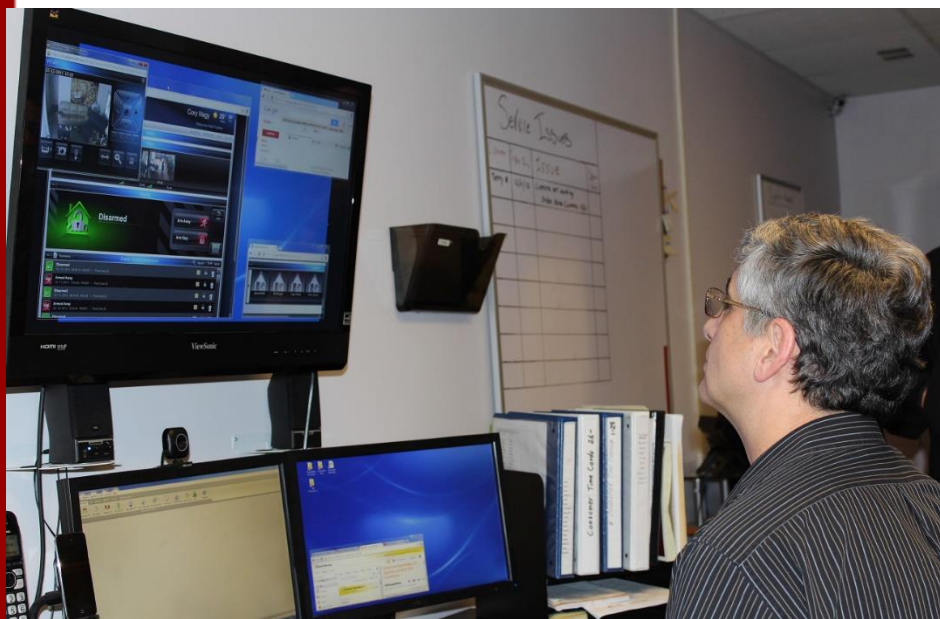


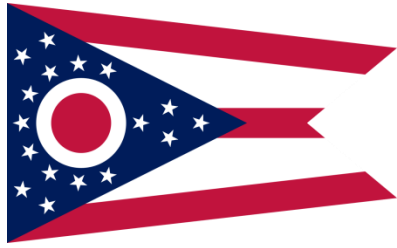


Remote Support (In 2017)



- 37,000 eligible Ohioans (everyone on a DD waiver).
- **How many people (... of 37,000) do you think used remote support?**





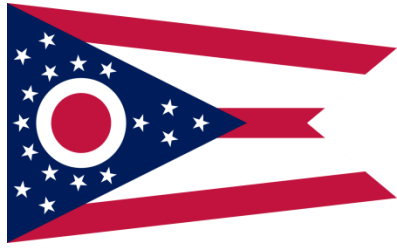
Remote Support



Winter 2017: 190



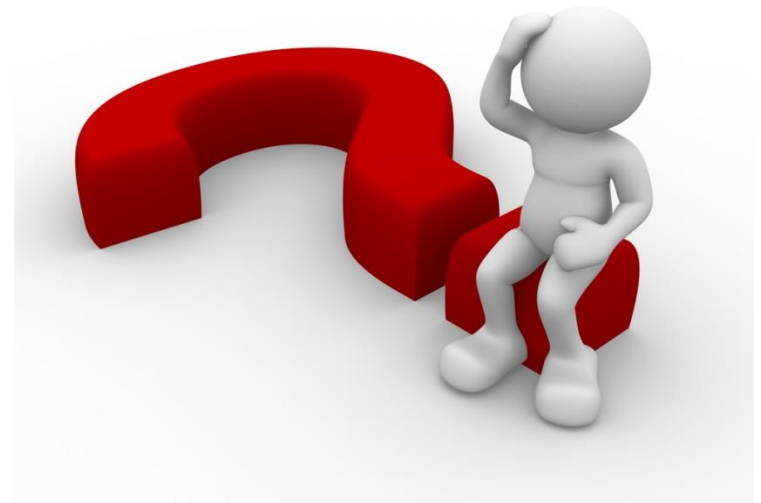
THE OHIO STATE UNIVERSITY
NISONGER CENTER

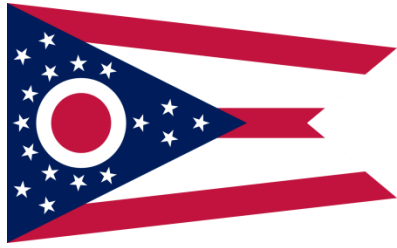


Remote Support



- 42,000 eligible Ohioans (everyone on a DD waiver).
- **How many people (... of 42,000) do you think used remote support?**





Remote Support



Winter 2017: 190

Total as of July, 2021:

1,048



Focus Groups and Phone Interviews

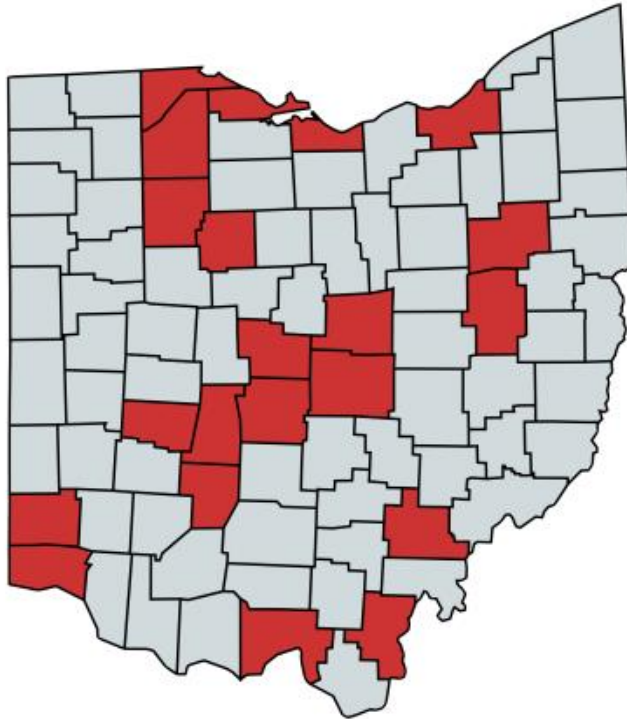
Preliminary Discussion Groups

- Self Advocates
 - Liked: Independence and safety
 - Concerns: Privacy, relational interaction
- Parents
 - Sounded good – but weren't sure about it
 - Concerns
 - Privacy, security, inadequate attention to son or daughter



Demographic Information

Counties



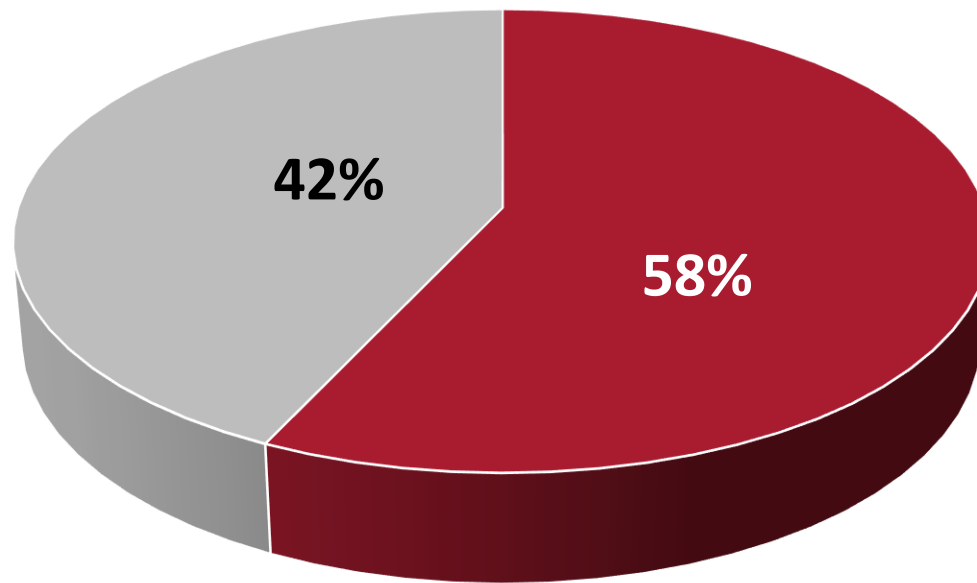
- 88 Counties in Ohio
- 44 Counties use remote supports
- At least one respondent from 21 counties participated in focus groups and phone interviews



Demographic Information

Relationship to remote supports

- Adults who use/ have used remote supports: **24**
- Guardians of adults who use/ have used remote supports: **32**



■ Parents /...

■ Adults with DD

Demographic Information

Gender

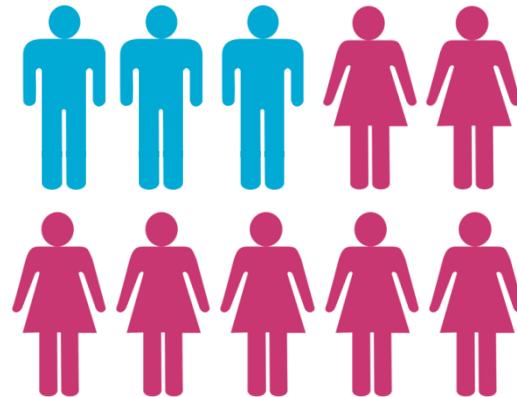
- Age from 21 – 74 years



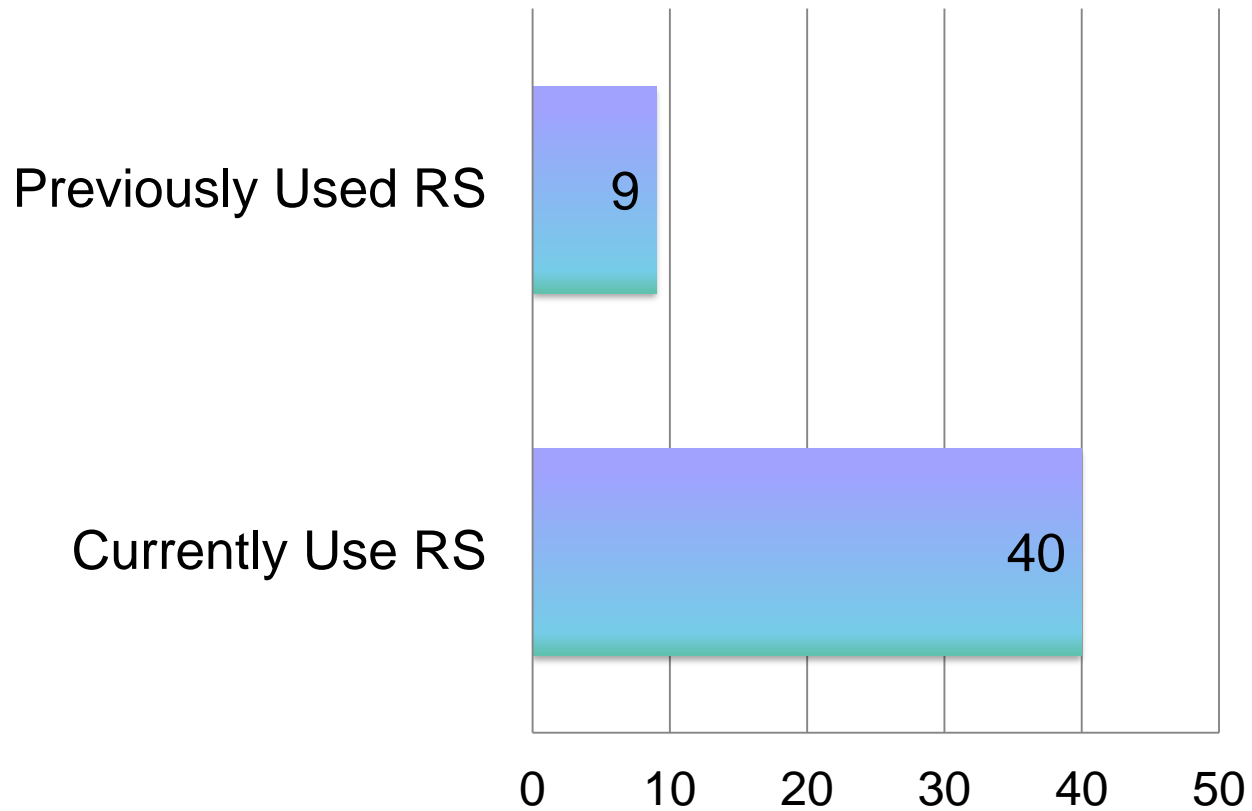
31%
Male



69%
Female



Demographic Information



Focus Groups and Phone Interviews

- What do you like about remote supports?

- 56 responses
 - 24 Adults with DD
 - 32 Parents/Guar
- Safety
 - #1 response 64% (N=36)

	Adults with DD (N=24):	Parents/Guardians (N=32)
SAFETY	14/24 (58%)	22/32 (68%)
INDEPENDENCE	6/24 (25%)	20/32 (62%)
RS STAFF	11/24 (46%)	9/32 (28%)
HEALTH	6/24 (25%)	10/32 (31%)

Adults with DD: Safety is #1 => followed by (2) remote support staff.

Parents/Guardians: Safety is #1 => closely followed by (2) Independence.



Technology Project Safety

- Most endorsed reason respondents like remote supports
 - “*Having remote supports is like having a personal body guard.*” – adult who uses remote supports



Technology Project

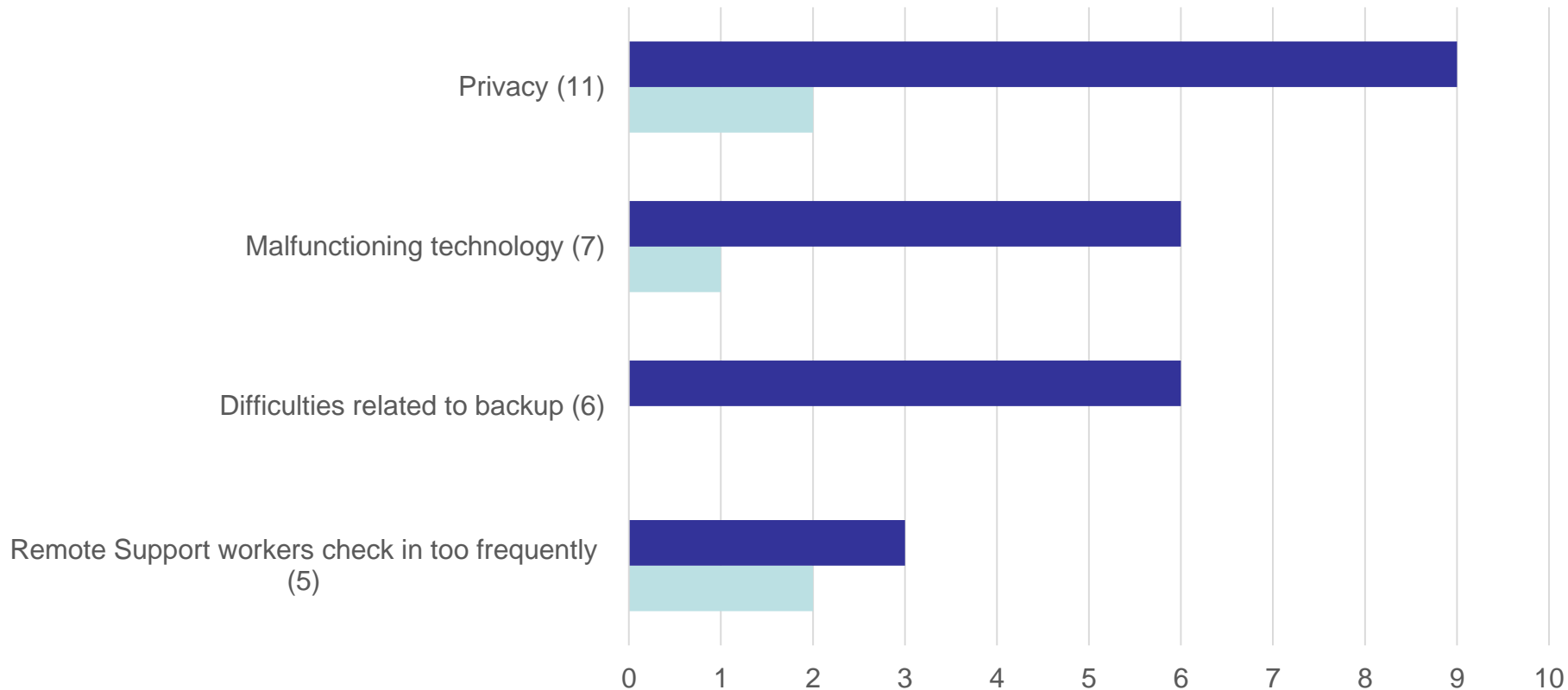
Independence

- Independence
 - Less staff (including overnight staffing)
 - Moving out



Focus Groups and Phone Interviews

- What do you *NOT* like about remote supports?



	Remote Support workers check in too frequently (5)	Difficulties related to backup (6)	Malfunctioning technology (7)	Privacy (11)
■ Parents/guardians	3	6	6	9
■ Users of remote support	2	0	1	2



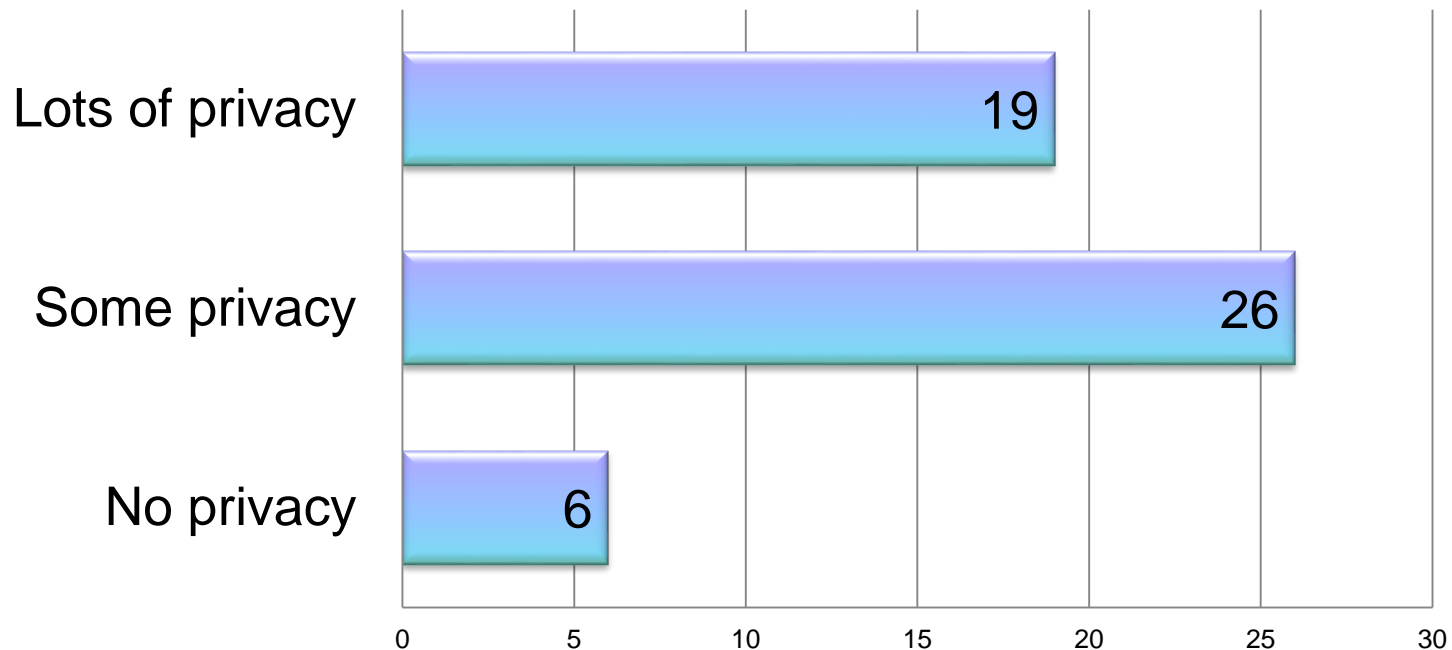
Focus Groups and Phone Interviews

- What did you not like about remote supports?
 - 26 participants (46%) did not offer any response
 - Privacy 20% (11 of 56)
 - “I don’t want to be on camera all the time”
 - Felt “babysat in [her] own house”
 - Families may need to reevaluate their technology to consider less intrusive solutions such as sensor technology.



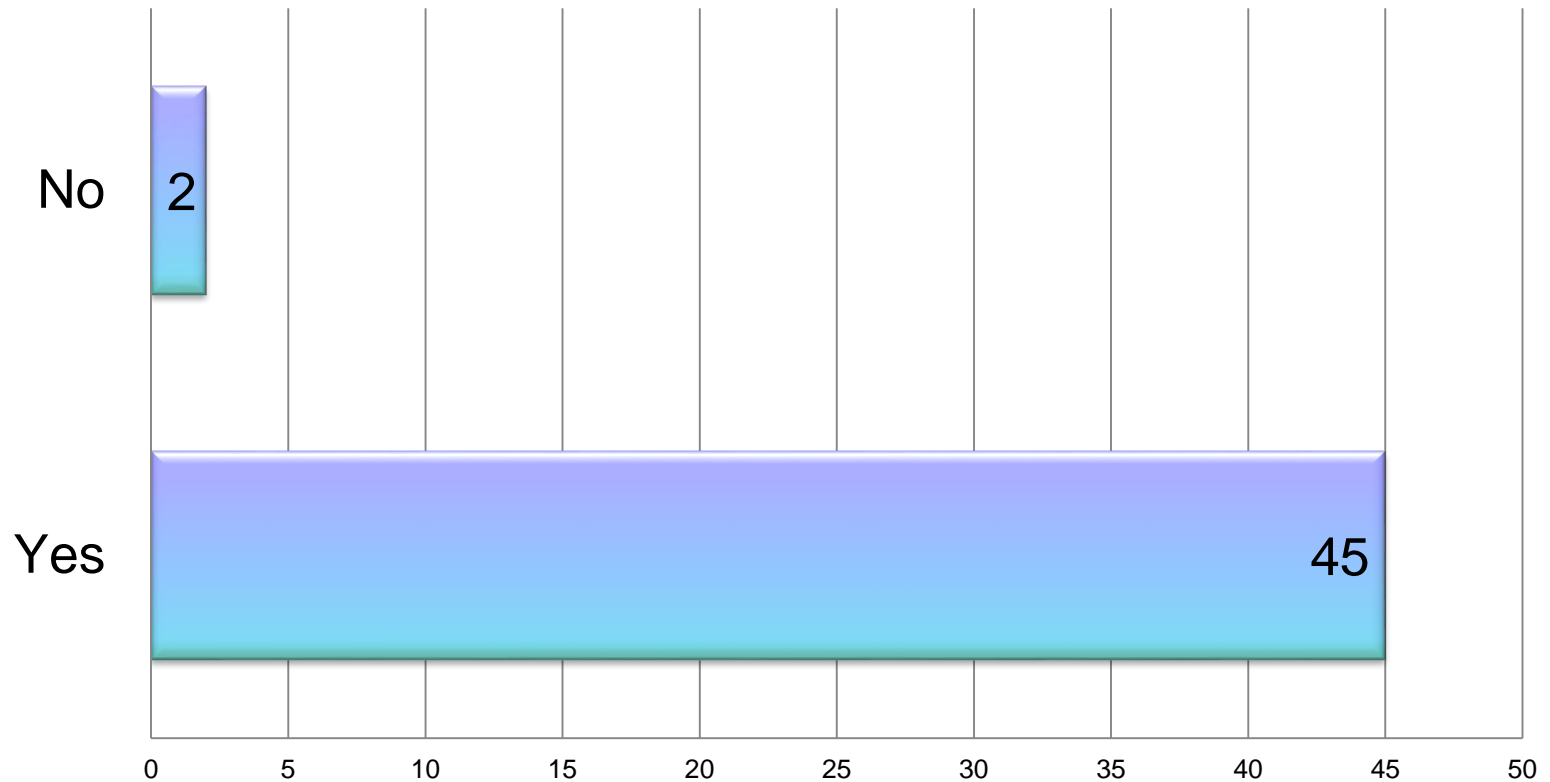
Focus Groups and Phone Interviews

- How much Privacy do you feel you have in the home?
 - Nearly 9 out of 10 respondents reported feeling some of lots of privacy in their home
 - “[Remote supports] provided us more privacy than we ever had with providers.”



Focus Groups and Phone Interviews

- Would you recommend remote supports?
 - 96% say YES



Pre-COVID-19 Prevalence of Remote Support Services in U.S.



PRE-COVID PREVALENCE

- Remote support is different in every state.
 - Does your state offer something like remote support / remote monitoring (not AT)?
 - How many people use this service?



PRE-COVID PREVALENCE

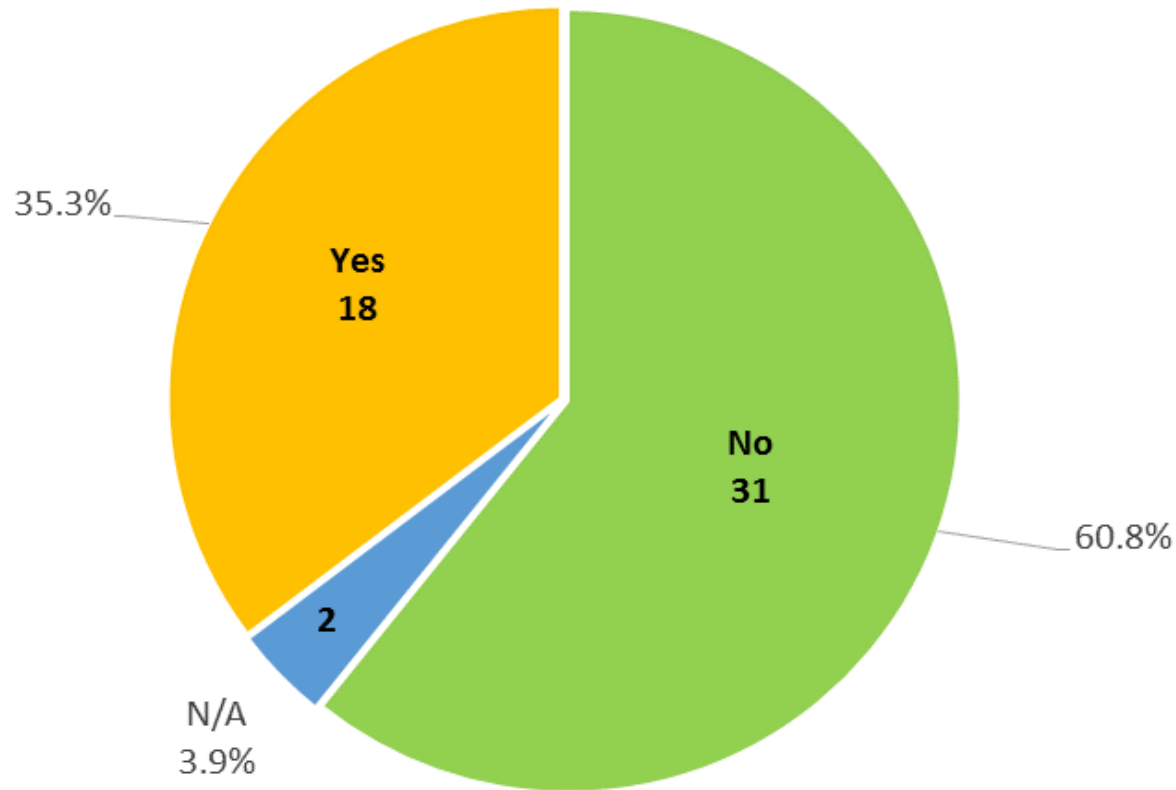
We completed this survey about ***remote support services/remote monitoring*** across the US between:

➡ 5/30/2018 – 2/20/2019 (9 months)



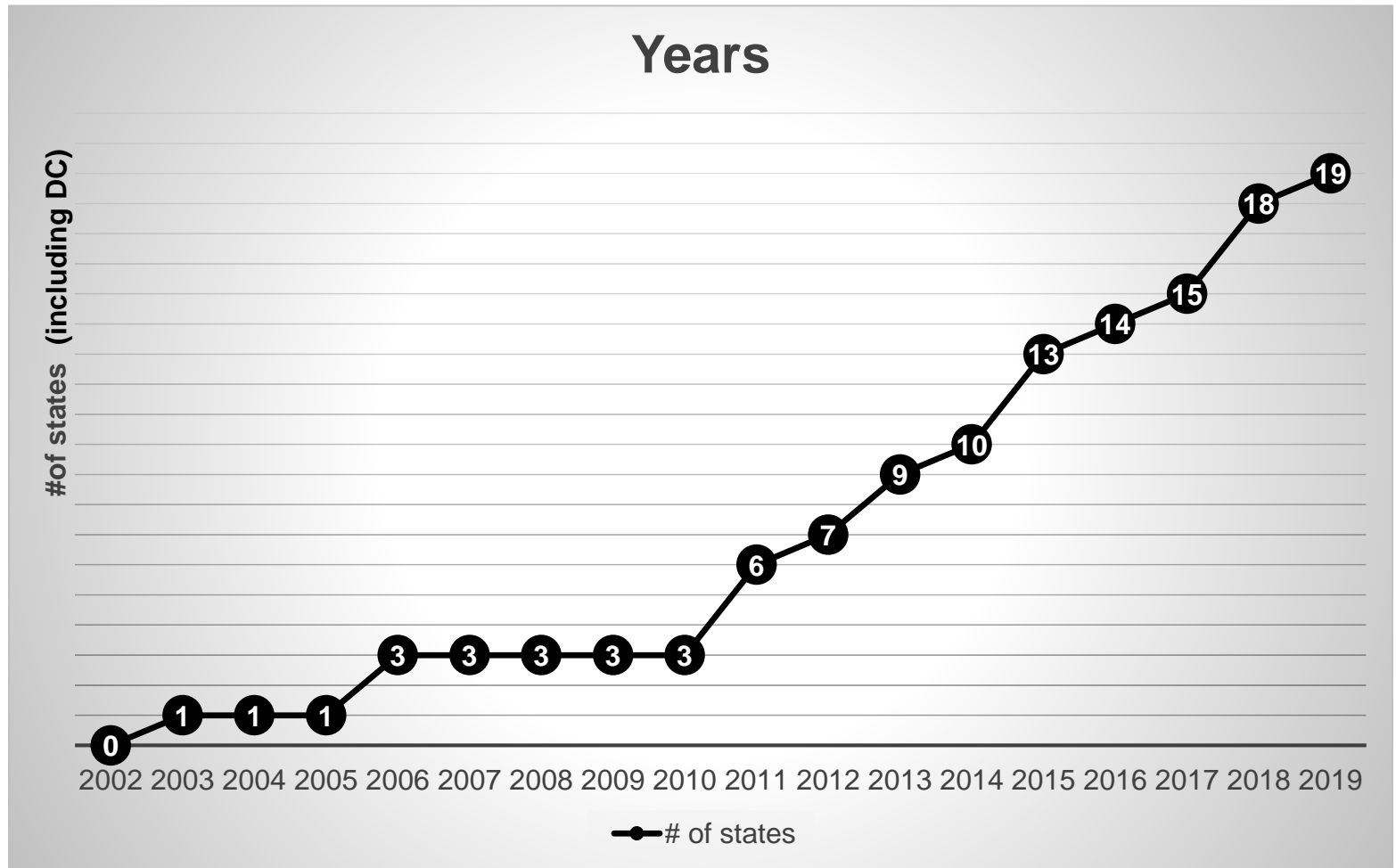
PRE-COVID PREVALENCE

States Offering Remote Support Services 2018-2019

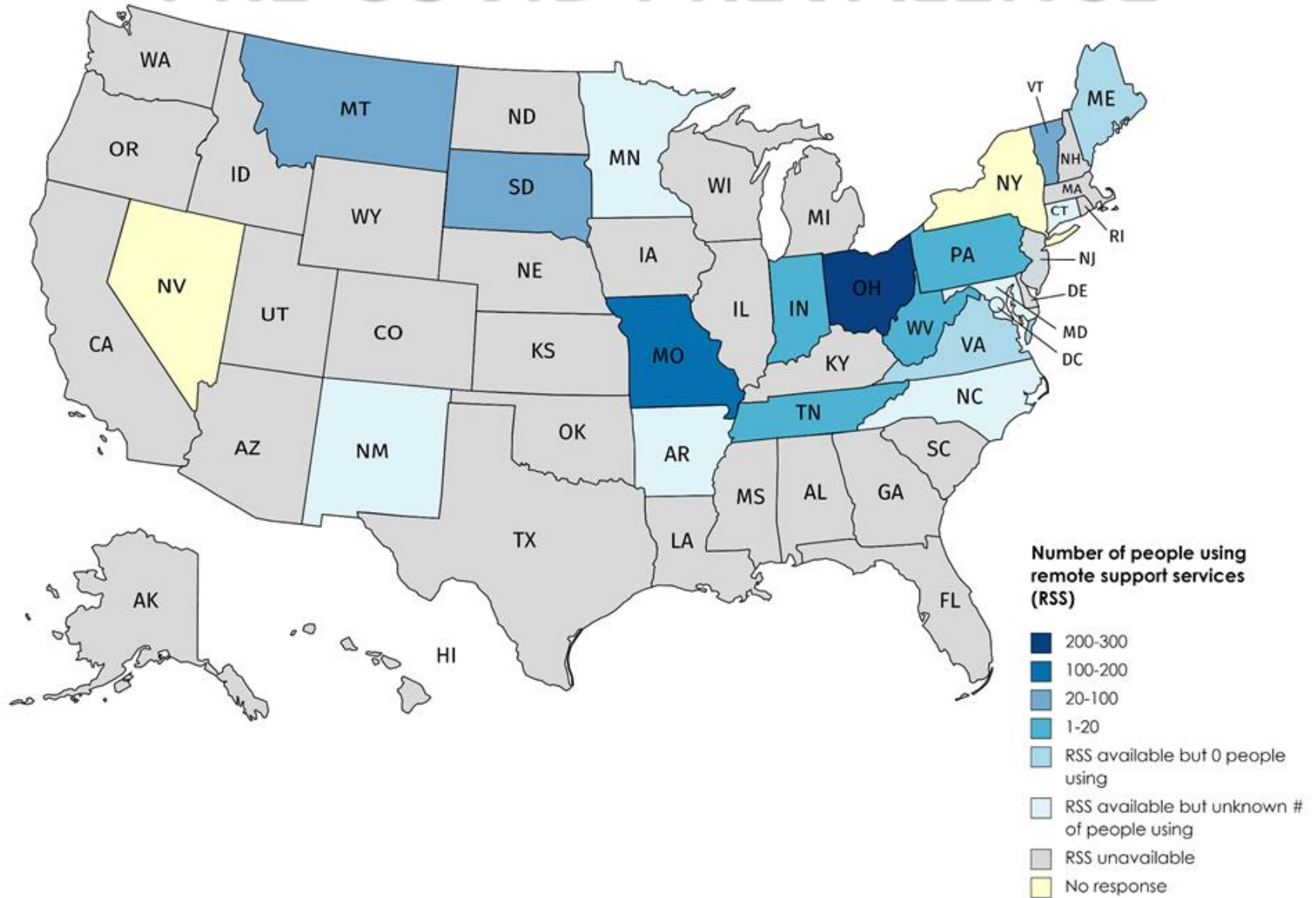


PRE-COVID PREVALENCE

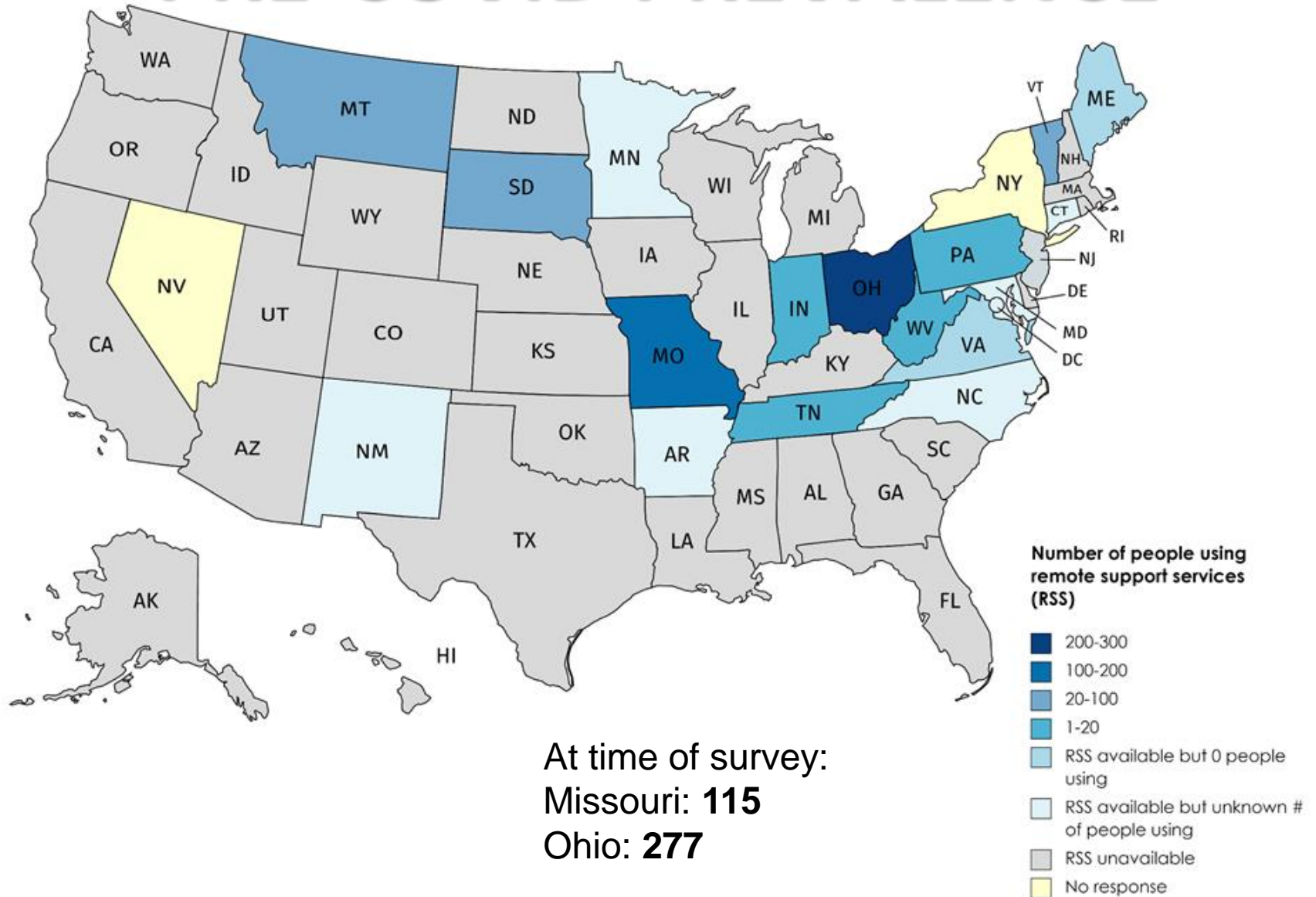
- States with remote support services.



PRE-COVID PREVALENCE



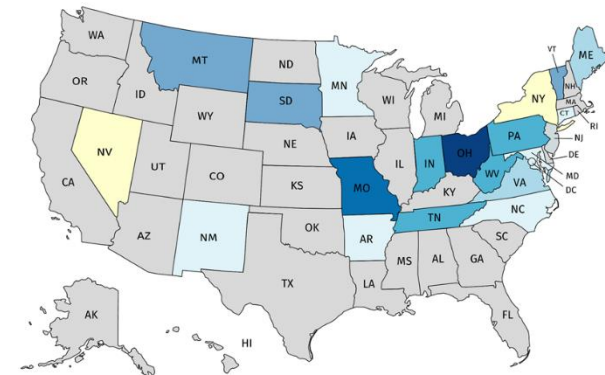
PRE-COVID PREVALENCE



PRE-COVID PREVALENCE

Of the 31 States that reported that they DO NOT offer remote support services:

- 26 states have no current plan to **ADD** remote support as a **HCBS** service.
- 5 remaining states plan to add remote support services:



Technology Project



- High Turn over
 - 38.2% (Hetzler, 2016) to estimates of 50%
- Demand for home health aids
 - 34% increase in demand (Bureau of Labor Statistics, U.S. Department of Labor, 2020)
- Waitlists
 - 473,00 people with IDD on a waitlist in 36 states (Musumeci, Chidambaram, & Watts, 2019)
- Costly services
 - \$7.3 billion increase in HCBS waiver funds spent between 1997-2020
- A“technology can play a critical role in... creating more opportunities for individuals with IDD” including, “helping [someone] perform daily functions so they can live more independently and not require as much staff-time without reducing outcomes.” (*ANCOR, 2017*).





Concluding Remarks



- Technology, including remote supports, might be one piece of the solution to DSP shortages.
- With advancements in technology, people with developmental disabilities will have the opportunity to live more independent and socially engaged lives.



Technology First

May 24, 2018



Under the [Technology First Executive Order](#), the department will work with county boards of developmental disabilities to ensure technology is considered as part of all service and support plans for people with disabilities. The executive order is **not a technology-only policy** but aims to help people learn more about **how to use technology to improve their quality of life and how they can experience more independence and personal freedom.**



THE OHIO STATE UNIVERSITY
NISONGER CENTER

