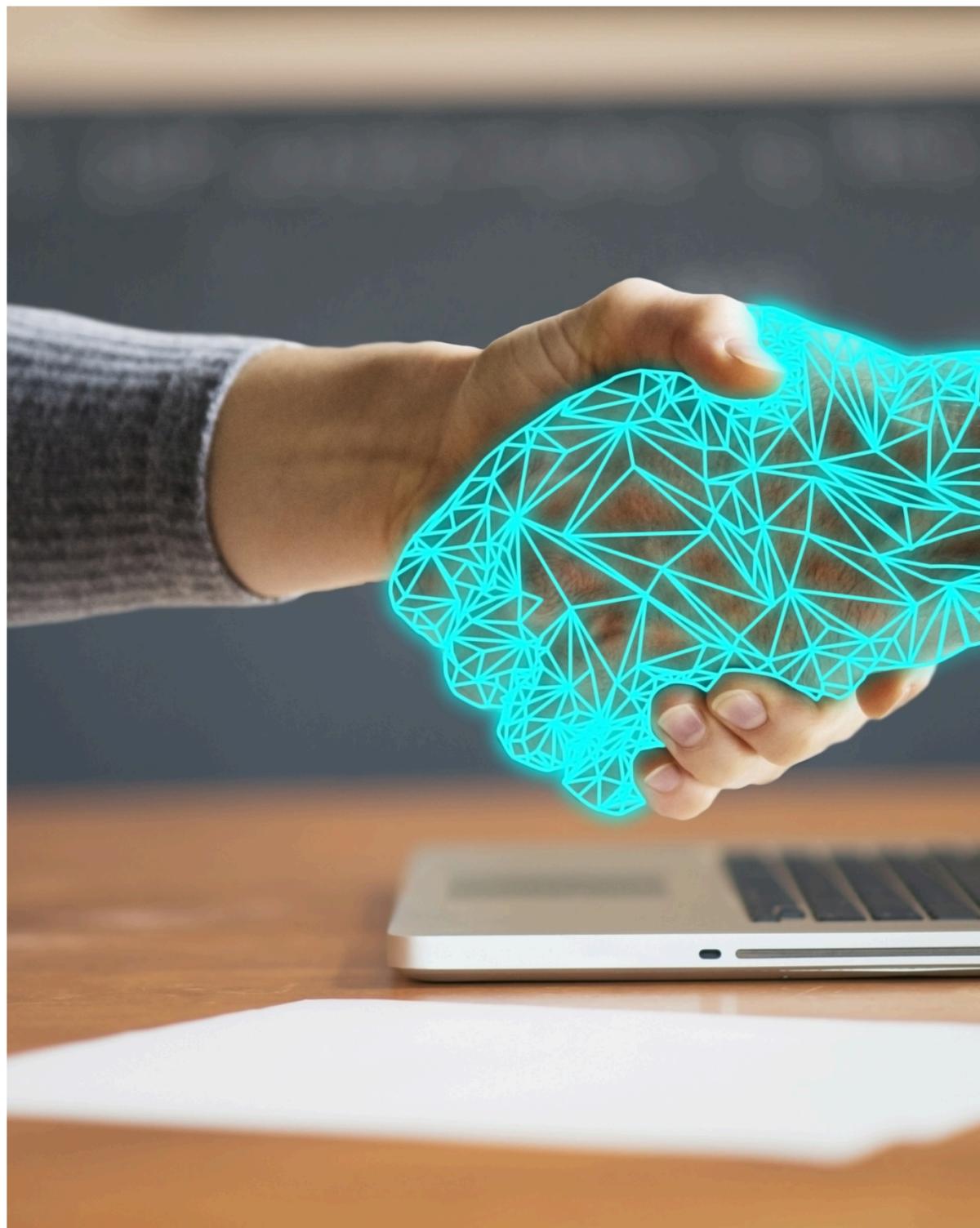




ARRM

TECHNOLOGY TRAINING



RESOURCES

- **ARRM - Tech 101**
- **ARRM - Technology Resource Center**
- **MN AT4All**
- **MN Networking in Education and Assistive Technology (MN NEAT)**



ASSISTIVE & ENABLING TECHNOLOGY PROVIDERS

[AbleNet](#)

[Adaptive Home Solutions](#)

[APA Medical](#)

[Anodyne](#)

[BoundaryCare](#)

[ConnectAbility](#)

[Connect America](#)

[Control Bionics](#)

[Current Accessibility Solutions](#)

[Cybermation Inc.](#)

[Dose Health](#)

[Forbes AAC](#)

[HealthMed](#)

[Lighthouse Center for Vital Living](#)

[Live Life Therapy Solutions](#)

[Mercarik Assistive Technology](#)

[MN STAR Program](#)

[PRC](#)

[Sengistix](#)

[Senior Living Insights](#)

[SimplyHome](#)

[SMILES Center for Independent Living](#)

[Southeastern Minnesota Center For](#)

[Independent Living \(SEMCIL\)](#)

[Talk to Me Technologies](#)

[Think Smartbox AAC](#)

[Tobii Dynavox](#)



PASS THROUGH BILLERS (STATE WIDE)

APA Medical

Current Accessibility Soutions

Mercarik Assistive Technology.

Sengistix



PERSONAL EMERGENCY RESPONSE PROVIDERS

Cybermation Inc.

Connect America

Dose Health

Livewell Alert

MedScope

Mercarik Assistive Technology.

PioneerCare

QMedic

Safe Phone Inc.

Sengistix

REMOTE SUPPORT PROVIDERS

Mercarik
NextGenAT
NOSS
Rest Assured
SafeinHome
Sengistix
Simply Home
THS



ADDITIONAL RESOURCES (AT LABS, LENDING LIBRARIES, EDUCATION, ETC.)

ARRM

AT4All

Courage Kenny Assistive Tech Department

Disability Hub MN

Minnesota Guide to Assistive Technology (MN-GAT)

MN STAR Program

MN State Services for the Blind

Moorhead Regional Assistive Technology Center

Pacer Simon Technology Center

Technology for HOME



CENTERS FOR INDEPENDENT LIVING

ACCESS NORTH

SEMCIL (Southeastern Minnesota
Center for Independent Living)

SMILES

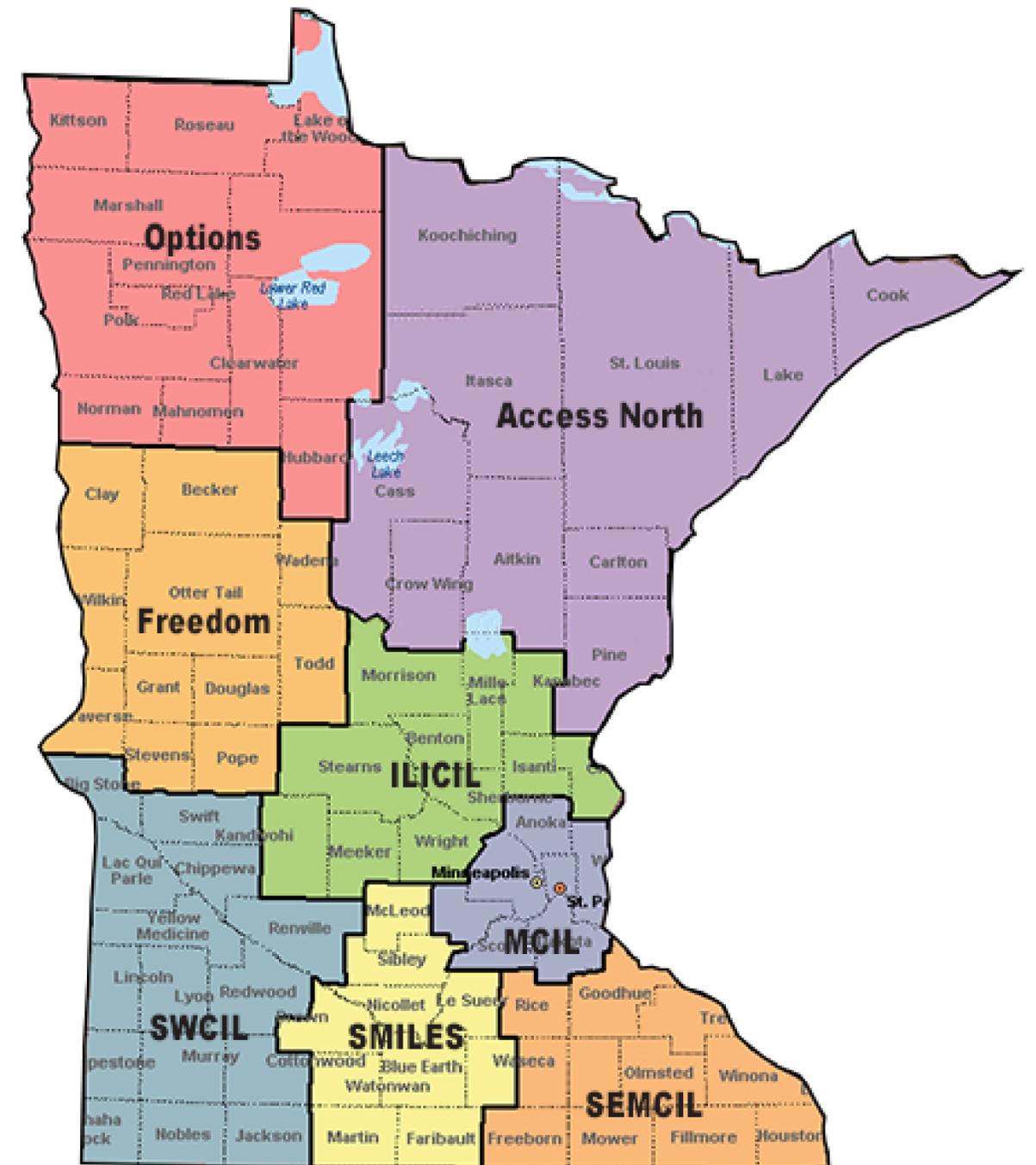
SWCIL (Southwestern Center for Independent Living)

MCIL (Metropolitan Center for Independent Living)

INDEPENDENT LIFESTYLES

FREEDOM RESOURCE CENTER

OPTIONS



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POST TRAINING SURVEY





Understanding Assistive Technology

And Remote Support

Why is Incorporating Support Technology So Important?

Increasing Independence & Addressing Staffing shortages

- Assistive Technology allows people to do things for themselves they would otherwise rely on someone else to help them with - giving people more control and independence
- Assistive technology (AT) and Remote support (RS) offer our greatest chance at surviving the current and future staffing issues which are projected to only become worse
- DHS Workforce Shortage Workgroup has identified Support technology (AT & RS) as their premier promising practice to assist with the staffing shortages



Understanding Remote Support

Understanding Remote Support is a critical skill for IT professionals. It involves providing assistance to users from a remote location, often using specialized software tools. This approach allows for faster resolution of issues and reduces the need for on-site visits. Key components include clear communication, effective troubleshooting, and the use of secure remote access protocols. Remote support is essential for maintaining system uptime and ensuring user productivity in a distributed work environment.

Definition



Definition

Remote Support is the provision of a covered service by a staff or caregiver who is in a remote location and is engaged with a person through **enabling technology** that utilizes **live two-way communication**.

Understanding Remote Support



Live Two-Way Communication

Live two-way communication is the real-time transmission of information between a person and an actively involved caregiver. It can be conveyed through the exchange of speech, visuals, signals or writing but must flow both ways and be in actual time. All transmitted electronic written messages must be retrievable for review.



Enabling Technology

Enabling technology is the technology that makes the on-demand remote supervision and support possible.

Examples include live audio and video feeds, web-based monitoring systems, Global Positioning Systems, mobile applications, communication devices, smart devices or devices that otherwise meet the requirement for live, two-way communication.



Enabling Technology



Sensor Systems



Medication Management



Two-Way Communication



Environmental Controls



Wearables

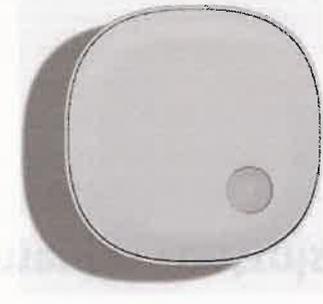
Sensors



Open/Close Sensor



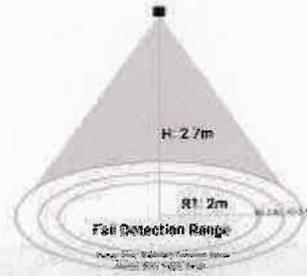
Motion Sensor



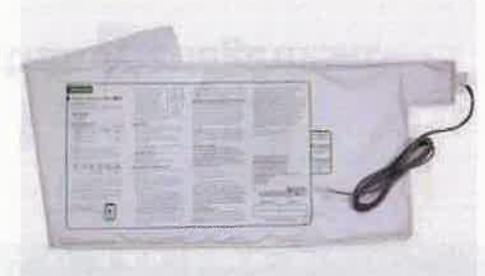
Decibel Sensor



Floor Pad Sensor



Fall Sensor



Bed/Chair Sensor

Two-Way Communication



Two-Way Video Call



Phone Call



Doorbell Camera



Smart Watch



Sensors with Live Monitoring



Texting

Wearables



Boundary Care



Awake Labs



Empatica EpiMonitor



AngelSense



PERS



If I Need Help

Medication Management



Dose Health



Hero Health



MedMinder



Livi



Spencer



AdhereTech

Environmental Controls



Smart Light



Smart Door Opener



Smart Plug



Smart Lock

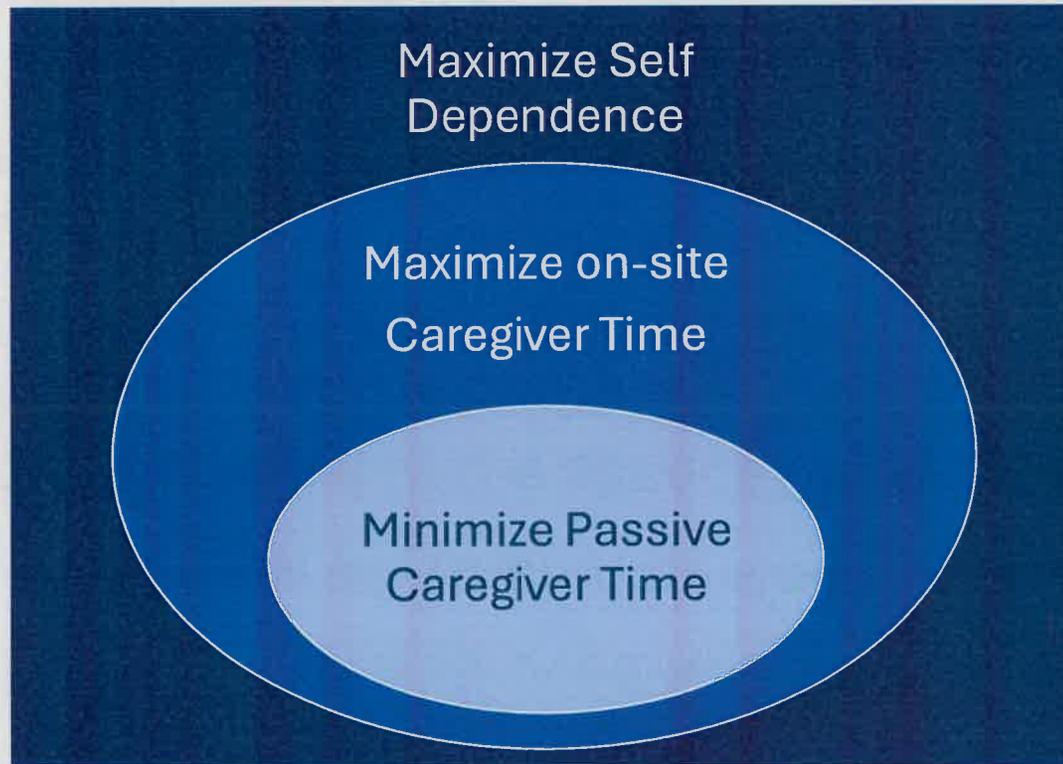


Smart Thermostat



Smart Blinds

Benefits of Remote Support



Steps DHS has taken to increase access and usage of RS

- 27 waiver services approved for remote provision!
- Rate is the same whether in person or remote
- For a complete list of the services that include the remote service delivery option please see the full [Remote Support Policy](#) in the CBSM
- Reference [Resource: Guidance on support technology and service planning](#) for questions

Remote Support is not a service; it is a method for delivering an approved service



<https://youtu.be/k0nr1Enj7Ok>



Understanding Assistive Technology



Federally Defined Categories of AT



Vision



Hearing



Speech Communication



**Learning, Cognition,
and Development**



Daily Living



Environmental Adaptations



Computer Related



Mobility, Seating, and Positioning



Recreation/Leisure

Vision



ORCam My Eye



C-Pen Reader



Brailiant



Seeing AI



Be My Eyes



Apple Accessibility

Hearing



Personal Amplifier



HomeAware



Apple AirPods Pro



Google Live Transcribe



The ASL App



Sorenson Video Relay Services

Speech Communication



Tobii Dynavox



Eyegaze



GoTalk



Voice Amplifier



Picture Board



Voiceitt

Learning, Cognition, and Development



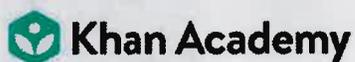
LiveScribe



Time Timer



BlueBeePals Pro



Adapted Learning Tools



Visual Scheduler



Lumosity

Daily Living



Sonicbrush



Bidet Toilet Attachment



Adapted Bathing Tools



Auto Soap Dispenser



Adapted Dressing Aids



Obi Feeder

Environmental Adaptations



Touchless Faucet



Smart Home Technology



Grab Bars



Self Turning Bed



Induction Cooktop



Adapted Cabinet

Computer Related



Dragon Software



Adapted Keyboard



Adapted Stylus



Glassouse



Switch Controlled System



Foot Mouse

Mobility



Recreational Wheelchair



CAN GO Smart Cane



Adapted Bicycle



Transfer Boards



Chirper Walker



Fall Detection Device

Recreation/Leisure



Adapted Video Gaming



Trax Chair



Adapted Kayak



Adapted Fishing Pole



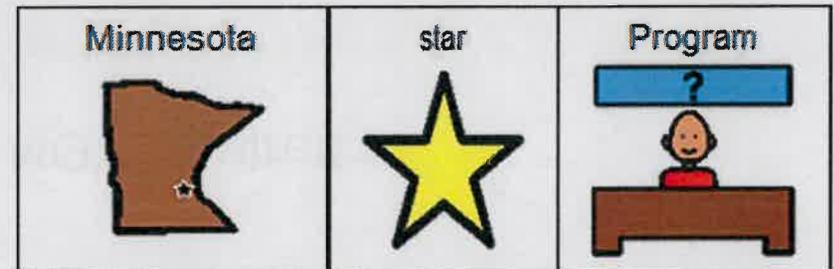
Adapted Dice Roller



Giant Uno

Minnesota STAR Program

- System of Technology to Achieve Results (STAR)
- Minnesota's federally funded Assistive Technology Act Program
- Housed within the MN Department of Administration
- Providing services to ALL MINNESOTANS
 - No proof of disability required.
 - There is no cost for the STAR Program services



Technology Assessments

Assistive Technology assessments are NOT required to purchase AT.

Note:

- Agency that does the assessment can purchase the equipment.
- Assessments are professional recommendations – talk with assessors if you disagree or have questions



Want Vs Need

If it doesn't explicitly say it can not be covered, then it most likely can be!

Just make sure it:

- Meets an Assessed Need
- Aids in Health & Safety of Individual

Think YES first and ask follow up questions to determine if there is a need.



Assessed Need

- Technology does NOT need to be specifically called out in the MnCHOICES Assessment or prescribed by a doctor.
- Based on the individual's diagnosis or disability, the technology should assist with tasks or improve areas affected by their condition.
- The goal is for the requested equipment to meet specific needs or goals, addressing challenges caused by the disability or diagnosis.



Steps DHS has taken to increase access to AT

- Increased SES cap to \$10K annually*
 - *DD and EW do not have a cap for SES
- Changes to T2029 code (DD ONLY*) so that AT and AT assessments can bypass claims complex review process
 - *Available to other waivers when ARPA funding ends.
- Developed [Resource: Guidance on support technology and service planning](#)



Authorization odds and ends

- Only 1 Bid is required for Assistive and Enabling Technology Requests
 - This includes Assistive Technology Assessments and Authorizations
- Cost effective does not mean least expensive
- AT for people with 24-hour staff does not equal a duplication of service



Legislative Requirement for Technology

- When 245D intensive services are used, a discussion of how technology might be used to meet the person's desired outcomes must be included in the 45-day planning meeting
- MN is now a Tech First State
- Starting this year, technology requests must be approved or denied within 30 days of the request.
 - If denied there must be a written clear reason for the denial accompanied by a notice of action form.



Waiver Services that Fund or Support the Usage of Technology

- 24 Hour emergency assistance
- Assistive technology
- Environmental accessibility adaptations
- Monitoring technology
- PERS
- Specialist Services
- Specialized equipment and supplies



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POST TRAINING SURVEY



PARENTING WITH A DISABILITY

ABOUT:

A pilot project called Parenting with a Disability is being conducted under Tech4Home this year until June 30, 2025. There are many people with disabilities in the state who have children. Current resources for people with disabilities generally address the person's needs to take care of themselves, but do not address the needs they may have to take care of their children. This project will provide assessment, training, equipment, and home modifications if necessary to help address parenting needs.

SERVICES OFFERED:

- Consultation and assessment
- Funding for qualified equipment or home modifications
- Training and set up of equipment
- Connection to community resources

QUALIFICATIONS:

- Is a parent or guardian for a child or young adult they are parenting
 - Has a diagnosed disability
- AND**
- Is on MA/Medicare OR has home care services OR is waiver eligible



TO MAKE A REFERRAL:

1. Go to LiveLifeTherapySolutions.com
2. Click 'Referral Page'
3. Click 'Go to Referral Form'
4. Check 'Yes' for Parenting with a Disability
5. Fill out information
6. Click Submit



LiveLife Therapy Solutions, Inc.

Office: 952-921-8334

Fax: 952-921-8335

www.livelifetherapysolutions.com

Question: The primary focus of X's follow up questions **are centered upon how to determine when a service is diversionary or recreational in nature, and when the service is a parental responsibility.** The examples X County have provided are related primarily to children and concluding a bicycle / tricycle for a child is always recreational and diversionary, or a parental responsibility (which is not accurate).

Response:

Thank you X for your continued efforts to support people who live with disability in their community. Our Team has reviewed the email chain and your ongoing concerns about how to determine when a service, adaptation or modification may be authorized.

As you know, waiver funds may only be used to address an assessed need. When reviewing options with the person, or requests that the person makes, what is authorized must address an assessed need. For example, if a person is assessed to have needs related to mobility, bike adaptations specific to their mobility needs may be necessary and chosen by that person. And, if a lead agency denies the payment for the adaptation, they must provide a notice of action. The denial should be made only when a lead agency can clearly identify that the good, service or adaptation does not:

- Address an assessed need.
- Have an alternate funding option available (such as health insurance coverage).
- Meet service-specific requirements.

Each person's assessed needs and choices are unique. It's not possible to say that a specific good service, or adaptation is available for all or none. This takes time, it is person-centered and require case managers to take extra time in review and evaluate each requested item. Doing this work prior to issuing a notice of action is billable time and may reduce appeals. Prior to providing a written notice of action when a denial occurs, consider doing the following with the person:

- Review the person's assessed needs
- Discuss and clarify needs, and document any changes
- Present all available options and reviewing options that address their assessed needs and ensure they may make an informed choice
- Review service-specific requirements

When a good, service, or adaptation addresses an assessed need, and relates to a recreational (or diversionary) activity it is allowable, so long as it addresses an assessed need. Simply because something is enjoyable, does not mean it does not have other functions that support the person's needs. For example, riding a bike may be considered enjoyable, or recreational, but it may also help them to access the community, travel to the grocery store, get to work, and other necessary life functions. It is important that the lead agency first determine if the good, service, or adaptation supports a person's assessed need. If it does, it is likely that it is not solely recreational and diversionary. It is likely that it is not parental responsibility.

Here are some guiding questions for case managers to ask or consider when making a decision on equipment:

- How are they going to use it? Is it solely for recreational purpose or could it assist the person in one of their ADL or IADL assessed need? For example adaptations to a bike could assist the person with their transportation needs.
- What are their needs regarding mobility/community access?
- Does this piece of equipment meet the person's needs? Review the person's assessed area of needs.
- Ensure there is no duplication of services - do they already have a way to access the community through other means?

Sincerely,

Support Planning and Informed Choice Policy