Supportive Technology

Assistive Technology and Remote Support Services

Ohio TECHNOLOGY FIRST

Choosing Technology That Fits

Supportive technology offers people with developmental disabilities personalized help with daily tasks at home or at work.

Assistive Technology can support a person who wants to be more independent with devices like stoves that turn off when they are not in use or alarms for reminders to take medication.

Remote Support uses two-way communication in real time, like Skype or FaceTime, so a person can talk with their direct service provider, even when the provider is not in their home. The service also includes supports like sensors that can call for help if a person has fallen or cameras that show who is at the door. All Medicaid waivers cover the cost and maintenance of equipment used for Remote Support service delivery.

How to Start Using Remote Support

Have a conversation to identify why a person with a developmental disability uses direct care staff and if their health and safety needs can be met remotely.

Have a team meeting where the person accessing services, their providers, and service and support administrator can talk about which needs might be met remotely, for what hours, and how backup support will be provided.

If the person chooses Remote Support, the provider that will act as a backup to those supports will be the one to choose the vendor for the technology and equipment needed. If the backup support is unpaid, natural supports like family or neighbors, the person, or their guardian will choose the vendor.

The service and support administrator works with the team to amend the individual service plan, or ISP, to include detailed protocols for the new Remote Support.

An ISP that includes Remote Support should detail back-up support contact information and what to do if the person wants to turn off Remote Support equipment.

Technology Examples

Cooking safety

Overnight support

Medication adherence

Fall detection

Visitor monitoring

Community navigation

Cost Saving

$ Supportive technology can be used to stretch waiver dollars to free up funds for other services

Technology First

In May 2018, the Technology First Executive Order was signed, making Ohio the first state in the country to place an emphasis on expanding access to technology for people with developmental disabilities

Tech at Work and Home: Meeting Different Needs

Diane Likes Hanging Out with Her Friends

Diane likes to text and socialize with her friends. Because she is visually impaired, she uses a voice-activated app on her phone that reads what's on the screen, like what her friends are doing on Facebook. Diane also uses a ride-sharing app, like Lyft or Uber, so she can meet up with friends on her own.
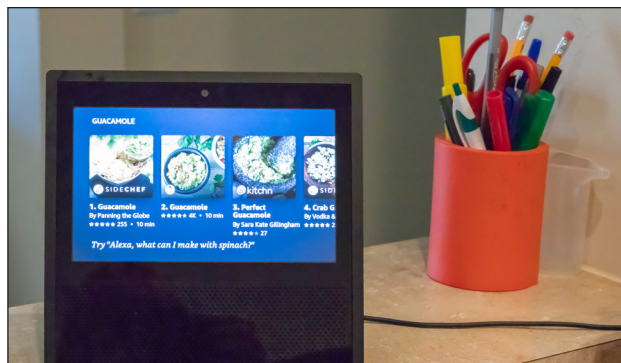
Alice Wants More Independence at Home

Alice likes to have time to herself at home. She uses a voice-activated speaker to add items to her to-do list, change the thermostat, or turn on the lights. By using a device like Amazon Echo or Google Home, Alice can give hands-free commands from her wheelchair to call her provider whenever she needs. She also uses a device with a display to see what tasks she is working on.

Jackson Enjoys Success on the Job

Jackson works as a line cook in a restaurant but needs reminders about how to make new recipes on the menu. He uses a tablet that gives him video prompts about what to do next. Jackson also wears a watch that buzzes every hour to remind him to make sure his workspace in the kitchen is clean.

Try technology before you buy it at one of more than 80 assistive tech lending libraries in Ohio

Follow DODD on YouTube for more stories about people using their technology

Find a map of lending libraries and other resources to start using supportive technology at **dodd.ohio.gov**

Above: Raven and Lincoln are Project STIR advocates. Front page: Marci uses Remote Support at her home.